

TORBAY COUNCIL

Taxi Unmet Demand and Accessibility Study

MAY 2008

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EXECUTIVE SUMMARY

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EXECUTIVE SUMMARY

1. TPI Ltd has completed a study into the Hackney Carriage market in Torbay. The objectives of the study are to:-
 - To form part of a review of the quantitative limits on licensing in place in Torbay;
 - To determine whether there is any significant unmet demand;
 - To explore whether the current specifications and availability is meeting the needs of the community and specifically the needs of those with mobility impairments;
 - To consider the provision of taxis in the context of their ability to contribute to current policy objectives of the Council and work collaboratively; and
 - To explore how policy can support sustainability issues i.e. environmental policy.
2. This executive summary is a stand-alone document designed to convey the main results and conclusions of the study.
3. The study has been based around two data collection exercises:
 - a rank observation programme; and
 - consultation with a wide range of stakeholders.
4. Section 1 of the report sets the context of the study beginning with an introduction to the licensing framework and the relevant legislation. It outlines the definition of significant unmet demand and sets out the objectives of the study. Section 2 provides information on the current demographics, transport needs, taxi and rank provision. Sections 3, 4 and 5 present and assess the results of the data collection exercises, starting with the rank observations in Section 3 then the on street surveys in Section 4. Section 5 summarises the responses to the other detailed consultation undertaken, including written and face to face consultation and a mystery passenger exercise. Conclusions and recommendations are presented in Section 6.

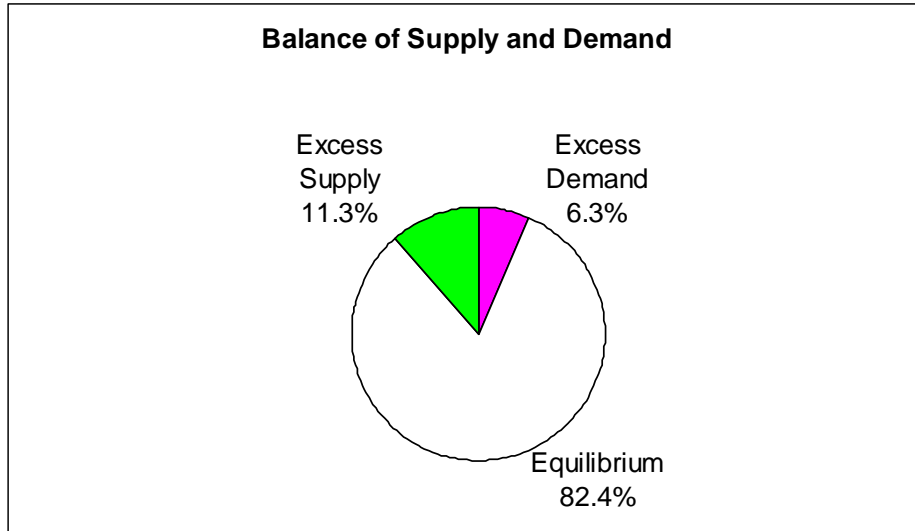
RANK OBSERVATIONS

5. A programme of 519 hours of rank observations was carried out during November and early December 2007. These recorded information on passenger and cab departures from ranks. The data has been used to provide four main indicators:-
 - i) the balance of supply and demand;
 - ii) average delay and total demand;

- iii) the demand/delay profiles; and
- iv) the effective supply of vehicles.

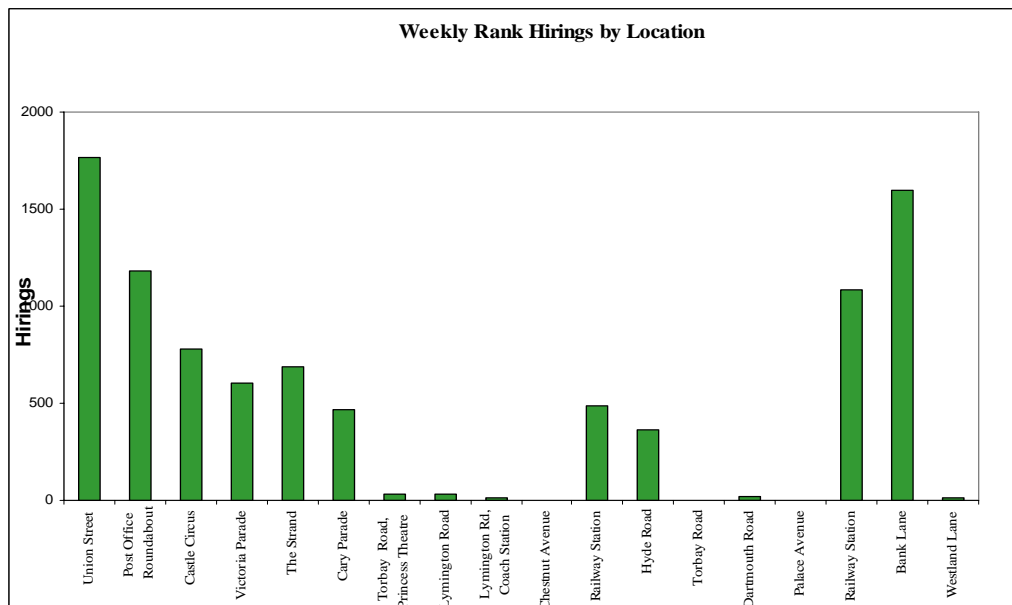
THE BALANCE OF SUPPLY AND DEMAND

6. The rank market was found to exhibit a broad balance between supply and demand during 82.4% of hours observed. Excess supply (queues of Hackney Carriages) was observed in 11.3% of hours, while excess demand (queues of people) was observed in only 6.3% of hours. (see figure below)

