

**BOROUGH OF BARROW-IN-FURNESS**  
**LICENSING REGULATORY COMMITTEE**

Meeting, Thursday 12th November, 2015  
at 2.00 p.m. (Drawing Room)

**A G E N D A**

**PART ONE**

1. To note any items which the Chairman considers to be of an urgent nature.
2. To receive notice from Members who may wish to move any delegated matter non-delegated and which will be decided by a majority of Members present and voting at the meeting.

3. Admission of Public and Press

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

4. Declarations of Interest.

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

5. Apologies for Absence/Attendance of Substitute Members.
6. To confirm the Minutes of the meeting held on 15th October, 2015 (copy attached).

**FOR DECISION**

- (D) 7. Hackney Carriage & Private Hire Driver Licence Fees.
- (D) 8. Private Hire Operator Licence Fees.

(D) 9. Application for Street Trading Consent.

(R) 10. Unmet Demand Survey – Hackney Carriage Vehicle Licence.

**NOTE (D) - Delegated  
(R) - For Referral to Council**

**Membership of Committee**

Callister (Chairman)  
Seward (Vice Chairman)  
Biggins  
Bleasdale  
Derbyshire  
Heath  
W. McClure  
Maddox  
Opie  
Proffitt  
Wall  
One Vacancy

**For queries regarding this agenda, please contact:**

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**BOROUGH OF BARROW-IN-FURNESS**  
**LICENSING REGULATORY COMMITTEE**

Meeting: Thursday 15th October, 2015  
at 2.00 p.m. (Drawing Room)

PRESENT:- Councillors Callister (Chairman), Seward (Vice-Chairman), Barlow, Bleasdale, Maddox, Opie, C. Thomson, Wall and Williams.

Officers Present:- Jane Holden (Acting Principal Legal Officer), Anne Pearson (Environmental Health Manager), Graham Barker (Principal Environmental Protection and Licensing Officer), Richard Garnett (Principal Environmental Health Officer), Jennifer Curtis (Senior Licensing Officer) and Keely Fisher (Democratic Services Officer).

Legal Representative – Mr Paul O'Donnell.

**23 – The Local Government Act, 1972 as amended by the Local Government (Access to Information) Act, 1985 and Access to Information (Variation) Order 2006**

Discussion arising hereon it was

RESOLVED:- That under Section 100A(4) of the Local Government Act, 1972 the public and press be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 1 (Minute No. 28) of Part One of Schedule 12A of the said Act.

**24 – Apologies for Absence/Attendance of Substitute Members**

Apologies for absence had been received from Councillors Biggins, Derbyshire, Heath and Proffitt.

Councillors Williams, Barlow and C. Thomson had replaced Councillors Biggins, Derbyshire and Proffitt respectively for this meeting only.

**25 – Minutes**

The Minutes of the Licensing Regulatory Committee meeting held on 3rd September, 2015 were taken as read and confirmed.

**26 – Zoo Licensing Act 1981 (as amended) – Zoo Licence for South Lakes Safari Zoo Ltd (formerly South Lakes Wild Animal Park Ltd) Compliance with Condition Nos. 9 and 14**

The Principal Environmental Health Officer reported that on Monday 30th March, 2015 the Council had been informed by email that a male Nyala was due to be delivered to South Lakes Safari Zoo on Wednesday 1st April, 2015 and that they had

not held this animal before, therefore Conditions 9 and 14 of the Zoo Licence were relevant. This had given the Council 48 hours' notice.

Condition Nos. 9 and 14 were as follows:-

Condition 9 - The Licensing Authority shall be notified in writing at least one month in advance of the proposed addition of any animal listed in Category 1 of the Hazardous Animal categorisation (see Appendix 12 of the Secretary of State's Standards of Modern Zoo Practice) which is from a taxonomic family of which Category 1 species have not previously been kept in the zoo.

Such notification shall include all plans and strategies necessary to safely contain any such animal. All such notifications, plans and strategies shall be approved by the Licensing Authority and fully implemented and in place prior to the arrival at the Zoo of any animal detailed in the notification.

Condition 14 - In the event of the licence holder adding new species of hazardous animals to those already in the exhibition/collection the licence holder must ensure that the staff managing such animals had achieved a satisfactory degree of competence. Such competence should be derived from a period of training, by those keepers who will be responsible for the care of animals, undertaken in another zoo or similar institution which has experience of and has at the time, examples of such animals in the collection. This period of training should be appropriate to the species acquired, agreed with the Licensing Authority and be followed by written endorsement by a responsible person from whom the training has been derived.

Under Condition 9 of the licence the addition of any animal, classified as Category 1 under Appendix 12 of the SSSMZP, which was from a taxonomic family of which Category 1 species had not previously been kept in the Zoo, should be notified to the Local Authority one month in advance of the addition. This was in order for Council Officers to satisfy themselves that the animal welfare and public safety issues surrounding the introduction of such an animal had been considered.

Under Condition 14 of the licence the addition of any new species of hazardous animal should result in the Council agreeing to an appropriate and endorsed training regime. Thus adequate pre-notification was also required to obtain the necessary agreement.

Members had considered the Zoo's non-compliance with these two conditions at a Committee meeting on 13th August, 2015 and resolved to:-

- a) Note that the Zoo had breached both conditions; and
- b) Instructed Officers to write to the Zoo on behalf of the Committee to state that future breaches would be considered for prosecution under the Zoo Licensing Act 1981 Section 19(2).

Following the Committee's decision, the Licensing Authority were advised that the Zoo had passed incorrect information on to the Licensing Authority initially, and that they had in fact previously held similar animals (Antelope) in the same taxonomic group in the years 1999 and 2000. This had been confirmed by Council Officers through reviewing stock lists for the said years.

As a result, Officers could now confirm that Condition 9 had not breached, however Condition 14 was still being breached as despite the Zoo having had Antelope before, the Nyala was a new species to the Zoo and they did not obtain the prior agreement from the Licensing Authority with regard to endorsed, appropriate training. Although there was a breach as the Nyala were a new species to the zoo, the Council's Veterinary Advisor, Mr Matthew Brash had confirmed that appropriate training relating to Antelopes was in place.

RESOLVED:- (i) That it be recorded that the Zoo had not breached Condition 9 of their licence as reported on 13th August, 2015, therefore no further action was required; and

(ii) That it be recorded that Condition 14 had been breached but no further action be taken at this time.

## **27 – Zoo Licensing Act 1981 (as amended) – Site Visit to South Lakes Safari Zoo Ltd to Inform Members of the Design and Layout**

The Principal Environmental Health Officer reported that South Lakes Wild Animal Park was opened in 1994 at a fraction of the size that it currently was today. It had an extensive mixed collection and had recently opened a major expansion which had allowed the introduction of new species and provided more facilities for the animals and the public. The Zoo currently covered over 30 acres and in 2014 had attracted over 250,000 visitors.

Currently trading as South Lakes Safari Zoo it was run by the founder David Gill who was still involved in the day to day running alongside a new team of Directors.

The Zoo was licensed by the Council under the Zoo Licencing Act 1981 and was subject to regular inspections. The results of these inspections were presented to this Committee along with any Officer recommendations to vary licence conditions, impose Direction Orders, or take such other action as may be appropriate. Whilst the Zoo were entitled to address the Committee on these issues it was sometimes difficult for one who hadn't visited recently to understand the size of the Zoo, it's layout, and the relationship of one area to another.

The Principal Environmental Health Officer therefore proposed that the Committee attend a site visit to familiarise themselves with the Zoo which would enable Members to make an informed decision when matters were presented to them. It would also provide confidence in the Council's decision making in knowing that the Committee had a broad knowledge of layout and operational aspects of the Zoo.

RESOLVED:- That a site visit to South Lakes Safari Zoo by all Members and Substitutes of the Licensing Regulatory Committee be undertaken.

## **28 – Complaints Against Private Hire Driver and Former Private Hire Operator**

The Senior Licensing Officer reported on complaints she had received regarding a Private Hire Driver and Former Private Hire Operator. She submitted information which had been drawn to her attention concerning the Licence holder and set out details of the Committee's policy regarding such matters.

The Licence holder had been invited to attend the meeting and address the Committee but had failed to do so.

The Committee were satisfied that on the basis of the information put before them that the Licence holder had been given the right to a fair hearing and resolved to proceed with the hearing in his absence.

**RESOLVED:-** That the Private Hire Driver's Licence be revoked.

The meeting closed at 3.04 p.m.

<b>LICENSING REGULATORY COMMITTEE</b>	<b>(D) Agenda Item 7</b>
<b>Date of Meeting: 12th November, 2015</b>	
<b>Reporting Officer: Principal Environmental Protection &amp; Licensing Officer</b>	

**Title: Hackney Carriage & Private Hire Driver Licence Fees**

**Report Summary:** The Deregulation Act 2015 has amended section 53 of the Local Government (Miscellaneous Provisions) Act 1976 which details the duration of drivers' licences for hackney carriage and private hire vehicles.

The amendments establish a standard duration for a driver's licence of 3 years although a licence may be granted for a shorter period where there is a justifiable reason.

The present practice is to grant these licences for a period of one year only.

The purpose of this Report is to recommend:-

- a) new licence fees for hackney carriage and private hire drivers to reflect the change to a 3 year licence;
- b) A phased introduction of 3 year licences coinciding with Disclosure and Barring Service Checks; and
- c) An amendment to the Private Hire Driver Licence Conditions as they currently refer to a licence duration of 12 months.

## 1. Background

The Deregulation Act 2015 has amended the section of the Local Government (Miscellaneous Provisions) Act 1976 that deals with the duration of drivers' licences for hackney carriage and private hire vehicles. The present practice is to grant these licences for a period of one year only.

The amendments made by the Deregulation Act establish a standard duration for a driver's licence of 3 years. A licence may be granted for a shorter period where there is a justifiable reason. This reason would be related to the circumstances of an individual case and could not flow from a blanket policy. The commencement date for these measures was 1st October 2015.

The purpose of this Report is to recommend new licence fees for hackney carriage and private hire drivers to reflect the change to a 3 year licence.

## 2. Proposed Fees

The table below shows the existing fees compared with the proposed new fees.

	Existing Fee – (1 Year)	Proposed Fee – 1 Year	Proposed fee – 3 Year
Driver Grant	£ 173.00	£ 173.00	£ 373.00
Driver Renewal	£ 140.00	£ 140.00	£ 338.00

Although the legislation states that a driver's licence should be granted for 3 years there may be circumstances in which it may be appropriate to grant a licence for a shorted period, for example e.g. where a driver requests a 1 year licence, or the licence holder has a pending conviction. Therefore a 1 year fee has also been calculated for approval.

The methodology used to calculate the fees is summarised below and is based on the 2014/15 Fee Setting procedure. The fees for drivers' licences take account of:

- Administration costs associated with the initial application and fee handling;
- Officer costs;
- Direct costs such as the cost of identification badges and DVLA checks;
- Support Services costs including Overheads, IT maintenance, External legal advice and Advertising;
- Compliance and monitoring costs; and
- Committee hearings apportioned across all taxi and private hire licenses.

## 3. Proposed Phased Introduction of 3 Year Licence with DBS (Disclosure and Barring Service) Checks

All new taxi drivers are required to produce an enhanced DBS certificate prior to grant of their licence. Once licensed, drivers are required to produce an enhanced DBS certificate on a triennial basis.

The Licensing Authority requires an enhanced DBS certificate to check for any criminal convictions/cautions in order to determine whether an applicant or an existing licence holder is a fit and proper person to hold a hackney carriage/private hire driver's licence.

As stated earlier in the report, from 1st October 2015 drivers can be issued with a 3 year licence. This will result in the majority of drivers being required to produce a new DBS certificate at some point between licence renewals. This is considered to be costly and bureaucratic for both the driver and Licensing Authority.

Allowing all drivers to renew with a 3 year licence straightaway will also produce 3 year peaks in income and resource demand. This will create difficulties in terms of financial budgeting and allocating resources.



As a result it is proposed that DBS checks and licence renewals be synchronised to reduce costs for both drivers and the Licensing Authority. Upon application, existing drivers will therefore be offered two options:-

- 1) A 3 year licence but an enhanced DBS Certificate must be provided with the application regardless of whether it is due.
- 2) If drivers do not wish to pay for an additional DBS Certificate (currently £44) it is proposed that they be issued with a one year licence until their DBS Certificate is due for renewal

#### **4. Changes to Conditions**

The change in licence duration will require amendments to be made to the current Private Hire Driver Conditions as they refer to a licence duration of 12 months. Condition 13 of the Private Hire Driver Licence Conditions will need to be amended to the following:

*'The Licence shall continue in force for a maximum period of 3 years, unless previously suspended or revoked pursuant to any provisions in the Act.'*

#### **5. Public Consultation**

When the Licensing Authority proposes to set new fees for Drivers' licences it historically has published notice of the proposed variation in a local newspaper stating that objections may be made within a period of not less than 28 days. If objections are received and not withdrawn the proposed fees will be brought back before the Licensing Regulatory Committee along with consultation responses for Members' consideration.

#### **6. Options**

- a) Approve the amendment to the Driver Licence Conditions; and
- b) i) Approve a staged introduction of 3 yearly licence fees that upon renewal enables Driver Licences and DBS Certificates to be synchronised; or  
ii) Reject the synchronisation of Driver's Licences and DBS Certificates;
- c) Approve proposed Private Hire and Hackney Carriage Driver Licence Fees for 3 year licences subject to no objections being received; or
- d) Reject the proposed Private Hire and Hackney Carriage Driver Licence Fees for 3 year licences.

#### **7. Recommendation**

- a) Approve the amendment to Condition 13 of the Private Hire Driver Licence Conditions to read: 'The Licence shall continue in force for a maximum period of 3 years, unless previously suspended or revoked pursuant to any provisions in the Act.'

- b) Approve the staged introduction of 3 yearly licence fees that synchronises Driver Licences and DBS Certificates.
- c) Approve the proposed licence fees, outlined in this report, subject to no objections being received; and

If objections are received within 28 days of the publication of the notice of the proposed changes to the fees, the matter must come back before the next available Licensing Regulatory Committee so that any such objections can be considered, modifications be considered.

## **8. Reasons for Recommendation**

- a) The amendment to Condition 13 is required following a legislative change in the number of years that licences can be issued for.
  - i) Requiring drivers to produce a new DBS certificate, at some point between licence renewals, is considered to be costly and bureaucratic for both the driver and Licensing Authority.
  - ii) Allowing all drivers to renew with a 3 year licence straightaway will also produce 3 year peaks in income and resource demand. This will create difficulties in terms of financial budgeting and allocating resource.
- b) The local authority is able to set its own fees in respect of driver licences and is able to operate at full cost recovery. The fees are reviewed annually and should a surplus or deficit accrue, as part of the final outturn position for the financial year, this will be taken into account when setting the fees in the next financial year.

## **9. Considerations**

### **(i) Legal Implications**

Sections 53 of the Local Government (Miscellaneous Provisions) Act 1976 allows the Council to charge fees in respect of hackney carriage and private hire drivers' licences. The Council must set the fees for these licences on the basis that it only recovers costs which it is entitled statutorily to recover.

In respect of drivers' licences the Act states that the Council may charge such a fee as it considers reasonable with a view to recovering the costs of issue and administration associated with the grant of Hackney Carriage and Private Hire drivers' licences. Consequently enforcement costs in relation to drivers' licences cannot be recovered through the licence fee.

Furthermore, case law has established that when the Council makes a surplus in respect of licence fees it should give account for that the next time that the fees are set; and if it incurs a deficit it may also take that into account.

Section 10 of the Deregulation Act 2015: Taxis and private hire vehicles:  
duration of licenses

(1) The Local Government (Miscellaneous Provisions) Act 1976 is amended  
as follows.

(2) In section 53 (drivers' licenses for hackney carriages and private hire  
vehicles)—

*(a) in subsection (1)(a), for "for such lesser period as the district council  
may specify in such licence" substitute "for such lesser period,  
specified in the licence, as the district council think appropriate in the  
circumstances of the case";*

*(b) in subsection (1)(b), for "for such lesser period as they may specify  
in such licence" substitute "for such lesser period, specified in the  
licence, as the district council think appropriate in the circumstances of  
the case".*

(ii) Risk Assessment

Not applicable.

(iii) Financial Implications

Licensing fees are subject to an annual review.

(iv) Key Priorities or Corporate Aims

Service Delivery – the Council strives to provide good quality, efficient and  
effective services while reducing overall expenditure.

(v) Equality and Diversity

There are no equality and diversity implications.

(vi) Other Human Rights

Any action undertaken by the Council, that could have an effect upon another  
person's human rights, must be taken having regard to the principle of  
proportionality - the need to balance the rights of the individual with the rights  
of the community as a whole.

Any action taken by the Council which affect another's' rights must be no more  
onerous than is necessary in a democratic society. The matter set out in this  
report must be considered in light of those obligations.

(vii) Health and Well-being Implications

There are no health and well-being implications.

<b>LICENSING REGULATORY COMMITTEE</b>	<b>(D) Agenda Item 8</b>
<b>Date of Meeting: 12th November, 2015</b>	
<b>Reporting Officer: Principal Environmental Protection &amp; Licensing Officer</b>	

**Title: Private Hire Operator Licence Fees**

**Report Summary:** The Deregulation Act 2015 amends the section of the Local Government (Miscellaneous Provisions) Act 1976 that deals with the duration of operator's licences for private hire vehicles.

The amendments establish a standard duration for an operator's licence of 5 years although a shorter period may be granted where there is a justifiable reason. The present practice is to grant these licences for a period of one year only.

The purpose of this Report is to recommend:

- 1) New licence fees for private hire operators to reflect the change in the duration of a licence, subject to consultation being undertaken; and
- 2) Changes to conditions on private hire operator's licences.

## **1. Background**

The Deregulation Act 2015 amends the section of the Local Government (Miscellaneous Provisions) Act 1976 that deals with the duration of private hire operators. The present practice is to grant these licences for a period of one year only.

The amendments made by the Deregulation Act establish a standard duration for an operators' licence of 5 years. A licence may be granted for a shorter period where there is a justifiable reason. This reason would be related to the circumstances of an individual case and could not flow from a blanket policy. The commencement date for these measures was 1st October 2015.

