



Southampton – Hackney Carriage Unmet Demand Survey  
August 2018



## Executive Summary

This study has been conducted by LVSA 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 a third choice of action becomes available to the licensing authority, which is to keep the cap in place at the same level.

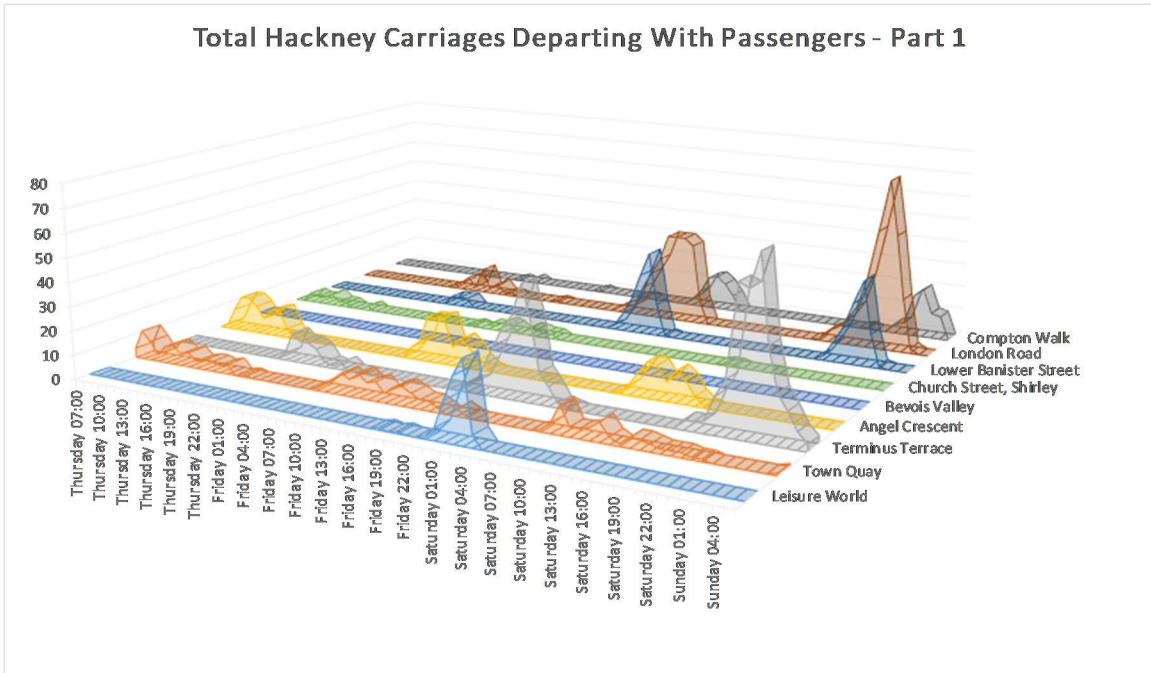
A licensing authority may choose at any time, to raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit; good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.

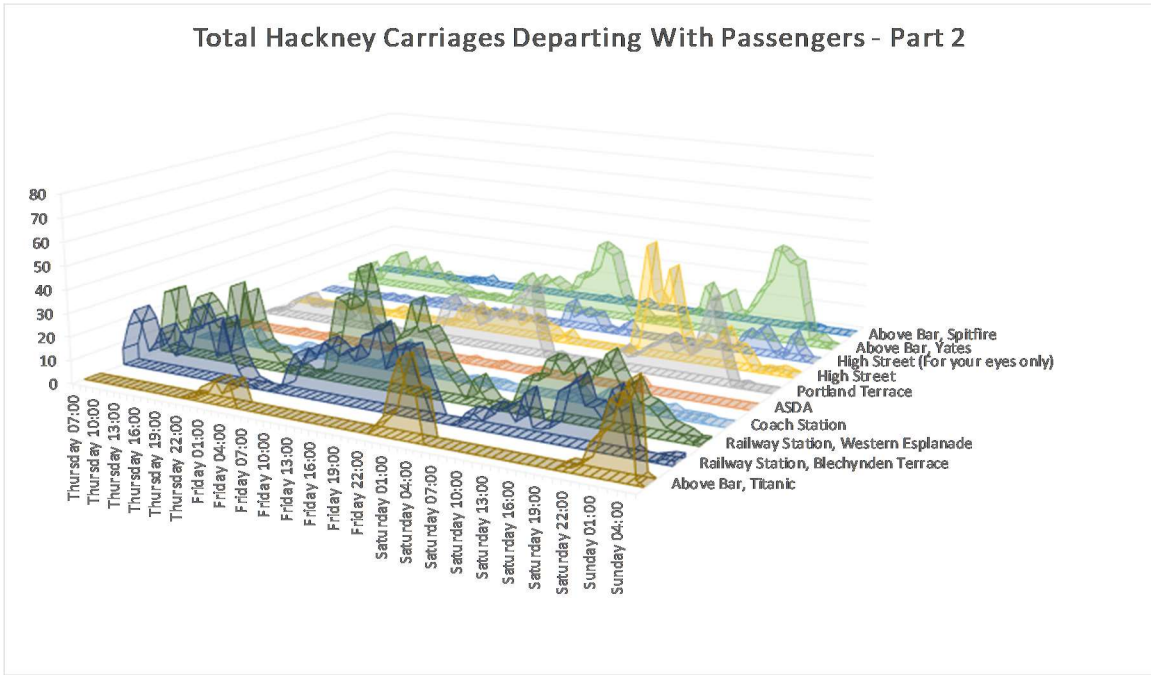
This study is intended to fulfil the requirements of Section 16 of the 1985 Transport Act and to address the questions raised in the Department for Transport (DfT) 2010 Best Practice Guidance.

Surveys were undertaken at taxi ranks in Southampton, for three days, from the morning of Thursday 22<sup>nd</sup> March 2018 to the morning of the following Sunday 25<sup>th</sup> March 2018, 72 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. The busiest hour in terms of hires observed across all ranks, was during the hour beginning 01:00 on Sunday morning, with 253 hires observed during that hour. The busiest hours at individual ranks were the hour beginning 01:00 hours on Sunday morning at the London Road rank, with 73 hires during that hour and the hour beginning 01:00 hours on Sunday morning at the Terminus Terrace rank, with 71 hires during that hour

The volume of hires are summarised in the following two figures. There were a total of 6,555 hires observed over the three days of observation.





There were 580 passengers who had to wait for Hackney Carriages to arrive at the ranks. 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 generally isolated events rather than continuous periods of queuing. A total of 10,206 passengers were observed departing the ranks in Hackney Carriages, over the three days surveyed. This equates to 5.7% of passengers had to wait for Hackney Carriages to arrive at ranks. The normal situation was that Hackney Carriages were observed waiting for passengers to arrive at the ranks.

Volumes at the ranks are summarised in the following table as totals over the three days of observation.

<b>All 3 days</b>					
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi
<b>Total for all locations</b>	<b>967</b>	<b>6555</b>	<b>7522</b>	<b>10206</b>	<b>1.6</b>
Leisure World	17	88	105	156	1.8
Town Quay	57	225	282	365	1.6
Terminus Terrace	83	575	658	1007	1.8
Angel Crescent	19	272	291	352	1.3
Bevois Valley	1	0	1	0	0.0
Church Street, Shirley	31	45	76	55	1.2
Lower Banister Street	20	216	236	349	1.6
London Road	46	532	578	878	1.7
Compton Walk	25	133	158	235	1.8
Above Bar, Titanic	15	282	297	490	1.7
Railway Station, Blechynden Te	22	981	1003	1398	1.4
Railway Station, Western Espla	295	1188	1483	1694	1.4
Coach Station	60	106	166	179	1.7
ASDA	34	10	44	16	1.6
Portland Terrace	59	582	641	981	1.7
High Street	34	380	414	573	1.5
High Street (For your eyes only)	68	119	187	189	1.6
Above Bar, Yates	74	807	881	1267	1.6
Above Bar, Spitfire	7	14	21	22	1.6

Some Hackney Carriages left the ranks empty. It may be the case that many of these empty departures may have been responding to bookings made through booking circuits or direct calls to the driver. Feedback from the trade supports this view. It is also likely that some of the empty departures were by drivers who had waited at a rank with no hires and then decided to move on to another rank to wait.

Consultation feedback suggests that some 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:

- There were few perceived issues with the availability of Hackney Carriages.
- The Hackney Carriage fleet in Southampton is generally well regarded. However, there was consistent feedback from the trade that some new

drivers have poor language skills and some have poor knowledge of routes and locations.

- Representatives of elderly, disabled and mobility impaired passengers raised no issues. Availability of accessible vehicles for wheel chair users and mobility impaired users appears to have improved in recent years.
- The storage capacity of some ranks is often insufficient to accommodate all of the hackney carriages waiting for fares.

### **Observations**

Some individuals own multiple Hackney Carriage vehicle licences and rent these licensed vehicles to drivers for a weekly fee. Some of the drivers interviewed or who returned survey forms, resented the ownership of licensed vehicles by non-drivers. However, some felt that the availability of vehicles or plates to rent offered a low capital option for entry into the trade.

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.



**Contents**

Executive Summary .....	i
Contents .....	vii
1 General introduction and background .....	1
2 Local background and context .....	7
3 Patent demand measurement (rank surveys) .....	14
4 General public views .....	28
5 Key stakeholder consultation.....	36
6 Trade stakeholder views .....	40
7 Evaluation of unmet demand and its significance .....	50
11 Summary, synthesis and study conclusions .....	55
12 Recommendations.....	57
Appendix A – Rank Survey Results .....	58



## 1 General introduction and background

Southampton City Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the council area. Further details of the local application of Section 16 of the 1985 Transport Act with regard to limiting hackney carriage vehicle numbers is provided in further Chapters of this report. Hackney carriage vehicle licences are the only part of licensing where such a stipulation occurs and there is no legal means by which either private hire vehicle numbers, private hire or hackney carriage driver numbers, or the number of private hire operators can be limited.

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

Current hackney carriage, private hire and operator licensing is undertaken within the legal frameworks first set by the Town Polices Clause Act 1847 (TPCA), amended and supplemented by various following legislation including the Transport Act 1985, Section 16 in regard to hackney carriage vehicle limits, and by the Local Government Miscellaneous Provisions Act 1976 with reference to private hire vehicles and operations. This latter Act saw application of regulation to the then growing private hire sector which had not been previously part of the TPCA. Many of the aspects of these laws have been tested and refined by other more recent legislation and more importantly through case law.

Beyond legislation, the experience of the person in the street tends to see both hackney carriage and private hire vehicles both as ‘taxis’ – a term we will try for the sake of clarity to use only in its generic sense within the report. We will use the term ‘licensed vehicle’ to refer to both hackney carriage and private hire.

The legislation around licensed vehicles and their drivers has been the subject of many attempts at review. The limiting of hackney carriage vehicle numbers has been a particular concern as it is often considered to be a restrictive practice and against natural economic trends. The current BPG in fact says “most local licensing authorities do not impose quantity restrictions, the Department regards that as best practice”.

The three most recent reviews were by the Office of Fair Trading in 2003, through the production of the BPG in 2010, and the Law Commission review which published its results in 2014. None of these resulted in any material change to the legislation involved in licensing.

At the time of writing this report an All Party Parliamentary Group is considering taxi policy matters and has produced interim results (July 2017), but the main results are still some way in the future. Other groups have provided comment but the upshot remains no change in legislation from that already stated above.

With respect to the principal subject of this survey, local authorities retain the right to restrict the number of hackney carriage vehicle licenses. The Law Commission conclusion included retention of the power to limit hackney carriage vehicle numbers but utilizing a public interest test determined by the Secretary of State. It also suggested the three- year horizon also be used for rank reviews and accessibility reviews. However, there is currently no expected date either for publication of the Government response to the Law Commission, nor indeed any plans for revisions to legislation.

A more recent restriction, often applied to areas where there is no 'quantity' control felt to exist per-se, is that of 'quality control'. This is often a pseudonym for a restriction that any new hackney carriage vehicle licence must be for a wheel chair accessible vehicle, of various kinds as determined locally. In many places this implies a restricted number of saloon style hackney carriage licences are available, which often are given 'grandfather' rights to remain as saloon style.

Within this quality restriction, there are various levels of strength of the types of vehicles allowed. The tightest restriction, now only retained by a few authorities only allows 'London' style wheel chair accessible vehicles, restricted to those with a 25-foot turning circle, and at the present time principally the LTI Tx, the Mercedes Vito special edition with steerable rear axle, and the Metrocab (no longer produced). Others allow a wider range of van style conversions in their wheel chair accessible fleet, whilst some go as far as also allowing rear-loading conversions. Given the additional price of some of these vehicles, this often implies a restriction on entry to the hackney carriage trade.

Some authorities do not allow vehicles which appear to be hackney carriage, i.e. mainly the London style vehicles, to be within the private hire fleet, whilst others do allow wheel chair vehicles. The most usual method of distinguishing between hackney carriages and private hire is a 'Taxi' roof sign on the vehicle, although again some areas do allow roof signs on private hire as long as they do not say 'Taxi', some turn those signs at right angles, whilst others apply liveries, mainly to hackney carriage fleets, but sometimes also to private hire fleets.

After introduction of the 1985 Transport Act, Leeds University Institute for Transport Studies developed a tool by which unmet demand could be evaluated and a determination made if this was significant or not. The tool was taken forward and developed as more studies were undertaken. Over time this 'index of significance of unmet demand' (ISUD) became accepted as an industry standard tool to be used for this purpose. Some revisions have been made following the few but specific court cases where various parties have challenged the policy of retaining a limit.

Some of the application has differed between Scottish and English authority's. This is mainly due to some court cases in Scotland taking interpretation of the duty of the licensing authority further than is usual in England and Wales, requiring current knowledge of the status of unmet demand at all times, rather than just at the snap-shot taken every three years. However, the three year survey horizon has become generally accepted given the advice of the BPG and most locations that review regularly do within that timescale.

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

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

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

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

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

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

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

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

In general, industry standards suggest (but specifically do not mandate in any way) that the determination of conclusions about significance of unmet demand should take into account the practicability of improving the standard of service through the increase of supply of vehicles. It is also felt important to have consistent treatment of authorities as well as for the same authority over time, although apart from the general guidance of the BPG there is no clear stipulations as to what this means in reality, and certainly no mandatory nor significant court guidance in this regard.

At the present time, there is an active All Party Parliamentary Group considering issues regarding hackney carriage and private hire licensing that are considered to be current and critical. Their discussions are ongoing. As is usual in a diverse industry, other formal and informal groups continue to suggest potential changes to licensing that might be applied – but none of these, however strongly presented, have any legal weight and must be taken fully in context. This includes various changes arising from need to consider pollution and air quality issues although some elements of this will legally apply, but at a much higher level than specific licensing legislation, which may imply clashes with established legislation and more so present practice.

In conclusion, the present legislation in England and Wales sees public fare-paying passenger carrying vehicles firstly split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing. Local licensing authorities only have jurisdiction over vehicles carrying eight or less passengers. Further, the jurisdiction focusses on the vehicles, drivers and operators but rarely extends to the physical infrastructure these use (principally ranks).

The vehicles are split between hackney carriages which are alone able to wait at ranks or pick up people in the streets without a booking, and private hire who can only be used with a booking made through an operator. If any passenger uses a private hire vehicle without such a properly made booking, they are not generally considered to be insured for their journey.

Drivers can either be split between ability to drive either hackney carriage or private hire, or be 'dual', allowed to drive either kind of vehicle. Whilst a private hire driver can only take bookings via an operator, with the 'triple-lock' applying that the vehicle, driver and operator must all be with the same authority, a hackney carriage driver can accept bookings on-street or by phone without the same stipulation required for private hire.

Recent legislation needing clarification has some operators believing they can use vehicles from any authority as long as they are legally licensed as private hire. At first, under the 'Stockton' case, this was hackney carriages operating as private hire in other areas (cross-border hiring). More recently, under the

Deregulation Act, private hire companies are able to subcontract bookings to other companies in other areas if they are unable to fulfil their booking, but the interpretation of this has become quite wide.

The 'triple lock' licensing rule has also become accepted. A vehicle, driver and operator must all be under the same licensing authority to provide full protection to the passenger. However, it is also accepted that a customer can call any private hire company anywhere to provide their transport although many would not realise that if there was an issue it would be hard for a local authority to follow this up unless the triple lock was in place by the vehicle used and was for the area the customer contacted licensing.

Further, introduction of recent methods of obtaining vehicles, principally using 'apps' on mobile phones have also led to confusion as to how 'apps' usage sits with present legislation.

All these matters can impact on hackney carriage services, their usage, and therefore on unmet demand and its significance.



## **2 Local background and context**

Southampton is the largest city in Hampshire, with a population of 254,275 (2016 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 35,000 students (2016 -17). 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.

### **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 653 Private Hire Vehicles licensed by Southampton City Council.

### **Comparative information to other authorities**

Table 1 compares recent licensed vehicle numbers for Southampton with other authorities in the DfT Southeast Region. The table is ordered in increasing proportions of total licensed vehicles per 1,000 population. Data was derived from DfT statistics published in 2017, which were the latest statistics available at the time of publication.