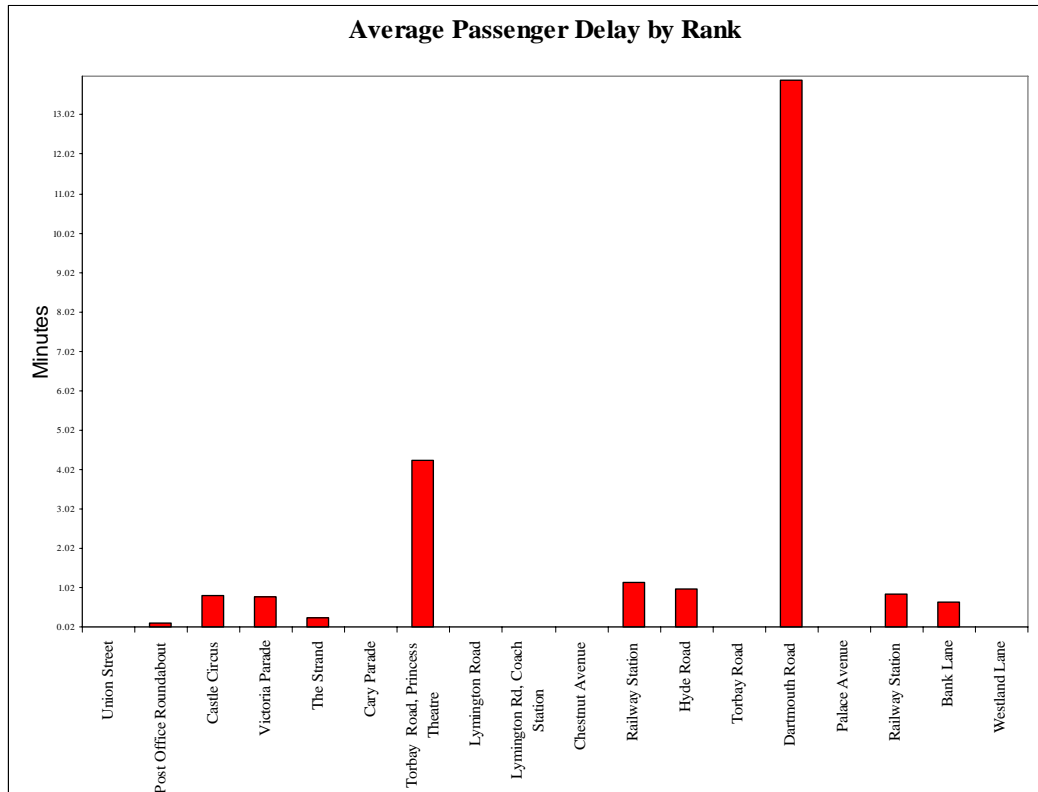


AVERAGE DELAYS AND TOTAL DEMAND

7. The surveys suggest (see figure below) around 11,212 passengers and 9,129 cab departures per week.



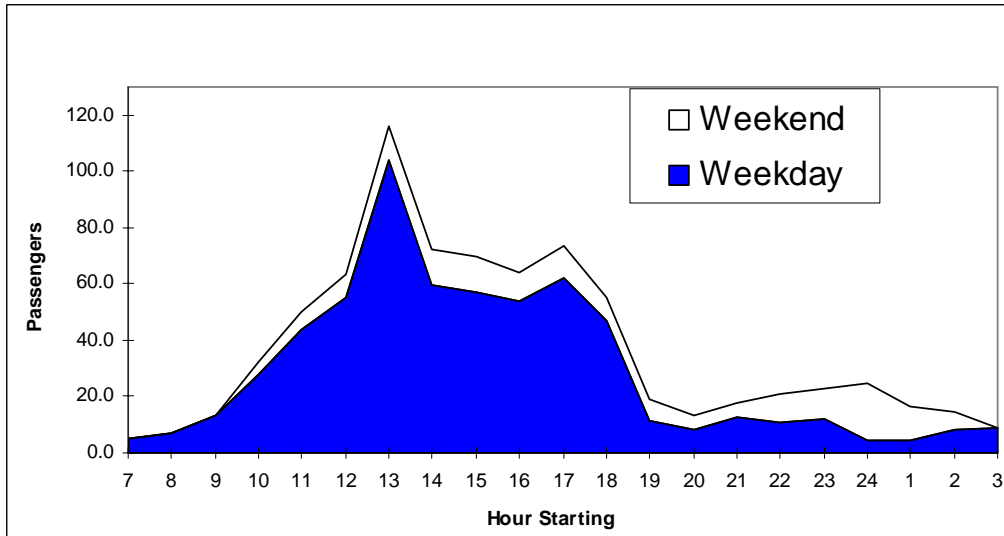
8. On average, passengers wait for 0.47 minutes for a cab. Cabs wait for an average of 15.72 minutes. The figure below gives a breakdown of passenger delay by rank.



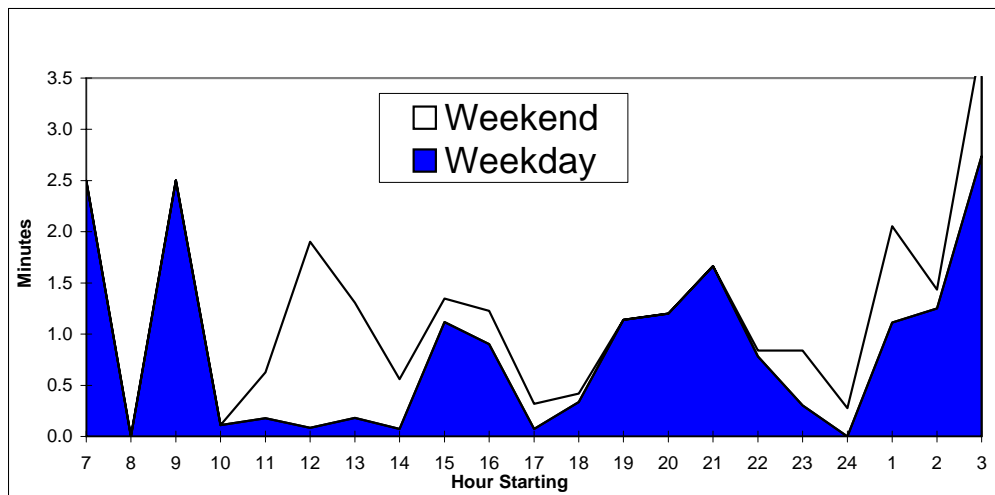
THE DEMAND AND DELAY PROFILE

9. The figure below illustrates the variation in passenger demand Monday to Saturday by time of day. Overall, demand in Torbay does not exhibit a high degree of peaking late at night or at weekends, which is often associated with the Hackney Carriage market. As such, demand can be classed as not being highly peaked.
10. An important part of the assessment of significant unmet demand relates to a comparison of the demand and delay profiles. Passenger delays are illustrated by time of day and period of the week in the figure below.

Average Weekly Passenger Demand per Rank by Time of Day



Average Daily Passenger Delay by Time of Day

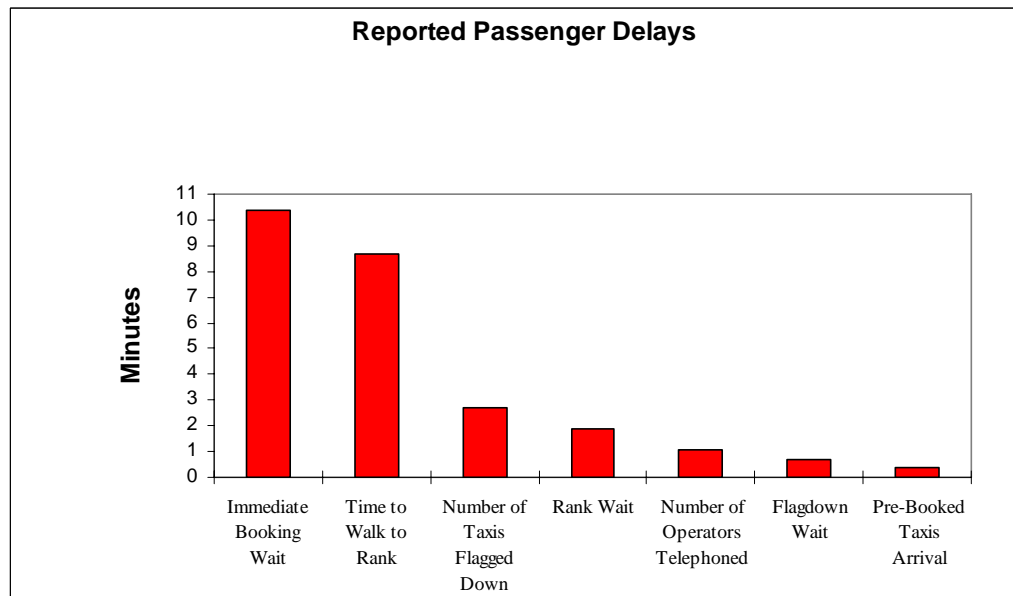
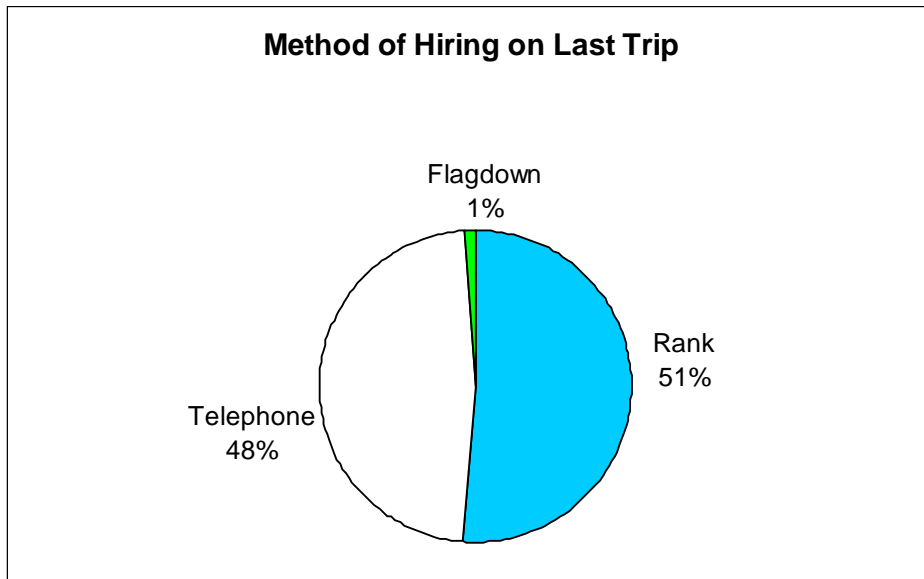


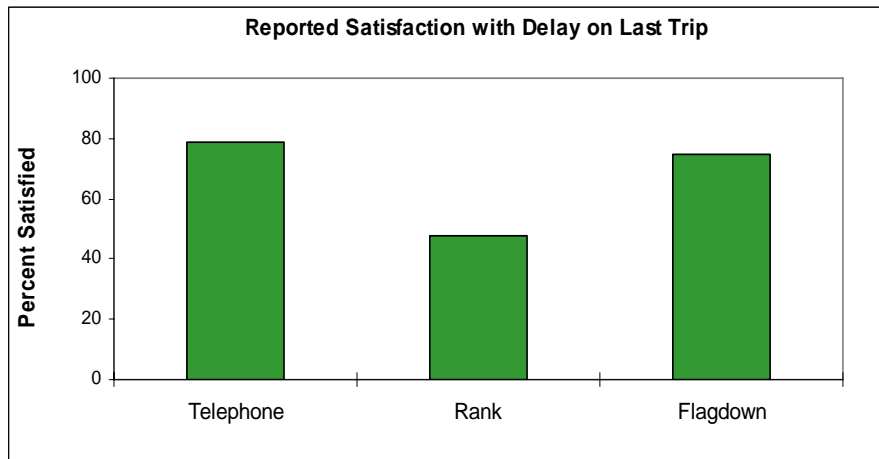
EFFECTIVE SUPPLY OF HACKNEYS

- Observers were required to record the Hackney Carriage licence plate number of vehicles departing from ranks. In this way we were able to ascertain the proportion of the fleet that was operating during the survey. Of the 162 licences, 154 (95%) were observed at least once at the official ranks. This implies that the Hackney Trade was operating at full strength during the period covered by the observations.