## **2. Proposed Fees.**

The table below shows the existing fees compared with the proposed new fees.

	Existing Fee – (1 Year)	Proposed Fee – 1 Year	Proposed fee – 5 Year
Operator Grant	£ 82.00	£ 82.00	£ 300.00
Operator Renewal	£ 82.00	£ 82.00	£ 300.00

Although the legislation states that an operator's licence should be granted for 5 years there may be circumstances in which it may be appropriate to grant a licence for a shorted period, for example e.g. where an operator requests a 1 year licence, or the licence holder has a pending prosecution. Therefore a 1 year fee has also been calculated for approval.

The methodology used to calculate the fees is summarised below and is based on the 2014/15 Fee Setting procedure. The fees for drivers' licences take account of:

- Administration costs associated with the initial application and fee handling;
- Officer costs;
- Support Services costs including Overheads, IT maintenance, External legal advice and Advertising;
- Compliance and monitoring costs; and
- Committee hearings apportioned across all private hire operator licenses.

### **3. Changes to Conditions**

The change in licence duration will require amendments to be made to the current Private Hire Operator's licence conditions as they refer to a licence duration of 12 months. Condition 9 of the Private Hire Operator's Licence Conditions will need to be amended to the following:

*'The Licence shall continue in force for a maximum period of 5 years, unless previously suspended or revoked pursuant to any provisions in the Act.'*

### **4. Public Consultation**

When the Licensing Authority proposes to set new fees for Private Hire Operators' Licences it is required by Section 70 of the Local Government Miscellaneous Provisions Act 1976, to publish notice of the proposed variation in a local newspaper stating that objections may be made within a period of not less than 28 days. If objections are received and not withdrawn the Licensing Authority must consider them and set a further date on which the variation shall come into force with or without modifications. Any objections will therefore be brought back before the Licensing Regulatory Committee for consideration.

### **5. Options**

- a) Approve the amendment to the Private Hire Operators Licence Conditions; and
- b) Approve the proposed Private Hire Operator Licence Fees for 5 year licences subject to no objections being received; or
- c) Reject the proposed Private Hire Operator Licence Fees for 5 year licences.

## **6. Recommendation**

- a) Approve the amendment to Condition 9 of the Private Hire Operator Licence Conditions to: 'The Licence shall continue in force for a maximum period of 5 years, unless previously suspended or revoked pursuant to any provisions in the Act.'
- b) Approve the proposed licence fees, outlined in this report, subject to an implementation date of no sooner than 28 days from the date of publication; and

If objections are received within 28 days of the publication of the notice of the proposed changes to the fees, the matter must come back before the next available Licensing Regulatory Committee so that any such objections can be considered, modifications be considered, and a new date for the introduction of the variations can be set.

## **7. Reasons for Recommendation**

- a) The amendment to Condition 9 is required following a legislative change in the number of years that licences can be issued for.
- b) The local authority is able to set its own fees in respect of private hire operators' licences and are able to operate at full cost recovery. The fees are reviewed annually and should a surplus or deficit accrue, as part of the final outturn position for the financial year, this will be taken into account when setting the fees in the next financial year.

## **8. Considerations**

### **(i) Legal Implications**

Section 70 of the Local Government (Miscellaneous Provisions) Act 1976 allows the Council to charge fees in respect of private hire operator' licences. The Council must set the fees for these licences on the basis that it only recovers costs which it is entitled statutorily to recover.

In respect of Operators' licences the Act states that the Council may charge such a fee as it considers reasonable with a view to recovering the costs of issue and administration associated with the grant of Hackney Carriage and Private Hire drivers' licences. Consequently enforcement costs in relation to drivers' licences cannot be recovered through the licence fee.

Furthermore, case law has established that when the Council makes a surplus in respect of licence fees it should give account for that the next time that the fees are set; and if it incurs a deficit it may also take that into account.

Section 70 (3) of the Act states:

- (a) If a district council determine that the maximum fees specified in subsection (2) of this section should be varied they shall publish in at least one local newspaper circulating in the district a notice setting out the variation proposed, drawing attention to the provisions of paragraph (b) of this subsection and specifying the period, which shall not be less than twenty-eight days from the date of the first publication of the notice, within which and the manner in which objections to the variation can be made.
- (b) A copy of the notice referred to in paragraph (a) of this subsection shall for the period of twenty-eight days from the date of the first publication thereof be deposited at the offices of the council which published the notice and shall at all reasonable hours be open to public inspection without payment.
- (4) If no objection to a variation is duly made within the period specified in the notice referred to in subsection (3) of this section, or if all objections so made are withdrawn, the variation shall come into operation on the date of the expiration of the period specified in the notice or the date of withdrawal of the objection or, if more than one, of the last objection, whichever date is the later.
- (5) If objection is duly made as aforesaid and is not withdrawn, the district council shall set a further date, not later than two months after the first specified date, on which the variation shall come into force with or without modification as decided by the district council after consideration of the objections.

Section 10 of the Deregulation Act 2015: Taxis and private hire vehicles:  
duration of licenses

(1) The Local Government (Miscellaneous Provisions) Act 1976 is amended as follows.

(3) In section 55 (licensing of operators of private hire vehicles), for subsection (2) substitute—

*“(2) Every licence granted under this section shall remain in force for five years or for such lesser period, specified in the licence, as the district council think appropriate in the circumstances of the case.”*

(ii) Risk Assessment

Not Applicable.

(iii) Financial Implications

Licensing fees are subject to annual review.

(iv) Key Priorities or Corporate Aims

Service Delivery – the Council strives to provide good quality, efficient and effective services while reducing overall expenditure.

(v) Equality and Diversity

There are no equality and diversity implications.

(vi) Other Human Rights

Any action undertaken by the Council, that could have an effect upon another person's human rights, must be taken having regard to the principle of proportionality - the need to balance the rights of the individual with the rights of the community as a whole.

Any action taken by the Council which affect another's' rights must be no more onerous than is necessary in a democratic society. The matter set out in this report must be considered in light of those obligations.

(vii) Health and Well-being Implications

There are no health and well-being implications.



<b>LICENSING REGULATORY COMMITTEE</b>	<b>(D) Agenda Item 9</b>
<b>Date of Meeting: 12th November, 2015</b>	
<b>Reporting Officer: Senior Licensing Officer</b>	
<b>Title: Application for Street Trading Consent</b>  <b>Summary:</b> An application has been made to the Licensing Authority for a street trading consent from Taylor's amusements for 1 day of trading on Saturday 21 <sup>st</sup> November 2015 (Christmas light switch on) in Barrow in Furness town centre.  Members are asked to determine the application and if approved set the recommended fee. Members' approval is also required for the removal of a condition which restricts the time in which you can remain in a particular area.	

## 1. Report

An application, in writing has been received from Mr Taylor of Taylors (Cumbria) amusements for a street trading consent for 1 day, Saturday 21<sup>st</sup> November 2015; during the switch on of the Christmas lights in Barrow in Furness town centre. Taylor's amusements would like consent to trade on the Portland Walk/Dalton Road site.

The application is to site the following attractions;

1 x Kiosk, `fun sweets`, selling novelty sweets, candy floss, hot and cold drinks.

2 x Kiddies carousel, 14` diameter.

1 x Side stall, fairground prize game.

In 2014 the fee was £180 for one off street trading consents such as this.

Members are asked to determine the application and if approved set the recommended fee. Members' approval would also be needed to remove condition number 12 which is attached as standard, to all street trading consents.

Condition number 12 states that:

*The Trader must operate his/her business on a mobile basis and can therefore stop for only 10 minutes in any section of a street and thereafter must move into a different street and must not then return to the same section of that street that day.*

## **2. Representation**

The Licensing Authority consults on all street trading applications with the town centre manager, Cumbria highways and Cumbria Constabulary.

At the time of writing this report, there have been no representations from consultees.

### **Relevant Legislation and Council Procedure**

Licensing authorities have the power to control street trading (such as market stalls, craft fairs, burger vans and ice-cream vans) within their area. Licensing Authorities can resolve to designate streets under schedule 4 to the Local Government (miscellaneous Provisions) Act 1982 as;

- A licence street – for formalised street markets, with established stalls on a regular basis.
- A consent street – for occasional street trading
- A prohibited street – where no trading may take place
- An undesignated street – street trading may take place without any controls in place.

The streets relevant to this application are Portland Walk and Dalton Road. They are designated as consent streets.

Street trading is the offering, exposing or selling of goods for sale (including living things). This means that the remit covers the advertising and offering of items for sale although it is restricted only to goods and not to services.

As a result the kiosk selling hot and cold drinks, sweets and novelty food items is the only item in the application that requires consent under the above mentioned legislation. No licence or consent is required for the provision of the carousels or the fairground prize game.

## **3. Fee setting**

### **Local Government Misc. Provisions Act 1982 Schedule 4 Section 9**

(1) A district council may charge such fees as they consider reasonable for the grant or renewal of a street trading licence or a street trading consent.

(2) A council may determine different fees for different types of licence or consent and, in particular, but without prejudice to the generality of this sub-paragraph, may determine fees differing according—

- (a) to the duration of the licence or consent;
- (b) to the street in which it authorises trading; and
- (c) to the descriptions of articles in which the holder is authorised to trade.

The methodology used to calculate the fees is summarised below and is based on the 2014/15 Fee Setting procedure. The fees for Street Trading Consents in the Town Centre for special events take account of:

- Administration costs associated with the initial application and fee handling;
- Officer costs including assessments, inspections and travel time;
- Support Services costs including Overheads, IT maintenance, External legal advice and Advertising;
- Compliance and monitoring costs; and
- Committee hearings.

#### **4. Options**

Options available to members are;

- a) Approve the application for a street trading consent, remove condition 12 and set a fee of £180;
- b) Reject the application

#### **5. Recommendation**

I recommend that Members:-

- a) Approve the application for a street trading consent, remove condition 12 and set a fee of £180.

#### **6. Reasons for Recommendation**

- The application is for Portland walk/Dalton road, which is a designated consent street.
- Paragraph 7 of Schedule 4 of the Local Government Miscellaneous Provisions) Act 1982 allows the Council to grant consent if it sees fit to do so. The Council may impose conditions upon the consent.
- The cost of the application and consent is consistent with previous years.
- No representations have been received from consultees.
- The provision of the facilities enhances the street scene of the Christmas light switch on event.
- It will attract visitors and families to the town centre for the event.

#### **7. Considerations**

##### **(i) Legal Implications**

The street in question has been designated by the Council as a consent street for street trading purposes under Part III and Schedule 4 of the Local Government (Miscellaneous Provisions) Act 1982.

Paragraph 7 of Schedule 4 of the Local Government Miscellaneous Provisions Act 1982 allows the Council to grant consent if it sees fit to do so.

Paragraph 7(4) allows the Council to attach such conditions as they consider reasonably necessary.

Paragraph 7(10) allows the Council to grant a consent for a period not exceeding 12 months.

This application has met the requirements set out in Schedule 4, Local Government (Miscellaneous Provisions) Act 1982.

Other than Judicial Review there is no statutory right of appeal against the Council's decision.

(ii) Risk Assessment

Not applicable

(iii) Financial Implications

None identified

(iv) Health and Safety Implications

An event risk assessment and public liability insurance is required before the grant of the consent.

(v) Key Priorities and Corporate Aims

Not applicable

(vi) Equality and Diversity

Not applicable

(vii) Health and Well-being Implications

None identified

(viii) Human Rights

None identified

Background Papers

Nil

<b>LICENSING REGULATORY COMMITTEE</b>	<b>(R) Agenda Item 10</b>
<b>Date of Meeting: 12th November, 2015</b>	
<b>Reporting Officer: Principal Environmental Protection &amp; Licensing Officer</b>	
<b>Title: Unmet Demand Survey – Hackney Carriage Vehicle Licence</b>	
<b>Report Summary:</b> This report updates Members on the survey carried out recently to assess if there is any unmet demand in relation to Hackney Carriage Vehicles. The survey was carried out because the Department of Transport requires all Councils who limit licences for such vehicle to assess if there is any unmet demand every 3 years.	
The conclusions of the Barrow-in-Furness Borough Council Hackney Carriage Unmet Demand Survey are presented in the report. Members are asked to consider these and make recommendations to the Executive Committee to recommend to Council with regard to policy if deemed appropriate.	

## **1. Background**

Historically, the number of Hackney Carriage Vehicle Licences has been capped at 120 by the Licensing Authority but there are 142 in existence within the Borough. Members last considered this issue in 2012 and it was resolved to continue to impose a numerical limit or cap on the number of Hackney Carriage Vehicle Licences.

In March 2015, Members approved that Vector Transport Consultancy should undertake a survey of the Hackney Carriage Trade within the Borough to assess if there was any unmet demand relating to Hackney Carriage Vehicles and therefore if the cap or quantity control should be removed.

This survey has now been completed and a copy of the report is attached at **Appendix 1** for Members' consideration.

## **2. Legislation and Guidance**

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

In the event of a challenge to a decision to refuse a licence, the local authority concerned would have to establish that it had, reasonably, been satisfied that there was no significant unmet demand.

Members will be aware that the Department of Transport (DoT) require that all local authorities operating a cap or quantity control policy for hackney carriage vehicle licences must review this policy and publish the outcome (DoT 2010 Best Practice Guidance). To retain such a policy the Office of Fair Trading requires Licensing Authorities to undertake a survey every three years to justify the limit or cap.

On the 23<sup>rd</sup> May 2014, the Law Commission published its report on taxi law reform and stated: 'We initially provisionally proposed that local authorities should lose the ability to limit the number of taxis licensed in their area on the basis that it could be left to the market to determine the appropriate number of vehicles. The majority of evidence received during consultation and further comparative research has led us to change this key recommendation so as to allow licensing authorities to continue to limit taxi numbers. We do not regard the current statutory criterion of "unmet demand" as appropriate and instead suggest a test based on the public interest, combined with procedural requirements such as a review every three years and a duty to consult.'

### **3. Barrow in Furness – Hackney Carriage Unmet Demand Survey**

The survey was conducted by Vector Transport Consultancy on behalf of Barrow Borough Council and 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 (DoT) 2010 Best Practice Guidance.

The objectives of the study may be broadly defined as:

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

Surveys were undertaken at taxi ranks, over four days, from the morning of Friday 12th June 2015 to the morning of Tuesday 16th June 2015. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times, Hackney Carriage queue lengths and wait times for any queuing passengers.

Six taxi ranks were surveyed. These were located at:

- Railway Station
- Cavendish Street
- Dalkeith Street
- Cornwallis Street
- Dalton Road
- Duke Street

The day time trade volume was relatively low, for the size of the Hackney Carriage fleet. The Railway Station marked rank spaces were never used by waiting Hackney Carriages. Instead, Hackney Carriages and Private Hire Vehicles tended to arrive as trains arrived at the Railway Station, in order to pick up passengers. Many of these pickups appeared to have been pre-booked.

The rank survey data was used to calculate estimated weekly volumes of activity at the taxi ranks. From these estimates, almost 50% of Hackney Carriages departing the ranks, left the ranks empty. Most of these were thought to be responding to pre-booked hires. Around 67% of weekly rank based hires occurred on Friday and Saturday nights. Virtually all Friday and Saturday night activity was on Cavendish Street. The remainder of demand through the ranks was spread throughout the rest of the week.

It is understood that approximately 90% of the Hackney Carriage fleet work on booking circuits for Private Hire / Taxi firms. The remaining 10% rely on demand through the taxi ranks and from flag down hires. Passenger queuing was rare. Only three events were observed, when passengers had to wait at a rank for a Hackney Carriage to arrive. Extensive queuing over prolonged periods is one of the indicators of unmet demand and this form of queuing did not occur during the surveys.

Public consultation was undertaken through questionnaire surveys conducted on street. The Public were also offered an opportunity to provide feedback through an online questionnaire.

Stakeholder consultation was undertaken with representatives of the taxi trade, minority group representatives, local businesses, visitor attractions, licensed premises, the police, fire brigade and ambulance service.

The public and stakeholder consultation feedback indicated that:

- The public and stakeholders are generally content with the level of service provided by Hackney Carriages.
- No concerns or issues were raised with respect to services provided for mobility impaired passengers.
- The storage capacity of some ranks is sometimes insufficient to accommodate all of the hackney carriages waiting for fares.
- There is generally sufficient capacity in the Hackney Carriage fleet to cater for demand.

#### 4. Conclusion

The primary purpose of the study was to determine whether there was evidence of significant unmet demand. The conclusion was that there is **no significant unmet demand**, therefore there is no need to increase the number of Hackney Carriage Licences.

Furthermore, users and stakeholders were generally content with the service provided by Hackney Carriages.

The survey found that much of the Hackney Carriage fleet seemed to operate primarily from pre-booked hires rather than rank hires. This, coupled with the lack of significant unmet demand, has indicated that there is an excess supply of Hackney Carriages in Barrow in Furness, for the current level of demand. The high proportion of the fleet which works on pre-booked hire circuits indicates that there is likely to be a significant 'reservoir' of spare capacity which would be able to respond to any future increase in the level of demand, before an increase in the number of licensed Hackney Carriages would be necessary.

## **5. Options**

Options available to members are;

- c) Accept the conclusion of the report, that there is no significant unmet demand and continue to restrict the maximum number of such licences issued and determine a maximum limit of 120 Hackney Carriage Vehicle Licences;
- d) Accept the conclusion of the report, that there is no significant unmet demand and determine a revised maximum limit of Hackney Carriage Vehicle Licences be set;
- e) Reject the conclusion of the report, and resolve to remove the numerical limit on the number of Hackney Carriage Vehicle Licences.

## **6. Recommendation**

I recommend that Members:-

- a) Accept the conclusion of the report that there is no significant unmet demand and impose a maximum limit of 120 Hackney Carriage Vehicle Licenses.
- b) Make recommendations to the Executive Committee to recommend to Council for approval of a Quantity Control Policy on the maximum limit of Hackney Carriage Vehicle Licenses.

## **7. Reasons for Recommendation**

1. The recommendations are made in accordance with the legal restrictions surrounding the grant of hackney carriage licences, the Department for Transport's best practice and the contents of the Law Commission's report on Taxi and Private Hire Services.
2. There is no significant unmet demand and an apparent excess of supply of Hackney Carriages.
3. The report by Vector Transport Consultancy sets out the reasons for the recommendations.
4. Users and stakeholders are generally content with the service provided by Hackney Carriages.