Table 1 - Licensed vehicle proportions

Licensing Area	Mid 2016 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Dover [Limited]	114227	69	125	194	0.6	1.1	1.7
Maidstone [Limited]	166360	48	236	284	0.3	1.4	1.7
Test Valley [Limited]	122,044	43	204	247	0.4	1.7	2.0
West Berkshire [Limited]	156,837	173	159	332	1.1	1.0	2.1
Tunbridge Wells [Limited]	117,069	107	161	268	0.9	1.4	2.3
Mid Sussex [Limited]	147,089	154	227	381	1.0	1.5	2.6
Milton Keynes [Limited]	264,479	192	695	887	0.7	2.6	3.4
Brighton and Hove [Limited]	289229	565	467	1032	2.0	1.6	3.6
<b>Southampton [Limited]</b>	<b>254,275</b>	<b>283</b>	<b>653</b>	<b>936</b>	<b>1.1</b>	<b>2.6</b>	<b>3.7</b>
Thanet [Limited]	140,652	108	421	529	0.8	3.0	3.8
Hastings [Limited]	92236	48	312	360	0.5	3.4	3.9
Oxford [Limited]	161,291	107	585	692	0.7	3.6	4.3
Slough [Limited]	147,181	107	602	709	0.7	4.1	4.8
Reading [Limited]	162,666	214	651	865	1.3	4.0	5.3
Portsmouth [Limited]	214,832	234	1,045	1,279	1.1	4.9	6.0
Havant [Limited]	123,640	40	698	738	0.3	5.6	6.0
Aylesbury Vale [Limited]	193,113	58	1,264	1,322	0.3	6.5	6.8
Crawley [Limited]	111,375	123	665	788	1.1	6.0	7.1
Horsham [No Limit]	138,018	51	149	200	0.4	1.1	1.4
Wokingham [No Limit]	161,878	100	139	239	0.6	0.9	1.5
Ashford [No Limit]	126,151	98	98	196	0.8	0.8	1.6
Spelthorne [No Limit]	98,902	72	85	157	0.7	0.9	1.6
Rother [No Limit]	93,551	108	46	154	1.2	0.5	1.6
Arun [No Limit]	156,997	242	28	270	1.5	0.2	1.7
Swale [No Limit]	145,042	202	58	260	1.4	0.4	1.8
Gravesham [No Limit]	106,808	160	32	192	1.5	0.3	1.8
Isle of Wight [No Limit]	139,798	204	52	256	1.5	0.4	1.8
Tandridge [No Limit]	86,665	129	46	175	1.5	0.5	2.0
Mole Valley [No Limit]	86,223	109	77	186	1.3	0.9	2.2
Gosport [No Limit]	85,363	74	111	185	0.9	1.3	2.2
Winchester [No Limit]	121,965	119	159	278	1.0	1.3	2.3
Waverley [No Limit]	123,768	216	80	296	1.7	0.6	2.4
Surrey Heath [No Limit]	88,387	124	89	213	1.4	1.0	2.4
New Forest [No Limit]	179,236	129	310	439	0.7	1.7	2.4
Rushmoor [No Limit]	96,327	132	104	236	1.4	1.1	2.4
Bracknell Forest [No Limit]	119,447	85	209	294	0.7	1.7	2.5
South Bucks [No Limit]	69,636	88	84	172	1.3	1.2	2.5
Runnymede [No Limit]	86,889	138	78	216	1.6	0.9	2.5
Shepway [No Limit]	111,190	209	68	277	1.9	0.6	2.5
Basingstoke and Deane [No Limit]	174,588	85	350	435	0.5	2.0	2.5
Chichester [No Limit]	118,175	44	252	296	0.4	2.1	2.5
Fareham [No Limit]	115,423	219	73	292	1.9	0.6	2.5
Adur [No Limit]	63,506	66	100	166	1.0	1.6	2.6
Worthing [No Limit]	108,605	73	213	286	0.7	2.0	2.6
Sevenoaks [No Limit]	119,142	204	112	316	1.7	0.9	2.7
Canterbury [No Limit]	162,416	217	218	435	1.3	1.3	2.7
East Hampshire [No Limit]	117,955	99	222	321	0.8	1.9	2.7
Cherwell [No Limit]	146,338	154	246	400	1.1	1.7	2.7
West Oxfordshire [No Limit]	108,674	178	132	310	1.6	1.2	2.9
Medway [No Limit]	278,542	523	275	798	1.9	1.0	2.9
Elmbridge [No Limit]	132,764	139	248	387	1.0	1.9	2.9
Hart [No Limit]	94,250	207	68	275	2.2	0.7	2.9
Wealden [No Limit]	157,575	160	307	467	1.0	1.9	3.0
Chiltern [No Limit]	95,103	144	141	285	1.5	1.5	3.0
Dartford [No Limit]	105,543	221	105	326	2.1	1.0	3.1
Vale of White Horse [No Limit]	128,738	306	96	402	2.4	0.7	3.1
Wycombe [No Limit]	176,868	89	472	561	0.5	2.7	3.2
Lewes [No Limit]	101,381	212	132	344	2.1	1.3	3.4
Guildford [No Limit]	148,020	177	331	508	1.2	2.2	3.4
Eastleigh [No Limit]	129,635	105	442	547	0.8	3.4	4.2
Tonbridge and Malling [No Limit]	127,293	204	398	602	1.6	3.1	4.7
Eastbourne [No Limit]	103,054	112	417	529	1.1	4.0	5.1
South Oxfordshire [No Limit]	138,128	655	172	827	4.7	1.2	6.0
Epsom and Ewell [No Limit]	79,588	59	420	479	0.7	5.3	6.0
Reigate and Banstead [No Limit]	145,648	105	900	1,005	0.7	6.2	6.9
Woking [No Limit]	99,695	152	560	712	1.5	5.6	7.1
Windsor and Maidenhead [No Limit]	148,814	178	978	1,156	1.2	6.6	7.8

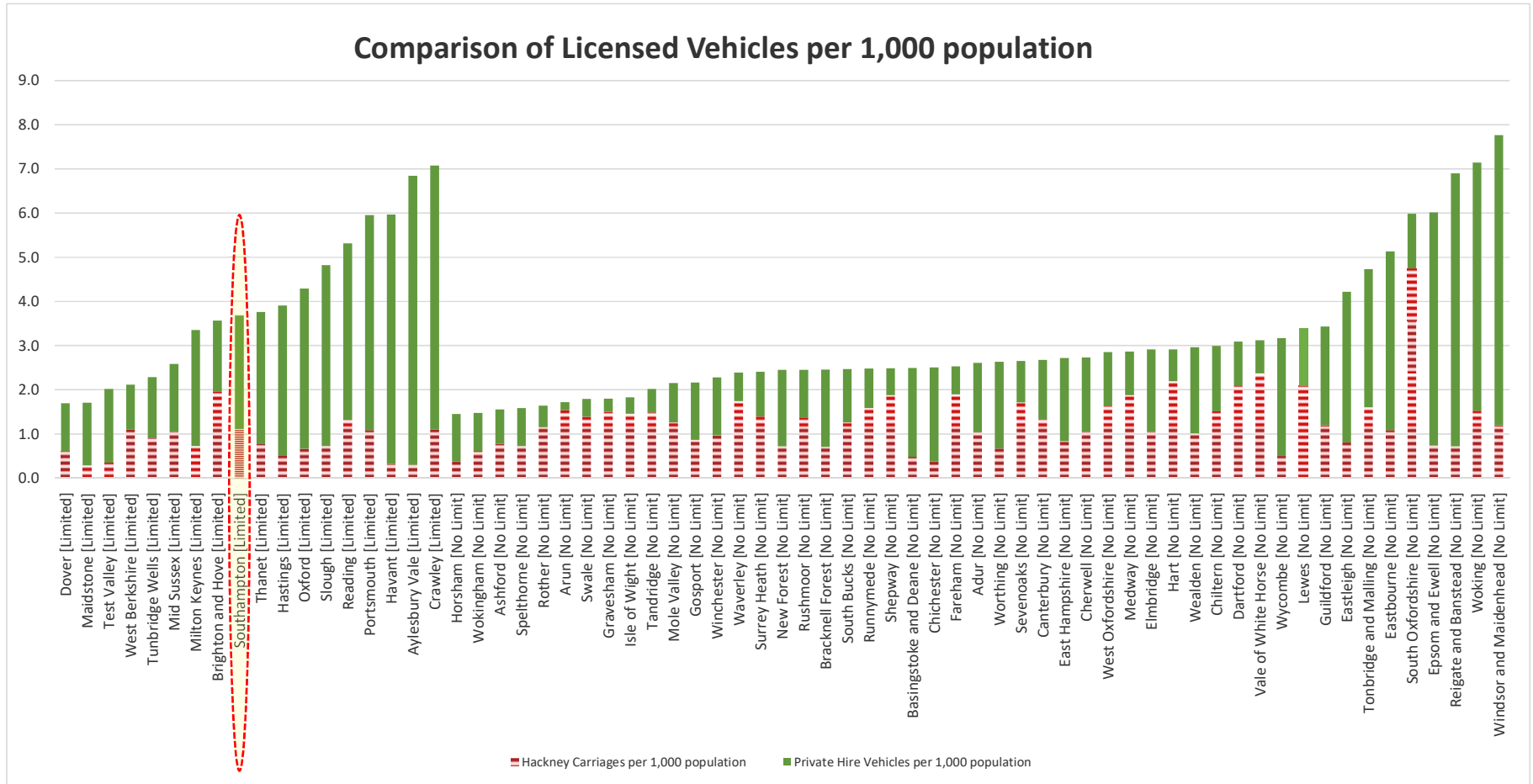


Figure 1 - Comparison of licensed vehicles per 1,000 population

The order in which the data in Table 1 and Figure 1 is presented, is ranked in increasing order of provision of all licensed vehicles. Therefore, the higher the ranking number, the greater the provision per 1,000 population, compared with other authority areas.

In terms of total licensed vehicles, Table 1 indicates that Southampton is ranked 9 out of 18 authority areas in the Southeast Region, which limit the number of Hackney Carriages. In terms of all authority areas both limited and non-limited, Southampton is ranked 50 out of 67 authority areas. These statistics suggest that Southampton has a relatively high level of provision of licensed vehicles, compared with other authorities in the region.

When we look at Hackney Carriages only, Southampton is ranked 37 out of all 67 authorities in terms of Hackney Carriages per 1,000 population. In terms of those authorities which limit the number of Hackney Carriages, Southampton is ranked 16 out of the 18 authorities.

The proportion of private hire vehicles per 1,000 population in Southampton is ranked 49 out of all 67 authorities in the region. Of those authorities which limit the number of Hackney Carriages, Southampton is ranked 8 out of the 18 authorities.

### **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 2.

<b>MAXIMUM TABLE OF FARES</b> <small>inclusive of VAT where applicable</small>	
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	
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	
<b>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</b>	
(a) For the first 110 metres (120.3 yards) or part thereof:	<b>£2.80</b>
(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):	<b>£0.20</b>
(c) For each subsequent 195 metres (213.3 yards) or part thereof thereafter:	<b>£0.20</b>
(d) Waiting Time – For each period of thirty-six seconds or part thereof:	<b>£0.20</b>
<b>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</b>	
(a) For the first 110 metres (120.3 yards) or part thereof:	<b>£3.70</b>
(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):	<b>£0.25</b>
(c) For each subsequent 195 metres (213.3 yards) or part thereof thereafter:	<b>£0.25</b>
(d) Waiting Time – For each period of thirty-six seconds or part thereof:	<b>£0.25</b>
<b>TARIFF 3 – Sundays, Bank and Public Holidays</b>	
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:	<b>£1.00</b>
<b>TARIFF 4 – Christmas</b>	
For any hiring begun after 11.00 p.m. on the 24th December and before 6.00 a.m. on the 27th December:	<b>One and a half times the rate of Tariff 1</b>
<b>TARIFF 5 – New Year's Eve</b>	
For any hiring begun after 11.00 p.m. on the 31st December and before 6.00 a.m. on the 1st January:	<b>Twice the rate of Tariff 1</b>
<b>Additional Charges</b>	
<b>MORE THAN 4 PASSENGERS</b> – If more than four passengers are carried, £2.00 per hiring	
<b>CARD PAYMENT</b> – If payment is made by credit or debit card, a sum not exceeding that permitted by law shall be added to the fare	
<b>ITCHEN BRIDGE TOLLS</b> – If a toll is payable for crossing the Itchen Bridge, a sum equivalent to the toll paid	
<b>CRUISE TERMINALS</b> – if hired from a marshalled cruise terminal rank, £1.00 per hiring	
<b>SOILING CHARGE</b> – 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 2 - Maximum table of fares**

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The lower the ranking number, the more expensive the journey, compared with other authorities. The August 2018 table indicated that the fares in Southampton were ranked 112 out of 366 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**

<b>Local Authority</b>	<b>Rank</b>
Bournemouth	10
Poole	16
Salisbury	17
Bath and North East Somerset	27
Basingstoke and Deane	50
<b>Southampton</b>	<b>112</b>
New Forest	128
Test Valley	157
Portsmouth	229
Fareham	268

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.

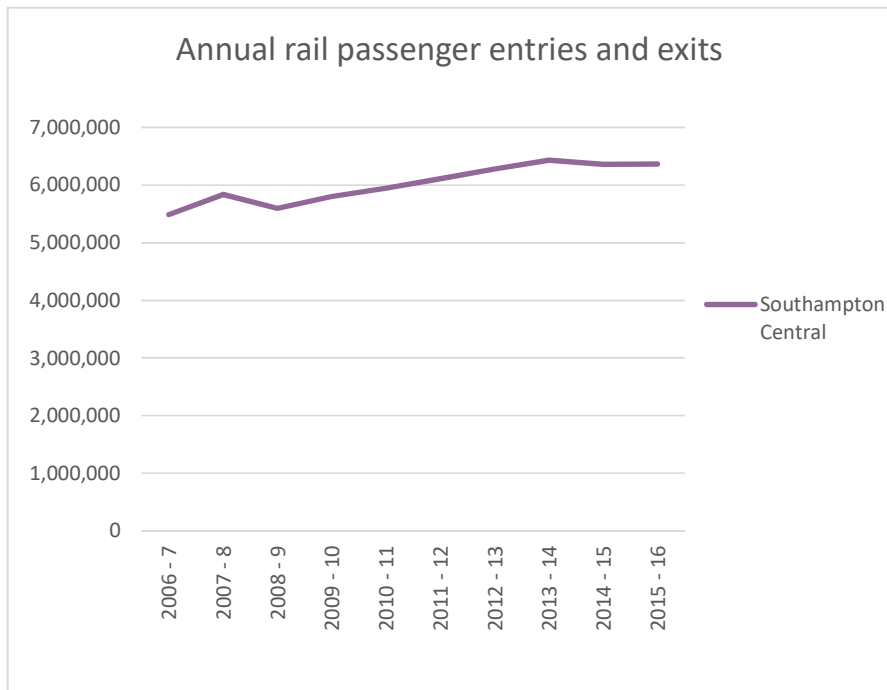
### **Rail passenger growth**

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.

Table 3 and Figure 3 illustrate historic passenger numbers passing through Southampton Central Station. In the last two years there has been a drop in passenger numbers, compared with the peak observed in the year 2014 – 15.

**Table 3 - Annual passenger entries and exits through Southampton Central Station**

Year	Southampton Central
2006 - 7	5,084,065
2007 - 8	5,486,747
2008 - 9	5,835,958
2009 - 10	5,596,448
2010 - 11	5,799,996
2011 - 12	5,947,616
2012 - 13	6,106,856
2013 - 14	6,278,910
2014 - 15	6,433,514
2015 - 16	6,359,692
2016 - 17	6,361,392



**Figure 3 - Annual passenger entries and exits through Southampton Central Station**

### 3 Patent demand measurement (rank surveys)

Nineteen taxi ranks were surveyed.

These locations were:

- Leisure World
- Town Quay
- Terminus Terrace
- Angel Crescent
- Bevois Valley
- Church Street, Shirley
- Lower Banister Street
- London Road
- Compton Walk
- Above Bar, Titanic
- Railway Station, Blechynden Terrace
- Railway Station, Western Esplanade
- Coach Station
- ASDA
- Portland Terrace
- High Street
- High Street (For your eyes only)
- Above Bar, Yates
- Above Bar, Spitfire

The ranks were surveyed continuously from 7.00 on Thursday 22<sup>nd</sup> March 2018 to 7.00 on Sunday 25<sup>th</sup> March 2018.

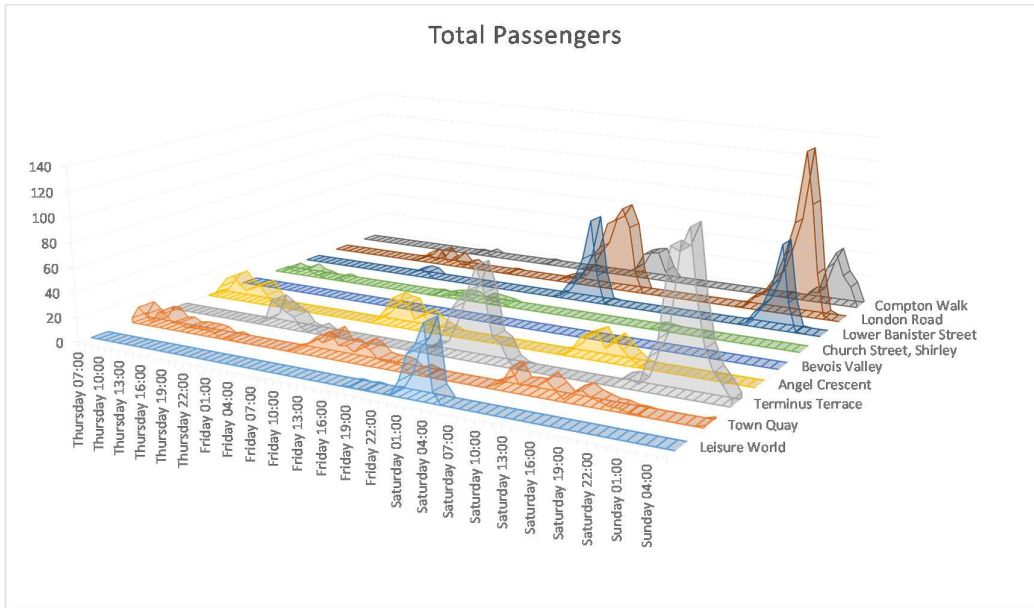
Full details of tabulated hourly passenger and Hackney Carriage volumes and waiting times for Hackney Carriages, are presented in Appendix A. Summary results are presented below as graphs of Hourly Passenger Volumes, Hourly Hackney Carriage Volumes, Average Hackney Carriage waiting time each hour and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

The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, for three days, from Thursday morning to Sunday 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.