LAST TRIP RECORDS

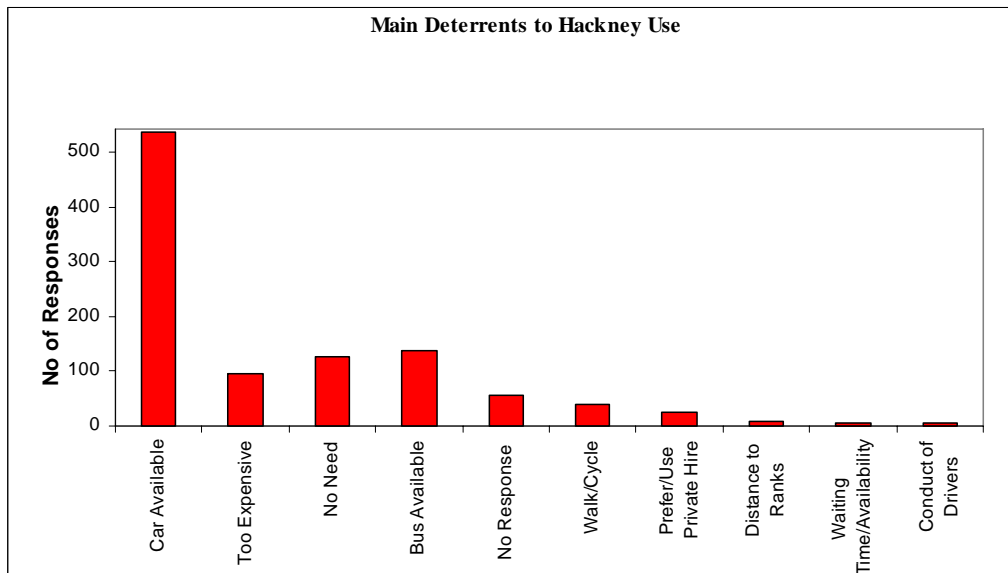
12. A representative sample of people were questioned in Torbay about their use of taxis (both Hackney Carriages and/or Private Hire vehicles). This provides useful supplementary information to the rank observations and allows the market beyond the ranks to be examined. Those who had made a trip in the last month were asked questions about the trip. The breakdown of method of hiring, the average reported delay by method of hiring and the level of satisfaction with the delays are presented in the respective figures below.





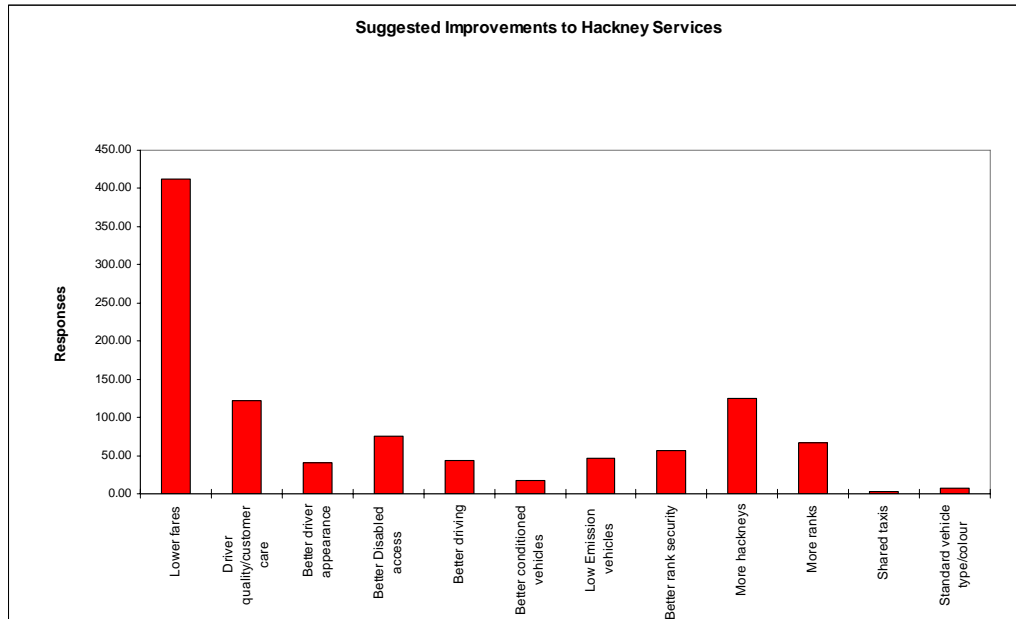
DETERRENENTS TO HACKNEY CARRIAGE USE

13. The main reason for not using Hackneys more often is the fact that people have a car available (51.7%), followed by them having a bus available (13.2%).



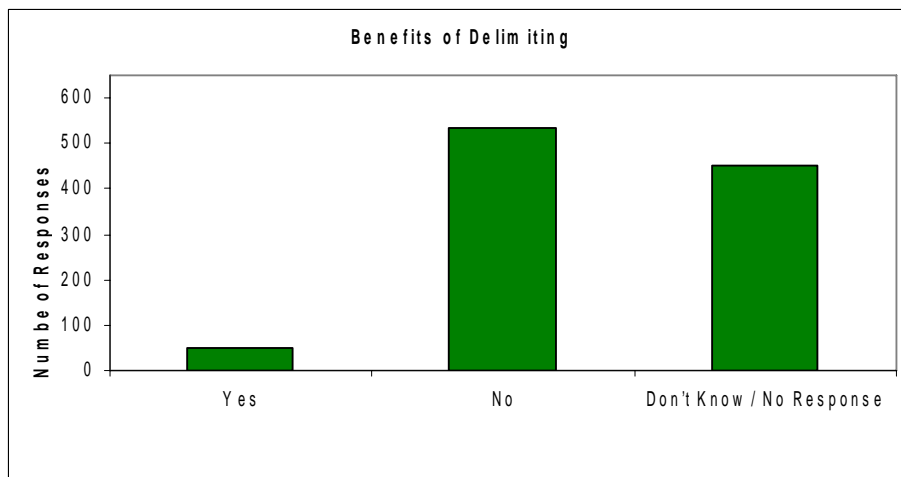
POTENTIAL FOR IMPROVEMENT

14. The most often cited improvement sought is lower fares (40%), followed by more Hackneys (12%).



BENEFITS OF DELIMITING

15. People were asked whether they thought that removing the limit on the 162 Hackney Carriages in Torbay would benefit them. The results are shown below.



TORBAY COMPARED TO OTHER AUTHORITIES

16. A comparison of Torbay with 100 other authorities has been carried out. The figure overleaf illustrates the population supplied by each hackney in Torbay compared to these 100 authorities. In terms of this indicator, Torbay is currently well served by hackney carriages.

SIGNIFICANT UNMET DEMAND

17. Significant unmet demand for Hackney Carriages is not straightforward to define. A discussion leading to a definition is included in the main report. Key elements of a significant unmet demand include:
- i) the presence of passenger delays at ranks at times which are not associated with peak demand periods; and
 - ii) evidence of a suppression in demand due to inadequate supply.