5. Historically there has been a limit of 120 hackney carriage vehicle licences.

## **8. Considerations**

### **(i) Legal Implications**

Section 16 of the Transport Act 1985 Taxi licensing: control of numbers.

The provisions of the Town Police Clauses Act 1847 with respect to hackney carriages, as incorporated in any enactment (whenever passed), shall have effect –

(a) as if in section 37, the words “such number of” and “as they think fit” were omitted; and

(b) as if they provided that the grant of a licence may be refused, for the purpose of limiting the number of hackney carriages in respect of which licences are granted, if, but only if, the person authorised to grant licences is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet.

As a result of this, the local authority can only refuse to grant a hackney carriage vehicle licence if they are satisfied that there is ‘no significant demand for the services of hackney carriages which is unmet’.

The Department for Transport guidance dated 2010 states they consider best practice is not to restrict the numbers of hackney carriage licences, see paragraphs 45 to 51 of the guidance.

Although there is no current statutory prohibition on continued numerical restrictions, the Council must show, if it does not follow the Department for Transport guidance, that it has reasonably been satisfied that there was no significant unmet demand.

The Licensing Authority has a statutory responsibility to promote and protect public safety and that economic and business considerations in determining policy cannot lawfully be considered.

It is therefore lawful and reasonable, in considering the unmet demand survey, for the Committee to conclude that the current numerical limit on hackney carriages should either be retained, altered or removed entirely.

An applicant whose license is refused by the local authority may appeal to the Crown Court.

### **(ii) Risk Assessment**

Not applicable.

(iii) Financial Implications

The survey fee is charged to the Hackney Carriage Vehicle Licence holders via the renewal of their licence. This equates to £44.14 per Licence. This was approved by Members on the 12<sup>th</sup> March 2015.

Should Members remove the numeric limit on the number of Hackney Carriage Vehicle Licences issued, no further Unmet Demand Surveys would be required.

(iv) Key Priorities or Corporate Aims

Not applicable.

(v) Equality and Diversity

There are no issues relating to equality or diversity.

(vi) Other Human Rights

Any action undertaken by the Council, that could have an effect upon another person's human rights, must be taken having regard to the principle of proportionality - the need to balance the rights of the individual with the rights of the community as a whole.

Any action taken by the Council which affect another's' rights must be no more onerous than is necessary in a democratic society. The matter set out in this report must be considered in light of those obligations.

(vii) Health and Well-being Implications

There are no health and well-being implications.

Background Papers

Department for Transport Best Practice Guidance 2010. Available from: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/212554/taxi-private-hire-licensingguide.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/212554/taxi-private-hire-licensingguide.pdf)

Law Commission report on Taxi and Private Hire Services. Available from: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/314106/9781474104531\\_web.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/314106/9781474104531_web.pdf)



# **Barrow in Furness – Hackney Carriage Unmet Demand Survey**

## **Final Report**

**September 2015**

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## EXECUTIVE SUMMARY

### *Key points*

This survey has been conducted by Vector Transport Consultancy on behalf of Barrow in Furness Borough Council.

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

The objectives of the study may be broadly defined as:

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

Surveys were undertaken at taxi ranks, over four days, from the morning of Friday 12<sup>th</sup> June 2015 to the morning of Tuesday 16<sup>th</sup> June 2015. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times, Hackney Carriage queue lengths and wait times for any queuing passengers.

Six taxi ranks were surveyed. These were located at:

- Railway Station
- Cavendish Street
- Dalkeith Street
- Cornwallis Street
- Dalton Road
- Duke Street

The day time trade volume was relatively low, for the size of the Hackney Carriage fleet. The Railway Station marked rank spaces were never used by waiting Hackney Carriages. Instead, Hackney Carriages and Private Hire Vehicles tended to arrive as trains arrived at the Railway Station, in order to pick up passengers. Many of these pickups appeared to have been pre-booked.

The rank survey data was used to calculate estimated weekly volumes of activity at the taxi ranks. From these estimates, almost 50% of Hackney Carriages departing the ranks, left the ranks empty. Most of these were thought to be responding to pre-booked hires. Around 67% of weekly rank based hires occurred on Friday and Saturday nights. Virtually all Friday and Saturday night activity was on Cavendish Street. The remainder of demand through the ranks was spread throughout the rest of the week.

It is understood that approximately 90% of the Hackney Carriage fleet work on booking circuits for Private Hire / Taxi firms. The remaining 10% rely on demand through the taxi ranks and from flag down hires.

Passenger queuing was rare. Only three events were observed, when passengers had to wait at a rank for a Hackney Carriage to arrive. Extensive queuing over prolonged periods is one of the indicators of unmet demand and this form of queuing did not occur during the surveys.



Public consultation was undertaken through questionnaire surveys conducted on street. The Public were also offered an opportunity to provide feedback through an online questionnaire.

Stakeholder consultation was undertaken with representatives of the taxi trade, minority group representatives, local businesses, visitor attractions, licensed premises, the police, fire brigade and ambulance service.

The public and stakeholder consultation feedback indicated that:

- The public and stakeholders are generally content with the level of service provided by Hackney Carriages.
- No concerns or issues were raised with respect to services provided for mobility impaired passengers.
- The storage capacity of some ranks is sometimes insufficient to accommodate all of the Hackney Carriages waiting for fares.
- There is generally sufficient capacity in the Hackney Carriage fleet to cater for 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 indicates that the level is below the threshold which is held to indicate that the level of unmet demand is significant.

### ***Trade Consultation***

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

- Frustration with parked private cars occupying taxi rank space.
- Frustration with the lack of a well marked formal taxi rank on Cavendish Street.
- A desire for new ranks to serve day time demand from shoppers and night time demand from pubs and clubs.

### ***Conclusions***

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

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

Much of the Hackney Carriage fleet seems to operate primarily from pre-booked hires rather than rank hires. This feature, coupled with the lack of significant unmet demand, indicates that there is an excess supply of Hackney Carriages in Barrow in Furness, for the current level of demand. The high proportion of the fleet which works on pre-booked hire circuits indicates that there is likely to be a significant 'reservoir' of spare capacity which would be able to respond to any future increase in the level of demand, before an increase in the number of licensed Hackney Carriages would be necessary.

### ***Recommendations***

Vehicles parking on ranks and a desire for additional ranks to cater for day time and night time demand were the key issues identified by the trade. Better rank marking and signage, for existing ranks would help improve public awareness, both of rank location and of parking restrictions. If the rank on Cavendish Street can be formally implemented with appropriate Traffic Regulation Orders and road marking and signage, this would



help to alleviate the issues observed, with double parking, when waiting for fares on Friday and Saturday nights.

There is no significant unmet demand and an apparent excess of supply of Hackney Carriages. Therefore, there is no need to increase the number of Hackney Carriage Licences.



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# 1 STUDY OBJECTIVES

## 1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Barrow in Furness Council.

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

The objectives of the study include:

The objectives of the study may be broadly defined as:

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





## 2 BACKGROUND

### 2.1 Definitions

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

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

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

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

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

### 2.2 DfT guidance on Unmet Demand surveys

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

Significant Unmet Demand (SUD) has two components:

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

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

### 2.3 Observed unmet demand

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

### 2.4 Latent unmet demand

Where potential passengers are deterred from using taxis through the assumption or knowledge that waiting times will be high, these passengers may decide not to travel or use an alternative means of transport. These passengers will not feature



in the taxi rank surveys. Therefore to get an estimate of this latent demand an alternative form of survey is required. This generally consists of face to face interviews with pedestrians to enquire about their experience in hiring and using taxis. Such a survey can also provide other information on taxi use.

## 2.5 Other Surveys

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

## 2.6 Breakdown of the Hackney Carriage trade

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

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

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

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

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

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

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



## 3 TAXI RANK SURVEYS

### 3.1 Current taxi ranks

There were 6 taxi ranks surveyed in Barrow in Furness. The locations are at the following locations:

- Railway Station
- Cavendish Street
- Dalkeith Street
- Cornwallis Street
- Dalton Road
- Duke Street

### 3.2 Rank survey results

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

The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, from Friday morning (12<sup>th</sup> June 2015) to the following Tuesday morning (16<sup>th</sup> June 2015), in order to capture the busiest periods of the week, along with quiet periods. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as passenger waiting delays.

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

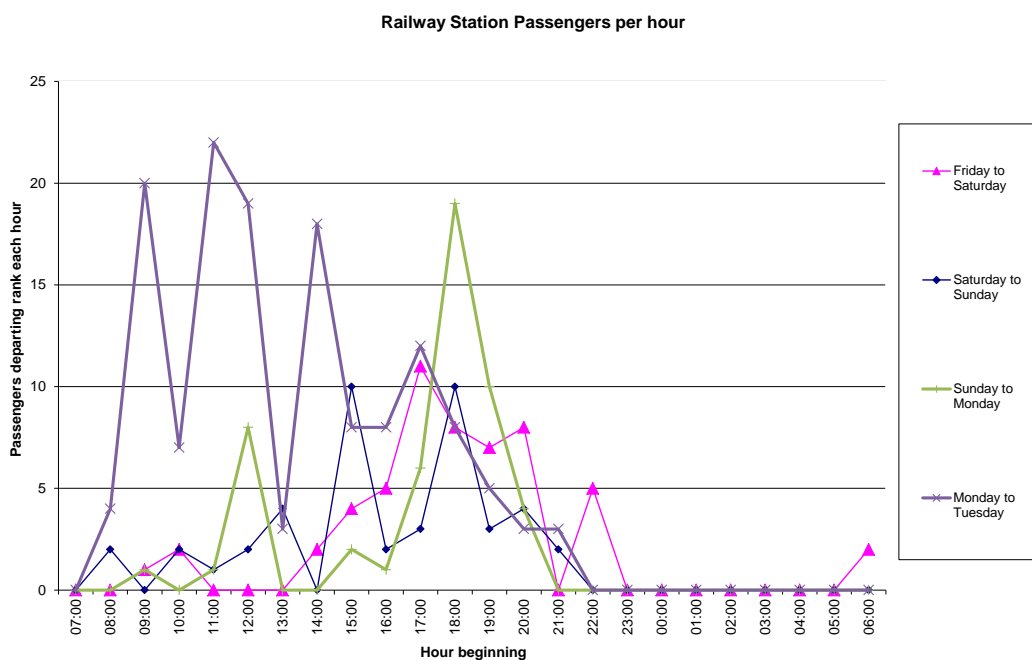
It is worth noting that when ranks were active, the prevalent condition at the taxi ranks in Barrow in Furness was that taxis queue at the ranks, waiting for passengers. Therefore, for the majority of the times surveyed, passengers arrived at the taxi ranks and a Hackney Carriage was waiting and ready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

#### ***Railway Station***

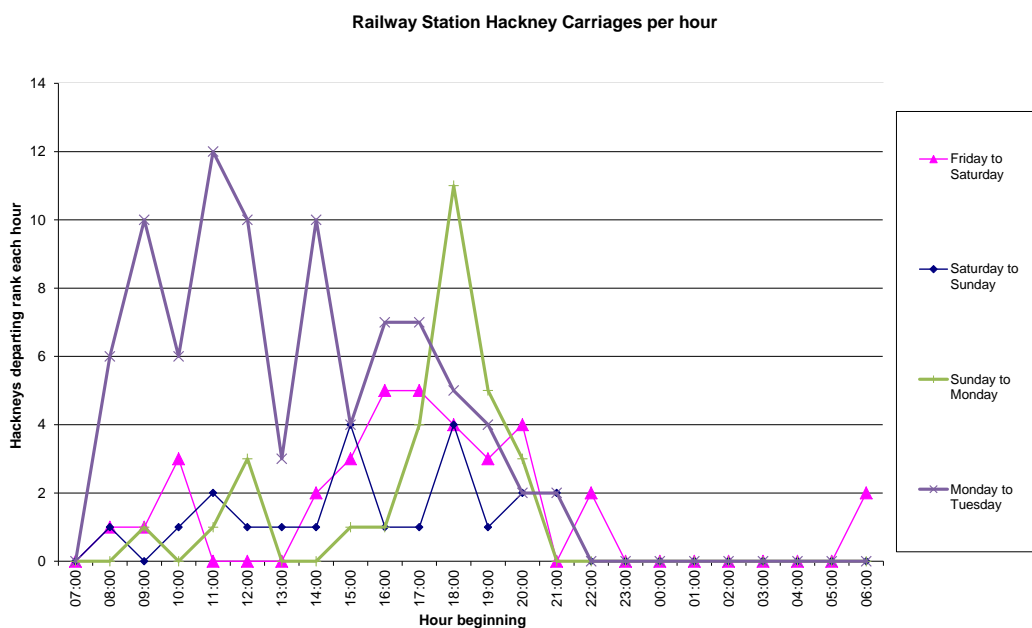
The rank at the Railway Station consists of four marked parking spaces, in the car park, opposite the entrance to the station ticket hall. In practice, the marked spaces were never used by Hackney Carriages to wait for passengers. Generally, common practice was for Hackney Carriages and Private Hire Vehicles to arrive at the station and wait outside the entrance to the ticket hall, as a train was due to arrive or shortly after trains arrived. Whilst Hackney Carriage pickups were recorded in the survey, it was thought that many of these were pre-booked by passengers arriving on the train. Also, it appeared that on many occasions, when passengers emerged from the station and there were no waiting Hackney Carriages, they would telephone for a licensed vehicle. The telephone numbers of three private hire companies were published on a poster in the ticket hall of the



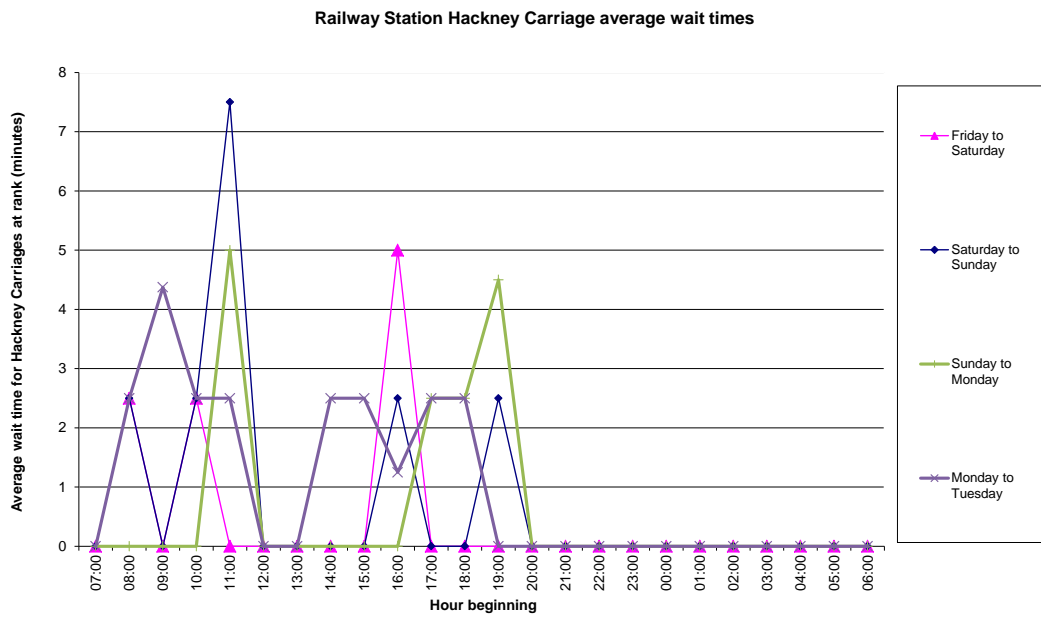
station. The summary data presented in the following figures depict the busiest period as Monday day time. The average wait time for Hackney Carriages was relatively low.