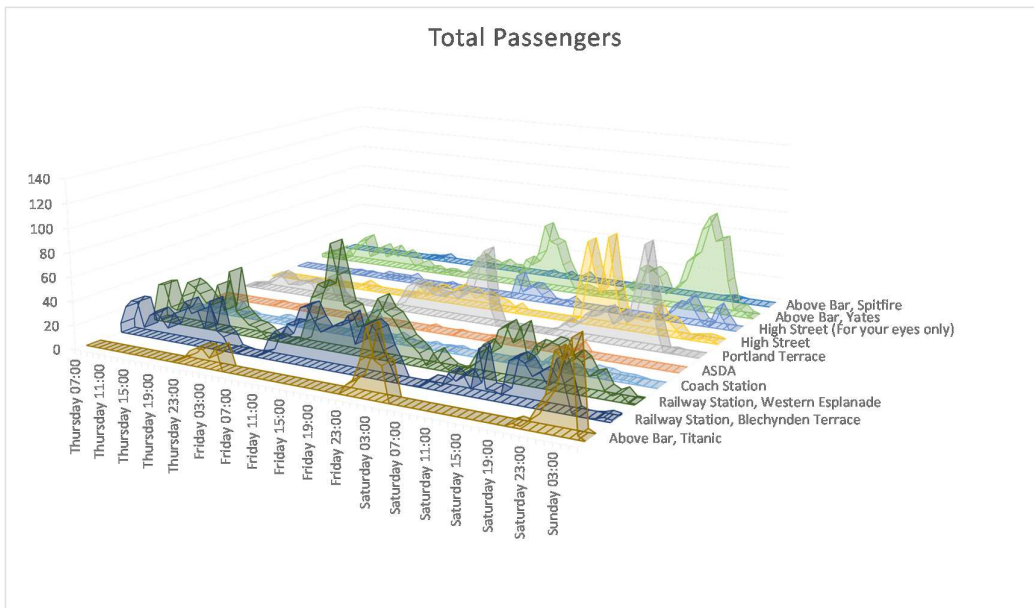
Passenger waiting times were recorded when passengers arrived at a taxi rank and there were no taxis waiting at the rank, i.e. passengers had to wait for a Hackney Carriage to arrive at the rank. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi rank until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

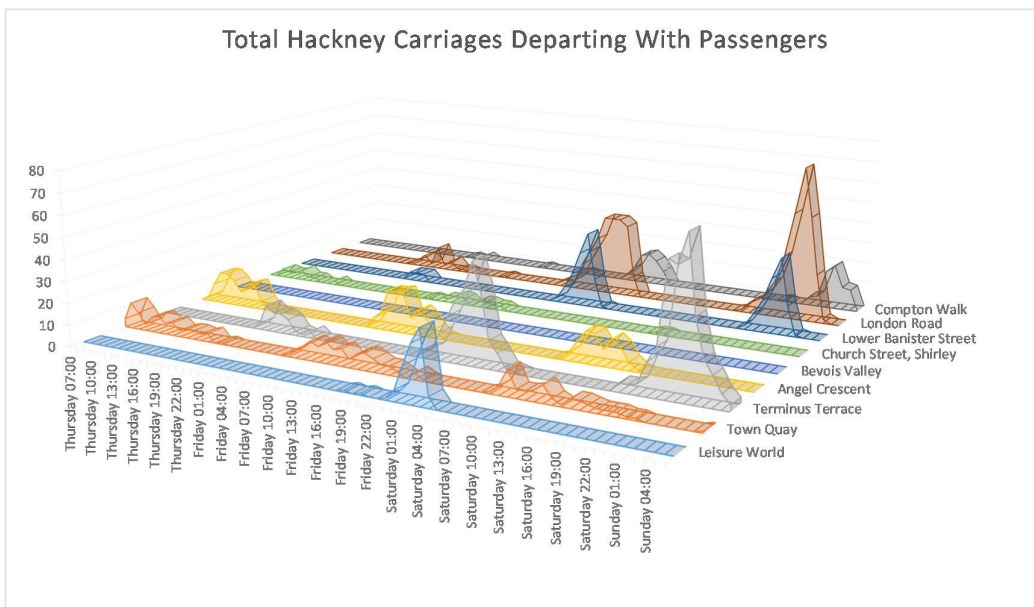


**Figure 4 - Total passenger volumes using each rank (Part 1)**

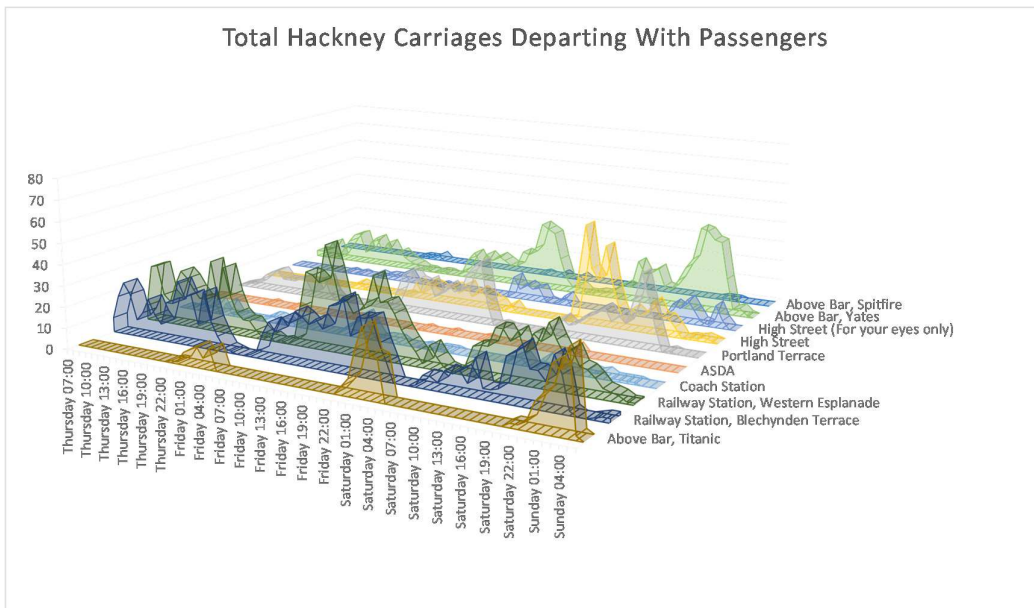


**Figure 5 - Total passenger volumes using each rank (Part 2)**

Figure 4 and Figure 5 present comparative profiles of passenger demand for each rank. The distinction between the daytime and night time ranks can be clearly seen. The profile of demand is highest at night and increased on Friday, compared with Thursday and increased again on Saturday, compared with Friday.



**Figure 6 - Total hackney carriages departing each rank with passengers (Part 1)**



**Figure 7 - Total hackney carriages departing each rank with passengers (Part 2)**



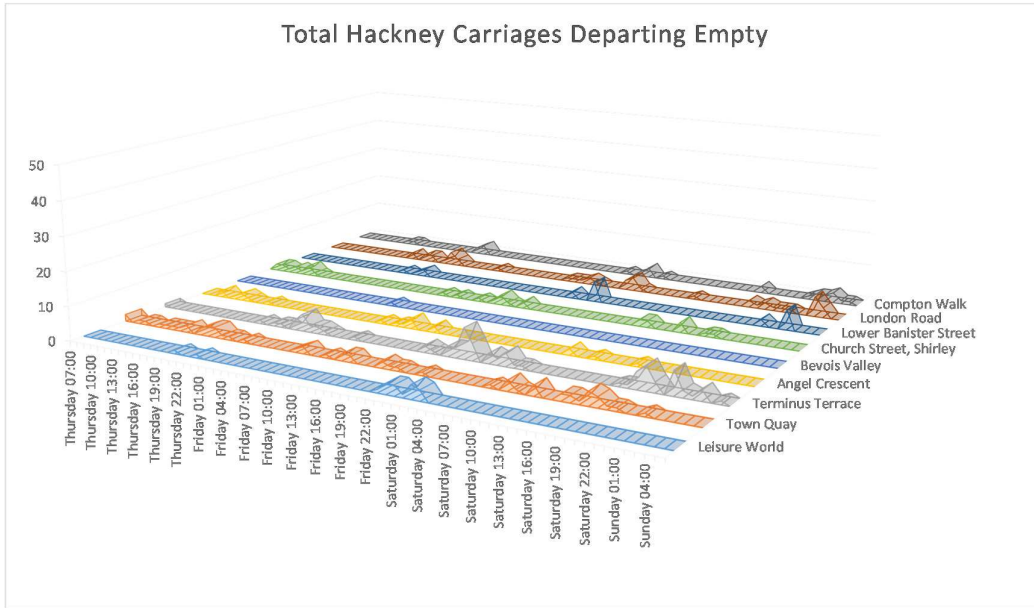
**Figure 8 - Total hourly hackney carriage volume aggregated across all ranks**

The profile of total hackney carriage volumes indicates the variation in the volume of hires observed at the ranks. The variation in demand suggest that the demand profile is peaked, but not highly peaked.

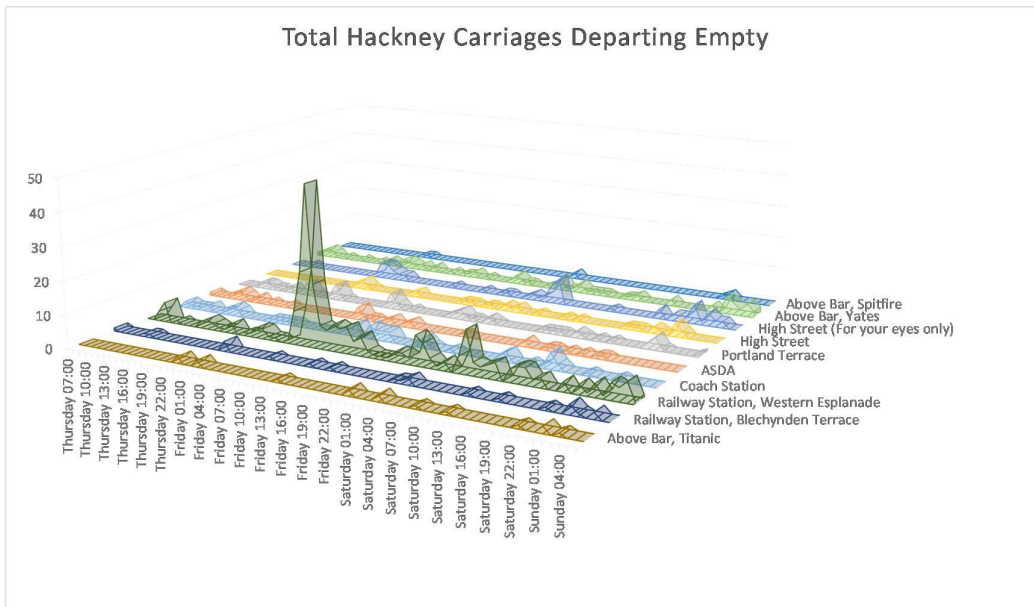
Not all hackney carriages leave the rank with passengers on board. Hackney Carriages may leave the ranks empty for a variety of reasons. These can include moving on to another rank having waited unsuccessfully for a hire, or indeed leaving the rank for a comfort break or refreshment. Some hackney carriages are affiliated with private hire operators in

Southampton. As such, some drivers may wait on a rank until a booking is received. Then the hackney carriage may leave the rank to service a booking. The profile of hackney carriages which depart the rank with passengers follows a similar profile to the passenger profile. Varying load factors (number of passengers per hackney carriage) at different ranks and different times of day, influence the profile.

The number of Hackney Carriages departing the ranks empty is presented in the following figures.

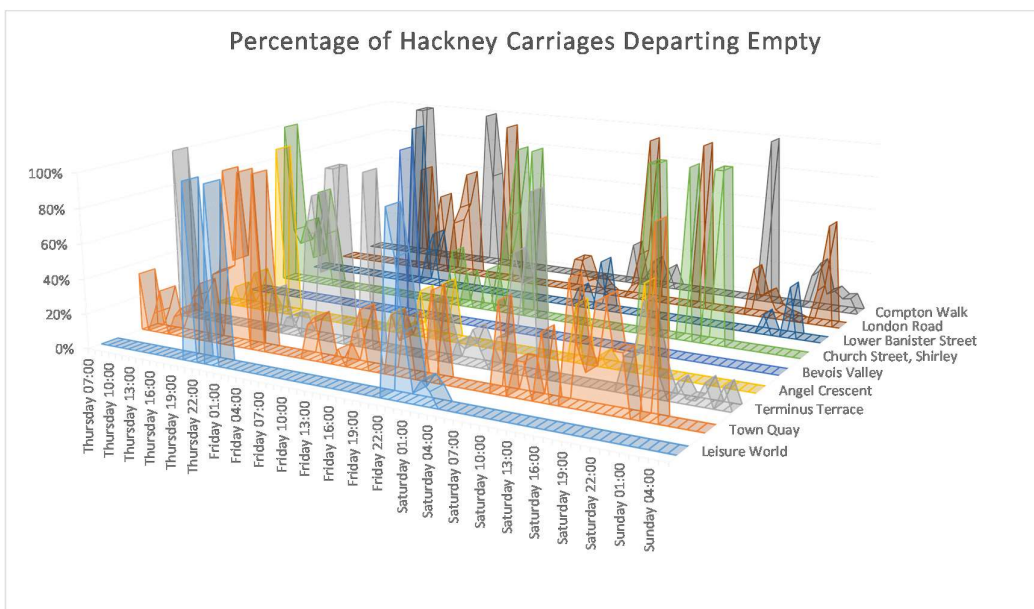


**Figure 9 - Hourly total number of hackney carriages which leave the ranks empty (Part 1)**

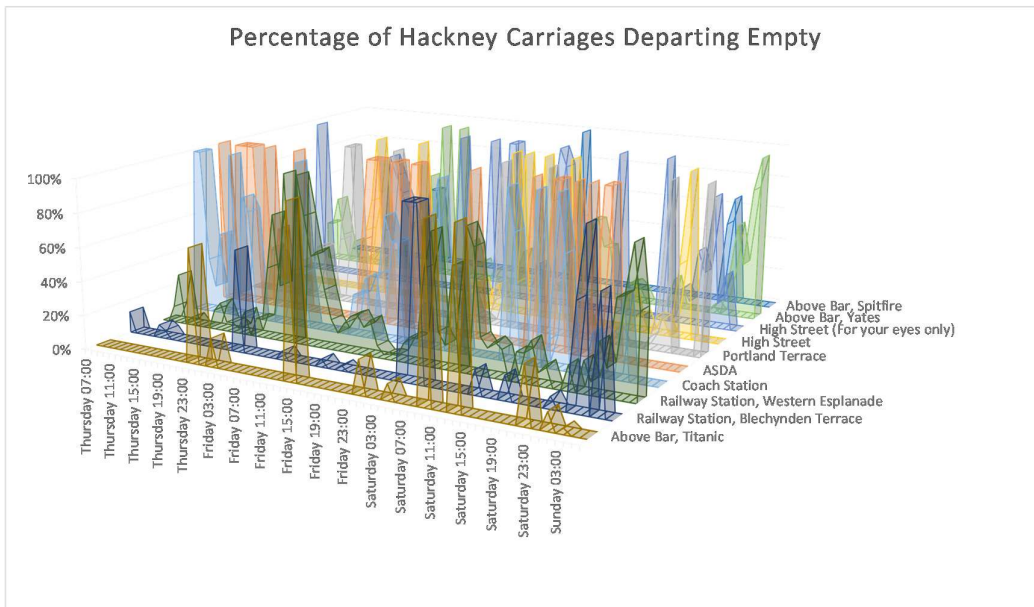


**Figure 10 – Hourly total number of hackney carriages which leave the ranks empty (Part 2)**

Whilst the volumes of Hackney Carriages which leave each rank empty are generally relatively low, these departures can occur at quiet times and hence account for a large proportion of movements through some ranks. The proportion of Hackney Carriages passing through each rank, which leave the ranks empty is presented in the following figures.

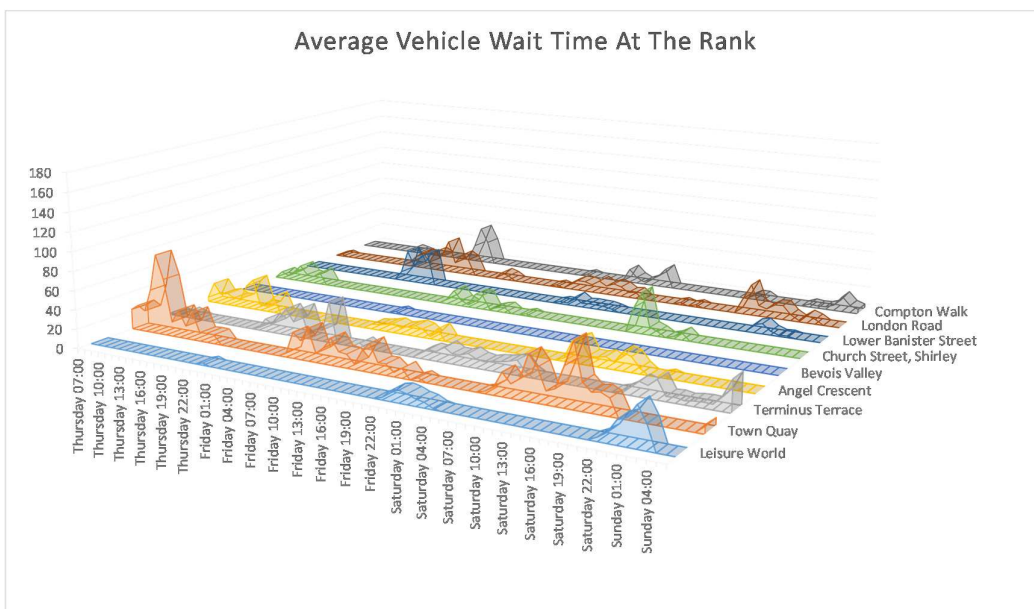


**Figure 11 - Proportion of hackney carriages at each rank which leave the ranks empty (Part 1)**

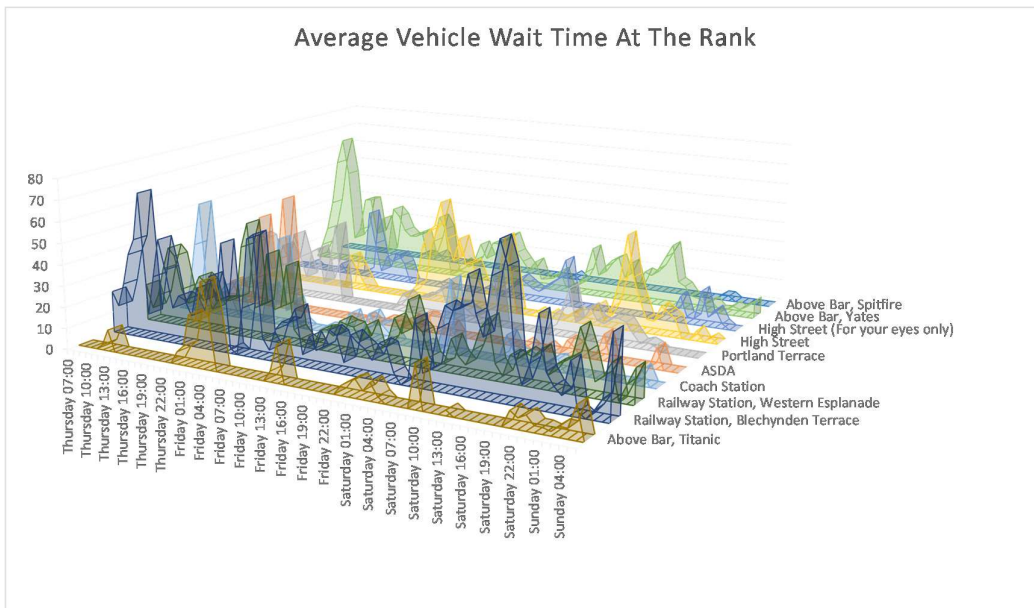


**Figure 12 - Proportion of hackney carriages at each rank which leave the ranks empty (Part 2)**

The proportion of hackney carriages leaving each rank empty, as a percentage of all hackney carriages passing through each rank, varies significantly by location and time. Over the three days of observations, approximately 13% of Hackney Carriages observed at the ranks, left the ranks empty.