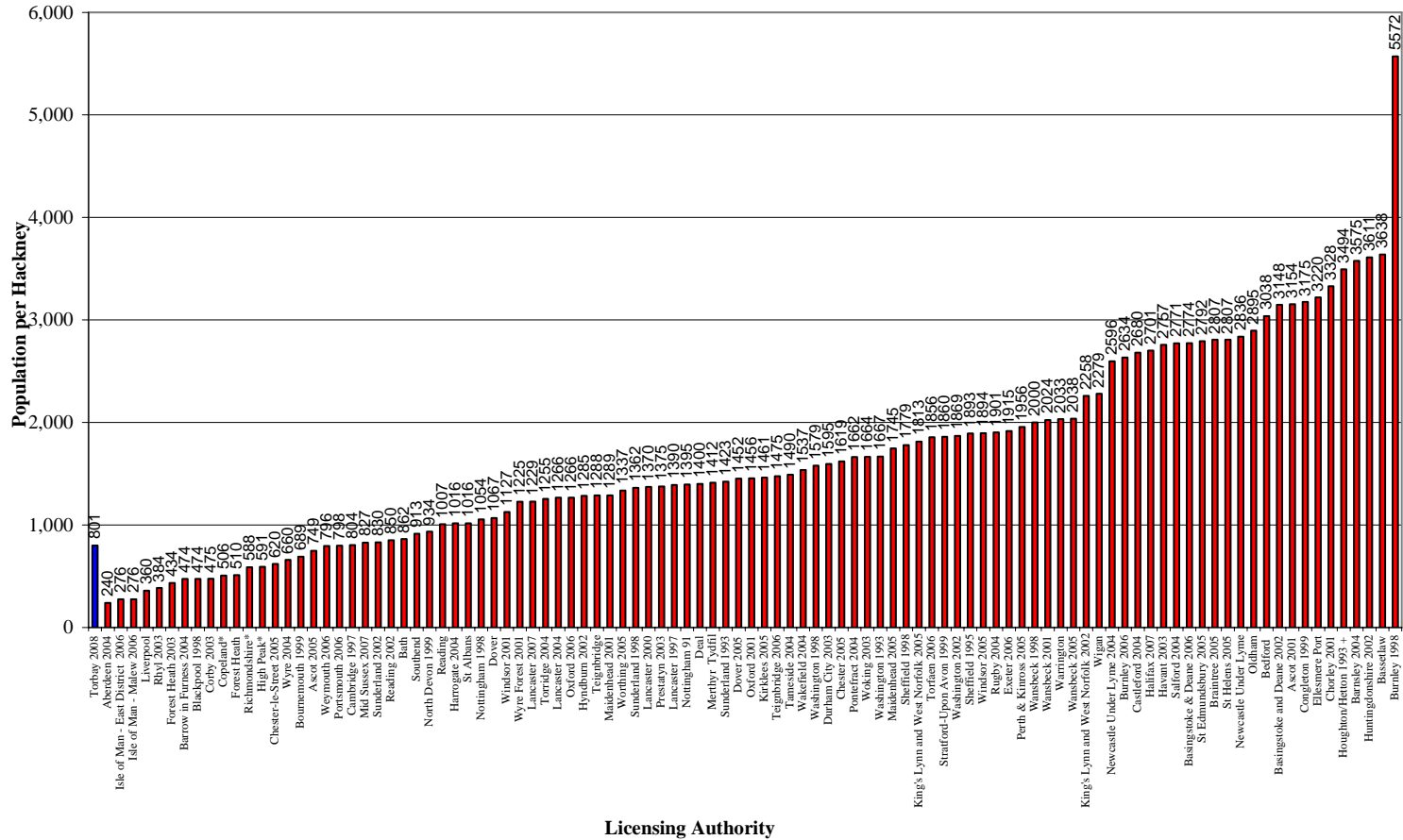
If either of these conditions are met the conclusion of significant unmet demand follows.

18. The first element of significant unmet demand is assessed via a comparison of the pattern of demand for rank hirings with the pattern of rank delays. The Table below illustrates the possible outcomes from this comparison.

Existence of Significant Unmet Demand (SUD) is Determined by Comparing Demand and Delay Profiles.

Demand is:	Delays during peak only	Delays during peak and other times
Highly Peaked	NO SUD	Possibly a SUD
Not Highly Peaked	Possibly a SUD	<i>Probably a SUD</i>

Population per Hackney in Torbay Compared With Other Authorities



19. The entry in the table in bold italics represents the placement of Torbay. As discussed above we do consider the demand profile not to be highly peaked. Passenger delays in general occur at times associated with peak demand and at other times. This places Torbay in the area indicated in the table. Nevertheless, we must also consider the size of passenger delay and the performance of the trade in broad terms. To do this we have selected four main indicators from the rank observations:

- i) the average passenger delay across all time periods (APD);
- ii) the incidence of passenger queues (Excess Demand) during the Monday to Friday daytime period (ED);
- iii) the proportion of Hackney users travelling in hours where the delay at the rank in question was greater than or equal to one minute (P1); and
- iv) whether the demand profile is highly peaked (HP).
- v) Using these indicators a simple Index of Significant Unmet Demand (ISUD) has been developed as follows:

$$\text{ISUD} = \text{APD} \times \text{ED} \times \text{P1} \times \text{HP}$$

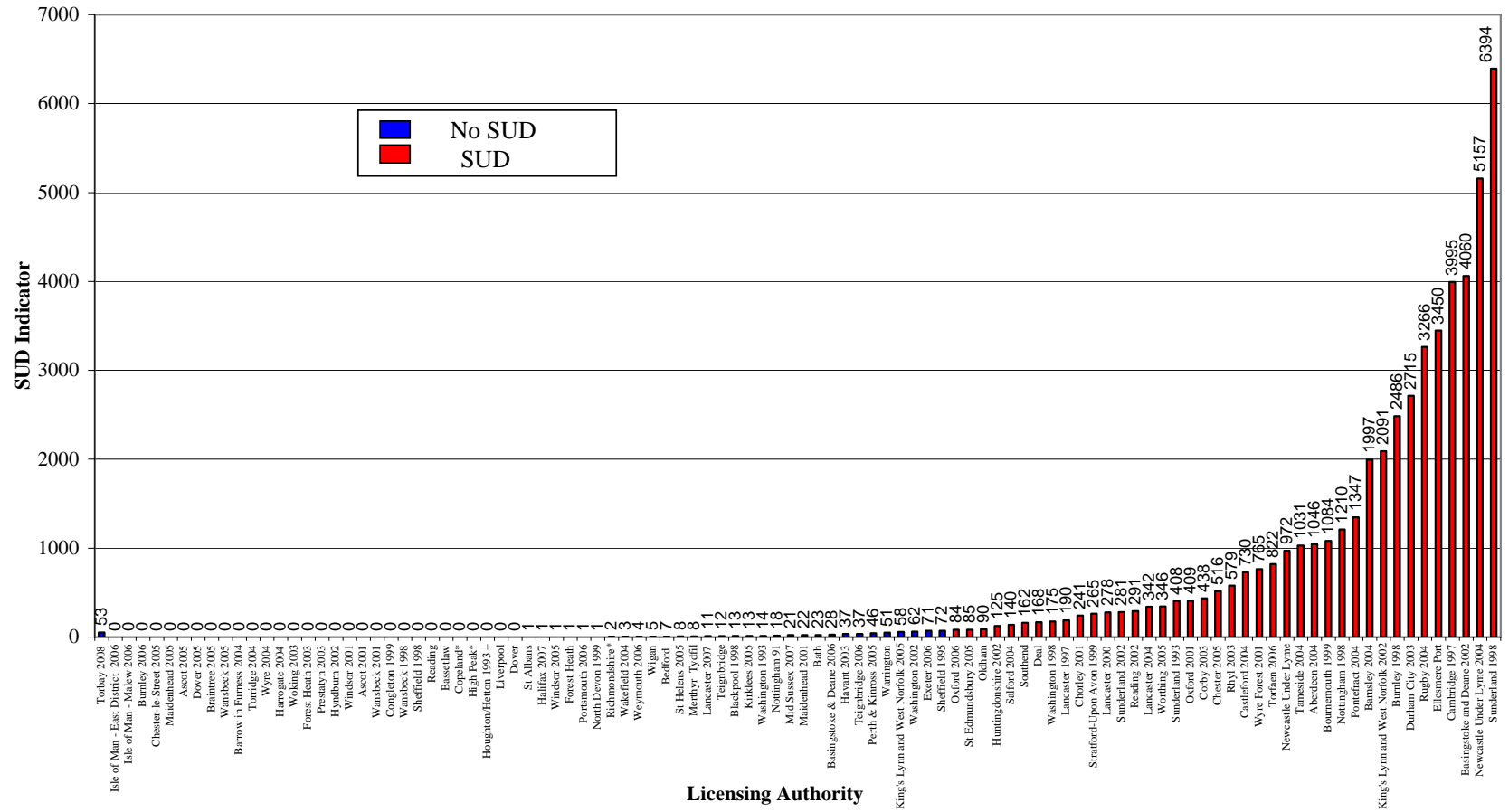
- vi) Where HP = 1 if no peaking and 0.5 if peaking is present.