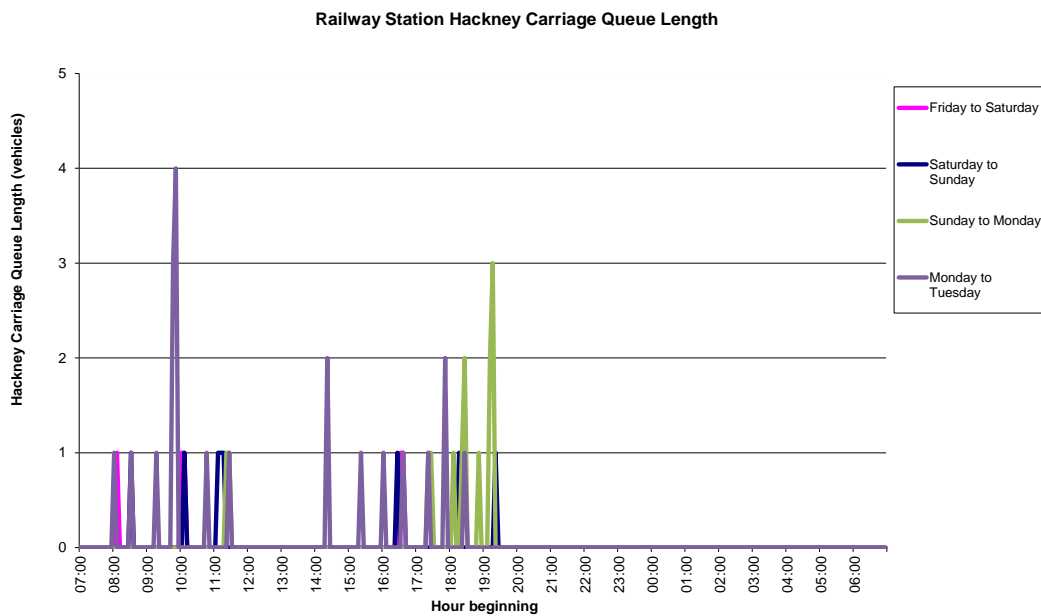
**Figure 1 - Hourly departures of passengers at Railway Station rank**



**Figure 2 - Hourly departures of Hackney Carriages at Railway Station rank**



**Figure 3 - Average Hackney Carriage vehicle wait times at Railway Station rank**



**Figure 4 - Hackney Carriage queue length at Railway Station**

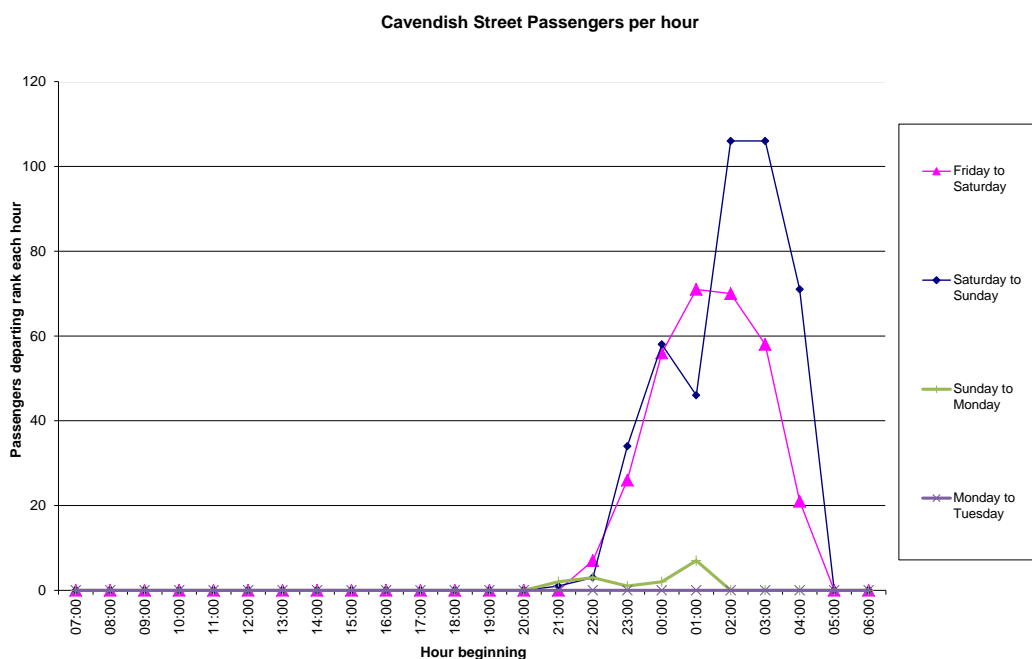


### **Cavendish Street**

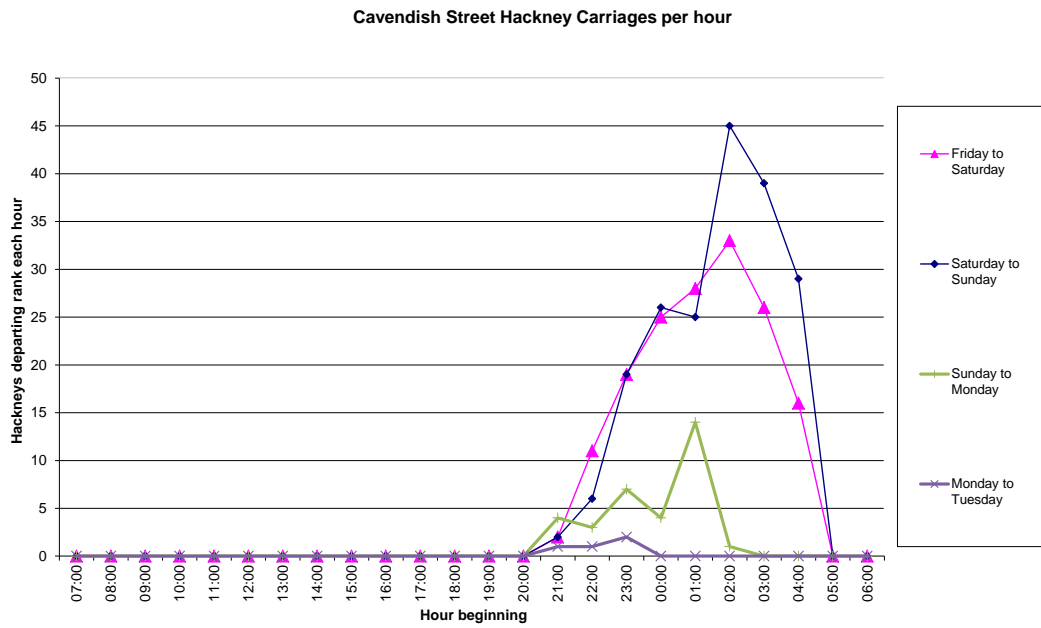
There is no formal marked rank on Cavendish Street. However, there has been an informal agreement between the trade, police and licensing officials that an informal night time rank may operate on Cavendish Street on Friday and Saturday nights. Cavendish Street is central to the most active clubs and pubs in Barrow in Furness and hence is the busiest location on Friday and Saturday night.

During the periods of operation, Hackney Carriages wait on the north side of Cavendish Street, west of Dalkeith Street. At peak supply, the queue of Hackney Carriages extends around the corner on to Slater Street. There is space for around 8 Hackney Carriages on Cavendish Street. As there was no formally marked taxi rank in place on Cavendish Street, at the time of the survey, there were parked vehicles in place along Cavendish Street, at the location where the Hackney Carriages queue for fares. Whilst the parked vehicles did not remain in place all night on the Friday and Saturday nights, they were present earlier in the evening. As a consequence, the Hackney Carriages had to wait in the roadway, alongside the parked vehicles, when the rank first became active. As parked vehicles left, later in the evening, the Hackney Carriages queued along the kerbside.

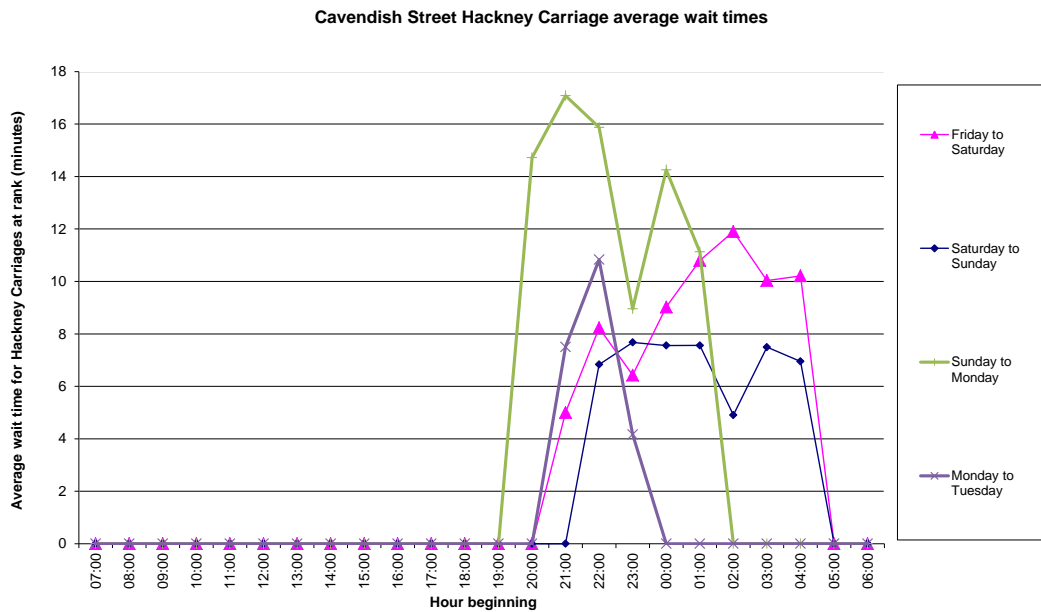
The majority of activity was on Friday and Saturday nights, after 20:00 hours.



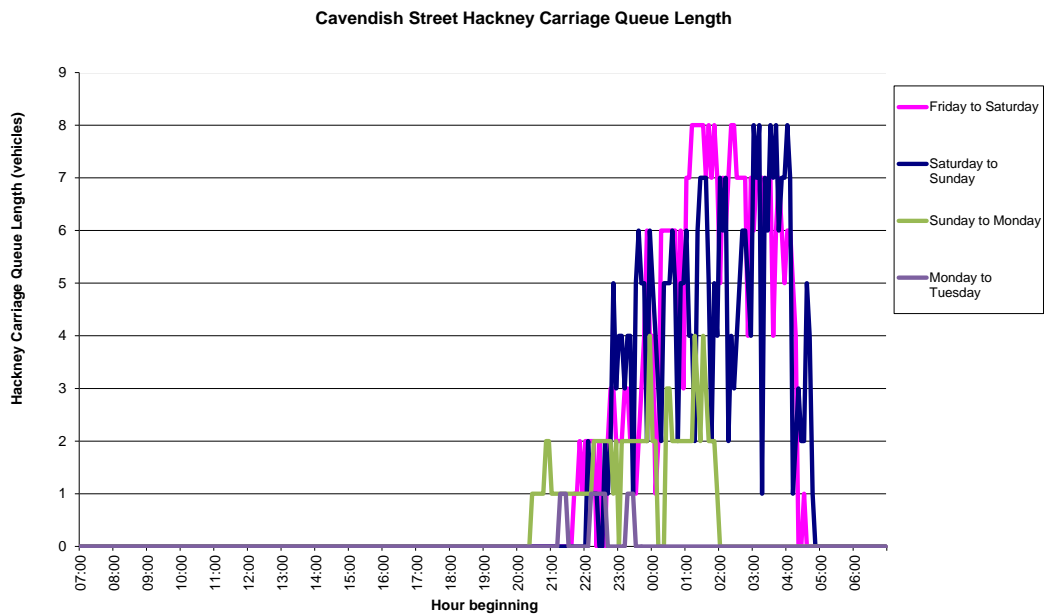
**Figure 5 - Hourly departures of passengers at Cavendish Street rank**



**Figure 6 - Hourly departures of Hackney Carriages at Cavendish Street rank**



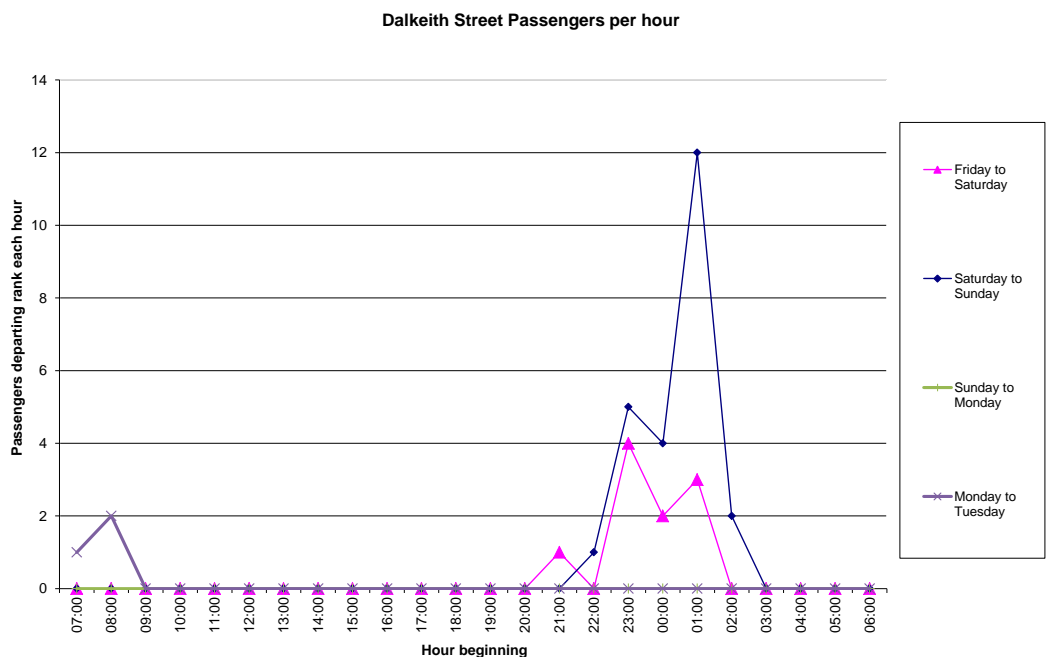
**Figure 7 - Average Hackney Carriage vehicle wait times at Cavendish Street rank**



**Figure 8 - Hackney Carriage queue length at Cavendish Street**

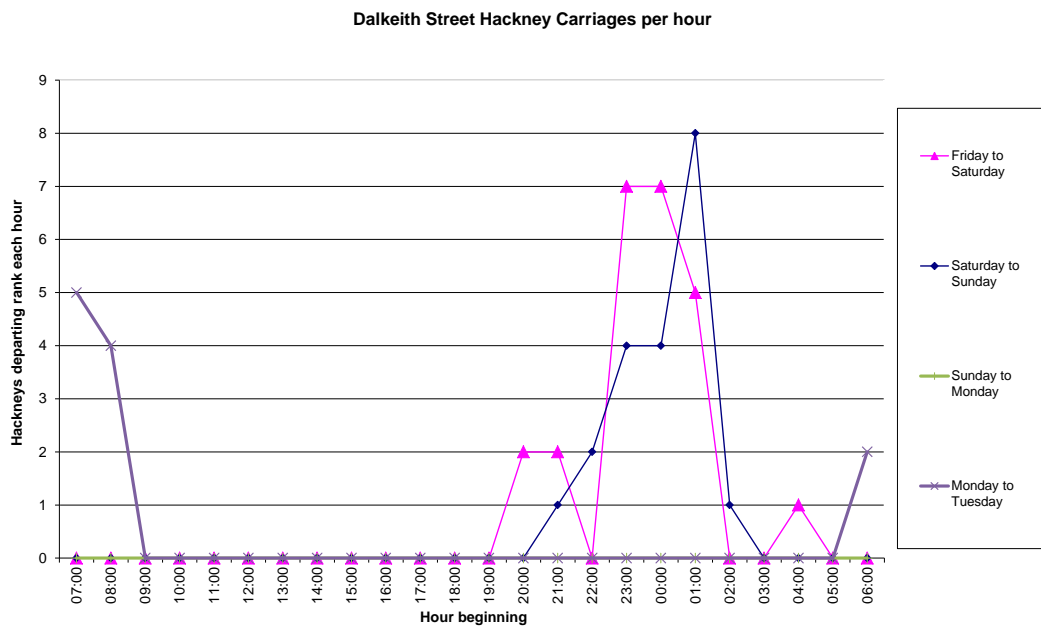
***Dalkeith Street***

The rank on Dalkeith Street is located outside a night club and opposite a Private Hire booking office. The rank was occasionally occupied during the day, by Hackney Carriages and Private Hire Vehicles. On occasion, these vehicles were left empty, whilst the drivers visited the booking office opposite. The rank was generally full of parked cars during working hours and shopping hours at the weekend. Whilst the rank was active on Friday and Saturday nights, the volume of hires was relatively low.