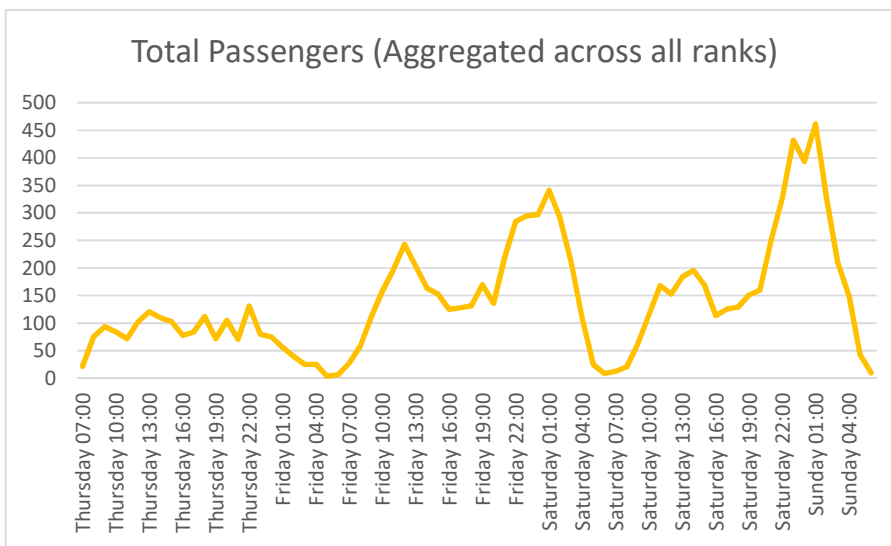


**Figure 13 - Average vehicle waiting time [minutes] at each rank (Part 1)**



**Figure 14 - Average vehicle waiting time [minutes] at each rank (Part 2)**

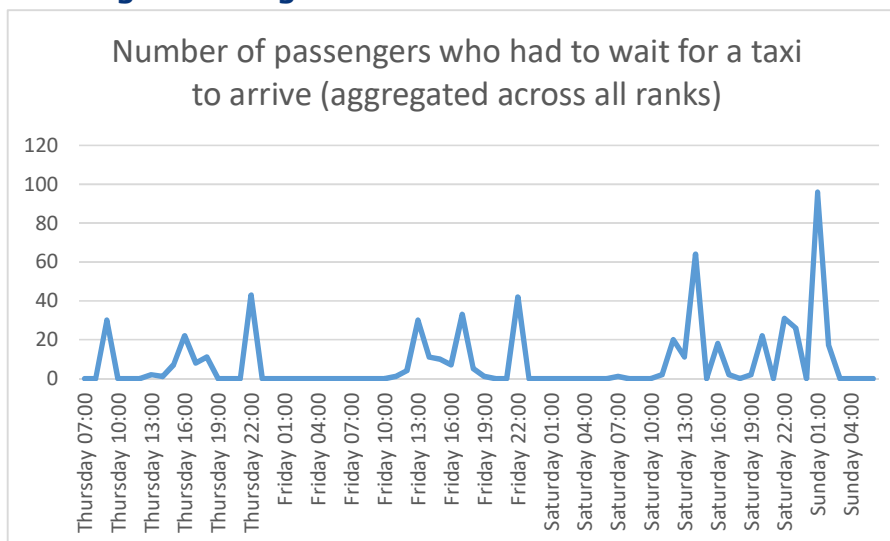
The average time hackney carriage vehicles spent waiting at hackney carriage rank varies by location and by time of day.



**Figure 15 - Total passengers per hour**

The profile of total passengers follows a similar profile to that of total hires across all ranks.

## Passenger Waiting

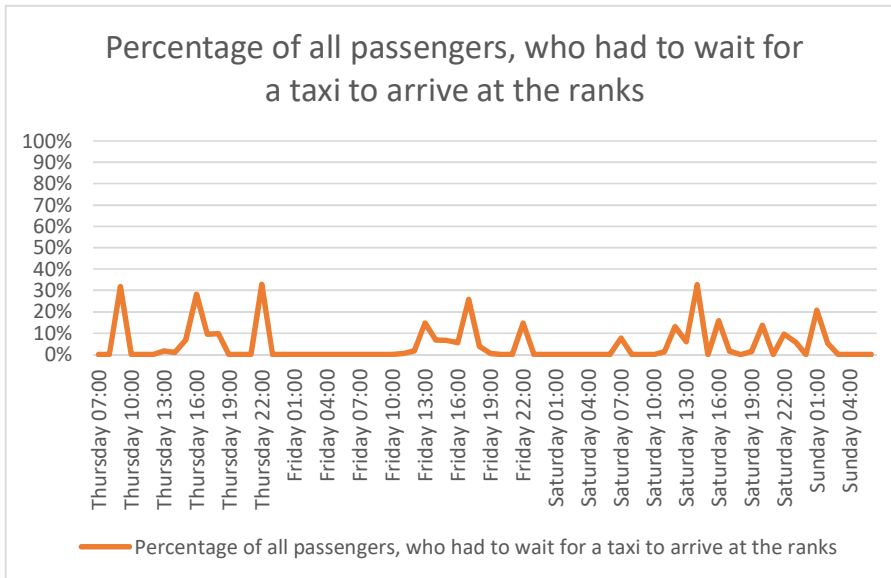


**Figure 16 - Number of passengers who had to wait for a hackney carriage**

Passengers were deemed to have waited for a hackney carriage to arrive at a rank if there were not hackney carriages present at the rank and available for hire, when the passengers arrived. This is distinct from occasions when passenger queues formed at times of high demand, waiting to board a queue of waiting hackney carriages. On such occasions, the passenger wait was due to the logistical operation of the rank, such as waiting for a queued vehicle to pull up to the boarding area, rather than due to lack of availability. A total of 580 passengers had to wait for Hackney Carriages to arrive at the ranks.

Passenger waiting occurred at various times of day and in various locations. Waiting occurred during periods of low activity when ranks were quiet, as well as during more active periods when ranks were busy. When we consider the number of passengers who had to wait, against total passenger volumes, we can see the proportion of all passengers who had to wait in each hour. The proportions during the peak period on Saturday night, were lower than during other quieter periods, despite the number of waiting passengers being highest during this period.

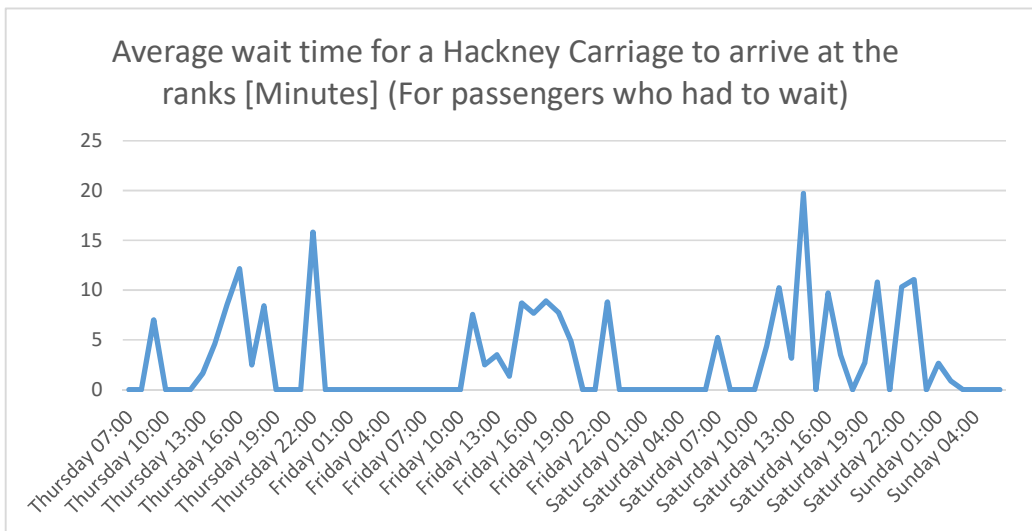




**Figure 17 - Percentage of passengers who had to wait for a hackney carriage**

The proportion of all passengers who had to wait for a hackney carriage to arrive at the ranks, varied. There were several peaks of around 30% of passengers.

Aggregated over all passenger observations, 6% of all passengers had to wait for a hackney carriage to arrive at the ranks.



**Figure 18 - Average wait time for passengers who had to wait for a hackney carriage to arrive at the ranks**

Waiting time for a hackney carriage to arrive at the rank was generally less than ten minutes. However, on Friday night and on Saturday afternoon there were periods when average waiting time was higher. Taking all passengers who had to wait for a hackney carriage, the average waiting time was 9.98 minutes (9 minutes 59 seconds).

When we consider the average waiting time for all passengers, including those who didn't have to wait, the average wait time was 34 seconds.

Daily statistics from the rank surveys are presented in the following tables:

**Table 4 - Daily rank statistics Thursday to Friday**

Thursday - Friday						
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
<b>Total for all locations</b>	<b>230</b>	<b>1287</b>	<b>1517</b>	<b>1752</b>	<b>1.4</b>	<b>21</b>
Leisure World	2	0	2	0	0.0	1
Town Quay	21	73	94	96	1.3	28
Terminus Terrace	17	46	63	78	1.7	17
Angel Crescent	7	87	94	114	1.3	14
Bevois Valley	1	0	1	0	0.0	3
Church Street, Shirley	12	21	33	25	1.2	9
Lower Banister Street	4	12	16	15	1.3	30
London Road	13	32	45	46	1.4	17
Compton Walk	7	3	10	4	1.3	23
Above Bar, Titanic	4	41	45	76	1.9	22
Railway Station, Blechynden Te	6	311	317	403	1.3	27
Railway Station, Western Espla	33	343	376	447	1.3	20
Coach Station	19	33	52	51	1.5	18
ASDA	12	2	14	3	1.5	8
Portland Terrace	22	101	123	143	1.4	19
High Street	6	5	11	7	1.4	8
High Street (For your eyes only)	19	16	35	18	1.1	10
Above Bar, Yates	23	155	178	218	1.4	25
Above Bar, Spitfire	2	6	8	8	1.3	3

**Table 5 - Daily rank statistics Friday to Saturday**

Friday - Saturday						
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
<b>Total for all locations</b>	<b>425</b>	<b>2702</b>	<b>3127</b>	<b>4090</b>	<b>1.5</b>	<b>10</b>
Leisure World	15	88	103	156	1.8	7
Town Quay	13	90	103	154	1.7	17
Terminus Terrace	34	211	245	349	1.7	11
Angel Crescent	8	105	113	125	1.2	8
Bevois Valley	0	0	0	0	0.0	0
Church Street, Shirley	10	22	32	27	1.2	6
Lower Banister Street	8	102	110	167	1.6	5
London Road	15	230	245	356	1.5	10
Compton Walk	6	60	66	95	1.6	9
Above Bar, Titanic	5	105	110	165	1.6	6
Railway Station, Blechynden Te	7	423	430	634	1.5	14
Railway Station, Western Espla	181	506	687	718	1.4	9
Coach Station	25	45	70	80	1.8	7
ASDA	14	4	18	5	1.3	2
Portland Terrace	20	267	287	423	1.6	7
High Street	14	103	117	136	1.3	23
High Street (For your eyes only)	24	45	69	70	1.6	10
Above Bar, Yates	24	291	315	420	1.4	11
Above Bar, Spitfire	2	5	7	10	2.0	1

**Table 6 - Daily rank statistics Saturday to Sunday**

Saturday - Sunday						
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
<b>Total for all locations</b>	<b>312</b>	<b>2566</b>	<b>2878</b>	<b>4364</b>	<b>1.7</b>	<b>11</b>
Leisure World	0	0	0	0	0.0	0
Town Quay	23	62	85	115	1.9	24
Terminus Terrace	32	318	350	580	1.8	7
Angel Crescent	4	80	84	113	1.4	14
Bevois Valley	0	0	0	0	0.0	0
Church Street, Shirley	9	2	11	3	1.5	12
Lower Banister Street	8	102	110	167	1.6	4
London Road	18	270	288	476	1.8	8
Compton Walk	12	70	82	136	1.9	7
Above Bar, Titanic	6	136	142	249	1.8	4
Railway Station, Blechynden T	9	247	256	361	1.5	28
Railway Station, Western Espla	81	339	420	529	1.6	13
Coach Station	16	28	44	48	1.7	3
ASDA	8	4	12	8	2.0	4
Portland Terrace	17	214	231	415	1.9	8
High Street	14	272	286	430	1.6	9
High Street (For your eyes only)	25	58	83	101	1.7	6
Above Bar, Yates	27	361	388	629	1.7	9
Above Bar, Spitfire	3	3	6	4	1.3	2

**Table 7 - Aggregate rank statistics Thursday to Sunday**

All 3 days					
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi
<b>Total for all locations</b>	<b>967</b>	<b>6555</b>	<b>7522</b>	<b>10206</b>	<b>1.6</b>
Leisure World	17	88	105	156	1.8
Town Quay	57	225	282	365	1.6
Terminus Terrace	83	575	658	1007	1.8
Angel Crescent	19	272	291	352	1.3
Bevois Valley	1	0	1	0	0.0
Church Street, Shirley	31	45	76	55	1.2
Lower Banister Street	20	216	236	349	1.6
London Road	46	532	578	878	1.7
Compton Walk	25	133	158	235	1.8
Above Bar, Titanic	15	282	297	490	1.7
Railway Station, Blechynden T	22	981	1003	1398	1.4
Railway Station, Western Espla	295	1188	1483	1694	1.4
Coach Station	60	106	166	179	1.7
ASDA	34	10	44	16	1.6
Portland Terrace	59	582	641	981	1.7
High Street	34	380	414	573	1.5
High Street (For your eyes only)	68	119	187	189	1.6
Above Bar, Yates	74	807	881	1267	1.6
Above Bar, Spitfire	7	14	21	22	1.6

The hires observed during the 2018 survey were compared with those during the 2015 survey over three days from Thursday to Sunday morning. Results are presented in Table 8. The comparison indicates that the level of demand has changed at several of the ranks. Three new locations were included in the 2018 survey, compared with the 2015

survey. Consequently, there is no equivalent 2015 result for these locations.

Overall, the 2018 results were around 9% lower than 2015. Observed hires at both of the railway station ranks were higher in 2018 than in 2015. Similarly Portland Terrace saw an increase. Beovis Valley was a relatively busy night time rank during 2015. However, no hires were observed during the 2018 survey.

**Table 8 - Comparison of hires observed in 2018 with those observed in 2015**

Rank location	2018: Total taxis departing the ranks with passengers	2015: Total taxis departing the ranks with passengers
<b>Total for all locations</b>	<b>6555</b>	<b>7218</b>
Leisure World	88	566
Town Quay	225	190
Terminus Terrace	575	887
Angel Crescent	272	249
Beovis Valley	0	232
Church Street, Shirley	45	90
Lower Banister Street	216	370
London Road	532	802
Compton Walk	133	
Above Bar, Titanic	282	337
Railway Station, Blechynden Terrace	981	832
Railway Station, Western Esplanade	1188	894
Coach Station	106	166
ASDA	10	43
Portland Terrace	582	208
High Street	380	426
High Street (For your eyes only)	119	
Above Bar, Yates	807	926
Above Bar, Spitfire	14	

As a sense check, it is prudent to consider the total observed hires against the number of hackney carriages in the fleet. Currently there are 283 hackney carriages. When we consider the total number of hackney carriages departing the ranks with passengers (total rank based hires) against the number of hackney carriages, the average number of hires per hackney carriage was 23.2 over the three days of observation. This would imply that if all hackney carriages were operating from the ranks and

achieved an equal share of hires, each would have undertaken around 23 hires over the three days observed. If we were to assume the average shift duration was 8 hours, this would imply an average of around one hire per hour. This level of business could not sustain the fleet from rank based hires only. It is understood that some of the fleet also derive hires from private hire booking circuits, pre-bookings made directly with the driver and from hires obtained at the cruise terminals. None of these additional sources of hires were observed or taken into account.

### Wheelchair users

A note was taken of wheelchair users observed boarding hackney carriages at the ranks, during the surveys. The following table presents the number of wheelchair users observed.

**Table 9 - Wheelchair users observed at the ranks**

Location	Date	Time	Size of party travelling
Above Bar, Yates	22/03/2018	15:36	2
Above Bar, Yates	24/03/2018	16:10	3
Railway Station, Blechynden Terrace	24/03/2018	14:21	2
High Street	24/03/2018	13:06	2
Coach Station	22/03/2018	15:38	2
Railway Station, Western Esplanade	23/03/2018	12:50	2
Railway Station, Western Esplanade	23/03/2018	12:55	2
Railway Station, Western Esplanade	23/03/2018	13:29	2
Portland Terrace	23/03/2018	15:47	1
Portland Terrace	24/03/2018	11:54	2
Portland Terrace	24/03/2018	17:49	2

#### 4 General public views

A relatively high proportion of respondents had made a trip in the last three months by hackney carriage or private hire vehicle. The proportion amongst online respondents was higher than through the face to face respondents.

Respondents to the face to face interviews indicated that just over half recalled that their most recent trip was in a wheelchair accessible vehicle. This proportion is higher than the actual proportion of wheelchair accessible vehicles in the Hackney Carriage fleet. The proportion includes trips by private hire vehicles, however, it is understood that the majority of these type of vehicles are also not wheelchair accessible.

It is important that respondents were able to understand the differences between how Private Hire Vehicles and Hackney Carriages may be hired. Check questions were asked to determine the respondents understanding of the differences. If the respondent was unsure, or indicated methods of hire which were erroneous, they were informed of the valid ways in which Hackney Carriages and Private Hire Vehicles may be hired.

The majority of respondents from both the face to face surveys and online surveys, were able to correctly identify the differences in valid hire methods.

Respondents were asked to indicate the way they had most recently hired a licensed vehicle. For the face to face respondents, rank hire was the most popular method of hire. For the online surveys, telephone booking was the most popular method. Relatively few respondents indicated that they had used a mobile app. However, the most commonly used mobile app used, (by those who used the apps) was for Uber. Some respondents used apps for local Hackney Carriage or private hire operators.

With respect to bookings made through an operator, most bookings were for immediate hire.

Respondents were asked to rate various aspects of Hackney Carriages and Private Hire Vehicles. Price was the lowest rated aspect.

The most common trip purpose associated with hiring a licensed vehicle was for leisure.

Within the online responses there was some indication that some users found some difficulty with access and egress from some licensed vehicles.

Respondents were asked if there are enough Hackney Carriages in Southampton. Responses varied significantly between the face to face interviewees and the online respondents. Over a quarter of online respondents felt there are not enough Hackney Carriages in Southampton. However, less than a tenth of face to face respondents felt the same way.

When asked if there were any existing taxi ranks which would be used more often if Hackney Carriages were more reliably found there, few face to face respondents said yes. However, almost a quarter of online respondents felt that there were such ranks. Respondents were asked to identify such ranks. Many of the active ranks in Southampton were identified. However several locations which don't have active ranks and locations outside Southampton City boundary, were identified.

Whilst many respondents had used a licensed vehicle in the last three months, few were frequent users of Hackney Carriages, with most using a Hackney Carriage less frequently than once a month.

Respondents were asked if they had given up or made alternative arrangements when trying to hire a Hackney Carriage at a rank, or by flagging down, because none were available? The responses varied significantly between face to face and online respondents. 1% of face to face respondents indicated that they had given up or made alternative arrangements. Whilst 6% of online respondents indicated that this was the case. This statistic is used as an indicator of the level of latent unmet demand when assessing the overall level of unmet demand. Traditionally, only the face to face survey results are used to represent the level of latent unmet demand. However, the face to face survey results also offer a significant additional level of input. Therefore, we have used the online survey results as an additional sensitivity test when calculating the overall Index of Significant Unmet Demand (ISUD) value.

Respondents were generally in favour of having video cameras in licensed vehicles. The majority of respondents did not feel unsafe using taxis during the day or at night.