20. Past experience has suggested that a value of ISUD greater than about 80 is associated with the presence of significant unmet demand. The value for Torbay is 53 as outlined below:

$$\begin{aligned} \text{ISUD} &= \text{APD} \times \text{ED} \times \text{P1} \times \text{HP} \\ &= 0.47 \times 7.2 \times 15.71 \times 1.0 = 53 \end{aligned}$$

21. The Significant Unmet Demand (SUD) Indicator Value in Torbay compared with 100 other Authorities. It can be clearly seen that the location of the Colchester SUD Indicator suggests No Significant Unmet Demand

Significant Unmet Demand (SUD) Indicator Value in Torbay Compared with Other Authorities



CONCLUSIONS AND OPTIONS

KEY CONCLUSIONS

- On the basis of the analyses conducted we conclude that significant unmet demand for Hackney Carriages in Torbay does not exist at this time.
- However, consultation suggests there may be some limited latent demand requiring a more accessible taxi service to be provided before it can be met
- The overall supply of vehicles seems to be adequate. There is a relatively high level of taxis per capita (1:820) compared to other authorities and availability was confirmed as, in general, satisfactory by rank observations, on street surveys and consultation.
- The proportion of accessible vehicles in the current fleets (approximately 5% of hackneys and 3% of PHV's) is considered relatively low compared to other areas. Overall there was recognition of the increasing numbers of wheelchair accessible vehicles becoming available for use, although some concerns remained in the statutory sector about the need for larger vehicles and amongst older and disabled people about the accessibility of saloon cars.
- Taxis were most likely to be used for shopping or leisure trips, but there was also a significant minority who used taxis for personal business.
- The average cost of one way journey was £7.02 – some £0.25 above the cost of a 3 mile trip.
- Peak demand occurs at lunch time during the week, although the surveys, consultation and rank observations also identified significant demand of an evening at weekends. Overall there are an estimated 11,212 cab passengers per week from ranks, but this reflects only 51.4% of the overall market for taxis and private hire vehicles, with the remainder pre booked by telephone.
- Survey respondents said they waited on average 1.9 minutes at a rank, while observations suggested this was about 0.5 minutes. While delays were not regarded as causing significant dissatisfaction there were some concerns about the delay in obtaining a taxi from the rank on Friday/Saturday evenings (18.00 – 03.00) and late arrival times of pre-booked taxis. Satisfaction with taxis was lowest during 23:01 and 0300
- Regular users are more likely to telephone for a PHV than use a hackney carriage from a rank. Older and disabled people appear to pre-book taxis by telephone more than most and tend to favour PHV over Hackney use, primarily because they believe PHV's to be less expensive.
- Car and public bus availability is the major reason cited by consultees and survey respondents for not using taxis. However, 7.3% of people in the on street survey thought disabled access to taxi services required improvement and 9% of disabled people can't use taxi services, mainly because of accessibility issues.
- Rank provision, especially in the Torquay Harbourside area, is in need of improved enforcement, and available facilities at ranks are limited in terms of signage, waiting facilities, information for taxi users and the availability of dropped kerbs. A new rank in

Paignton, possibly by the harbour, was the location for which most suggestions were received.

- Driver quality received some criticism with a lack of customer care and disability awareness cited by some older and disabled people consulted and mystery shoppers.
- The Hackney Association has expressed an interest in pursuing driver training opportunities, addressing driver security and accessibility issues.
- Social Services have expressed an interest in establishing common standards and a framework for taxi commissioning
- Two thirds of taxi operators support the proposed change to PHV licensing conditions to allow a PHV to return to a position at least 500m from any existing or new hackney carriage rank
- Further guidance for licensing officers in general is due to be issued by DfT during 2008 and they also intend to consult on how taxis should meet the requirements of DDA 2005.
- Having examined Torbay Council's Corporate Plan 2007-2011 and Torbay's Second Local Transport Plan 2006-2011, neither were found to specifically take account of the role of taxi's.

RECOMENDATIONS

- Based on our analyses, Torbay Council currently has the discretion to either:
 - i) maintain the limit at the current level of 162 annual and 7 May to September licences;
 - ii) issue that number of Hackney Carriage licences as it sees fit; or
 - iii) remove the current limit on Hackney Carriages (de-limitation)
- However, it should be noted that it is possible this may change following the DfT guidance to licensing authorities proposed for summer 2008
- That any change to the vehicle specifications to require more or all hackneys to be wheelchair accessible vehicles should only be considered following the outcome of DfT consultation proposed for summer 2008. In the absence of this, it is recommended that improvements in the accessibility of vehicles and services are encouraged on a voluntary basis through promotion of the market opportunities and identification of opportunities to build the capacity of operators to serve these.
- To address service accessibility, service quality and standards of customer care issues identified consideration should be given to:
 - In the short term*
 - encouraging drivers to seek assistance from the Train to Gain programme to pursue NVQ2 training

- promoting the improved customer care expectations to the public to provide reassurance to users and potential users, including information on accessibility and how to provide feedback (negative and positive)
- monitoring of this through customer surveys and random mystery passengers

In the longer term

- consideration of a more comprehensive quality taxi partnership (QTP) approach to improve liaison between licensing authority, police, other stakeholders and operators, provide a framework for bringing about mutually beneficial improvements across the taxi sector and a quality mark to participating operators, as has been found to be effective in other authorities.
 - the framework provided by a QTP would also be useful for facilitating discussion on how best to optimise supply to address peaks in demand, delays in arrival times, congestion issues at ranks such as that at Torquay Harbour and the formation of a framework for taxi commissioning.
- The licensing authority should address the shortcomings in facilities at ranks, identified by the rank audit, in order to be sure all ranks comply with DDA, part 3, and to meet needs of users.
 - The licensing authority should issue any guidance to taxi operators on how to address safety and security issues, due to be provided by government, following publication of their research into this issue proposed for Summer 2008.
 - The anticipated useful life of the current survey is three years and we would recommend a further survey in Autumn 2010 in line with current Government guidance
 - Future Transport Strategies and policy documents should take account of this report.

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FINAL REPORT

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1.0 CONTEXT OF THE STUDY

The licensing framework

Quantity restrictions/limits

- 1.1 A hackney carriage may be used to ply for hire in the street, at ranks or stands and may take bookings over the telephone. Private hire vehicles (PHVs) must be pre-booked through a private hire operator and cannot be hailed in the street or from a rank. The phrase taxi where used in this report refers to both taxis and private hire vehicles.
- 1.2 Operating structures can often include:
- Independent (often sole trader) owner drivers who only operate for between 8 and 12 hours a day, at times and on days of their choosing;
 - 'Independents' who share their vehicle with one or occasionally more other licensed drivers, who do not have a vehicle of their own, meaning the one vehicle can be available up to 24 hours a day, 7 days a week;
 - Radio circuits, taking bookings up to 24 hours a day, which they pass on to self employed drivers that sign up to the circuit or sometimes drivers that join as a shareholder, where the circuit operates as a co-operative. The times drivers operate relate to the demands on the circuit. It's also possible that some drivers are members of more than 1 radio circuit;
 - Limited companies operating both hackney carriage and PHV based services using their own vehicles and employing drivers to operate them on their behalf for between 16 and 24 hours a day.
- 1.3 Torbay 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 specify the number of vehicles in certain circumstances; and they can regulate fares.
- 1.4 The most recent guidance to licensing authorities was issued by the Department for Transport (DfT) in 2006 (see Appendix 1). This confirms the current position that if authorities wish to maintain a limit on the number of Hackneys in their area they should demonstrate the need for this through a demand study. This position was first outlined in guidance issued by them in 2004 following a report in 2003 by the Office of Fair Trading (OFT) that looked at the regulatory framework affecting licensed taxis and private hire vehicles (PHVs) in the UK.
- 1.5 However, recent consultation with the Department has identified their intention to issue further guidance later this year following publication, in 2007, of a second OFT report evaluating the impacts of their 2003 report. The 2007 OFT report highlights the increasing number of licensing authorities that have deregulated since its previous report and recommends this approach for its consumer benefits which are said to include savings in passenger waiting time of 2.5m hours across England, worth £2-10m per annum. It identifies that deregulation increases taxi numbers and reduces passenger waiting time but also increases costs where fare controls are maintained. To address this it proposes excess entry and high costs can be addressed by a

reduction in the regulated tariff. It can, therefore, be expected that DfTs revised guidance will continue to encourage licensing authorities that have a limit on the number of licenses they issue, to consider removing this.