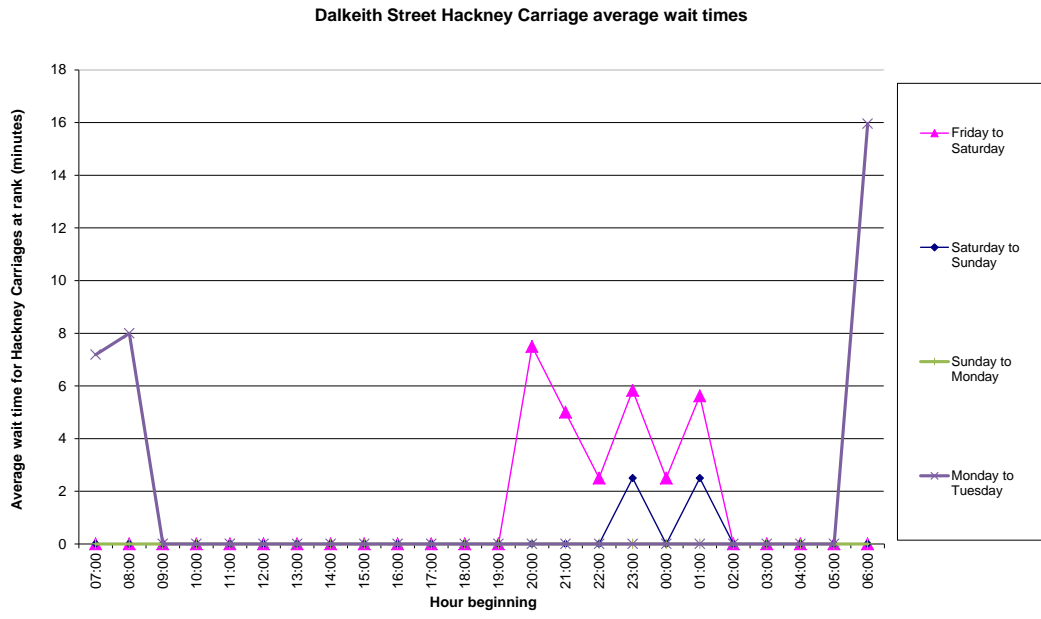


**Figure 9 - Hourly departures of passengers at Dalkeith Street**

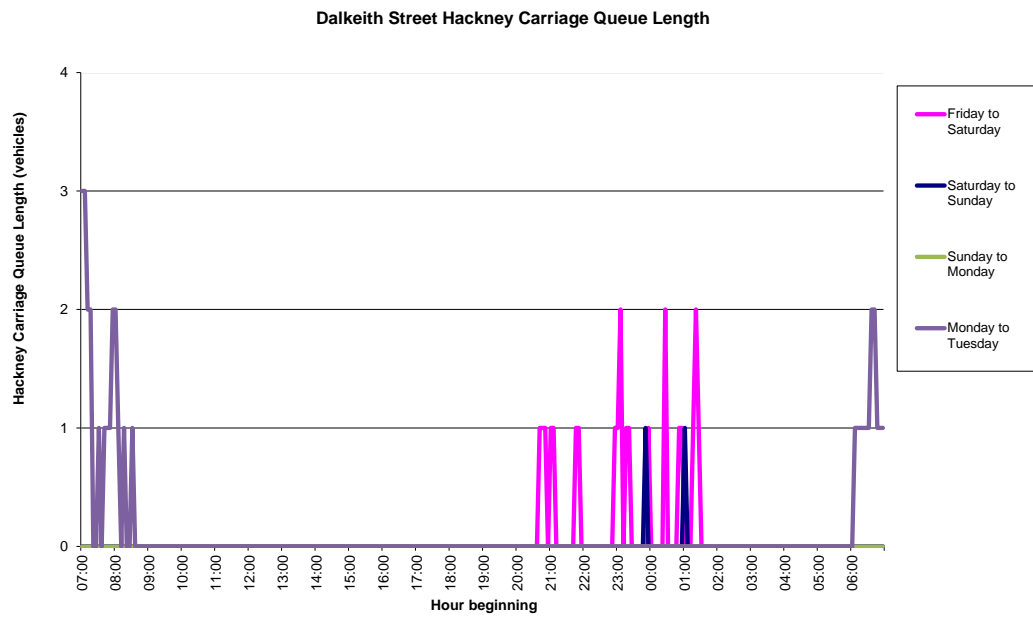




**Figure 10 - Hourly departures of Hackney Carriages at Dalkeith Street rank**



**Figure 11 - Average Hackney Carriage vehicle wait times at Dalkeith Street rank**



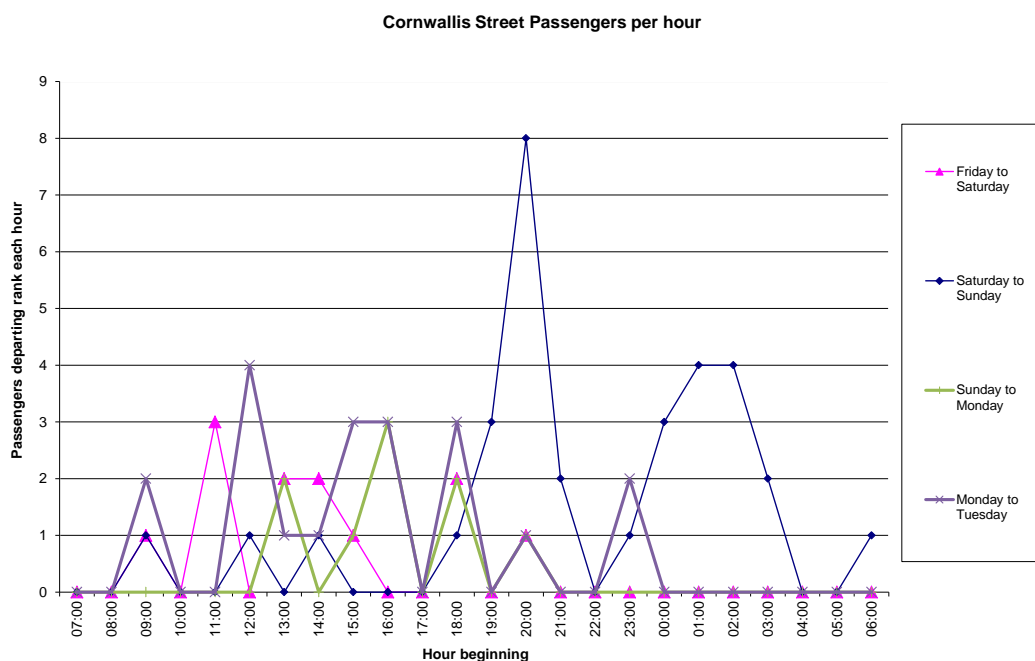
**Figure 12 - Dalkeith Street Hackney Carriage Queue Length**



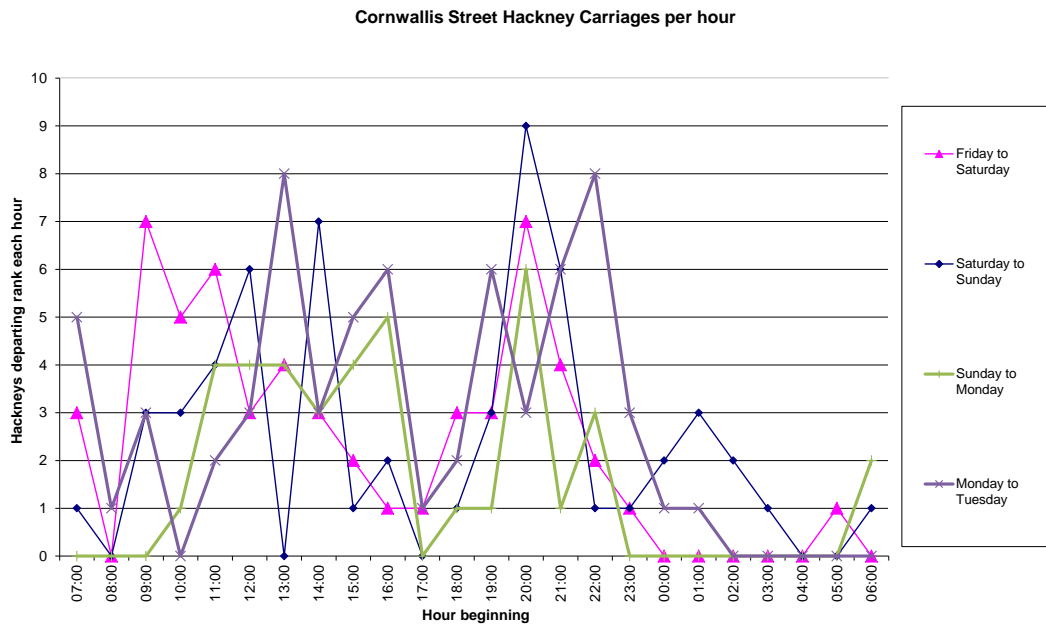
### Cornwallis Street

The rank on Cornwallis Street is the largest rank in Barrow in Furness, in terms of the number of spaces available for Hackney Carriages. In the past, this rank was close to several active clubs and pubs. However, most of these premises had since closed and most of the night time economy moved to Cavendish Street. The rank on Cornwallis Street is close to shopping streets and so experienced some activity during the day.

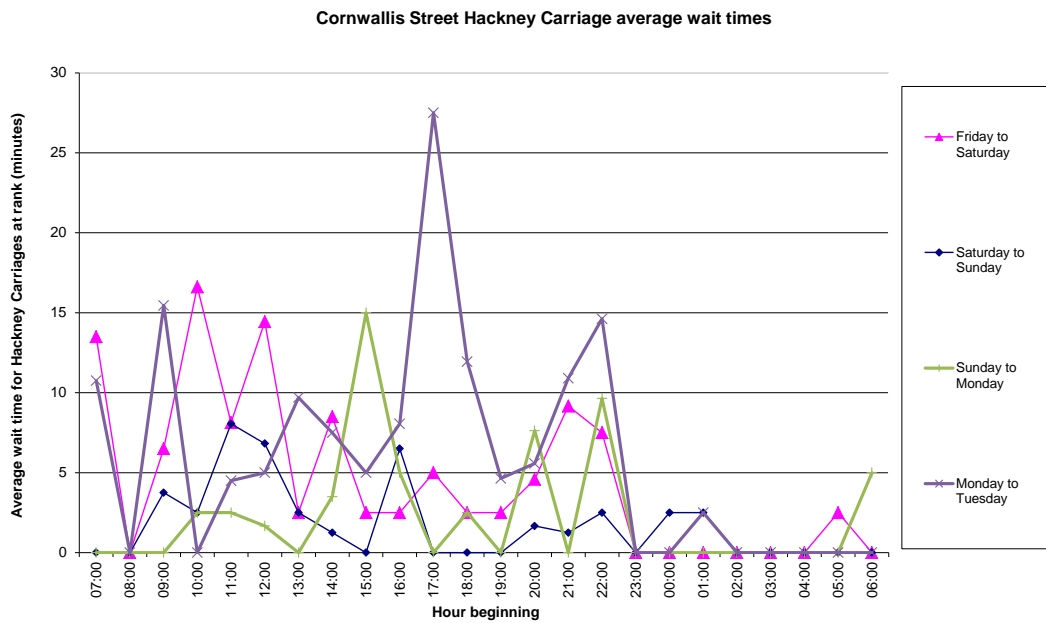
The majority of Hackney Carriage departures from the rank were empty vehicle departures.



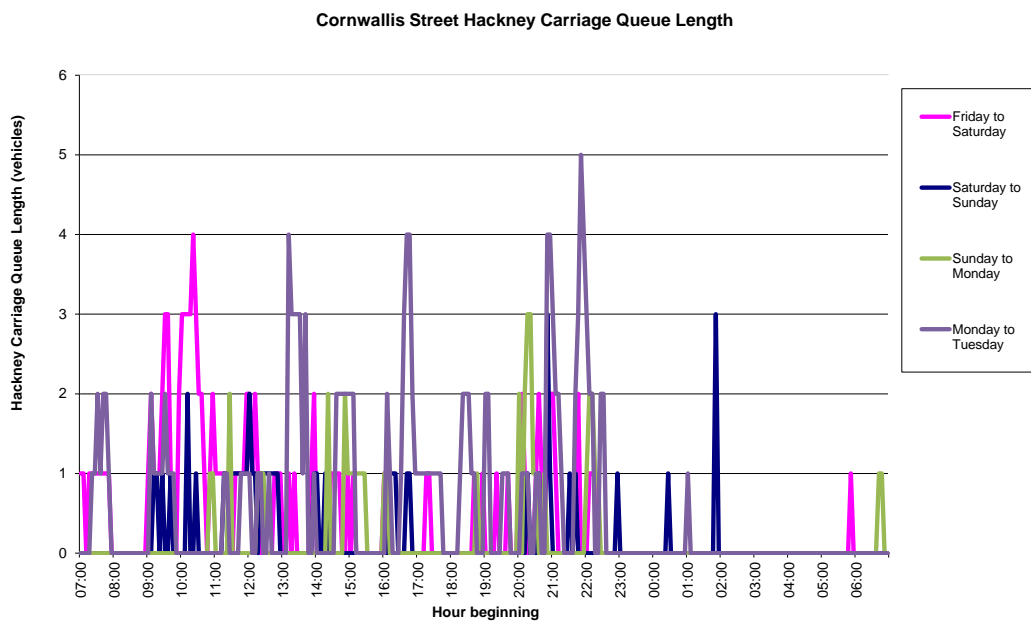
**Figure 13 - Hourly departures of passengers at Cornwallis Street rank**



**Figure 14 - Hourly departures of Hackney Carriages at Cornwallis Street rank**



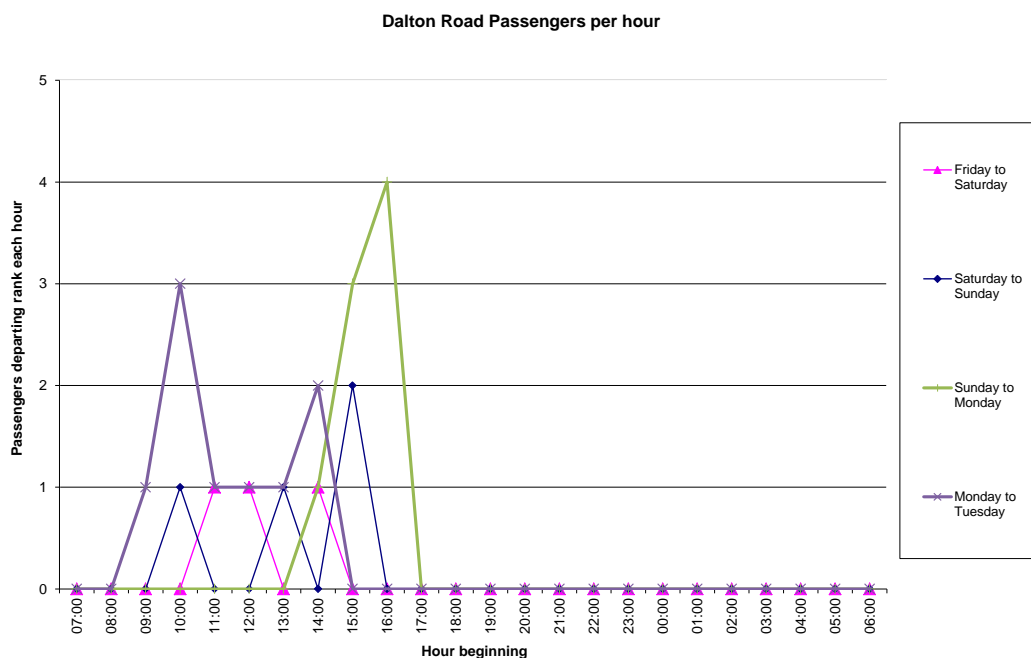
**Figure 15 - Average Hackney Carriage vehicle wait times at Cornwallis Street rank**



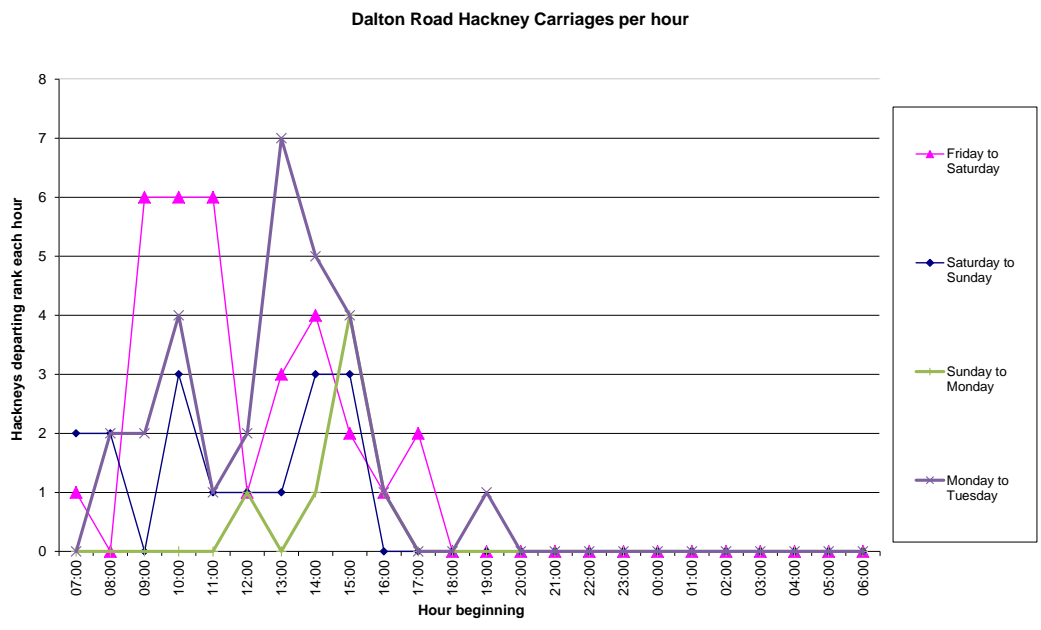
**Figure 16 - Hackney Carriage Queue Length at Cornwallis Street Rank**

***Dalton Road***

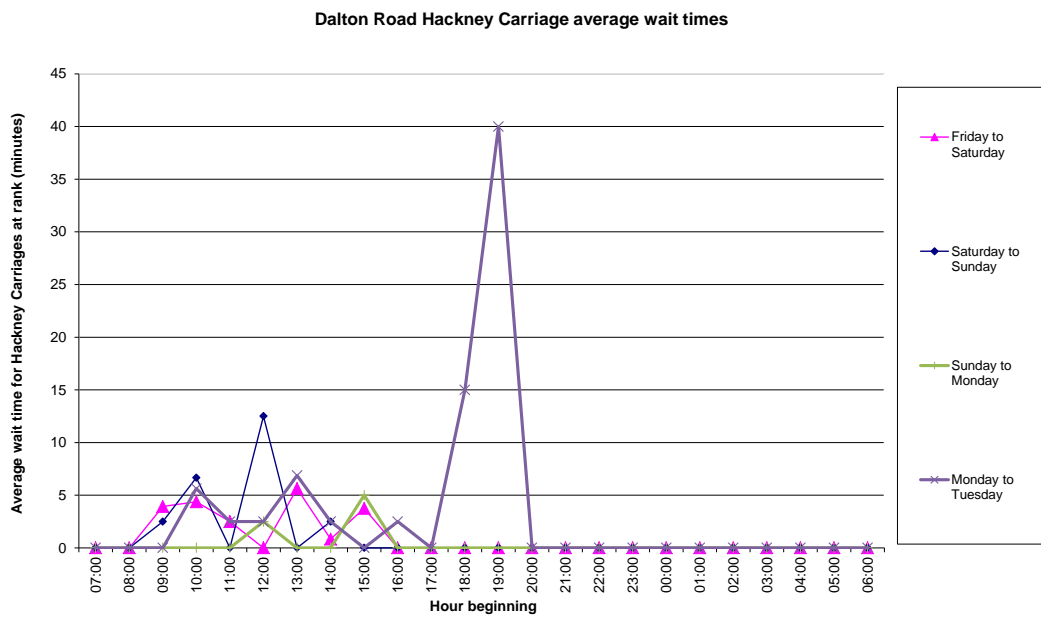
Dalton Road rank is adjacent to a retailing area in Barrow in Furness and is most active during the day. The level of activity was relatively low. 80% of Hackney Carriages departing the rank, left the rank empty.