Features of Hackney Carriage services which were viewed as particularly good included the colour scheme and roof signs which make Hackney Carriages easy to identify and good level of service. The use of security cameras in cars was also mentioned as a good feature.

Further details of the responses from public consultation are provided in the following table.

**Table 10 - Public consultation survey results**

Question	Response	Face to face interviews	Online survey
In the last three months, have you made one or more trips by hackney carriage or private hire vehicle in Southampton?	Yes	45%	86%
	No	55%	14%
For your most recent trip by hackney carriage or private	Wheelchair accessible Hackney Carriage vehicle	53%	3%

Question	Response	Face to face interviews	Online survey
hire vehicle, what kind of vehicle did you use?	Saloon car	46%	92%
	Minibus / people carrier	27%	3%
	Don't recall	6%	2%
How did you hire the most recent Hackney Carriage or Private Hire Vehicle that you used?	At a hackney carriage rank	57%	19%
	Hailed in the street	2%	3%
	By telephoning a company	34%	64%
	By using a freephone	0%	2%
	By using an app or website	6%	12%
	By visiting a booking office	0%	0%
If you used an App or Website, which one did you use?	Uber	86%	44%
	Hedge End Taxis	14%	0%
	Cab My Ride	0%	10%
	Radio Taxis	0%	18%
	West Quay Cars	0%	18%
	Don't know / can't recall	0%	10%
[For those who hired by phone, app, website or booking office] Did you require a Hackney Carriage or Private Hire Vehicle immediately or did you pre-book for another time?	Immediately	81%	67%
	Future	19%	33%
If pre-booked for another time, how close to the booked time did the Hackney Carriage arrive?	5 minutes early	0%	40%
	On time	100%	45%
	5 minutes late	0%	5%
	25 minutes late	0%	5%
	Didn't arrive	0%	5%
Did you have to wait for a taxi to become available? If so, how long did you have to wait?	Did not have to wait	92%	16%
	Less than 1 minute		5%
	5 minutes	3%	16%
	7 minutes		8%
	10 minutes	5%	21%
	15 minutes		8%
	20 minutes		13%
30 minutes		5%	



Question	Response	Face to face interviews	Online survey
	35 minutes		3%
	1 hour		3%
	Didn't arrive		3%
Were you satisfied with the service you received in terms of time to arrive and journey time?	Yes	94%	84%
	No	6%	16%
Could Hackney carriage services in Southampton be improved?	Yes	9%	53%
	No	91%	47%
What improvements would you like to see?	<ul style="list-style-type: none"> <li>• Better driving standards – e.g. less speeding</li> <li>• No Uber</li> <li>• Don't abuse taxi ranks for personal visits – e.g. shopping</li> <li>• Agreement to accept /charge pre-quoted price</li> <li>• More taxis available at peak times</li> <li>• Replacement of diesel vehicles for low emission vehicles</li> <li>• Better dress standards</li> <li>• Cheaper fares</li> <li>• More sociable / friendlier interaction with customers. Better customer service</li> <li>• Better distribution / more taxis at ranks</li> <li>• Better knowledge of area / routes</li> <li>• Accessibility for Guide Dogs</li> </ul>		
For your most recent trip in a Hackney Carriage or Private Hire Vehicle, how would you rate the following aspects, with 1 very poor and 5 very good [Average score presented]	Vehicle Cleanliness	4	4.1
	State of vehicle repair	4.2	4.2
	Driver behaviour	4.2	3.9
	Driver appearance	4.2	3.7
	Driver hygiene	4.2	3.8
	Driver attire / smartness	4.1	3.7
	Price	3.2	3.5
	Customer service	4	3.7

Question	Response	Face to face interviews	Online survey
For any aspects that you rated poor or very poor, could you provide further details regarding why you provided this rating?	<ul style="list-style-type: none"> <li>• Speeding</li> <li>• Poor customer interaction</li> <li>• Not smartly dressed</li> <li>• High fares</li> <li>• Poor knowledge of area</li> <li>• Poor state of vehicle</li> <li>• Accessibility of Guide Dogs</li> </ul>		
What was the purpose of your last trip by taxi?	Work or Education	12%	12%
	Shopping	14%	3%
	Leisure	54%	45%
	Hospital / medical	9%	11%
	Link to other transport mode	6%	13%
	Personal business	3%	15%
	Lift home	0%	1%
	Other	2%	0%
Regarding your last trip by Hackney Carriage, at what time of day you obtain your Hackney Carriage?	Daytime, (before 6pm)	49%	50%
	Evening (Between 6pm and 10 pm)	35%	26%
	Night (after 10pm)	8%	24%
	Don't recall	8%	0%
Regarding this last trip: Were you or anyone in your party disabled? e.g. mobility impaired, visually impaired or a wheel chair user	Yes, another member of the party	2%	4%
	Yes, the respondent	5%	14%
	No	93%	82%
Was the vehicle used for the last trip suitable in terms of ease of access and egress?	Yes	100%	93%
	No	0%	7%
Did you face any difficulties with your last journey in a Hackney Carriage vehicle?	Yes	5%	10%
	No	95%	90%
If yes, please expand on what difficulties were faced.	<ul style="list-style-type: none"> <li>• Taxi sitting in rank but not operational</li> <li>• Refused journey</li> <li>• Overcharging</li> <li>• Long route, lack of local knowledge</li> <li>• Getting in and out of 'normal' saloon car</li> <li>• Guide Dog Accessibility</li> </ul>		
Do you feel that there are enough Hackney Carriages in Southampton? i.e. the ones with a TAXI sign on the roof	Yes	36%	51%
	No	8%	27%

Question	Response	Face to face interviews	Online survey
which can be hired from a rank or by hailing	Don't know / no opinion	56%	22%
Are there any existing taxi ranks that you would use more often if Hackney Carriages were more reliably found there? If so, where?	Yes	4%	22%
	No	96%	78%
	<ul style="list-style-type: none"> <li>• Portland Terrace</li> <li>• Bassett</li> <li>• Bitterne</li> <li>• High Street</li> <li>• Train Station</li> <li>• Coach Station</li> <li>• Town Quay</li> <li>• London Road</li> <li>• Shirley</li> <li>• Eastleigh</li> <li>• Hedge End</li> </ul>		
What is the principal factor which limits your use of hackney carriages, as opposed to private hire vehicles? Please choose the most relevant factor for you	Cost	16%	28%
	Waiting time	1%	5%
	Usually cycle or walk	25%	6%
	Use the bus instead	14%	12%
	No need to use Hackney Carriages	5%	5%
	Drivers don't know the route	1%	7%
	The nearest taxi ranks are too far away	2%	8%
	I generally use a car	24%	10%
	I use Private hire vehicles	11%	17%
	Easier to book via mobile app	0%	1%
	No enough vehicles	0%	1%
	Other	1%	0%
How often do you obtain a Hackney Carriage from a rank in Southampton?	Every day	0%	1%
	At least weekly	3%	6%
	At least monthly	8%	19%
	At least once a year	19%	29%
	Less frequently	31%	24%
	Never	39%	21%
How often do you book a Hackney Carriage or Private Hire vehicle by telephone or mobile app in Southampton?	Every day	0%	1%
	At least weekly	6%	25%
	At least monthly	10%	31%
	At least once a year	23%	29%
	Less frequently	17%	7%
	Never	44%	7%
How often do you obtain a Hackney Carriage by hailing or flagging down on the	Every day	0%	2%
	At least weekly	1%	6%
	At least monthly	3%	7%
	At least once a year	3%	9%

Question	Response	Face to face interviews	Online survey
street without pre-booking in Southampton?	Less frequently	10%	22%
	Never	83%	54%
In the last three months, have you given up or made alternative arrangements when trying to hire a HACKNEY CARRIAGE at a rank, or by flagging down, because none were available?	Yes	1%	6%
	No	99%	94%
If yes, where and when?	<ul style="list-style-type: none"> <li>• High Street</li> <li>• Portland Terrace</li> <li>• Train Station</li> <li>• Above Bar, around 10:30pm</li> <li>• London Road</li> </ul>		
In the last three months, have you given up or made alternative arrangements when trying to get a Hackney Carriage or Private Hire vehicle by telephone because none were available?	Yes	2%	16%
	No	98%	84%
If yes, where and when?	<ul style="list-style-type: none"> <li>• Cruise Terminal, morning</li> <li>• Below Bar</li> <li>• From home, Friday evening</li> <li>• Asda, Friday Afternoon</li> <li>• Friday evening, 6:20pm</li> <li>• Totton</li> </ul>		
Which of the following do you think offers the best value for money?	Hackney carriage	0%	13%
	Private Hire	15%	42%
	No difference	27%	27%
	No opinion	58%	18%
Southampton City Council has a policy of fitting video cameras in licensed vehicles to permanently record video and, upon activation of a panic button, to record audio. The purpose is to improve safety. Do you agree with this policy?	Yes	68%	93%
	No	32%	7%
Do you feel safe using taxis during the day (before 6pm)?	Yes	66%	85%
	No	0%	2%
	At times	0%	9%
	Don't know	34%	4%

Question	Response	Face to face interviews	Online survey
If you do not feel safe using a taxi during the day, what would make you feel safer?	<ul style="list-style-type: none"> <li>• Better driving standards</li> <li>• More information about driver available</li> </ul>		
Do you feel safe using a taxi at night (after 6pm)?	Yes	57%	69%
	No	1%	7%
	At times	3%	19%
	Don't know	38%	5%
If you do not feel safe using a taxi at night, what would make you feel safer?	<ul style="list-style-type: none"> <li>• Better driving standards</li> <li>• Cameras in vehicles</li> <li>• When pre-booking, receiving text with car registration plate and driver name</li> <li>• Better route knowledge</li> <li>• Barrier between passenger and driver</li> </ul>		
Are there any features of Hackney Carriage services in Southampton that you feel are particularly good? If so, please tell us what features.	<ul style="list-style-type: none"> <li>• Easy to distinguish legitimate licensed vehicles due to colouring and roof sign</li> <li>• Availability</li> <li>• Easy access</li> <li>• Good service</li> <li>• Security cameras in cars</li> <li>• Ease of booking</li> <li>• Better road knowledge than private hire</li> <li>• You can see the driver before you get in the vehicle</li> <li>• Fairly priced</li> </ul>		
Are there any other comments you would like to make regarding Hackney Carriage services in Southampton?	<ul style="list-style-type: none"> <li>• Book private hire to avoid meter charges, but Hackney Carriage turns up and charges by the meter</li> <li>• Clear view of meters</li> <li>• More availability Weekend nights for hailing off the street</li> <li>• Rank at the university</li> <li>• Reduce fares</li> <li>• Increase number of taxis available</li> <li>• Drivers improve local knowledge</li> </ul>		

## 5 Key stakeholder consultation

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

- Supermarkets
- A range of Southampton Hotels in the City centre and suburban areas
- Police
- Disability representatives
- A sample of care homes in Southampton
- Southampton Council's officers representing Equality, Diversity and the interests of disabled and minority groups.
- 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
- Street pastors

Comments received have been aggregated below to provide an overall appreciation of the situation at the time of this survey. In some cases, there are very specific comments from given stakeholders, but we try to maintain their confidentiality as far as is possible. The comments provided in the remainder of this Chapter are the views of those consulted, and not that of the authors of this report.

In general, the response rate to initial email enquiries was poor. This can be indicative that those invited to respond are not aware of any particular issues. Further email contact was made and where possible telephone contact was made to obtain feedback. Generally, feedback received confirmed that few stakeholders were aware of any particular issues with general availability or with services provided.

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

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

### **Supermarkets**

No supermarkets indicated that there was any perceived issue with availability of licensed vehicles. When required, customers generally tended to call a private hire operator to arrange to be picked up. Some supermarkets had a freephone to call an operator to book a licensed vehicle. Some supermarkets occasionally book licensed vehicles for customers.

### **Hotels**

A range of large and small hotels in the City Centre and further from the centre were contacted. None indicated that they felt there was a persistent issue with availability. Some respondents indicated that there could be a wait during peak periods on a Saturday night, or occasionally during weekday mornings. However, these seemed to be generally accepted as a fact of life and not an issue to be flagged. Some hotels have accounts with private hire operators, who they phone to book a licensed vehicle. City centre hotels also pointed out that there were hackney carriage ranks nearby that customers would also use.

### **Public houses**

A selection of public houses in the City Centre and in suburban areas were contacted regarding levels of service available. None of those contacted were aware of any issues with availability. Customers generally arrange their own bookings with mobile phones, so pubs don't normally become directly involved in booking travel. However, availability is not an issue which comes up in discussion either in the City Centre, or in suburban areas.

### **Night clubs**

Night clubs were contacted by telephone and through direct contact with door staff at the venues. Management of clubs were not aware of issues with availability. However, management were also not generally aware of what arrangements customers made for transport. Door staff were generally of the opinion that customers generally phoned for a licensed vehicle once out of the clubs, or went to the nearest rank. Closing time

could be busy and some customers may have to wait for a vehicle to become available either at the ranks or by telephone booking.

### **Hospital**

Hospital reception staff were contacted regarding availability. They didn't feel there was any issue with availability of licensed vehicles. Visitors make their own arrangements to book travel.

### **Police**

No formal response to an invitation to comment was received from the police. However, informal discussion with two police officers on patrol in Southampton suggested that the passenger queues at the taxi ranks in the evenings are not as long as they used to be. Normally there are sufficient licensed vehicles available to cater for demand, except at peak times on Saturday nights.

### **Mobility impaired representatives**

A range of people representing user groups who may face mobility difficulties were contacted. These included representatives of the elderly and disability representatives. In addition, a sample of care homes were contacted. Response levels for this element of consultation were low. However, those who could be contacted indicated that most people with mobility impairments who relied on licensed vehicles, had an established relationship with a preferred supplier. There were few problems with availability. Most trips were booked in advance. Trips which required a wheelchair accessible vehicle were generally well catered for, by regular providers. There was some feeling that the choice of operators and availability of wheelchair accessible vehicles has improved in recent years. The Council now publish a list of wheelchair accessible Hackney Carriages together with contact telephone numbers for drivers. This provides some additional confidence amongst wheelchair users that they can obtain a taxi on demand if needed, rather than having to rely on pre-booking both legs of any journey. However, it appears to be the case that most wheelchair users pre-book travel as much as possible.

### **Rail and other transport operators**

First Southampton buses, coach station staff and railway station staff were contacted.

First Southampton buses were not aware of any particular issues for passengers who required a taxi.

Staff at the railway station felt that there were normally hackney carriages available in the railway station for any arriving passengers. Sometimes a large London train or two or more trains arriving together can clear the rank of waiting taxis. However, these events are unusual and normally



even if the rank is cleared, more Hackney Carriages arrive within a few minutes to pick up waiting passengers.

At the coach station, staff felt that there were normally taxis waiting outside the station or passing the station.

### **Other Council contacts**

Feedback was received regarding council contracts and provision for special need travel. All direct requirements are undertaken through contracts and there are no issues with the fulfilment of the contract travel.

### **Universities**

Student feedback was provided through informal discussion with student representatives. Generally there was no issue perceived with availability of licensed vehicles. Different clubs and pubs have promotions or student nights on different nights of the week. So students will often go out on a weeknight rather than Friday or Saturday night. During the week there are plenty taxis available and the taxis know where to go each night to cater for demand. Many students live in or close to the city centre and are able to walk home, rather than rely on licensed vehicles. Also, some students have cars and there are informal lift sharing schemes in operation which operate on social media. In these arrangements, a driver will arrange to pick up friends in exchange for petrol money. Generally, the trip sharing is organised between friends, rather than offered to strangers.

### **Cruise demand**

The cruise terminals have taxi pick up areas for arriving cruise passengers and crew. These areas are within the port grounds and on private land. Hackney Carriages which want to pick up from the cruise terminals are required to purchase an additional permit to operate from these private ranks. As private ranks, the cruise terminal ranks were not included in the general rank survey. Therefore, the level of activity and availability of Hackney Carriages to meet demand was not directly measured. Feedback indicated that taxis respond to scheduled arrival of cruise ships by arriving at the ranks in time to pick up passengers. Normally there are sufficient Hackney Carriages available to meet demand.

## 6 Trade stakeholder views

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

The most direct and least costly route is to obtain comment from trade representatives. This can be undertaken by email, phone call or face to face meeting by the consultant undertaking the study. In some cases to ensure validity of the work being undertaken it may be best for the consultation to occur after the main work has been undertaken. This avoids anyone being able to claim that the survey work was influenced by any change in behaviour.

Most current studies tend to issue a questionnaire to all hackney carriage drivers and operators. This is best issued by the council on behalf of the independent consultant. Usual return is now using an on-line form of the questionnaire, with the option of postal return still being provided, albeit in some cases without use of a freepost return. Returns can be encouraged by email or direct contact via representatives.

In all cases, we believe it is essential we document the method used clearly and measure response levels. However, it is also rare for there to be high levels of response, with 5% typically felt to be good and reasonable.

For this survey, a meeting was held with trade representatives and a link to an online survey was distributed to the trade, directly through the Council. A total of 31 responses were received from the trade. The responses to the survey are summarised in the following table.