- 1.6 The current DfT guidance states that it does not seek to cover the whole range of possible licensing requirements. Instead it seeks to concentrate only on those issues that have caused difficulty in the past or that seem of particular significance. However, it suggests that it is good practice for local authorities to consult on any significant proposed changes in licensing rules. Such consultation should include not only the taxi and PHV trades but also groups likely to be the trades' customers. Examples are groups representing disabled people, Chambers of Commerce organisations with a wider transport interest (Transport 2000, other transport providers), women's groups or local traders.

Accessibility

- 1.7 The Disability Discrimination Act 2005 amended the DDA 1995 to enable the Government to lift the exemption for operators of transport vehicles. The amendment allowed for the exemption to be lifted for different services, at different times and to different extents. Regulations have been made to lift the exemption in relation to vehicles used to provide public transport services, including taxis and PHVs. These regulations came into force on 4 December 2006 and licensing authorities are required to review any practices, policies and procedures that make it impossible or unreasonably difficult for a disabled person to use such services.

DDA, Part 5 – Access to Vehicles

- 1.8 The Department for Transport has for some years been working on proposals which would substantially improve taxi provision for people with disabilities. In the meantime, licensing authorities are encouraged to introduce taxi accessibility policies for their areas. The Department's letter to local licensing authorities of 9 September 2002, the relevant part of which was repeated in the letter of 16 June 2004, gave more detailed guidance. Specifically, that there was recognition that in the less densely populated areas a requirement for an entirely wheelchair accessible hackney fleet could impact on the marginal economics of operation. However, it was considered that this should not be the case in the major urban areas and these could therefore be expected to seek to achieve this overtime. As a result in October 2003 the Department indicated a phased introduction over 10 years starting with a phase 1 list of named urban areas. This list included the unitary authority of Torbay.
- 1.9 The Department recognises that different accessibility considerations apply to hackney carriage and PHVs. While hackney carriage vehicles can be hired on the spot, in the street or at a rank by the customer dealing directly with a driver; PHVs can only be booked through an operator. The Department's guidance emphasises that it is important that a disabled person should be able to hire a taxi on the spot with the minimum delay or inconvenience, and having accessible taxis available helps make that possible. However, for PHVs, it may be more appropriate for a local authority to license any type of saloon car, noting that some PHV operators offer accessible vehicles in their fleet.
- 1.10 In March 2007 the standing conference of European Ministers of Transport (ECMT) issued guidance suggesting that there may be a case for considering a mixed fleet of: Type One: Wheelchair Accessible Taxis: accessible vehicles capable of carrying the majority, but not all, passengers who travel in their wheelchair as well as people with other disabilities; and Type Two: Standard Accessible Taxis: vehicles with features designed to make use by disabled people easier, but which would only be able to carry a wheelchair user who can transfer to a taxi seat. They recommended

that fleets used for regular services should be composed of a combination of these two types of vehicle and that the proportion of each type is likely to vary from place to place. This was followed in November 2007 by a note issued by the DfT's Mobility and Inclusion Unit (now Accessibility and Equalities unit), which also appeared to suggest it may be appropriate to consider adopting such an approach. The DfT is currently proposing to consult further during Summer 2008. DfT guidance on what is required to make a taxi accessible is included in Appendix 2.

DDA Part 3 – Access to services

- 1.11 Service providers in Britain have a legal duty to make 'reasonable adjustments' to ensure that people are not prevented from using their services because they have a disability. It does not matter whether the services in question are being provided by a sole operator, firm, company or other organisation, or whether the person involved in providing the services is self-employed or an employee, volunteer, contractor or agent. When deciding whether an adjustment is reasonable, service providers can consider issues such as the cost of the adjustment, the practicality of making it, health and safety factors, the size of the organisation, and whether it will achieve the desired effect. All transport providers have duties, for example, in relation to timetables, websites, railway and bus stations. Operators are obliged to make reasonable adjustments in the way they deliver their services to remove any barriers for disabled passengers, depending on the type of vehicles and the services they offer to the public. Many public authorities are also service providers. These public authorities have an additional duty to actively promote equality (rather than simply avoid discrimination).
- 1.12 The duty is 'anticipatory'; i.e. transport providers should expect that people with accessibility problems, such as disabled people, will be using their vehicles. They should consider what adjustments might be needed and put the necessary arrangements in place without waiting to be asked. However, they are not required to take any steps which would fundamentally alter the nature of their service, operation, trade, profession or business or where a change may compromise someone's health or safety. Part 3 of the Disability Discrimination Act requires transport providers to take reasonable steps to:
- Change a policy, practice or procedure which makes it impossible or very difficult for a disabled person to get on or off a vehicle, or to use any services on the vehicle (for example, a buffet car),
 - Provide extra help or information to a disabled person so that they can get on, travel on and get off a vehicle or use any services on the vehicle.
- 1.13 In addition, since 31 March 2001 licensed taxi drivers in England and Wales have had a duty under s.37 of the Disability Discrimination Act 1995 to carry guide, hearing and other prescribed assistance dogs in their taxis, without additional charge. Drivers who have a medical condition that is aggravated by exposure to dogs may apply to their licensing authority for exemption from the duty on medical grounds. Any other driver who fails to comply with the duty is guilty of a criminal offence and liable, on summary conviction, to a fine of up to £1,000. Similar duties covering PHV operators and drivers came into force on the 31st March 2004. Enforcement of the duties is the responsibility of local licensing authorities.
- 1.14 The Equality and Human Rights Commission (formerly the Disability Rights Commission) has produced a Code of Practice to explain the DDA Part 3 duties for the transport industry in detail. The duties under Part 3 demand new skills and the government has given funds to support NVQ training for the taxi and PHV industries through its Train to Gain programme. However, this training is not mandatory and

some licensing authorities have encouraged take up of other programmes such as the Taxi Driver license developed by the Driving Standards Agency or the Passenger Assistance Training Scheme (PATs) developed by the Community Transport Association.

- 1.15 GoSkills is the sector skills council for road passenger transport. Working in conjunction with the passenger transport industry Go Skills has established an NVQ2 training programme to provide a national occupational standard in Road Passenger Transport. The programme for taxi drivers requires them to complete 8 units and 20 hours mandatory training. The units are:

Unit 1 – Contribution to effective working relations (Mandatory)
Unit 2 – Contribute to Health and Safety at work (Mandatory)
Unit 3 – Provide professional customer care (Mandatory)
Unit 5 – Help Passengers with Special Needs
Unit 8 – Drive passenger carrying vehicle effectively and safely
Unit 11 – Prepare for passenger carrying journeys
Unit 15 – Receive and Match Fare Payments to Tickets
Unit 17 – Transport parcels and luggage

- 1.16 As a vocational programme the delivery of the NVQ requires training and workplace assessment for each of the units. Commonly these are provided at the rate of one a month meaning the course is spread over an 8 month period. However any NVQ can be delivered in a time frame ranging from a minimum of ten weeks to a maximum of two years. In practise individual learning plans are agreed with each person before starting the course. Costs are approximately £1,700 per driver. It has been possible in other parts of the country for drivers to access support from the Governments 'Train to Gain' initiative to fund this training, regardless of whether they are employed or self employed.

Understanding the market

- 1.17 The OfT research shows that on average in England and Wales people make 12 trips by taxi per year, and that this is one of the fastest growing transport sectors in UK in recent years. Considerable research has been done both at the local and national level, and we know that the level of hackney carriage and private hire vehicle use is inversely related to income with those on low income making most trips, the disabled (67% more) and households without a car making on average 30 trips p.a. compared to only 9 taxi trips for those with a car. Use of taxis is concentrated around the morning peak and late evenings, with 21% of all trips being made on Saturdays. Nationally, almost a third of taxi trips are made from a rank, the majority are pre booked.
- 1.18 Markets typically targeted by hackneys can often include:

- Public, private and unofficial ranks;
- Flag down/on-street;
- 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

- 1.19 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 but only at that time.
- 1.20 The market for taxis – both private hire vehicles and hackneys will therefore be influenced by many factors – both the demand and the supply. Demand for example will be influenced by the overall population, the extent of car ownership and availability of other transport including public transport, community transport and private transport, levels of mobility impairment and disability. However, seasonality, the extent and hours of the night time economy will also affect demand. The market will also be influenced by the supply of hackney and private vehicle cars, in terms of the quality, affordability and quantity of provision – both perceived and actual.
- 1.21 It is therefore essential that any unmet demand, identified by surveys and consultation, is considered in the light of the capacity of both hackney and PHV provision for the area. While it should not be the focus of the study, there is also a need to consider unmet demand in the wider context of demand for passenger transport in general and the optimum mix of all modes (bus, rail, community transport, etc and hackney/PHV) required to respond to this. Vehicle counts alone are also not adequate as there is a need to recognise that operations are structured in different ways and this has an impact on the times vehicles are available and which aspects of the market they are targeted towards.