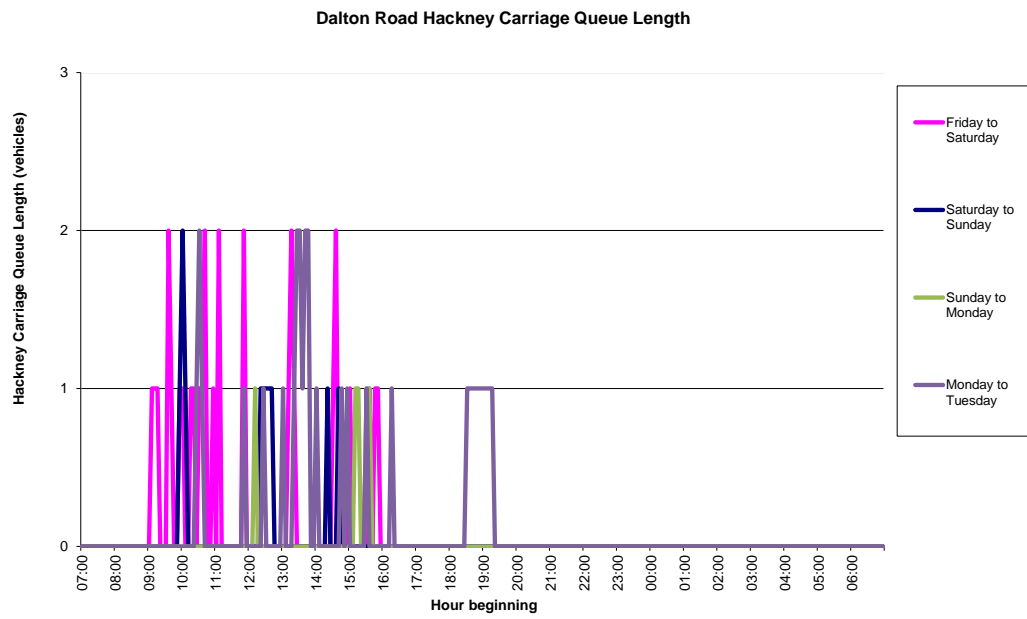
**Figure 17 - Hourly departures of passengers at Dalton Road rank**



**Figure 18 - Hourly departures of Hackney Carriages at Dalton Road rank**



**Figure 19 - Average Hackney Carriage vehicle wait times at Dalton Road rank**



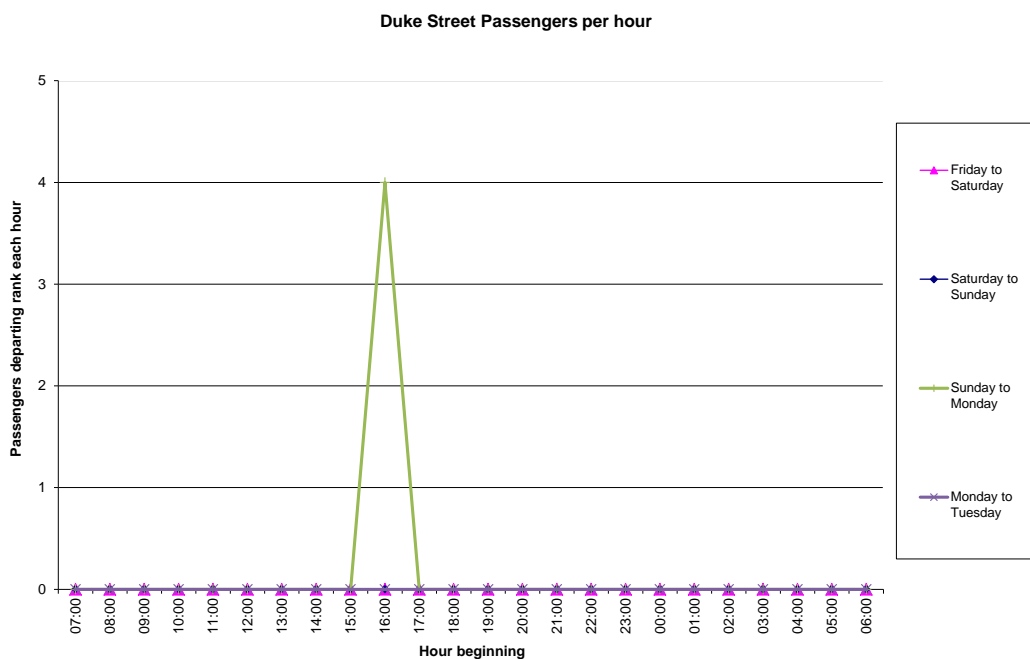
**Figure 20 - Hackney Carriage Queue Length at Dalton Road**



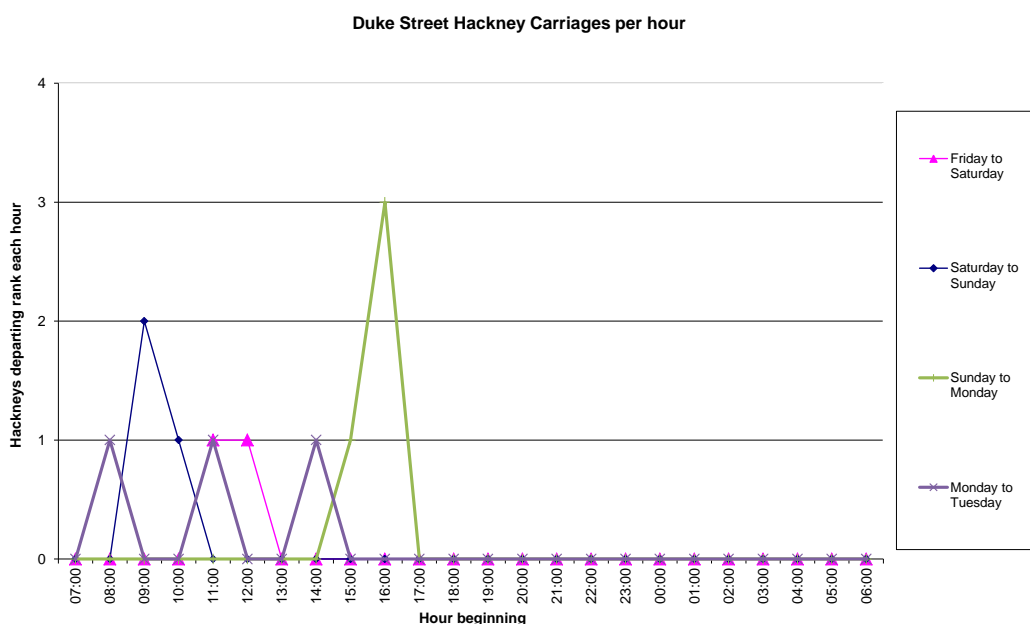
### Duke Street

The rank on Duke Street lies opposite a Private Hire booking office. The rank was rarely used by Hackney Carriages, except for occasional use by vehicles which waited on the rank for a few minutes before leaving the rank empty

Only two hires were observed over the four days. These were from passengers who disembarked from a coach which had stopped next to the rank. The passengers appeared to have phoned for a taxi, to pick them up from the rank. A Private Hire Vehicle also picked up two passengers from the same coach. 10 of the 12 Hackney Carriages observed, left the rank empty.

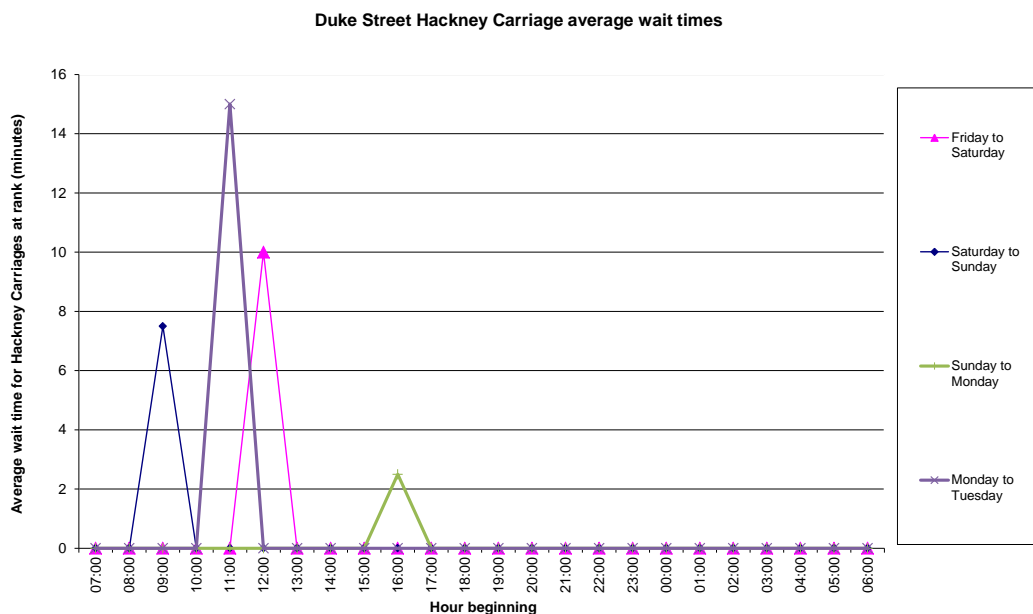


**Figure 21 - Hourly departures of passengers at Duke Street rank**

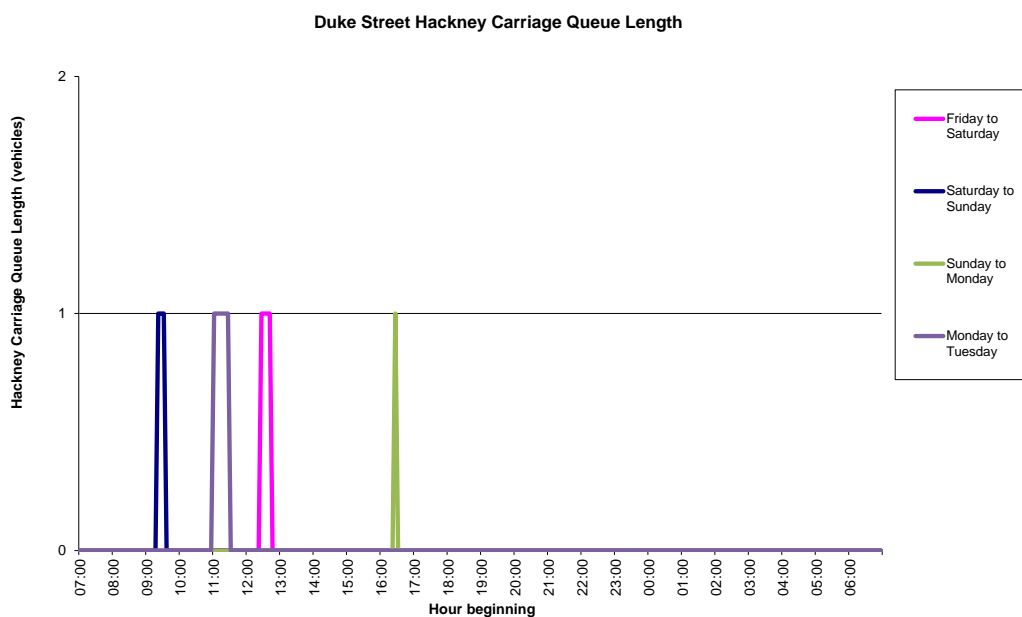


**Figure 22 - Hourly departures of Hackney Carriages at Duke Street rank**



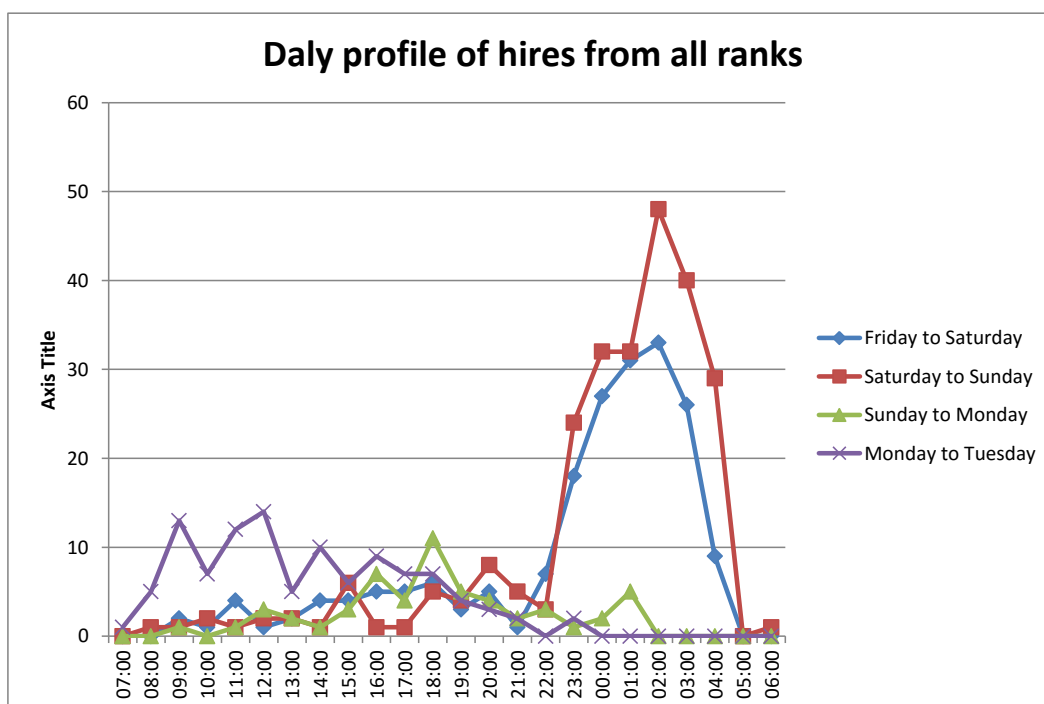


**Figure 23 - Average Hackney Carriage vehicle wait times at Duke Street rank**



**Figure 24 - Hackney Carriage Queue Length at Duke Street**

The number of hires (i.e. the numbers of Hackney Carriages which left ranks with passengers) were aggregated across all ranks. The results are presented in Figure 25.



**Figure 25 - Total hires across all ranks**

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

**Table 1 - Total volumes through each rank on Friday**

Friday to Saturday						
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station	3	30	33	55	1.8	1
Cavendish Street	19	141	160	309	2.2	9
Dalkeith Street	15	9	24	10	1.1	5
Cornwallis Street	45	11	56	12	1.1	7
Dalton Road	29	3	32	3	1.0	3
Duke Street	2	0	2	0		5
<b>Total</b>	<b>113</b>	<b>194</b>	<b>307</b>	<b>389</b>	<b>2.0</b>	<b>7</b>

**Table 2 - Total volumes through each rank on Saturday**

Saturday to Sunday						
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station	2	20	22	45	2.3	1
Cavendish Street	7	184	191	425	2.3	6
Dalkeith Street	4	16	20	24	1.5	2
Cornwallis Street	32	25	57	32	1.3	3
Dalton Road	12	4	16	4	1.0	3
Duke Street	3	0	3	0		5
<b>Total</b>	<b>60</b>	<b>249</b>	<b>309</b>	<b>530</b>	<b>2.1</b>	<b>4</b>



**Table 3 - Total volumes through each rank on Sunday**

Sunday to Monday						
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station	1	29	30	52	1.8	2
Cavendish Street	20	13	33	15	1.2	12
Dalkeith Street	0	0	0	0		0
Cornwallis Street	30	8	38	9	1.1	5
Dalton Road	4	3	7	8	2.7	3
Duke Street	2	2	4	4	2.0	2
<b>Total</b>	<b>57</b>	<b>55</b>	<b>112</b>	<b>88</b>	<b>1.6</b>	<b>6</b>

**Table 4 - Total volumes through each rank on Monday**

Monday to Tuesday						
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station	8	80	88	140	1.8	2
Cavendish Street	4	0	4	0		7
Dalkeith Street	6	3	9	3	1.0	8
Cornwallis Street	50	17	67	20	1.2	9
Dalton Road	22	7	29	9	1.3	5
Duke Street	3	0	3	0		5
<b>Total</b>	<b>93</b>	<b>107</b>	<b>200</b>	<b>172</b>	<b>1.6</b>	<b>5</b>

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

**Table 5 - Estimated weekly volumes through each rank**

Estimated Weekly total of Passengers and hired Hackney Carriages						
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Railway Station	38	399	437	712	1.8	1
Cavendish Street	62	338	400	749	2.2	8
Dalkeith Street	43	37	80	46	1.2	4
Cornwallis Street	307	112	419	133	1.2	6
Dalton Road	133	38	171	51	1.3	3
Duke Street	19	2	21	4	2.0	5
<b>Total</b>	<b>602</b>	<b>926</b>	<b>1528</b>	<b>1695</b>	<b>1.8</b>	<b>5</b>

### 3.3 Commentary on results

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

From the weekly estimate results, almost 50% of Hackney Carriages departed the ranks empty. Generally, the principal reason that Hackney Carriages leave ranks empty, is in order to respond to a pre-booked hire. The estimated weekly volume of hires was 577. At the time of the survey, there were 146 Hackney Carriages licensed. This equates to approximately four hires per week, per Hackney Carriage, on average. Clearly, this level of business, on its own, is not sufficient to sustain the trade. The high proportion of Hackney Carriages which left the ranks empty, suggests a high proportion of the hires undertaken by Hackney Carriages are pre-booked hires, either by telephone directly to the driver, or via a booking office. Feedback from the trade suggested that most drivers work off Private Hire booking systems, with relatively few drivers operating purely from rank based hires.



The total number of hires observed on Friday night, after 19:00 hours plus Saturday night after 19:00 hours, was 386 hires. This compares with the estimated weekly hires of 577. Therefore, activity at the ranks is strongly concentrated on Friday and Saturday night demand, with 67% of weekly hires occurring on Friday and Saturday nights.

### **3.4 Passenger queuing**

There were three incidences of passenger queuing observed throughout the surveys. A total of 7 passengers had to wait for a Hackney Carriage to arrive at the rank. This represents 0.6% of the 1,187 passengers observed during the surveys.

Each of the incidences were isolated events, when a single passenger or group of passengers arrived at a rank and had to wait for a Hackney Carriage to arrive.

A key consideration, with respect to identifying significant unmet demand, would be to find incidences of consistent and prolonged passenger queuing. Such conditions never occurred during the survey.

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



## 4 PUBLIC CONSULTATION

### 4.1 Public consultation questionnaires

A public attitude survey was undertaken in Barrow in Furness on the 1<sup>st</sup> and 2<sup>nd</sup> July 2015. 215 people were interviewed. In addition, a further 11 responses were collected via an online survey.

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

In order to establish a level of understanding of respondents knowledge, regarding differences between how Hackney Carriages and Private Hire Vehicles may be hired, the questionnaire included questions asking respondents to indicate the ways in which a Private Hire Vehicle and a Hackney Carriage may be hired. 43% of respondents indicated methods other than pre-booking, as ways in which to hire a Private Hire Vehicle. The other methods indicated included hailing a passing vehicle, hiring a Private Hire Vehicle waiting on the street or in a car park and hiring one off a rank.

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

Respondents were asked if they had made one or more trips by taxi in Barrow in Furness in the last three months. Responses were as follows:

Yes, Private Hire	15%
Yes, hackney	46%
Yes, both types / don't know	32%
No	8%

How frequently do you travel by Hackney Carriage or Private Hire Vehicle in Barrow?

Almost Daily	8%
Once a week	43%
A few times a month	35%
Once a month	2%
Less than once a month	8%
Never	3%

For what reason do you use a taxi in the Barrow area? (please state all the reasons that you have used a taxi in the last 3 months)

Shopping	33%
Commuting	19%
Leisure	31%
Personal Business	16%
Other	1%



How do you normally book a taxi within this area?