**Table 11 - Trade survey responses**

Question		
Do you normally drive a Hackney Carriage? (Please note, this questionnaire is aimed at Hackney Carriage drivers and owners. The majority of questions relate to Hackney Carriages.)	I am a Hackney Carriage driver, I don't own my own Hackney Carriage	19%
	I am a Hackney Carriage driver, I also own my own Hackney Carriage	68%
	I am a Hackney Carriage owner, I don't normally drive	13%

What type of licensed vehicle do you drive most frequently?	Purpose built taxi vehicle	19%
	Saloon car	48%
	Minibus / people carrier (wheelchair accessible)	33%
	Minibus / people carrier (not wheelchair accessible)	0%
How long have you been involved in the licensed vehicle trade in Southampton? (number of years)	0-2 Years	3%
	3-5 Years	6%
	6-10 Years	36%
	11-15 Years	3%
	16-20 Years	10%
	Over 20 Years	42%
How many hours do you generally work each day during daytime hours (06:00-18:00)?	Average Monday	5
	Average Tuesday	6
	Average Wednesday	7
	Average Thursday	6
	Average Friday	6
	Average Saturday	5
	Average Sunday	3
How many hours do you generally work each day during night time hours (18:00-06:00)?	Average Monday	1
	Average Tuesday	2
	Average Wednesday	2
	Average Thursday	1
	Average Friday	3
	Average Saturday	3
	Average Sunday	1
	Average daytime	5
	Average night time	2
Proportion of drivers working up to 30 hours per week.		3%
Proportion of drivers working from 31 to 40 hours per week.		21%
Proportion of drivers working from 41 to 50 hours per week.		31%
Proportion of drivers working from 51 to 60 hours per week.		24%
Proportion of drivers working from 61 to 70 hours per week.		14%
Proportion of drivers working 71 or more hours per week.		7%
Approximately how many journeys on average do you pick up each day from:	Ranks	6 (average)
	Hailing at the roadside	1 (average)
	Contracts	1 (average)
	Telephone bookings	1 (average)
Approximately how many journeys on average do you pick up each WEEK, which require carriage if a wheelchair?	None	55%
	1	19%
	2	11%
	3	6%
	4	6%
	10 or more	3%

On occasions when you may need to carry a wheel chair, how is the hire most frequently undertaken?	From a rank	58%
	Hailing by the roadside	15%
	Pre-booking	27%
Do you subscribe to a booking circuit to obtain bookings made by telephone, online or mobile app?	Yes	37%
	No	63%
Do you have any regular clients who use wheelchairs?	Yes	14%
	No	86%
Besides wheelchair users, do you have any regular clients with mobility impairments? (this may include regular contract work)	Yes	14%
	No	86%
This question is for Hackney Carriage drivers. Do you have personal clients who call you to hire your services? For example – from cards distributed, or calling a number displayed on the side of the vehicle.	Yes	29%
	No	71%
Do you rent a Hackney Carriage plate?	Yes	21%
	No	79%
If you rent a plate, would you be prepared to tell us how much the weekly rent is?	Responses indicated a range of between £140 - £210	
If you rent a plate, are you responsible for maintaining the vehicle?	Yes	67%
	No	33%
Have you been attacked by a passenger in the last year?	Physically attacked	23%
	Verbally attacked	53%
	Not attacked	33%
Do you feel safe working as a licensed vehicle driver in Southampton?	Yes, all of the time	22%
	Yes, some of the time	71%
	None of the time	7%

If you feel unsafe working in Southampton, could you please select which of the following applies to where or when you feel it can be unsafe?	Daytime (06:00 – 18:00)	9%
	Night time (18:00 – 06:00)	86%
	In certain times	36%
Are there any particular locations / times you feel unsafe?	Sholing Thornhill Millbrook Shirley Warren St. Mary's 3am	
Southampton, the Licensing Department requires Hackney Carriages and Private Hire Vehicles to be fitted with fixed cameras which record digital images within the vehicle for both passenger and driver safety. Does the camera make you feel safer?	Yes	57%
	No	43%
Do you agree with the policy of having a camera in licensed vehicles?	Yes	73%
	No	27%
If you disagree with the camera policy, could you let us know the reasons for your disagreements?	<ul style="list-style-type: none"> <li>• Price of Camera – should be optional</li> <li>• Unreliable with poor quality evidence</li> <li>• Not sufficient deterrent to protect drivers <ul style="list-style-type: none"> <li>• Privacy</li> </ul> </li> </ul>	
Is the vehicle you drive used by more than one driver, i.e. double shifting?	Yes	13%
	No	87%
What issues do you feel can adversely affect the successful operation of the Hackney Carriage trade?	<ul style="list-style-type: none"> <li>• Uber</li> <li>• Lack of enforcement from licensing office <ul style="list-style-type: none"> <li>• Lack of contact with passengers <ul style="list-style-type: none"> <li>• Unlicensed cars picking up</li> </ul> </li> <li>• Too many Private Hire Vehicles</li> </ul> </li> </ul>	
Are there sufficient Hackney Carriages in Southampton to meet current levels of demand?	Yes, too many	71%
	Yes, generally sufficient	16%
	No, not during all periods	3%
	No opinion	7%
	Don't know	3%

If you feel that there are not sufficient Hackney Carriages at certain times, at which periods are more Hackney Carriages required?	During the daytime	100%
	During the evening / night	0%
	All day and night	0%
How many Hackney Carriages should there be in the fleet in Southampton?	183	5%
	200	20%
	230	10%
	240	10%
	250	25%
	283	25%
	400	5%
Should Southampton Council remove the numerical limit on the number of Hackney Carriages?	Yes	6%
	No	84%
	No opinion	10%
Considering a hypothetical future: What would be the impact of increasing the number of Hackney Carriage vehicle licenses in Southampton?	<ul style="list-style-type: none"> <li>• Less work for drivers</li> <li>• Reduced earnings</li> <li>• Disorder to taxi trade</li> <li>• Drivers working longer hours</li> </ul>	
Considering a hypothetical future: What would be the impact of reducing the number of Hackney Carriage vehicle licenses in Southampton?	<ul style="list-style-type: none"> <li>• Driver earnings increase</li> <li>• More money to invest in vehicle maintenance</li> <li>• Increase in unregulated taxis from other areas</li> <li>• Difficult to meet demand at peak times</li> </ul>	
Are there any factors which limit supply of Hackney Carriages or Private Hire Vehicles at certain times or in certain locations?	<ul style="list-style-type: none"> <li>• Rank space</li> <li>• Safety concerns in certain locations</li> <li>• Rank space limited in some areas at night</li> </ul>	
Do any of the existing ranks need to be improved? If so, which and how could they be improved?	<ul style="list-style-type: none"> <li>• Above Bar, Yates: Lengthened and bus stops shorter</li> <li>• Downside of Train Station: Lengthened <ul style="list-style-type: none"> <li>• Train Station: Clearer signage</li> <li>• Bargate rank (Portland Terrace): Lengthened or moved to opposite direction</li> </ul> </li> <li>• London Road: Night marshals need to be more organised</li> <li>• London Road: moved to opposite direction <ul style="list-style-type: none"> <li>• West Quay: Lengthened</li> </ul> </li> </ul>	

Do any new ranks need to be established? If so, where should they be located and why?	<ul style="list-style-type: none"> <li>• Bedford Place, in front of switch club</li> <li>• Southampton General Hospital</li> <li>• Oxford Street (instead of Terminus Terrace rank) <ul style="list-style-type: none"> <li>• Shirley High Street</li> </ul> </li> </ul>	
Please choose the option which best reflects your opinion of the current level of Hackney Carriage fares:	Too high	10%
	Too low	20%
	About right	57%
	Don't know / no opinion	13%
How often, or under what circumstances, do you think that Hackney Carriage fares should be increased?	<ul style="list-style-type: none"> <li>• Small increase annually and should not have to appear in front of licensing committee</li> <li>• Increase in line with inflation <ul style="list-style-type: none"> <li>• Every 2 years</li> <li>• Bi-annually</li> </ul> </li> </ul>	
In Southampton, new drivers are required to complete a BTEC within 6 months of being granted a license. Do you agree with this policy?	Yes	90%
	No	10%
Do you feel that drivers receive sufficient training before being granted a Drivers License?	Yes	23%
	No	77%
If you feel that drivers do not receive sufficient training, which types of additional training would you like to see offered to drivers?	NVQ	52%
	Driving Skills Assessment	57%
	Basic Skills Assessment	22%
	English language	100%
	Disability awareness	52%
	Knowledge test	96%
	Customer care	65%
Culture awareness	4%	
Prior to reading this questionnaire, were you aware that Southampton enforces a numerical limit on the number of Hackney Carriages in Southampton?	Yes	67%
	No	33%

Are you aware of any times or locations where members of the public may face difficulties hiring a Hackney carriage, or Private Hire Vehicle?	<ul style="list-style-type: none"> <li>• Isle of Wight Festival <ul style="list-style-type: none"> <li>• When raining</li> </ul> </li> <li>• End of the month if an event is on</li> </ul>	
Is the signage and marking for current taxi ranks effective? If not, how could this be improved? Are there any particular issues at particular ranks?	Yes	37%
	No	37%
	Don't know	26%
Do you feel that the level of customer care and service quality from Hackney Carriage drivers in general in Southampton is satisfactory?	<ul style="list-style-type: none"> <li>• Signs could be illuminated at night</li> <li>• Better for directing customers to ranks, especially tourists</li> </ul>	
	Yes	71%
	No	29%
The Department for Transport TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE indicates that in order for a licensing authority to continue to maintain a cap on hackney carriage numbers, there should be a recognised benefit to the travelling public. In your opinion, what benefits are there to customers in restricting the number of Hackney Carriages?	<ul style="list-style-type: none"> <li>• Given the best customer service, motivated to upkeep good rapport</li> <li>• High quality of vehicles</li> <li>• Knowledgeable drivers</li> </ul>	



<p>Finally, are there any other comments that you would like to make?</p>	<ul style="list-style-type: none"> <li>• Issues with: over-charging, using sat nav more often than having knowledge of the local area, interaction with customers</li> <li>• Lately it feels like there are more drivers that have little knowledge of the local area and little care for customer service</li> <li>• More regular enforcement</li> <li>• Think Hackney Plate owners should have to be drivers and only 1 plate per person</li> <li>• Cross border hiring issues</li> <li>• Influx of UBER harming the trade.</li> <li>• More rank space is required as there is not enough to cope with waiting taxis</li> </ul>
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The majority of respondents were owner drivers of hackney carriages and the majority of respondents had more than 5 years experience.

Most respondents indicated that they worked more than 40 hours per week, covering a range of daytime and night time working.

The average number of hires per day was low, with fewer than 10 hires per day indicated by respondents.

Most respondents indicated that they rarely picked up passengers in wheelchairs. However, a minority of respondents indicated that they picked up passengers with wheelchairs on a relatively regular basis, more than once per week. Some respondents indicated that they had regular clients with mobility impairments.

Whilst the majority of respondents indicated that they did not subscribe to a booking circuit, the proportion which did was significant. There appears to be some reliance on work obtained through booking circuits and almost a third of drivers have personal clients who call them directly to book a hire.

Most respondents agreed with the use of cameras in licensed vehicles, though not all felt that the presence of cameras in the vehicles made them feel safer. Some drivers had commented that they cannot necessarily rely on the cameras operating when needed and there is no way to check that a camera in a vehicle is actually recording.

There is very little double shifting.

Most respondents felt that new drivers were not sufficiently trained and a range of improved skills were identified. The most common requirements were identified as improved English language skill, improved knowledge and improved customer care.

A common suggestion for improvements to the ranks was to provide more space for waiting Hackney Carriages.

Discussion with trade representatives and ad-hoc discussion with drivers on the ranks provided some additional comments. It was felt that the level of demand in Southampton for Hackney Carriages had declined. This was seen as primarily due to competition with other licensed vehicles which can be obtained through mobile apps or telephone booking. In particular, perceived growth in the use of Uber was seen as the most significant single contributing factor. This was seen as a particular issue at the railway station, where examples were given of passengers arriving and waiting next to the taxi rank, which could be full of waiting Hackney Carriages, for an Uber to arrive.

The majority of respondents indicated that they had suffered some form of physical or verbal attack from passengers in the last year. Some drivers indicated that there were locations and times when they felt unsafe driving a Hackney Carriage. This is an issue of particular concern and further comparison with results of other surveys is has been undertaken.

The occurrence on physical and verbal assaults on drivers is an issue in most licensing areas. Based on the results of surveys we have conducted elsewhere and media reports around the UK, it is commonly felt that alcohol increases the risk of physical assault and verbal abuse.

LVSA and its constituent partners have undertaken dozens of unmet demand surveys over many years. Whilst virtually all of these surveys undertake trade consultation, the form of consultation and the questions asked vary. Few of the trade consultation survey questionnaires used ask the same direct questions regarding assault as those asked in the Southampton survey. However, two recent surveys have asked the same or very similar questions. Responses to the trade questionnaire by Southampton drivers and owners indicated that 23% of respondents had suffered from some form of physical assault in the last year. In Portsmouth, a survey in 2016 asked if drivers had suffered from physical assault or verbal abuse. In Portsmouth, 24% of respondents indicated that they had suffered from both physical assault and verbal abuse in the last year. In both Southampton and Portsmouth, Hackney Carriages are fitted with CCTV recording systems. A survey undertaken in Braintree in 2016 resulted in approximately 14% of respondents to the trade survey indicating that they had suffered from physical assault. In Braintree, vehicles were not required to have CCTV fitted.

All the trade consultation surveys undertaken in other areas have included an opportunity for respondents to make any additional responses not covered elsewhere in the questionnaire. Common issues identified were the risk of assault in some areas and at some times. Notably, Friday and Saturday nights were commonly identified as higher risk times, owing to the inebriated state of some passengers. In most licensing areas, there were some destinations which were identified as locations where drivers

were more likely to face verbal abuse or physical assault. Such abuse or assault was sometimes associated with the passengers trying to dodge paying the fare.

Increased implementation of CCTV at ranks was commonly identified in surveys as a measure which would improve safety for drivers and for other members of the travelling public. The option of installing CCTV in vehicles was often viewed favourably. However, the response to compulsory CCTV in vehicles generally receives less favour in surveys, largely owing to cost.

In general, there is little numerical evidence with which to compare the results of the Southampton survey. Results from other surveys indicate that the risk of physical assault on licensed vehicle drivers is significant. This is corroborated by press reports and Health and Safety Executive material which recognises the higher risks that some licensed vehicle drivers face, when driving at night and in some localities.

## 7 Evaluation of unmet demand and its significance

It is first important to define our specific view about what constitutes unmet demand. Our definition is when a person turns up at a hackney carriage rank and finds there is no vehicle there available for immediate hire. This can lead to a queue of people building up, some of who may walk off, whilst others will wait till a vehicle collects them. Later passengers may well arrive when there are vehicles there, but because of the queue will not obtain a vehicle immediately.

There are other instances where queues of passengers can be observed at hackney carriage ranks. This can occur when the level of demand is such that it takes longer for vehicles to move up to waiting passengers than passengers can board and move away. This often occurs at railway stations but can also occur at other ranks where high levels of passenger arrivals occur. We do not consider this is unmet demand, but geometric delay and although we note this, it is not counted towards unmet demand being significant.

The industry standard index of the significance of unmet demand (ISUD) was initiated at the time of the introduction of section 16 of the 1985 Transport Act as a numeric and consistent way of evaluating unmet demand and its significance. The ISUD methodology was initially developed by a university and then adopted by one of the leading consultant groups undertaking the surveys made necessary to enable authorities to retain their limit on hackney carriage vehicle numbers. The index has been developed and deepened over time to take into account various court challenges. It has now become accepted as the industry standard test of if identified unmet demand is significant.

The index is a statistical guide derived to evaluate if observed unmet demand is in fact significant. However, its basis is that early tests using first principles identified based on a moderate sample suggested that the level of index of 80 was the cut-off above which the index was in fact significant, and that unmet demand therefore was such that action was needed in terms of additional issue of plates to reduce the demand below this level, or a complete change of policy if it was felt appropriate. This level has been accepted as part of the industry standard. However, the index is not a strict determinant and care is needed in providing the input samples as well as interpreting the result provided. However, the index has various components which can also be used to understand what is happening in the rank-based and overall licensed vehicle market.

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for hackney carriages and reflect this numerically. Whilst the principal inputs are from the rank surveys, the measure of latent demand comes from the public on-street surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of

continuing the current policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

The present ISUD calculation has two components which both could be zero. In the case that either are zero, the overall index result is zero, which means they clearly demonstrate there is no unmet demand which is significant, even if other values are high.

The first component which can be zero is the proportion of daytime hours where people are observed to have to wait for a hackney carriage to arrive. The level of wait used is when the average wait time for any passengers who have to wait for a hackney carriage to arrive is greater than one minute. The industry definition of these hours varies, the main index user counts from 10:00 to 18:00 (i.e. eight hours ending at 17:59). The present index is clear that unmet demand cannot be significant if there are no such hours. The only rider on this component is that the sample of hours collected must include a fair element of such hours, and that if the value is non-zero, review of the potential effect of a wider sample needs to be considered.

The other component which could be zero is the test identifying the proportion of passengers which are travelling in any hour when the average passenger wait (for all passengers) in that hour is greater than one minute.

If both of these components are non-zero, then the remaining components of the index come into play. These are the peakiness factor, the seasonality factor, average passenger delay, and the latent demand factor.

Average passenger delay is the total amount of time waited by all passengers in the sample, divided by the total number of passengers observed who entered hackney carriages.

The seasonality factor allows for the undertaking of rank survey work in periods which are not typical, although guidance is that such periods should normally be avoided if possible particularly as the impact of seasons may not just be on the level of passenger demand, but may also impact on the level of supply. This is particularly true in regard to if surveys are undertaken when schools are active or not.

Periods when schools are not active can lead to more hackney carriage vehicles being available whilst they are not required for school contract work. Such periods can also reduce hackney carriage demand with people away on holiday from the area. Generally, use of hackney carriages is higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December

(factoring high demand level impacts down) to 1.2 for January / February (inflating the values from low demand levels upwards).

There can be special cases where summer demand needs to be covered, although high peaks for tourist traffic use of hackney carriages tend not to be so dominant at the current time, apart from in a few key tourist authorities.

The peakiness factor is generally either 1 (level demand generally) or 0.5 (demand has a high peak at one point during the week). This is used to allow for the difficulty of any transport system being able to meet high levels of peaking. It is rarely possible or practicable for example for any public transport system, or any road capacity, to be provided to cover a few hours a week.

The latent demand factor was added following a court case. It comes from asking people in the on-street questionnaires if they have ever given up waiting for a hackney carriage at a rank in any part of the area. This factor generally only affects the level of the index as it only ranges from 1.0 (no-one has given up) to 2.0 (everyone says they have). It is also important to check that people are quoting legitimate hackney carriage rank waits as some, despite careful questioning, quote giving up waiting at home, which must be for a private hire vehicle (even if in hackney carriage guise as there are few private homes with hackney carriage ranks outside).

The ISUD index is the result of multiplying each of the components together and benchmarking this against the cut-off value of 80. Changes in the individual components of the index can also be illustrative. For example, the growth of daytime hour waiting can be an earlier sign of unmet demand developing than might be apparent from the proportion of people experiencing a queue. A change to a peaky demand profile can tend towards reducing the potential for unmet demand to be significant.

Finally, any ISUD value must be interpreted in the light of the sample used to feed it, as well as completely in the context of all other information gathered. Generally, the guide of the index will tend not to be overturned in regard to significant unmet demand being identified, but this cannot be assumed to be the case – the index is a guide and a part of the evidence and needs to be taken fully in context.

### **Calculation of ISUD variables**

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

The aggregate delays in passenger minutes was 5,788 minutes. If we divide by the total number of passengers observed, (10,206), the

resultant average delay of 34 seconds equates to an APD value of 0.57 minutes. **APD = 0.57**

PF Whilst there is a peak in demand on Saturday night, the level of increase compared with daytime levels is not sufficient to define the profile as highly peaked. **The PF value is 1.0.**

SSP Week day, daytime hours are deemed to be between 10.00 am and 6.00 pm. The data from Thursday and Friday observations was analysed to determine whether there were any occasions when passengers were delayed by more than one minute on average, for any waiting passengers, at any rank. The calculated value was 2.1%., **SSP value = 2.1**

GID The percentage of hackney carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. Total passengers travelling in hours when the average passenger wait for all passengers exceeded one minute was 1,339, which equates to 13.1%. **GID = 13.1**

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 carriage 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, given that trade volume is higher during the summer, a factor of 1.0 is assumed. **SF = 1.0**

LDF Latent Demand Factor. This is derived from the public attitude interview 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. **LDF = 1.01**

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

$ISUD = APD \times PF \times SSP \times GID \times SF \times LDF$

**$ISUD = 0.57 \times 1.0 \times 2.1 \times 13.1 \times 1.0 \times 1.01 = 15.8$**

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

The online public consultation survey indicated a latent demand coefficient of 1.06 rather than the 1.01 indicated in the face to face surveys and used in the above calculation. As a sensitivity test we have calculated the ISUD value for a LDF value of 1.06. The sensitivity test value was 16.6. Both values, (15.8 and 16.6) are significantly less than the threshold value of 80.