Significant unmet demand

- 1.22 Under the Town Police Clauses Act 1847 a licensing authority could limit the number of licenses. However, following the Transport Act 1985 the presumption became one that the numbers of licenses should not be restricted unless there was shown to be no “*significant unmet demand*”:

“the grant of a licence may be refused for the purposes of limiting the number of hackney carriages, in respect of which licenses 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”.

- 1.23 Over the last twenty years the need to monitor demand conditions has led to the commissioning of research into the performance of markets by many authorities. Following the Office of Fair Trading Report “*The Regulation of Licensed and PHV Services in the UK, 2003*” the Department for Transport wrote to all licensing authorities in England and Wales outside London to review their quantity control policies. This clearly outlined the Government’s belief that authorities should be given the opportunity to assess their own needs with respect to restricting hackney carriage licences, rather than moving to a legislative solution. However, all relevant authorities should publish and justify their reasons for restricting the number of licences issued. Each authority maintaining quantity restrictions is also expected to review their local case for such restrictions at least every three years.
- 1.24 In effect, restrictions should only be retained where there is demonstrably clear benefit for the consumer, and councils should publicly justify their reasons for the retention of restrictions and how decisions on numbers have been reached. Thus, the Government considers that, unless a specific case can be made, it is not in the interests of consumers for market entry to be refused to those who meet the application criteria. Councils can therefore:
- Issue a licence to any applicant meeting their local application criteria;

- Grant at least such number of licences as they consider necessary to ensure there is no significant unmet demand; or
 - Refuse to grant additional licenses, provided they are satisfied there is no significant unmet demand.
- 1.25 The Court of Appeal has provided an indication of the way in which an authority should interpret whether there is unmet demand. In the case of *R v Transport Committee Great Yarmouth Borough Council ex parte Sawyer* ILR 14.01.87 it was determined that an authority is entitled to consider the situation in relation to the authority as a whole and also from a temporal view as a whole – so that it does not have to take into detailed consideration what may be the position regarding unmet demand at each particular time of the day. In effect, this accepts there will be some peaks in demand at certain ranks but that the authority can consider the situation taken as a whole throughout the day and across its area.
- 1.26 Reflecting changing guidance, the term unmet is now assumed to take a wider application than simply representing those passengers who seek a taxi on street and are unsuccessful. A more widely used measure for identifying unmet demand is the waiting times of those passengers actually served, but also the absence of a cab in the street, or the absence of a hackney cab at a rank when a passenger arrives. As a result, rank observations and on street interviews with people to explore waiting times and availability of hackney carriages and taxis more generally are key components of any unmet demand study.
- 1.27 In addition, to determine whether this is significant unmet demand, DfT's guidance requires local authorities to undertake effective surveys to measure demand (including latent demand) for services; consult with all those working in the market, consumer and passenger (including disabled) groups, groups which represent those passengers with special needs, the police, and a wide range of transport stakeholders, e.g. rail/bus/coach providers and traffic managers. The authority must then publish its conclusions, including an explanation of the particular local circumstances which justify restrictions, what benefits they deliver to consumers and how decisions on numbers have been reached. Authorities are encouraged to make all the evidence gathered to support the decision-making process available for public scrutiny.

Objectives for this study & methodology

- 1.28 In 2004, Torbay Council undertook an unmet demand study on its taxi provision. The study formed part of a review of Torbay's quantitative limits and the overall outcome was the retention of a limit. As 3 years has now elapsed Torbay Council are seeking a review of their policy and as part of this require a further study. We understand the main objectives of the study are:
- To form part of a review of the quantitative limits on licensing in place in Torbay;
 - To determine whether there is any significant unmet demand;
 - To explore whether the current specifications and availability is meeting the needs of the community and specifically the needs of those with mobility impairments;

- To consider the provision of taxis in the context of their ability to contribute to current policy objectives of the Council and work collaboratively; and
- To explore how policy can support sustainability issues i.e. environmental policy.

1.29 The study has used a range of research to establish whether there is unmet demand for hackney carriage and private hire vehicles within Torbay, to explore whether the balance between these is appropriate; the barriers to use; and perceptions of quality, of both drivers and vehicles. It has included:

- **Review of relevant policies, standards etc:** to understand the authority's aspirations for meeting travel needs and social inclusion and provide context to determining overall demand for travel and how this should be met;
- **Extensive rank observations and audits:** of all the ranks in Torbay, which include monitoring passengers' waiting time, illegal plying for hire and use of hackney carriage by wheelchair users and rank audits;
- **On street interviews:** which involved surveys in Autumn 2007 of 1,000 representative people on street to obtain information about their last taxi journey, their overall levels of taxi use and information about quality, quantity, barriers to use and understanding of the sector. This has also been supplemented by drawing on comparison with BMG research undertaken in Spring 2006, which also explored taxi use and perceptions.
- **Consultation:** including consultation with all relevant stakeholders – the local authorities, police, trade associations, all drivers, mobility impaired, specific user groups, businesses, and other major generators of taxi trips such as the university, major hospitals etc; and
- **Benchmarking against other authorities:** to provide a useful comparison as to the quality and quality criteria used for taxis and private hire vehicles.

2.0 CURRENT DEMOGRAPHICS, TRANSPORT NEEDS, AND TAXI & RANK PROVISION

Torbay transport needs

- 2.1 Torbay, formerly part of Devon, was created in 1998 as a unitary authority, following local government reorganisation. Torbay (including the major centres of Torquay, Brixham and Paignton) has a population of some 133,000 of which almost a quarter are aged over 65 years. The high incidence of residents classifying their health as not good (11%) or having a Limiting Long Term Illness (23%) reflects the age profile. Whilst the authority does not rank particularly highly on scores of overall deprivation, 18% of the population is on benefit and 10% on incapacity benefit (higher than the national averages of 14% and 7% respectively). Torbay's population is increasing by an estimated 1,200 persons per year, and as elsewhere in the UK the population is expected to age.
- 2.2 Situated on the south coast of Devon, Torbay is known as the English Riviera. The authority sees a dramatic increase in its population during the summer months – with tourism being Torbay's biggest single sector representing economic impact of £442m per annum and a third of the area's employment. Currently, Torbay accounts for 1.45 million staying visitors and a further 3.8 million day visitors, being the largest major tourist area in the South-west of Britain.
- 2.3 The 2001 Census statistics give the age breakdown for Torbay: children aged 0-16 (18%), 17-24 (9%), 25-45 (26%), 46-65 (25%) and 65 and over (23%). These were quite similar in comparison with the South West and England, however there is a greater percentage of people aged 65 and over in Torbay than the South West and England. Torbay comprises of 48% men and 52% women. The split is similar to the South West and England (49% men and (51%) women.
- 2.4 Statistics from the NHS Torbay care trust highlight that there are more people aged over 65 and over than there are under the age of 16. Data from Torbay Council's consultation and research team indicate that the average age of residents in Torbay is 43.5 years; higher than the national average of 39.0 years.
- 2.5 Torbay has a lower percentage of Ethnic groups (Asian, Black and Chinese, 0.7%) than the South West (1.5%) and England (8%). Torbay has a significantly higher percentage of persons with a long term limiting illness (23%) compared with the South West (18%) and England (18%).
- 2.6 There are 27% of households that have no access to a car or van. However, Torbay has a slightly higher percentage of persons with 1 car or van (48%) than the South West (46%) and England (44%).
- 2.7 Over a third of residents in Torbay live in an area that is within the top 20% most deprived in England (Torbay Council, 2006). The most deprived areas include Torquay, Paignton and Brixham town centres.

Corporate aspirations of the authority

- 2.8 The Torbay Council Corporate Plan 2007-20011 outlines several aspirations they hope to fulfil. These include the following vision and guiding principles for Torbay:

Vision - " A cleaner, safer, prosperous Bay"

Guiding Principles

- “We will provide leadership and inspiration to improve the services we support and provide”
- “We will enable all to have fair access to, and enjoy, high quality services which will enrich their lives and help realise their full potential”

2.9 The activities proposed to bring about the vision include:

- Regenerating and Developing Torbay
- Implementing the Tourism and Economic Regeneration Strategies
- Implementing the Mayor’s Vision for the built environment of Torbay.
- Creating a clean and attractive environment
- Improve Recycling of Rubbish and Waste
- Making People feel
- Helping people to live happily, independently and healthily
- Increasing the supply of new Affordable Housing
- Improving Learning Environments
- Improving the way in which services are provided to the public

2.10 There is no mention of the role of taxis in the Corporate Plan

Torbay Second Local Transport Plan 2006-2011

2.11 Torbay Council's Local Transport Plan 2006-2011 (LTP) notes that a total review of the strategy for taxis and PHVs began in February 2006 involving a partnership with taxi operators to establish a more robust operational framework for service provision over the next 10 to 20 years.