At rank	28%
Hail on Street	25%
Telephone company	39%
Freephone	4%
Smartphone	4%
Other	0%

If you book a taxi by phone, please tell us the three companies you use most frequently?

Operator	Frequency of identification
A1	148
Accacia	120
Avon Cars	111
Barrow Cars	108
City Linx	88
Other operator (either a name not recognised or a recognised operator but infrequently named)	84

Other operators were mentioned by 84 respondents. These included either recognised operators from the list of operators supplied by the Council or mentioned in local telephone or online directories, or operators who were not recognised (i.e. the respondent may be mistaken with the name). Virtually all respondents identified at least two companies.

How frequently do you travel by Hackney Carriage, as opposed to a Private Hire Vehicle in Barrow?

Almost Daily	4%
Once a week	31%
A few times a month	38%
Once a month	14%
Less than once a month	12%
Never	2%

Please tell me the ranks you are aware of in Barrow, and which of these that you use?

The number of taxi ranks which were identified by each respondent is presented below:

No ranks	2%
One rank	12%
Two ranks	27%
Three ranks	33%
Four ranks	19%
Five ranks	7%
Six ranks	0%



Is there any location in Barrow where you would like to see a rank?

If so, where?

Suggestions were received for new ranks in Walney and the bottom of Dalton Road.

Have you had any problem with the local hackney carriage service?

Fifty seven respondents identified issues. These are summarised as follows:

Vehicle design	4
Driver issues	23
Rank position	6
Delays	25
Cleanliness	9

What would encourage you to use hackney carriages or use them more often (indicate top two reasons)

Better vehicles	17
More Hackney Carriages available by phone	5
Better drivers	11
More Hackney Carriages available at the ranks	9
Better rank locations	2

Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle? (Not necessarily a licensed vehicle)

None of the respondents answered yes.

If you arrived at a rank and there were saloon and wheel chair accessible vehicles there, which vehicle would you choose?

First available taxi	95%
Saloon type	4%
Wheelchair accessible	1%

If you expressed a preference for vehicle type, please tell us why you chose that type of vehicle.

Saloon type because:

- "Comfier"
- "Better maintained usually"
- "Looks better"
- "Quality of taxi"
- "Nicer taxi"
- "Rather leave wheelchair car for people who need one."

Wheel chair accessible because: "Easier access"



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

Yes	5%
No	95%

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

Dalton Street	11%
Cornwallis Street	44%
Duke Street	22%
Station	22%

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

Yes	1%
No	99%

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

The sole location identified was Cornwallis Street.

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

Yes	3%
No	97%

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

20 minutes	57%
40 minutes	29%
None available	14%

Do you have regular access to a car?

Yes	86%
No	14%

Are you a student or permanent resident in Barrow in Furness?

Permanent Resident	96%
Student	4%
Non-resident	0%





Is the respondent Male 1 or Female 2

Male	48%
Female	52%

What age group does the respondent fall within?

16 – 30	12%
31 – 55	77%
56+	12%



## 4.2 Comments on results

The use of licensed vehicles in the last three months was relatively high.

A high proportion of the public were not aware of the differences between Hackney Carriages and Private Hire Vehicles. The most common means of obtaining a licensed vehicle was by telephone. As the majority of Hackney Carriages work on Private Hire booking circuits and hence, will respond to telephone bookings, this feature may increase public confusion.

Shopping was the most common journey purpose for trips made using licensed vehicles. Leisure use was the second most popular purpose.

There was little desire for additional ranks or for existing ranks to be better serviced. Generally, the availability of Hackney Carriages was felt to be good, with only 5% who had given up trying to hire a Hackney Carriage. This statistic reflects a low level of latent unmet demand.

In general, there is little evidence of public dissatisfaction.



## 5 STAKEHOLDER CONSULTATION

### 5.1 Background

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

### 5.2 Taxi trade consultation

Discussions were held with representatives of the taxi trade, from the Barrow in Furness. In addition, a survey questionnaire was distributed to Hackney Carriage drivers. The questionnaire was also hosted online, providing a choice of response media.

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

Survey forms were received from 30 drivers. In addition, a further five responses from Hackney Carriage drivers were received online.

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

	Responses	Percentage
Yes	27	77%
No	8	23%

Drivers were asked how long they had been involved in the Licensed Vehicle trade in Barrow in Furness.

	Responses	Percentage
0 to 2 years	1	3.0%
3 to 5 years	3	9.1%
6 to 10 years	6	18.2%
11 to 15 years	8	24.2%
16 to 20 years	3	9.1%
Over 20 years	12	36.4%

Over a third of Hackney Carriage drivers had over 20 years experience. Around 70% had 11 or more years experience.



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

	Responses	Percentage
Yes	30	88.2%
No	4	11.8%

The overwhelming majority of Hackney Carriages subscribe to a radio circuit.

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

	Responses	Percentage
Purpose built taxi vehicle	0	0.0%
Saloon car	33	94.3%
Minibus / people carrier (wheel chair accessible)	0	0.0%
Minibus / people carrier (not wheel chair accessible)	2	5.7%

Drivers were asked about the number of hours they worked in a typical week. Each driver was asked to indicate how many hours they worked during day time and night time and which days. The responses varied, with drivers working a variety of shift patterns, some operating predominantly day time hours, others working predominantly night hours. The number of days also varied from 3 days a week, up to 6 or 7 days. Unsurprisingly, given the demand profile for hires, there was an overlap of driving hours on Friday and Saturday nights, with drivers working longer shifts to cover more hours during the higher demand days of Friday and Saturday.

Drivers were asked how many journeys in a typical week required the carriage of a wheel chair. Around two thirds of drivers indicated that they regularly carried wheel chair bound passengers. Typically the most common estimate was between 1 and 5 trips per week, however, some estimated between 6 and 10 per week.

Drivers were asked if they rent a Hackney Carriage and if so, how much they pay for the licensed vehicle and whether, if renting, they are responsible for maintaining the vehicle. Drivers are understandably reticent about disclosing such information. Coupled with a relatively low proportion of drivers who do not own a Hackney Carriage vehicle licence, the response to this question was low. However, the few responses received indicate a range of around £100 to £220 per week.

Drivers were asked about taxi ranks in Barrow in Furness. When asked about whether there is sufficient rank space. The majority of respondents felt that there was not sufficient space on ranks. Some felt that more space was required on some ranks and some suggested additional ranks were required.



One of the biggest issues identified was the operation of the rank on Cavendish Street. The lack of formal marking and the need to compete for space with parked cars was seen as a problem.

The lack of night time trade on Cornwallis Street was also highlighted.

The most common suggestions for improvement to rank provision were:

- Implement a properly marked rank on Cavendish Street
- Traffic restrictions on Cavendish Street on Friday and Saturday nights, making it taxi only, to improve pedestrian safety.
- Better parking enforcement to stop private cars parking on ranks and preventing Hackney Carriages accessing the ranks.

Several suggestions for new ranks were provided. These were:

- Tudor Square in Dalton
- Fell Street, between Cavendish Street to Buccleugh street. And from Buccleugh Street to Dalkeith Street.
- Crellin Street
- Duke Street, by Wilkos
- Duke Street, by The Drawing Room
- Dalton Road, near Abbey Road
- Cavendish Street (evenings)
- Buccleugh Street, near Dalton Road
- All of the large supermarkets
- Furness General Hospital
- Hollywood Park
- Furness College

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

Approximately 61% of those who answered this question, felt that fares were about right, 27% felt that fares were too low and 12% felt that fares were too high.

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

Responses provided by more than one respondent, in order of popularity, were as follows:

- Every 2 years
- Annually
- Annually in line with fuel / running costs
- Annually in line with inflation

Other individual responses included:

5% per annum

Every time fuel costs go up

Respondents were asked if they thought drivers received sufficient training.

The majority of respondents felt that drivers were not sufficiently well trained / skilled and would benefit from additional training.

The majority of respondents indicated that they felt drivers did not receive sufficient training. Drivers were asked to indicate what additional training they felt was



necessary, chosen from a multiple choice list. Drivers were able to choose multiple fields. The selections were made as follows:

Training / skills	Proportion of responses
NVQ	1.4%
Driving Skills Assessment	10.5%
Basic Skills Assessment	13.4%
English language	4.3%
Disability awareness	14.8%
Knowledge test	28.2%
Customer care	27.3%

Almost all respondents indicated that they felt that there were too many Hackney Carriages Licensed in Barrow in Furness. Some felt that the number of Private Hire Vehicles should be restricted, as there are too many of them. However, under current legislation, it is not possible to limit the number of Private Hire Vehicles.

Drivers were asked if Barrow in Furness should remove the numerical limit. The majority of drivers felt that the limit should not be removed.

Drivers were asked what the effect would be, on a range of features of the licensed vehicle trade, in Barrow in Furness, if the numerical limit were removed. This question helps to identify any benefits to retaining the limit on the number of Hackney Carriage licences.

	Increase	No effect	Decrease
Traffic congestion	82.4%	15.3%	2.4%
Fares	13.3%	46.7%	40.0%
Passenger waiting times at ranks	3.5%	93.0%	3.5%
Passenger waiting times at flag down	3.7%	64.6%	31.7%
Passenger waiting time for telephone bookings	13.9%	63.3%	22.8%
Hackney Carriage vehicle quality	11.8%	24.5%	63.7%
Private Hire Vehicle quality	7.4%	38.3%	54.3%
Effectiveness of enforcement	11.3%	69.4%	19.4%
Illegal plying for hire by Private Hire Vehicles	10.0%	52.5%	37.5%
Illegal plying for hire by unlicensed vehicles	7.1%	57.1%	35.7%
Over ranking	85.2%	9.1%	5.7%
Customer satisfaction	15.3%	29.4%	55.3%

Feedback indicates the view that removal of the limit would lead to an increase in traffic congestion, increased over ranking, poorer vehicle quality and lower customer satisfaction. Therefore, the benefits to ranking include the converse of these effects, i.e. reduced traffic congestion and over ranking and better vehicle quality and customer satisfaction.



Drivers were asked whether they agreed with a range of statements regarding the amount of work available to support the current number of Hackney Carriages, the impact that removing the limit would have on wait times and whether there are special circumstances in Barrow in Furness which make the retention of a numerical limit essential.

The majority of drivers felt strongly that there is not sufficient work to support the current number of Hackney Carriages. The majority of respondents felt strongly that there would be no reduction in waiting times for the public if the limit on Hackney Carriage Licences were removed..

Most respondents felt that there were special circumstances in Barrow in Furness which justified the retention of a limit.

Most respondents felt that if the limit were removed, they would have to work more hours and would possibly leave the trade.

### **5.3 Other comments and inputs.**

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

The geographic location of Barrow means that it is relatively isolated. There are few tourist attractions and the night life has seen a significant downturn in recent years.

Traffic wardens threaten to fine drivers for stopping in the town centre. Feedback suggests that more leeway should be offered to enable drivers to pick up and drop off at town centre hot spots.

“Out of town drivers are given a licence with no local knowledge whatsoever.”

Drivers’ hours should be limited. Anecdotal occurrences of drivers working virtually round the clock then taking a hire to distant destinations such as Manchester Airport were given as potential safety issues. Stories in the press, of drivers falling asleep at the wheel from working excessive hours, were also mentioned. Private Hire Operators should be regulated to limit the number of hours drivers are on duty.

“The Hackney Trade in Barrow is at a low ebb”

“There is a shortage of suitable ranks in the town centre. Ranks need to be located in areas where the shopping public frequent. Not so far away that they can’t carry their shopping so need to phone for a taxi”.



Private cars parking on ranks is a persistent issue.

“The trade should all be one. All vehicles should be Hackney Carriages. There are no differences. They all go through the same tests and licence fees. When the public order a taxi, I’ve never heard anyone say can you send me a Private Hire Vehicles. The only problem we do have is encouraging new drivers into the job.”

“End tariff 3 (double time) on bank holidays and Christmas due to systematic abuse by certain drivers. Improve overall standards with age limits on taxis (8 years). End the black market regarding rental of licences.”

The makeup of drivers in the fleet had changed in recent years. A greater proportion of drivers were immigrants, with poor English language skills. Some drivers are in the trade through lack of choice, for example, following redundancy or because they need a second job as a night driver.

Some of the drivers who rent licenced vehicles resent the fact that some individuals or companies own multiple licensed vehicles and rent them to drivers.

Very few drivers work only off the rank. Estimates of those who do not subscribe to a booking system with one of the Private Hire Operators range from 12 to 14. This is less than 10% of the fleet.

It was estimated that during the day, around 95% of hires were through booking systems.

There are very few flag downs, except on Friday and Saturday nights.

Private Hire Vehicles are metred, but the rates are not the same as for Hackney Carriages and are perceived as being significantly cheaper. However, it was pointed out that much of this perception rests on a lower flag drop rate as opposed to a lower mileage rate, in the meters.

#### **5.4 Non Trade Consultation**

Views on the taxi trade and taxi services were sought from user groups, representing elderly and disabled, visitor attractions, hotels and licensed premises, transport providers, police, fire and ambulance services and local businesses.

Feedback was generated through a combination of internet based on line survey, pre-paid mail questionnaire, email and telephone contact and face to face contact.

Responses from hotels and licensed premises indicated that there were generally licensed vehicles available when required. Most hotels and licensed premises indicated that they or their customers generally called one of the Private Hire Operators to book a vehicle, as opposed to specifically ordering Hackney Carriages.

Supermarkets all had Freephone booking services available in the shop and not indicated that they were aware that any customers ever faced difficulty hiring a





licensed vehicle. At each supermarket, staff were not really aware of any difference between Hackney Carriages and Private Hire Vehicles. All trips were booked by telephone.

At the general hospital, licensed vehicles could be hired through a Freephone at the main entrance / reception. No difficulties were known.

Visitor attractions were not aware of any issues with availability.

No issues were raised on behalf of elderly users, mobility impaired users or minority groups.

Feedback from the police indicated that there are sufficient Hackney Carriages available to clear the town centre quickly at closing time. The only negative issue identified was traffic congestion on Cavendish Street, from Hackney Carriages waiting on the rank, beside parked cars.

Generally, there were few issues raised. There were no known complaints regarding Hackney Carriages.



## 6 DETERMINATION OF UNMET DEMAND

### 6.1 Quantitative Assessment

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

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

where:

**ISUD** = Incidence of Significant Unmet Demand

**APD** = Average passenger delay across all time periods

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

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

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

**SF** = Seasonality Factor

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

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

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

### 6.2 Calculation of ISUD variables

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

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



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

Survey day	Aggregate passenger delays (minutes)	Aggregate passengers
Friday	0	389
Saturday	0	530
Sunday	23	88
Monday	70	172
Total for week (Fri + Sat + Sun +4x Monday)	303	1695

In order to provide an appropriate weighting to represent weekly delays, we add the Friday, Saturday, Sunday and four times the Monday aggregate passenger delays, to calculate the weekly aggregate passenger delay (as passenger minutes), then divide by aggregate passengers, using the same weightings, to calculate the average delay. The average delay, thus calculated equals **0.18 minutes (11 seconds)**.

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

**SSP** Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, there were occasions when passengers were delayed by more than a minute, waiting for Hackney Carriages to arrive at the ranks. These delays occurred in 1 of the 22 week day, day time hours. This was a single event on Monday 15<sup>th</sup> of June. Adjusting for an aggregate week, (four times Monday plus Friday), the **SSP proportion is 7.27%**.

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

To GID percentage was calculated to be 2.1%

**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 demand does exhibit a degree of seasonality and this is allowed for by the inclusion of a seasonality factor. The factor is set at a level to ensure that a marginal decision either way obtained in an “untypical” month will be reversed. This factor typically takes a value of 1 for surveys conducted in September to November and March to June, i.e. “typical” months. It takes a value of 1.2 for surveys conducted in January and February and the longer school holidays, where low demand the absence of contract work will bias the results in favour of the Hackney trade, and a value of 0.8 for surveys conducted in December during the pre Christmas rush of activity. For this study, a factor of **1.0** is assumed.

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



The public consultation survey results indicate that 5% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.05**.

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

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

$$\text{ISUD} = 0.18 \times 0.5 \times 7.27 \times 2.1 \times 1.0 \times 1.05 = 1.4$$

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

### **6.3 Consideration of wider factors.**

The ISUD value of 1.4 is an indicator that there is some unmet demand. However the value falls well below the level which would suggest that the level of unmet demand is significant. However, this should not be taken in isolation. Other available evidence should also be considered.

From the Barrow in Furness taxi rank surveys, very low passenger queuing was observed. A total of 7 passengers had to wait for a Hackney Carriage to arrive at the rank. This represents 0.6% of the 1,179 passengers observed during the surveys. The incidences of passenger delay were isolated for short periods, rather than for lengthy periods. On each occasion, a group waited occasionally for a Hackney Carriage to arrive at a rank.

Feedback from the trade and observation of the ranks indicates that few of the Hackney Carriages work predominantly from the ranks. It appears that the majority of Hackney Carriages work on Private Hire circuits and some of these vehicles also operate from the ranks from time to time. The level of demand is generally very low, by comparison with the number of licensed Hackney Carriages.

The lack of any issues identified through consultation feedback, coupled with the low level of passenger queueing and low levels of latent unmet demand all support the conclusion that there is **no significant unmet demand**.



## 7 CONCLUSIONS AND RECOMMENDATIONS

### 7.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicate that there is very little evidence of unmet demand and the level is not found to be significant.

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

### 7.2 Trade feedback

Some key concerns voiced by the trade were related to vehicles parking in taxi ranks, the lack of a formal rank on Cavendish Street and a need for more ranks closer to shopping areas and closer to active night time economy locations away from Cavendish Street. Several locations have been suggested and are presented in section 5.2.

### 7.3 Public and stakeholder consultation issues

In general, the public and stakeholders appear content with Hackney Carriage services.

### 7.4 Recommendations

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

Vehicles parking on ranks and a desire for additional ranks to cater for day time and night time demand are the key issues identified by the trade. Better rank marking and signage, for existing ranks would help improve public awareness, both of rank location and of parking restrictions. If the rank on Cavendish Street can be formally implemented with appropriate Traffic Regulation Orders and road marking and signage, this would help to alleviate the issues observed, with double parking, when waiting for fares on Friday and Saturday nights.