The ISUD result indicates that there is **no significant unmet demand**.



## 11 Summary, synthesis and study conclusions

### Rank observations

The activity at the ranks followed a common profile for a city, with a steady level of activity during the day on weekdays, with increased levels of activity in the evenings on Friday and Saturday nights. Passenger waiting was observed at various times of day and night. However, the level of passenger waiting did not form extensive passenger queues for lengthy durations. The volume of hires observed during the 2018 survey was lower than those observed during the 2015 survey.

Public and stakeholder consultation suggests that passenger waiting occurs at times on Saturday nights. The rank surveys confirmed that this was a period when some passenger waiting was observed.

Around 13% of vehicle departures from ranks were without passengers on board. Some of these departures are likely to be to move to another rank. Some may be to respond to a booking made through a booking circuit. On Friday morning, a large number of hackney carriages left the rank at the Railway Station, Western Esplanade rank. This may be to service demand at the cruise terminals. There were three cruise ships which arrived that day.

### On street public views

Feedback from the public regarding the services provided by hackney carriages and private hire vehicles is generally positive. Several positive features of Southampton hackney carriages were identified. Some negative features of both hackney carriage and private hire services were also identified by some respondents. Aside from the cost of hackney carriage fares few issues were consistently raised by respondents.

### Key stakeholder views

In general, few issues were identified by stakeholders. Availability for all users is generally perceived to be adequate.

Wheelchair users generally use a regular supplier and book any required trips, without any common issues. Anecdotal evidence suggests that availability of and ease of booking of wheelchair accessible vehicles has improved in the last few years.

### Trade views

Most licensed vehicles are operated by owner drivers. Few vehicles are multi shifted. Most are driven by only one driver and hence will operate for only one shift each day.

### Evaluation

From rank based analysis, passengers do suffer some delays waiting for hackney carriages to arrive at the ranks at various times of day and night. Generally, availability of hackney carriages at the ranks is good, both

during the day and at night during periods of peak demand. Taking account of availability and passenger waiting over all periods, the Index of Significant Unmet Demand value is below the threshold which would suggest that unmet demand is significant.

In summary, there is no significant unmet demand

Members of the public are generally satisfied with Hackney Carriage services but have indicated that there are limitations with availability from time to time.

## **12 Recommendations**

On the basis of the evidence gathered, our key conclusion is that there is no evidence of unmet demand for the services of hackney carriages either patent or latent which is significant at this point in time.

There is no need to increase the limit to the number of hackney carriage vehicle licences.

## Appendix A – Rank Survey Results

Total Passengers

Hour beginning	Leisure World	Town Quay	Terminus Terrace	Angel Crescent	Bevois Valley	Church Street, Shirley	Lower Banister Street	London Road	Compton Walk	Above Bar, Titanic	Railway Station, Blechynden Terrace	Railway Station, Western Esplanade	Coach Station	ASDA	Portland Terrace	High Street	High Street (For your eyes only)	Above Bar, Yates	Above Bar, Spitfire
Thursday 07:00	0	4	0	0	0	0	0	0	0	0	8	7	0	0	0	0	0	0	0
Thursday 08:00	0	14	0	2	0	0	0	0	0	0	23	32	0	0	1	0	0	4	0
Thursday 09:00	0	9	0	10	0	5	0	0	0	0	29	33	0	0	2	0	0	6	0
Thursday 10:00	0	3	0	18	0	2	0	0	0	0	29	14	5	0	2	0	0	10	0
Thursday 11:00	0	13	0	21	0	3	0	0	0	0	8	12	8	0	6	0	0	1	0
Thursday 12:00	0	13	0	14	0	7	0	0	0	0	19	25	4	0	11	0	0	10	0
Thursday 13:00	0	6	0	10	0	2	0	0	0	0	23	38	11	0	16	0	0	14	0
Thursday 14:00	0	7	0	14	0	2	0	0	0	0	18	35	0	0	14	0	0	20	0
Thursday 15:00	0	4	0	16	0	0	0	0	0	0	11	30	9	0	8	0	0	25	0
Thursday 16:00	0	5	0	9	0	0	0	0	0	0	24	23	1	0	9	0	0	7	0
Thursday 17:00	0	5	0	0	0	2	0	0	0	0	27	22	2	1	9	0	1	15	0
Thursday 18:00	0	5	0	0	0	0	0	0	0	0	36	40	0	0	13	0	0	18	0
Thursday 19:00	0	4	0	0	0	0	0	0	0	0	27	19	0	0	12	0	1	9	0
Thursday 20:00	0	0	0	0	0	0	0	1	0	0	30	53	0	0	3	0	0	18	0
Thursday 21:00	0	2	5	0	0	0	0	3	0	0	16	20	0	2	12	0	0	11	0
Thursday 22:00	0	0	22	0	0	0	0	9	0	2	40	15	3	0	21	0	3	15	1
Thursday 23:00	0	0	18	0	0	0	0	3	0	5	16	10	4	0	4	5	2	12	1
Friday 00:00	0	0	14	0	0	0	4	12	0	12	12	9	2	0	0	2	2	4	2
Friday 01:00	0	0	11	0	0	0	6	3	1	15	2	6	0	0	0	0	2	7	4
Friday 02:00	0	0	3	0	0	0	5	9	0	15	1	1	2	0	0	0	2	2	0
Friday 03:00	0	0	1	0	0	0	0	2	3	9	0	2	0	0	0	0	5	3	0
Friday 04:00	0	0	4	0	0	0	0	4	0	18	0	0	0	0	0	0	0	0	0
Friday 05:00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2	0
Friday 06:00	0	2	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	2	0
Friday 07:00	0	6	0	0	0	1	0	0	0	0	16	3	0	1	0	1	0	0	0
Friday 08:00	0	9	0	5	0	0	0	0	0	0	24	21	0	0	0	0	0	0	0
Friday 09:00	0	15	0	13	0	2	0	0	0	0	19	42	0	0	3	12	2	4	0
Friday 10:00	0	12	0	24	0	3	0	1	0	0	32	54	5	0	12	3	0	12	0
Friday 11:00	0	21	0	22	0	4	0	0	0	0	32	52	11	0	23	11	0	21	0
Friday 12:00	0	12	0	21	0	4	0	0	1	0	47	89	14	0	27	11	0	17	0
Friday 13:00	0	13	0	9	0	0	0	0	0	0	49	64	22	0	24	6	0	16	0
Friday 14:00	0	9	0	14	0	4	0	0	0	0	38	40	11	0	25	10	0	13	0
Friday 15:00	0	16	0	9	0	4	0	0	0	0	30	38	2	0	20	15	0	19	0
Friday 16:00	0	13	0	5	0	3	0	0	0	0	34	24	2	0	19	10	0	15	0
Friday 17:00	0	7	0	3	0	2	0	0	0	0	37	27	5	0	19	13	0	15	0
Friday 18:00	1	6	0	0	0	0	0	3	1	0	38	37	2	2	23	8	0	11	0
Friday 19:00	0	6	5	0	0	0	0	5	0	0	47	50	0	0	19	11	0	25	2
Friday 20:00	1	5	6	0	0	0	0	4	0	0	25	40	0	0	26	8	0	21	0
Friday 21:00	0	0	20	0	0	0	2	14	0	0	40	37	0	0	47	7	21	32	0
Friday 22:00	0	3	39	0	0	0	12	27	0	0	43	29	2	1	55	5	7	59	3
Friday 23:00	1	1	48	0	0	0	20	36	0	8	39	20	0	0	64	0	13	45	0
Saturday 00:00	12	0	55	0	0	0	37	58	4	13	24	16	1	0	16	5	13	43	0
Saturday 01:00	33	0	75	0	0	0	71	62	9	29	13	11	1	0	0	0	7	25	5
Saturday 02:00	41	0	55	0	0	0	24	73	22	56	0	2	2	0	1	0	1	14	0
Saturday 03:00	58	0	22	0	0	0	1	57	24	31	0	13	0	1	0	0	0	4	0
Saturday 04:00	9	0	18	0	0	0	0	16	25	28	0	6	0	0	0	0	1	5	0
Saturday 05:00	0	0	5	0	0	0	0	9	0	1	2	0	0	0	0	0	5	3	0
Saturday 06:00	0	0	1	0	0	0	0	0	0	0	6	1	0	0	0	0	0	1	0
Saturday 07:00	0	3	0	0	0	0	0	0	0	0	6	2	0	0	0	0	0	2	0
Saturday 08:00	0	6	0	1	0	0	0	0	0	0	4	7	0	0	0	0	0	3	0
Saturday 09:00	0	18	0	6	0	0	0	0	0	0	15	18	0	0	2	1	0	3	0
Saturday 10:00	0	7	0	16	0	0	0	0	0	0	10	27	2	0	6	40	0	8	0
Saturday 11:00	0	8	0	19	0	0	0	0	0	0	16	21	4	0	12	72	2	14	0
Saturday 12:00	0	8	0	22	0	0	0	0	0	0	6	40	9	0	9	49	0	10	0
Saturday 13:00	0	14	0	11	0	2	0	0	0	0	38	45	0	0	13	30	0	31	0
Saturday 14:00	0	8	0	19	0	1	0	0	0	0	8	32	0	0	22	78	0	28	0
Saturday 15:00	0	2	0	12	0	0	0	0	0	0	8	46	8	0	21	41	0	31	0
Saturday 16:00	0	8	0	6	0	0	0	0	0	0	6	21	0	8	23	16	0	26	0
Saturday 17:00	0	11	0	1	0	0	0	0	0	0	33	33	2	0	29	6	0	11	0
Saturday 18:00	0	7	6	0	0	0	0	1	0	0	36	32	3	0	17	12	0	15	0
Saturday 19:00	0	5	8	0	0	0	0	9	0	0	33	37	0	0	26	11	0	22	0
Saturday 20:00	0	3	5	0	0	0	0	12	0	0	24	36	0	0	21	10	6	43	0
Saturday 21:00	0	3	26	0	0	0	2	20	1	3	28	22	5	0	53	23	15	49	0
Saturday 22:00	0	1	41	0	0	0	12	31	0	2	19	30	4	0	87	13	14	73	0
Saturday 23:00	0	1	109	0	0	0	20	51	0	7	40	26	4	0	53	13	22	85	1
Sunday 00:00	0	0	106	0	0	0	37	78	8	18	23	16	2	0	20	7	12	64	2
Sunday 01:00	0	0	124	0	0	0	71	138	8	28	2	18	2	0	0	0	3	66	1
Sunday 02:00	0	0	73	0	0	0	24	95	31	61	0	7	2	0	1	1	1	30	0
Sunday 03:00	0	0	39	0	0	0	1	38	45	55	0	4	1	0	0	2	18	6	0
Sunday 04:00	0	0	23	0	0	0	0	3	26	72	1	7	0	0	0	3	8	7	0
Sunday 05:00	0	0	15	0	0	0	0	0	17	3	3	1	0	0	0	2	0	2	0
Sunday 06:00	0	2	5	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0

Total hackney carriages departing empty

Hour beginning	Leisure World	Town Quay	Terminus Terrace	Angel Crescent	Bevois Valley	Church Street, Shirley	Lower Banister Street	London Road	Compton Walk	Above Bar, Titanic	Railway Station, Blechynden Terrace	Railway Station, Western Esplanade	Coach Station	ASDA	Portland Terrace	High Street	High Street (For your eyes only)	Above Bar, Yates	Above Bar, Spitfire
Thursday 07:00	0	2	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0
Thursday 08:00	0	0	0	0	0	2	0	0	0	0	0	0	2	0	0	0	0	1	0
Thursday 09:00	0	1	0	0	0	2	0	0	0	0	3	1	0	0	0	0	0	3	0
Thursday 10:00	0	1	0	2	0	1	0	0	0	0	0	6	1	1	0	0	1	2	0
Thursday 11:00	0	0	0	0	0	2	0	0	0	0	0	0	1	1	2	0	0	0	0
Thursday 12:00	0	1	0	1	0	1	0	0	0	0	1	1	2	3	2	0	0	1	0
Thursday 13:00	0	1	0	2	0	3	0	0	0	0	1	0	0	2	1	0	0	0	0
Thursday 14:00	0	1	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0
Thursday 15:00	0	1	0	0	0	0	0	0	1	0	0	0	1	2	0	0	0	1	0
Thursday 16:00	0	2	0	0	0	0	0	0	1	0	0	2	3	0	2	0	0	0	0
Thursday 17:00	0	0	0	1	0	0	0	0	0	0	0	3	2	1	0	0	0	0	0
Thursday 18:00	0	2	0	0	0	0	0	0	0	0	2	0	0	0	1	0	0	1	0
Thursday 19:00	0	3	0	0	0	0	0	0	0	0	1	0	0	4	0	0	0	0	0
Thursday 20:00	1	3	0	0	0	0	0	2	0	0	0	1	0	1	1	0	0	2	0
Thursday 21:00	0	1	1	0	0	0	0	0	0	0	3	0	0	0	0	0	0	1	0
Thursday 22:00	0	1	0	0	0	0	0	2	0	0	0	0	1	0	0	0	1	0	1
Thursday 23:00	1	0	1	0	0	0	1	2	0	2	0	1	1	0	2	2	5	3	1
Friday 00:00	0	1	1	0	0	0	0	0	0	0	0	1	1	0	5	3	5	2	0
Friday 01:00	0	0	0	0	0	0	1	1	0	0	3	3	1	0	1	1	3	1	0
Friday 02:00	0	0	3	0	0	0	2	4	2	2	0	3	1	0	0	0	2	2	0
Friday 03:00	0	0	5	0	0	0	0	2	3	0	0	1	0	0	0	0	2	0	0
Friday 04:00	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0
Friday 05:00	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Friday 06:00	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Friday 07:00	0	1	0	0	0	0	0	0	0	0	0	0	10	0	1	0	0	1	0
Friday 08:00	0	2	0	0	0	0	0	0	0	0	1	22	0	4	1	1	0	0	0
Friday 09:00	0	0	0	1	0	1	0	1	0	0	0	48	0	1	5	2	0	1	0
Friday 10:00	0	0	1	0	0	0	0	0	0	0	0	19	1	1	2	0	0	1	0
Friday 11:00	0	1	0	1	0	1	0	0	0	0	0	7	2	0	0	0	1	2	0
Friday 12:00	0	0	0	1	0	0	0	0	0	0	0	6	4	1	1	0	0	0	0
Friday 13:00	0	2	0	3	0	0	0	0	0	0	0	8	0	2	0	0	0	1	0
Friday 14:00	0	2	0	0	0	1	0	0	0	1	1	7	4	0	0	0	0	0	0
Friday 15:00	0	0	0	0	0	0	0	0	0	0	0	8	3	1	0	0	0	0	0
Friday 16:00	0	0	0	2	0	1	0	0	0	0	0	4	3	2	0	1	1	0	0
Friday 17:00	0	0	0	0	0	3	0	0	0	0	1	6	3	0	0	1	0	1	0
Friday 18:00	0	2	0	0	0	1	0	0	0	0	0	2	0	0	1	1	0	3	0
Friday 19:00	0	1	2	0	0	0	0	1	0	0	0	1	0	0	2	0	1	1	0
Friday 20:00	0	1	1	0	0	2	0	1	0	0	0	1	0	0	3	1	1	1	0
Friday 21:00	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	1	0	0	0
Friday 22:00	1	0	3	0	0	0	0	2	0	0	0	3	3	0	1	0	0	0	0
Friday 23:00	3	1	3	0	0	0	2	1	0	0	0	3	1	0	0	2	1	1	0
Saturday 00:00	3	0	9	0	0	0	0	0	1	2	0	2	0	1	2	1	2	0	2
Saturday 01:00	1	0	5	0	0	0	0	0	0	0	0	9	0	0	1	2	1	4	0
Saturday 02:00	4	0	0	0	0	0	6	0	1	0	1	7	1	0	0	0	2	1	0
Saturday 03:00	3	0	3	0	0	0	0	3	3	0	1	3	0	0	0	0	6	1	0
Saturday 04:00	0	0	2	0	0	0	0	4	0	2	2	1	0	0	0	1	8	3	0
Saturday 05:00	0	0	4	0	0	0	0	1	1	0	0	3	0	0	0	0	0	1	0
Saturday 06:00	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Saturday 07:00	0	1	1	0	0	0	0	0	0	0	0	5	0	0	0	0	0	1	0
Saturday 08:00	0	0	0	0	0	0	0	0	0	0	0	13	0	0	1	1	0	1	0
Saturday 09:00	0	3	0	2	0	0	0	0	0	1	0	4	2	2	1	0	0	0	0
Saturday 10:00	0	1	0	0	0	0	0	0	0	0	0	3	3	0	1	1	0	0	0
Saturday 11:00	0	0	0	0	0	2	0	0	0	0	0	4	0	0	1	0	0	1	0
Saturday 12:00	0	3	0	1	0	2	0	1	0	1	5	0	1	0	0	1	1	1	0
Saturday 13:00	0	0	0	0	0	0	0	0	0	1	0	0	1	1	2	0	0	2	0
Saturday 14:00	0	0	0	0	0	0	0	0	0	0	0	4	0	0	1	0	0	0	0
Saturday 15:00	0	2	0	0	0	0	0	0	0	0	0	5	1	1	0	0	0	0	0
Saturday 16:00	0	2	0	0	0	3	0	0	0	0	1	5	5	0	1	0	0	0	0
Saturday 17:00	0	1	0	1	0	0	0	0	0	0	2	2	1	0	1	0	0	0	0
Saturday 18:00	0	4	1	0	0	0	0	0	2	0	0	3	0	0	1	1	0	2	0
Saturday 19:00	0	3	1	0	0	1	0	2	0	0	0	0	0	1	0	1	3	0	0
Saturday 20:00	0	1	5	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0
Saturday 21:00	0	1	7	0	0	0	0	2	0	0	0	3	1	0	0	2	2	0	0
Saturday 22:00	0	0	3	0	0	0	0	1	0	1	1	0	0	0	0	1	2	0	0
Saturday 23:00	0	0	0	0	0	2	1	0	0	0	3	0	0	2	0	2	0	0	1
Sunday 00:00	0	1	7	0	0	0	0	1	1	0	0	1	0	0	4	4	6	2	2
Sunday 01:00	0	0	2	0	0	0	0	0	2	2	3	4	1	0	1	2	1	0	0
Sunday 02:00	0	0	1	0	0	0	6	0	2	0	1	1	0	0	0	0	4	5	0
Sunday 03:00	0	0	3	0	0	0	0	6	3	1	0	5	0	0	0	0	2	4	0
Sunday 04:00	0	0	0	0	0	0	0	3	1	0	2	4	0	0	0	0	2	2	0
Sunday 05:00	0	0	1	0	0	0	0	0	1	0	0	6	0	0	0	0	0	4	0
Sunday 06:00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	2	0