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

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

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



## APPENDIX A TAXI OBSERVATION RESULTS



Railway Station		Friday to Saturday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	3
09:00	0	1	1	1	1.0	0
10:00	2	1	3	2	2.0	3
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	2	2	2	1.0	0
15:00	0	3	3	4	1.3	0
16:00	0	5	5	5	1.0	5
17:00	0	5	5	11	2.2	0
18:00	0	4	4	8	2.0	0
19:00	0	3	3	7	2.3	0
20:00	0	4	4	8	2.0	0
21:00	0	0	0	0	0.0	0
22:00	0	2	2	5	2.5	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	2	0.0	0
<b>Total</b>	<b>3</b>	<b>30</b>	<b>33</b>	<b>55</b>	<b>1.8</b>	<b>1</b>
Railway Station		Saturday to Sunday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	1	1	2	2.0	3
09:00	0	0	0	0	0.0	0
10:00	0	1	1	2	2.0	3
11:00	1	1	2	1	1.0	8
12:00	0	1	1	2	2.0	0
13:00	0	1	1	4	4.0	0
14:00	1	0	1	0	0.0	0
15:00	0	4	4	10	2.5	0
16:00	0	1	1	2	2.0	3
17:00	0	1	1	3	3.0	0
18:00	0	4	4	10	2.5	0
19:00	0	1	1	3	3.0	3
20:00	0	2	2	4	2.0	0
21:00	0	2	2	2	1.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>2</b>	<b>20</b>	<b>22</b>	<b>45</b>	<b>2.3</b>	<b>1</b>



Railway Station		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	1	1	1	1.0	0
10:00	0	0	0	0	0.0	0
11:00	0	1	1	1	1.0	5
12:00	0	3	3	8	2.7	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	1	1	2	2.0	0
16:00	0	1	1	1	1.0	0
17:00	0	4	4	6	1.5	3
18:00	1	10	11	19	1.9	3
19:00	0	5	5	10	2.0	5
20:00	0	3	3	4	1.3	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>1</b>	<b>29</b>	<b>30</b>	<b>52</b>	<b>1.8</b>	<b>2</b>

Railway Station		Monday to Tuesday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	3	3	6	4	1.3	3
09:00	0	10	10	20	2.0	4
10:00	1	5	6	7	1.4	3
11:00	1	11	12	22	2.0	3
12:00	0	10	10	19	1.9	0
13:00	0	3	3	3	1.0	0
14:00	2	8	10	18	2.3	3
15:00	0	4	4	8	2.0	3
16:00	1	6	7	8	1.3	1
17:00	0	7	7	12	1.7	3
18:00	0	5	5	8	1.6	3
19:00	0	4	4	5	1.3	0
20:00	0	2	2	3	1.5	0
21:00	0	2	2	3	1.5	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>8</b>	<b>80</b>	<b>88</b>	<b>140</b>	<b>1.8</b>	<b>2</b>





Cavendish Street		Friday to Saturday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	2	0	2	0	0.0	5
22:00	6	5	11	7	1.4	8
23:00	4	15	19	26	1.7	6
00:00	0	25	25	56	2.2	9
01:00	0	28	28	71	2.5	11
02:00	0	33	33	70	2.1	12
03:00	0	26	26	58	2.2	10
04:00	7	9	16	21	2.3	10
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>19</b>	<b>141</b>	<b>160</b>	<b>309</b>	<b>2.2</b>	<b>9</b>
Cavendish Street		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	1	2	1	1.0	0
22:00	4	2	6	3	1.5	7
23:00	0	19	19	34	1.8	8
00:00	0	26	26	58	2.2	8
01:00	2	23	25	46	2.0	8
02:00	0	45	45	106	2.4	5
03:00	0	39	39	106	2.7	7
04:00	0	29	29	71	2.4	7
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>7</b>	<b>184</b>	<b>191</b>	<b>425</b>	<b>2.3</b>	<b>6</b>



Cavendish Street		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	15
21:00	2	2	4	2	1.0	17
22:00	0	3	3	3	1.0	16
23:00	6	1	7	1	1.0	9
00:00	2	2	4	2	1.0	14
01:00	9	5	14	7	1.4	11
02:00	1	0	1	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>20</b>	<b>13</b>	<b>33</b>	<b>15</b>	<b>1.2</b>	<b>12</b>
Cavendish Street		Monday to Tuesday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	8
22:00	1	0	1	0	0.0	11
23:00	2	0	2	0	0.0	4
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0.0</b>	<b>7</b>



Dalkeith Street		Friday to Saturday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	2	0	2	0	0.0	8
21:00	1	1	2	1	1.0	5
22:00	0	0	0	0	0.0	3
23:00	4	3	7	4	1.3	6
00:00	5	2	7	2	1.0	3
01:00	2	3	5	3	1.0	6
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	1	0	1	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>15</b>	<b>9</b>	<b>24</b>	<b>10</b>	<b>1.1</b>	<b>5</b>

Dalkeith Street		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	0
22:00	1	1	2	1	1.0	0
23:00	0	4	4	5	1.3	3
00:00	0	4	4	4	1.0	0
01:00	2	6	8	12	2.0	3
02:00	0	1	1	2	2.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>4</b>	<b>16</b>	<b>20</b>	<b>24</b>	<b>1.5</b>	<b>2</b>



Dalkeith Street		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	

Dalkeith Street		Monday to Tuesday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	4	1	5	1	1.0	7
08:00	2	2	4	2	1.0	8
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	16
<b>Total</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>1.0</b>	<b>8</b>



Cornwallis Street		Friday to Saturday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	3	0	3	0	0.0	14
08:00	0	0	0	0	0.0	0
09:00	6	1	7	1	1.0	7
10:00	5	0	5	0	0.0	17
11:00	3	3	6	3	1.0	8
12:00	3	0	3	0	0.0	14
13:00	2	2	4	2	1.0	3
14:00	2	1	3	2	2.0	9
15:00	1	1	2	1	1.0	3
16:00	1	0	1	0	0.0	3
17:00	1	0	1	0	0.0	5
18:00	1	2	3	2	1.0	3
19:00	3	0	3	0	0.0	3
20:00	6	1	7	1	1.0	5
21:00	4	0	4	0	0.0	9
22:00	2	0	2	0	0.0	8
23:00	1	0	1	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	1	0	1	0	0.0	3
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>45</b>	<b>11</b>	<b>56</b>	<b>12</b>	<b>1.1</b>	<b>7</b>

Cornwallis Street		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	0	1	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	2	1	3	1	1.0	4
10:00	3	0	3	0	0.0	3
11:00	4	0	4	0	0.0	8
12:00	5	1	6	1	1.0	7
13:00	0	0	0	0	0.0	3
14:00	6	1	7	1	1.0	1
15:00	1	0	1	0	0.0	0
16:00	2	0	2	0	0.0	7
17:00	0	0	0	0	0.0	0
18:00	0	1	1	1	1.0	0
19:00	0	3	3	3	1.0	0
20:00	3	6	9	8	1.3	2
21:00	4	2	6	2	1.0	1
22:00	1	0	1	0	0.0	3
23:00	0	1	1	1	1.0	0
00:00	0	2	2	3	1.5	3
01:00	0	3	3	4	1.3	3
02:00	0	2	2	4	2.0	0
03:00	0	1	1	2	2.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	1	1	1	1.0	0
<b>Total</b>	<b>32</b>	<b>25</b>	<b>57</b>	<b>32</b>	<b>1.3</b>	<b>3</b>



Cornwallis Street		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	1	0	1	0	0.0	3
11:00	4	0	4	0	0.0	3
12:00	4	0	4	0	0.0	2
13:00	2	2	4	2	1.0	0
14:00	3	0	3	0	0.0	4
15:00	3	1	4	1	1.0	15
16:00	2	3	5	3	1.0	5
17:00	0	0	0	0	0.0	0
18:00	0	1	1	2	2.0	3
19:00	1	0	1	0	0.0	0
20:00	5	1	6	1	1.0	8
21:00	1	0	1	0	0.0	0
22:00	3	0	3	0	0.0	10
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	1	0	1	0	0.0	5
<b>Total</b>	<b>30</b>	<b>8</b>	<b>38</b>	<b>9</b>	<b>1.1</b>	<b>5</b>

Cornwallis Street		Monday to Tuesday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	5	0	5	0	0.0	11
08:00	1	0	1	0	0.0	0
09:00	1	2	3	2	1.0	15
10:00	0	0	0	0	0.0	0
11:00	2	0	2	0	0.0	5
12:00	0	3	3	4	1.3	5
13:00	7	1	8	1	1.0	10
14:00	2	1	3	1	1.0	8
15:00	3	2	5	3	1.5	5
16:00	3	3	6	3	1.0	8
17:00	1	0	1	0	0.0	28
18:00	0	2	2	3	1.5	12
19:00	6	0	6	0	0.0	5
20:00	2	1	3	1	1.0	6
21:00	6	0	6	0	0.0	11
22:00	8	0	8	0	0.0	15
23:00	1	2	3	2	1.0	0
00:00	1	0	1	0	0.0	0
01:00	1	0	1	0	0.0	3
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>50</b>	<b>17</b>	<b>67</b>	<b>20</b>	<b>1.2</b>	<b>9</b>



Dalton Road		Friday to Saturday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	0	1	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	6	0	6	0	0.0	4
10:00	6	0	6	0	0.0	4
11:00	5	1	6	1	1.0	3
12:00	0	1	1	1	1.0	0
13:00	3	0	3	0	0.0	6
14:00	3	1	4	1	1.0	1
15:00	2	0	2	0	0.0	4
16:00	1	0	1	0	0.0	0
17:00	2	0	2	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>29</b>	<b>3</b>	<b>32</b>	<b>3</b>	<b>1.0</b>	<b>3</b>
Dalton Road		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	0	2	0	0.0	0
08:00	2	0	2	0	0.0	0
09:00	0	0	0	0	0.0	3
10:00	2	1	3	1	1.0	7
11:00	1	0	1	0	0.0	0
12:00	1	0	1	0	0.0	13
13:00	0	1	1	1	1.0	0
14:00	3	0	3	0	0.0	3
15:00	1	2	3	2	1.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>12</b>	<b>4</b>	<b>16</b>	<b>4</b>	<b>1.0</b>	<b>3</b>



Dalton Road		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	1	0	1	0	0.0	3
13:00	0	0	0	0	0.0	0
14:00	0	1	1	1	1.0	0
15:00	3	1	4	3	3.0	5
16:00	0	1	1	4	4.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>2.7</b>	<b>3</b>
Dalton Road		Monday to Tuesday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	2	0	2	0	0.0	0
09:00	1	1	2	1	1.0	0
10:00	2	2	4	3	1.5	6
11:00	0	1	1	1	1.0	3
12:00	1	1	2	1	1.0	3
13:00	6	1	7	1	1.0	7
14:00	4	1	5	2	2.0	3
15:00	4	0	4	0	0.0	0
16:00	1	0	1	0	0.0	3
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	15
19:00	1	0	1	0	0.0	40
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
<b>Total</b>	<b>22</b>	<b>7</b>	<b>29</b>	<b>9</b>	<b>1.3</b>	<b>5</b>





Duke Street				Friday to Saturday			
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	0
08:00	0	0	0	0	0.0	0	0
09:00	0	0	0	0	0.0	0	0
10:00	0	0	0	0	0.0	0	0
11:00	1	0	1	0	0.0	0	0
12:00	1	0	1	0	0.0	10	0
13:00	0	0	0	0	0.0	0	0
14:00	0	0	0	0	0.0	0	0
15:00	0	0	0	0	0.0	0	0
16:00	0	0	0	0	0.0	0	0
17:00	0	0	0	0	0.0	0	0
18:00	0	0	0	0	0.0	0	0
19:00	0	0	0	0	0.0	0	0
20:00	0	0	0	0	0.0	0	0
21:00	0	0	0	0	0.0	0	0
22:00	0	0	0	0	0.0	0	0
23:00	0	0	0	0	0.0	0	0
00:00	0	0	0	0	0.0	0	0
01:00	0	0	0	0	0.0	0	0
02:00	0	0	0	0	0.0	0	0
03:00	0	0	0	0	0.0	0	0
04:00	0	0	0	0	0.0	0	0
05:00	0	0	0	0	0.0	0	0
06:00	0	0	0	0	0.0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0.0</b>	<b>5</b>	
Duke Street				Saturday to Sunday			
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	0
08:00	0	0	0	0	0.0	0	0
09:00	2	0	2	0	0.0	8	0
10:00	1	0	1	0	0.0	0	0
11:00	0	0	0	0	0.0	0	0
12:00	0	0	0	0	0.0	0	0
13:00	0	0	0	0	0.0	0	0
14:00	0	0	0	0	0.0	0	0
15:00	0	0	0	0	0.0	0	0
16:00	0	0	0	0	0.0	0	0
17:00	0	0	0	0	0.0	0	0
18:00	0	0	0	0	0.0	0	0
19:00	0	0	0	0	0.0	0	0
20:00	0	0	0	0	0.0	0	0
21:00	0	0	0	0	0.0	0	0
22:00	0	0	0	0	0.0	0	0
23:00	0	0	0	0	0.0	0	0
00:00	0	0	0	0	0.0	0	0
01:00	0	0	0	0	0.0	0	0
02:00	0	0	0	0	0.0	0	0
03:00	0	0	0	0	0.0	0	0
04:00	0	0	0	0	0.0	0	0
05:00	0	0	0	0	0.0	0	0
06:00	0	0	0	0	0.0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0.0</b>	<b>5</b>	



Duke Street				Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	1	0	1	1	0.0	0	
16:00	1	2	3	4	2.0	3	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2.0</b>	<b>2</b>	
Duke Street				Monday to Tuesday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	1	0	1	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	1	0	1	0	0.0	15	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	1	0	1	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0.0</b>	<b>5</b>	



Total through all ranks		Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	4	0	4	0	0.0
08:00	1	0	1	0	0.0
09:00	12	2	14	2	1.0
10:00	13	1	14	2	2.0
11:00	9	4	13	4	1.0
12:00	4	1	5	1	1.0
13:00	5	2	7	2	1.0
14:00	5	4	9	5	1.3
15:00	3	4	7	5	1.3
16:00	2	5	7	5	1.0
17:00	3	5	8	11	2.2
18:00	1	6	7	10	1.7
19:00	3	3	6	7	2.3
20:00	8	5	13	9	1.8
21:00	7	1	8	1	1.0
22:00	8	7	15	12	1.7
23:00	9	18	27	30	1.7
00:00	5	27	32	58	2.1
01:00	2	31	33	74	2.4
02:00	0	33	33	70	2.1
03:00	0	26	26	58	2.2
04:00	8	9	17	21	2.3
05:00	1	0	1	0	0.0
06:00	0	0	0	2	0.0
<b>Total</b>	<b>113</b>	<b>194</b>	<b>307</b>	<b>389</b>	<b>2.0</b>
Total through all ranks		Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	3	0	3	0	0.0
08:00	2	1	3	2	2.0
09:00	4	1	5	1	1.0
10:00	6	2	8	3	1.5
11:00	6	1	7	1	1.0
12:00	6	2	8	3	1.5
13:00	0	2	2	5	2.5
14:00	10	1	11	1	1.0
15:00	2	6	8	12	2.0
16:00	2	1	3	2	2.0
17:00	0	1	1	3	3.0
18:00	0	5	5	11	2.2
19:00	0	4	4	6	1.5
20:00	3	8	11	12	1.5
21:00	6	5	11	5	1.0
22:00	6	3	9	4	1.3
23:00	0	24	24	40	1.7
00:00	0	32	32	65	2.0
01:00	4	32	36	62	1.9
02:00	0	48	48	112	2.3
03:00	0	40	40	108	2.7
04:00	0	29	29	71	2.4
05:00	0	0	0	0	0.0
06:00	0	1	1	1	1.0
<b>Total</b>	<b>60</b>	<b>249</b>	<b>309</b>	<b>530</b>	<b>2.1</b>





Total through all ranks		Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	0	0	0	0	0.0
08:00	0	0	0	0	0.0
09:00	0	1	1	1	1.0
10:00	1	0	1	0	0.0
11:00	4	1	5	1	1.0
12:00	5	3	8	8	2.7
13:00	2	2	4	2	1.0
14:00	3	1	4	1	1.0
15:00	7	3	10	6	2.0
16:00	3	7	10	12	1.7
17:00	0	4	4	6	1.5
18:00	1	11	12	21	1.9
19:00	1	5	6	10	2.0
20:00	5	4	9	5	1.3
21:00	3	2	5	2	1.0
22:00	3	3	6	3	1.0
23:00	6	1	7	1	1.0
00:00	2	2	4	2	1.0
01:00	9	5	14	7	1.4
02:00	1	0	1	0	0.0
03:00	0	0	0	0	0.0
04:00	0	0	0	0	0.0
05:00	0	0	0	0	0.0
06:00	1	0	1	0	0.0
<b>Total</b>	<b>57</b>	<b>55</b>	<b>112</b>	<b>88</b>	<b>1.6</b>
Total through all ranks		Monday to Tuesday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	9	1	10	1	1.0
08:00	9	5	14	6	1.2
09:00	2	13	15	23	1.8
10:00	3	7	10	10	1.4
11:00	4	12	16	23	1.9
12:00	1	14	15	24	1.7
13:00	13	5	18	5	1.0
14:00	9	10	19	21	2.1
15:00	7	6	13	11	1.8
16:00	5	9	14	11	1.2
17:00	1	7	8	12	1.7
18:00	0	7	7	11	1.6
19:00	7	4	11	5	1.3
20:00	2	3	5	4	1.3
21:00	7	2	9	3	1.5
22:00	9	0	9	0	0.0
23:00	3	2	5	2	1.0
00:00	1	0	1	0	0.0
01:00	1	0	1	0	0.0
02:00	0	0	0	0	0.0
03:00	0	0	0	0	0.0
04:00	0	0	0	0	0.0
05:00	0	0	0	0	0.0
06:00	0	0	0	0	0.0
<b>Total</b>	<b>93</b>	<b>107</b>	<b>200</b>	<b>172</b>	<b>1.6</b>