Total number of hackney carriages departing with passengers

Hour beginning	Leisure World	Town Quay	Terminus Terrace	Angel Crescent	Bevois Valley	Church Street, Shirley	Lower Banister Street	London Road	Compton Walk	Above Bar, Titanic	Railway Station, Blechynden Terrace	Railway Station, Western Esplanade	Coach Station	ASDA	Portland Terrace	High Street	High Street (For your eyes only)	Above Bar, Yates	Above Bar, Spitfire
Thursday 07:00	0	4	0	0	0	0	0	0	0	0	7	7	0	0	0	0	0	0	0
Thursday 08:00	0	12	0	2	0	0	0	0	0	0	18	27	0	0	1	0	0	0	0
Thursday 09:00	0	8	0	9	0	4	0	0	0	0	25	28	0	0	2	0	0	4	0
Thursday 10:00	0	3	0	15	0	3	0	0	0	0	20	14	2	0	2	0	0	9	0
Thursday 11:00	0	7	0	15	0	3	0	0	0	0	8	11	5	0	5	0	0	1	0
Thursday 12:00	0	8	0	12	0	5	0	0	0	0	12	20	2	0	8	0	0	6	0
Thursday 13:00	0	5	0	7	0	2	0	0	0	0	19	27	6	0	10	0	0	11	0
Thursday 14:00	0	6	0	11	0	2	0	0	0	0	12	24	0	0	11	0	0	15	0
Thursday 15:00	0	3	0	12	0	0	0	0	0	0	8	19	6	0	7	0	0	16	0
Thursday 16:00	0	4	0	4	0	0	0	0	0	0	19	15	1	0	7	0	0	6	0
Thursday 17:00	0	4	0	0	0	2	0	0	0	0	19	15	1	1	7	0	1	12	0
Thursday 18:00	0	3	0	0	0	0	0	0	0	0	30	34	0	0	9	0	0	15	0
Thursday 19:00	0	4	0	0	0	0	0	0	0	0	23	16	0	0	8	0	1	8	0
Thursday 20:00	0	0	0	0	0	0	0	1	0	0	25	32	0	0	2	0	0	13	0
Thursday 21:00	0	1	3	0	0	0	0	3	0	0	11	19	0	1	8	0	0	7	0
Thursday 22:00	0	0	12	0	0	0	0	6	0	1	27	11	3	0	11	0	2	9	1
Thursday 23:00	0	0	9	0	0	0	0	2	0	1	14	8	3	0	3	3	1	6	1
Friday 00:00	0	0	9	0	0	0	4	11	0	6	7	8	2	0	0	2	2	4	1
Friday 01:00	0	0	7	0	0	0	4	2	1	8	2	4	0	0	0	0	2	3	3
Friday 02:00	0	0	2	0	0	0	4	5	0	10	1	1	2	0	0	0	2	1	0
Friday 03:00	0	0	1	0	0	0	0	1	2	5	0	2	0	0	0	0	5	1	0
Friday 04:00	0	0	3	0	0	0	0	1	0	10	0	0	0	0	0	0	0	0	0
Friday 05:00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0
Friday 06:00	0	1	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	1	0
Friday 07:00	0	4	0	0	0	1	0	0	0	0	12	3	0	1	0	1	0	0	0
Friday 08:00	0	6	0	5	0	0	0	0	0	0	18	19	0	0	0	0	0	0	0
Friday 09:00	0	9	0	8	0	2	0	0	0	0	14	36	0	0	2	8	1	3	0
Friday 10:00	0	7	0	19	0	2	0	1	0	0	21	35	3	0	10	3	0	10	0
Friday 11:00	0	10	0	19	0	4	0	0	0	0	19	32	6	0	19	9	0	14	0
Friday 12:00	0	7	0	20	0	3	0	0	1	0	25	50	7	0	21	8	0	8	0
Friday 13:00	0	8	0	8	0	0	0	0	0	0	23	39	12	0	17	6	0	14	0
Friday 14:00	0	4	0	12	0	3	0	0	0	0	20	25	6	0	16	8	0	11	0
Friday 15:00	0	7	0	9	0	3	0	0	0	0	23	26	1	0	18	9	0	14	0
Friday 16:00	0	8	0	4	0	2	0	0	0	0	19	20	2	0	10	6	0	12	0
Friday 17:00	0	6	0	1	0	2	0	0	0	0	30	22	2	0	13	11	0	10	0
Friday 18:00	1	4	0	0	0	0	0	2	1	0	31	26	2	1	17	5	0	10	0
Friday 19:00	0	4	4	0	0	0	0	4	0	0	35	39	0	0	14	9	0	18	1
Friday 20:00	1	2	5	0	0	0	0	4	0	0	18	27	0	0	15	7	0	17	0
Friday 21:00	0	0	13	0	0	0	2	13	0	0	27	28	0	0	24	5	11	21	0
Friday 22:00	0	3	21	0	0	0	8	20	0	0	27	23	1	1	28	4	5	34	2
Friday 23:00	1	1	29	0	0	0	15	27	0	4	28	16	0	0	31	0	8	32	0
Saturday 00:00	5	0	34	0	0	0	26	38	3	8	17	11	1	0	11	4	6	30	0
Saturday 01:00	16	0	47	0	0	0	36	38	7	22	9	7	1	0	0	0	7	17	2
Saturday 02:00	26	0	34	0	0	0	14	38	14	32	0	2	1	0	1	0	1	7	0
Saturday 03:00	33	0	13	0	0	0	1	35	15	20	0	11	0	1	0	0	0	3	0
Saturday 04:00	5	0	8	0	0	0	0	10	12	19	0	6	0	0	0	0	1	4	0
Saturday 05:00	0	0	2	0	0	0	0	0	7	0	1	2	0	0	0	0	5	1	0
Saturday 06:00	0	0	1	0	0	0	0	0	0	0	6	1	0	0	0	0	0	1	0
Saturday 07:00	0	1	0	0	0	0	0	0	0	0	6	1	0	0	0	0	0	2	0
Saturday 08:00	0	4	0	1	0	0	0	0	0	0	4	5	0	0	0	0	0	2	0
Saturday 09:00	0	12	0	4	0	0	0	0	0	0	10	14	0	0	2	1	0	3	0
Saturday 10:00	0	4	0	10	0	0	0	0	0	0	9	15	1	0	5	21	0	6	0
Saturday 11:00	0	4	0	15	0	0	0	0	0	0	11	15	3	0	9	49	2	8	0
Saturday 12:00	0	5	0	14	0	0	0	0	0	0	6	24	4	0	6	28	0	7	0
Saturday 13:00	0	8	0	8	0	1	0	0	0	0	18	24	0	0	7	23	0	21	0
Saturday 14:00	0	3	0	13	0	1	0	0	0	0	5	19	0	0	11	40	0	15	0
Saturday 15:00	0	1	0	10	0	0	0	0	0	0	5	24	5	0	12	23	0	16	0
Saturday 16:00	0	4	0	4	0	0	0	0	0	0	6	15	0	4	14	11	0	19	0
Saturday 17:00	0	4	0	1	0	0	0	0	0	0	21	24	1	0	17	3	0	10	0
Saturday 18:00	0	3	4	0	0	0	0	1	0	0	23	21	2	0	11	11	0	9	0
Saturday 19:00	0	2	4	0	0	0	0	5	0	0	27	30	0	0	14	8	0	14	0
Saturday 20:00	0	2	5	0	0	0	0	7	0	0	17	23	0	0	11	10	3	21	0
Saturday 21:00	0	2	15	0	0	0	2	11	1	2	17	17	3	0	23	16	9	26	0
Saturday 22:00	0	1	22	0	0	0	8	17	0	2	13	20	2	0	36	9	7	42	0
Saturday 23:00	0	1	59	0	0	0	15	30	0	4	25	13	3	0	24	9	12	41	1
Sunday 00:00	0	0	57	0	0	0	26	51	4	13	17	12	1	0	11	5	7	37	1
Sunday 01:00	0	0	71	0	0	0	36	73	5	17	2	9	1	0	0	0	2	36	1
Sunday 02:00	0	0	37	0	0	0	14	50	18	30	0	5	1	0	1	1	1	18	0
Sunday 03:00	0	0	20	0	0	0	1	23	21	28	0	4	1	0	0	1	11	3	0
Sunday 04:00	0	0	14	0	0	0	2	11	38	1	3	0	0	0	2	4	4	4	0
Sunday 05:00	0	0	7	0	0	0	0	10	2	2	1	0	0	0	0	1	0	1	0
Sunday 06:00	0	1	3	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0

## Total number of hackney carriages departing the ranks

Hour beginning	Leisure World	Town Quay	Terminus Terrace	Angel Crescent	Bevois Valley	Street, Shirley	Banister Street	London Road	Compton Walk	Above Bar, Titanic	Station, Blechynden	Station, Western	Coach Station	ASDA	Portland Terrace	High Street (For your eyes only)	Above Bar, Yates	Above Bar, Spitfire
Thursday 07:00	0	6	1	0	0	0	0	0	0	0	8	7	0	1	0	0	4	0
Thursday 08:00	0	12	0	2	0	2	0	0	0	0	18	27	2	0	1	0	4	0
Thursday 09:00	0	9	0	9	0	6	0	0	0	0	25	31	1	0	2	0	7	0
Thursday 10:00	0	4	0	17	0	4	0	0	0	0	20	20	3	1	2	0	11	0
Thursday 11:00	0	7	0	15	0	5	0	0	0	0	8	11	6	1	7	0	1	0
Thursday 12:00	0	9	0	13	0	6	0	0	0	0	13	21	4	3	10	0	7	0
Thursday 13:00	0	6	0	9	0	5	0	0	0	0	20	27	6	2	11	0	11	0
Thursday 14:00	0	7	0	12	0	3	0	0	0	0	12	24	1	0	12	0	15	0
Thursday 15:00	0	4	0	12	0	0	0	0	1	0	8	19	7	2	7	0	17	0
Thursday 16:00	0	6	0	4	0	0	0	0	1	0	19	17	4	0	9	0	6	0
Thursday 17:00	0	4	0	1	0	2	0	0	0	0	19	18	3	2	7	0	12	0
Thursday 18:00	0	5	0	0	0	0	0	0	0	0	30	36	0	0	10	0	16	0
Thursday 19:00	0	7	0	0	0	0	0	0	0	0	23	17	0	0	12	0	8	0
Thursday 20:00	1	3	0	0	0	0	0	3	0	0	25	33	0	1	3	0	15	0
Thursday 21:00	0	2	4	0	0	0	0	3	0	0	11	22	0	1	8	0	8	0
Thursday 22:00	0	1	12	0	0	0	0	8	0	1	27	11	4	0	11	0	3	9
Thursday 23:00	1	0	10	0	0	0	1	4	0	3	14	9	4	0	5	5	6	9
Friday 00:00	0	1	10	0	0	0	4	11	0	6	7	9	3	0	5	5	7	6
Friday 01:00	0	0	7	0	0	0	5	3	1	8	5	7	1	0	1	1	5	4
Friday 02:00	0	0	5	0	0	0	6	9	2	12	1	4	3	0	0	0	4	3
Friday 03:00	0	0	6	0	0	0	0	3	5	5	0	3	0	0	0	0	7	1
Friday 04:00	0	0	5	0	0	0	0	1	0	10	0	1	0	0	0	0	2	0
Friday 05:00	0	0	2	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0
Friday 06:00	0	1	1	0	1	0	0	0	0	0	3	1	0	0	0	0	1	0
Friday 07:00	0	5	0	0	0	1	0	0	0	0	12	13	0	2	0	1	1	0
Friday 08:00	0	8	0	5	0	0	0	0	0	0	19	41	0	4	1	1	0	0
Friday 09:00	0	9	0	9	0	3	0	1	0	0	14	84	0	1	7	10	1	4
Friday 10:00	0	7	1	19	0	2	0	1	0	0	21	54	4	1	12	3	0	11
Friday 11:00	0	11	0	20	0	5	0	0	0	0	19	39	8	0	19	9	1	16
Friday 12:00	0	7	0	21	0	3	0	0	1	0	25	56	11	1	22	8	0	8
Friday 13:00	0	10	0	11	0	0	0	0	0	0	23	47	12	2	17	6	0	15
Friday 14:00	0	6	0	12	0	4	0	0	0	1	21	32	10	0	16	8	0	11
Friday 15:00	0	7	0	9	0	3	0	0	0	0	23	34	4	1	18	9	0	14
Friday 16:00	0	8	0	6	0	3	0	0	0	0	19	24	5	2	10	7	1	12
Friday 17:00	0	6	0	1	0	5	0	0	0	0	31	28	5	0	13	12	0	11
Friday 18:00	1	6	0	0	0	1	0	2	1	0	31	28	2	1	18	6	0	13
Friday 19:00	0	5	6	0	0	0	0	5	0	0	35	40	0	0	16	9	1	19
Friday 20:00	1	3	6	0	0	2	0	5	0	0	18	28	0	0	18	8	1	18
Friday 21:00	0	0	13	0	0	0	2	14	0	0	27	29	0	0	25	6	11	21
Friday 22:00	1	3	24	0	0	0	8	22	0	0	27	26	4	1	29	4	5	34
Friday 23:00	4	2	32	0	0	0	17	28	0	4	28	19	1	0	31	2	9	33
Saturday 00:00	8	0	43	0	0	0	26	38	4	10	17	13	1	1	13	5	8	30
Saturday 01:00	17	0	52	0	0	0	36	38	7	22	9	16	1	0	1	2	8	21
Saturday 02:00	30	0	34	0	0	0	20	38	15	32	1	9	2	0	1	0	3	8
Saturday 03:00	36	0	16	0	0	0	1	38	18	20	1	14	0	1	0	0	6	4
Saturday 04:00	5	0	10	0	0	0	0	14	12	21	2	7	0	0	0	1	9	7
Saturday 05:00	0	0	6	0	0	0	0	1	8	0	1	5	0	0	0	0	5	2
Saturday 06:00	0	0	2	0	0	0	0	0	0	0	6	1	0	0	0	0	2	0
Saturday 07:00	0	2	1	0	0	0	0	0	0	0	6	6	0	0	0	0	3	0
Saturday 08:00	0	4	0	1	0	0	0	0	0	0	4	18	0	0	1	1	0	3
Saturday 09:00	0	15	0	6	0	0	0	0	0	1	10	18	2	2	3	1	0	3
Saturday 10:00	0	5	0	10	0	0	0	0	0	0	9	18	4	0	6	22	0	6
Saturday 11:00	0	4	0	15	0	2	0	0	0	0	11	19	3	0	10	49	2	9
Saturday 12:00	0	8	0	15	0	2	0	1	0	0	7	29	4	1	6	28	1	8
Saturday 13:00	0	8	0	8	0	1	0	0	0	1	18	24	1	1	9	23	0	23
Saturday 14:00	0	3	0	13	0	1	0	0	0	0	5	23	0	0	12	40	0	15
Saturday 15:00	0	3	0	10	0	0	0	0	0	0	5	29	6	1	12	23	0	16
Saturday 16:00	0	6	0	4	0	3	0	0	0	0	7	20	5	4	15	11	0	19
Saturday 17:00	0	5	0	2	0	0	0	0	0	0	21	26	3	1	17	4	0	10
Saturday 18:00	0	7	5	0	0	0	0	1	2	0	23	24	2	0	12	12	0	11
Saturday 19:00	0	5	5	0	0	1	0	7	0	0	27	30	0	1	14	9	3	14
Saturday 20:00	0	3	10	0	0	1	0	8	0	0	17	23	0	1	11	10	3	21
Saturday 21:00	0	3	22	0	0	0	2	13	1	2	17	20	4	0	23	18	11	26
Saturday 22:00	0	1	25	0	0	0	8	18	0	3	14	20	2	0	36	10	9	42
Saturday 23:00	0	1	59	0	0	0	17	31	0	4	25	16	3	0	26	9	14	41
Sunday 00:00	0	1	64	0	0	0	26	52	5	13	17	13	1	0	15	9	13	39
Sunday 01:00	0	0	73	0	0	0	36	73	7	19	5	13	2	0	1	2	3	36
Sunday 02:00	0	0	38	0	0	0	20	50	20	30	1	6	1	0	1	1	5	23
Sunday 03:00	0	0	23	0	0	0	1	29	24	29	0	9	1	0	0	1	13	7
Sunday 04:00	0	0	14	0	0	0	5	12	38	3	7	0	0	0	2	6	6	0
Sunday 05:00	0	0	8	0	0	0	0	11	2	2	7	0	0	0	1	0	5	0
Sunday 06:00	0	1	3	0	0	0	0	0	0	0	2	2	0	0	1	0	2	0







## Number of passengers who had to wait at hackney carriage ranks

Hour Beginning	Number of passengers who had to wait for a taxi to arrive	Percentage of all passengers who had to wait
Thursday 07:00	0	0%
Thursday 08:00	0	0%
Thursday 09:00	30	32%
Thursday 10:00	0	0%
Thursday 11:00	0	0%
Thursday 12:00	0	0%
Thursday 13:00	2	2%
Thursday 14:00	1	1%
Thursday 15:00	7	7%
Thursday 16:00	22	28%
Thursday 17:00	8	10%
Thursday 18:00	11	10%
Thursday 19:00	0	0%
Thursday 20:00	0	0%
Thursday 21:00	0	0%
Thursday 22:00	43	33%
Thursday 23:00	0	0%
Friday 00:00	0	0%
Friday 01:00	0	0%
Friday 02:00	0	0%
Friday 03:00	0	0%
Friday 04:00	0	0%
Friday 05:00	0	0%
Friday 06:00	0	0%
Friday 07:00	0	0%
Friday 08:00	0	0%
Friday 09:00	0	0%
Friday 10:00	0	0%
Friday 11:00	1	1%
Friday 12:00	4	2%
Friday 13:00	30	15%
Friday 14:00	11	7%
Friday 15:00	10	7%
Friday 16:00	7	6%
Friday 17:00	33	26%
Friday 18:00	5	4%
Friday 19:00	1	1%
Friday 20:00	0	0%
Friday 21:00	0	0%
Friday 22:00	42	15%
Friday 23:00	0	0%
Saturday 00:00	0	0%
Saturday 01:00	0	0%
Saturday 02:00	0	0%
Saturday 03:00	0	0%
Saturday 04:00	0	0%
Saturday 05:00	0	0%
Saturday 06:00	0	0%
Saturday 07:00	1	8%
Saturday 08:00	0	0%
Saturday 09:00	0	0%
Saturday 10:00	0	0%
Saturday 11:00	2	1%
Saturday 12:00	20	13%
Saturday 13:00	11	6%
Saturday 14:00	64	33%
Saturday 15:00	0	0%
Saturday 16:00	18	16%
Saturday 17:00	2	2%
Saturday 18:00	0	0%
Saturday 19:00	2	1%
Saturday 20:00	22	14%
Saturday 21:00	0	0%
Saturday 22:00	31	9%
Saturday 23:00	26	6%
Sunday 00:00	0	0%
Sunday 01:00	96	21%
Sunday 02:00	17	5%
Sunday 03:00	0	0%
Sunday 04:00	0	0%
Sunday 05:00	0	0%
Sunday 06:00	0	0%