2.12 The LTP also outlines a number of objectives for improving accessibility, as follows:

- Ensure good access to all key services from all parts of Torbay;
- Fully consider access when identifying new sites for key services;
- Maximise the level of access by all modes through the imposition of stringent section 106 and 278 agreements;
- Ensure that transport is not an impediment for disabled people; and
- Ensure good access to Torbay from outside and provide easily accessible information on travel options to and within Torbay

2.13 There are problems with access to healthcare in some locations especially for the elderly. It is indicated that there needs to be an improvement in accessibility to health care as access to GPs for the elderly and isolated is largely dependent on private cars and taxis. In particular, an increase in the capacity of the patient transport service is sought alongside improved accessibility to the hospital out of hours and weekends through the public transport system.

2.14 Other schemes proposed in the plan for improving accessibility are:

- National Cycle Network (completing the NCN in the area)
- South West Public Transport Information (providing high quality transport information)
- Public Transport Infrastructure (improvements to the infrastructure used by buses)

- Highway signage (rationalising highway and pedestrian signage and routing of traffic away from unsuitable routes)
- Brixham Town Centre (enhancement of the central area of Brixham, in support of the Brixham regeneration scheme; improvements to pedestrian and bus stop infrastructure as well as removing conflicts between different modes)
- New Bus Services to Western Corridor (priority to providing direct links between most deprived areas and the Western Corridor)
- Reduce Contract Bus Services for School Travel (moving school children away from contract bus services onto public services)
- Ticketing Initiatives (multi operator tickets and flexible tickets)
- Evening Bus Services (additional bus services during evenings to educational, cultural and sporting facilities and for shift workers)
- Rail/Bus Integration (improving integration between local bus and rail services and improve pedestrian and cycle links at rail stations)
- Learning Disabled Transport Packs (wide ranging pack giving information in accessible formats, also education and training)
- Infrastructure for the Disabled (increasing accessibility and social inclusion, for example by drop kerb, maintenance and shopmobility facilities)
- Smart Cards (to reduce delays at bus stops and increasing accessibility for vulnerable groups, initially aimed at students and job seekers)

Audit Commission Corporate Assessment

- 2.15 The Audit commission has produced a report examining the performance of Torbay Council. The CPA ratings found the Council to be a 2 star authority, improving well. Particular strengths identified included economic regeneration and making Torbay a safer place.

Taxis and private hire vehicles

- 2.16 Torbay currently licenses 162 full time hackney carriage vehicles and an additional 7 seasonal licenses that operate from May to September. In addition there are five horse drawn licenses operating at Cockington Court. These were restricted to a specific zone but in 2007 the Council reviewed its policy and allowed the extension of these licences, although to date only one has been extended. There are 350 licensed hackney drivers. The private hire fleet currently consists of 281 licensed private hire vehicles and there are 237 private hire Drivers.
- 2.17 The authority reviewed its taxi specification in 2005/6 and amended the specification to permit MPVs and stretch limousines. The current policy is to ensure that whilst not all vehicles have to be suitable for wheelchair access, that there be sufficient provision within the area. The review in 2005 concluded that a versatile and flexible taxi fleet was desirable, continuing the blue and red plate distinction for private hire and hackney vehicles. To date the policy has resulted in there being around 7/8 accessible hackney carriages (5% of total fleet) and a similar number of accessible PHVs (3% of total fleet).
- 2.18 Across the three towns there are 17 functioning ranks for motor hackney carriages with 2 additional private motor hackney carriage ranks at Torquay Railway station and Paignton railway station, bringing the total to 19. There are also two ranks for Horse Drawn Hackney Carriages at Cockington Lane, which were not observed as part of this study. The overall total of Authority controlled motor hackney carriage ranks, private motor hackney carriage ranks and Authority controlled horse drawn ranks is 21

Complaints File (Flare Database)

- 2.19 As part of the study, the complaints file for Torbay was analysed. From April 1st 2006 to October 2007 there were 27 noted complaints; an average of 1.5 per month. Of these 12 were responded to on the same day and the maximum waiting time for a response 8 days. The average response time remains good at 1.5 days.
- 2.20 The majority of complaints were lodged against private hire car drivers (driver standards, bad driving etc); there is also a complaint about overcharged fares, about a damaged taxi and about an unlicensed vehicle. Within the complaints are what appear to be 'internal issues' such as foreign driver medicals etc.
- 2.21 All complaints list Abbey Road as the 'Road' name and are under the 'Premises Name' - Safety & Licensing. Details are also very short and non-descript meaning it is hard to tell whether they are an internal or external complaint, the nature of the complaint and its severity.
- 2.22 There were 11 clearly noted requests for information made during the period, which is less than 1 per month.
- 2.23 In addition there were 70 'other' responses relating to licensing activities. However the majority of licensing activities are not captured on the Flare database. Therefore these are not a true reflection of the overall position. Of those identified:

- 12 were notifications of change of address
- 3 were notifications of a change of vehicle
- 3 would like to see implementation of a national driver database
- 1 required a renewal of plate,
- 2 were notifications of non-renewal
- 2 identified parking issues
- 1 related to an appeal
- 1 was an enquiry for an unmet demand study

Enforcement Data

- 2.24 A total of 111 vehicle inspections are carried out on a random basis during 2007/08. These resulted in 1 x 14 day notice and 24 x 1 day notices being issued for work to be undertaken on vehicles, all of which were complied with. There was no data available on rank enforcement for analysis.

Tariffs

- 2.25 The current Tariffs for Hackney Carriages are shown below in Table 2.1:

Table 2.1 Motor Hackney Carriage Fares in Torbay – 1st November 2007

TABLE OF HACKNEY CARRIAGE FARES	
TARIFF 1 (For all hirings commencing between 7am and 11pm from Monday to Saturday inclusive except those mentioned in Tariff 2)	
DISTANCE - For the first 500 yards (457 metres) or part thereof	£2.30
DISTANCE - For each subsequent 150 yards (137 metres) or part thereof	£0.14

WAITING TIME - For each 40 seconds or part thereof	£0.14
TARIFF 2 (For all hirings commencing between 11pm and 7am on any day between 7am and 11pm on Sundays and Bank Holidays and 7pm and 11pm on Christmas Eve and New Years Eve)	
DISTANCE - For the first 500 yards (457 metres) or part thereof	£3.00
DISTANCE - For each subsequent 150 yards (137 metres) or part thereof	£0.18
WAITING TIME - For each 40 seconds or part thereof	£0.18
EXTRA CHARGES	
For each passenger in excess of one	£0.20
For each hiring by which the driver is required to proceed to the hirer's designated pick up point	£0.50
For the fouling of the interior or exterior of a cab	£50.00
For charging purposes only two children between the ages of 3 years and 6 years shall be regarded as one person. A child under the age of 3 years shall not be reckoned. The meter will be re-set at the start of each journey, charges for distance and time registering automatically and additional charges being set by the driver.	

Source: Torbay Council

Ranks

2.26 Table 2.2 (overleaf) displays the 17 functioning ranks for motor hackney carriages as well as the 2 additional private motor hackney carriage ranks at Torquay Railway station and Paignton railway station, bringing the total to 19. Table 2.2 also displays the two ranks for Horse Drawn Hackney Carriages at Cockington Lane, (which were not observed as part of this study) together with 5 ranks which have been removed as outlined in the current Hackney Carriage and Private Hire Drivers Handbook.

Table 2.2 Official Motor Hackney Carriage Ranks

Rank Location	No of Vehicle Spaces	Days/Hours of Operation
Torquay		
1. Market Street	-	Removed
2. Babbacombe Downs Road	-	Removed
3. Cary Parade	9	24
4. Victoria Parade	13	24
5. Lymington Road (Library)	9 under Review	24
6. Lymington Road (Assembly rooms)	1	24
7. Lymington Road (Coach station)	6	24
8. Castle Circus	3	24
9. Chestnut Avenue	3	24
10. Union Square, Union Street	10	24
11. Abbey Road	-	Removed
12. Torbay Road – outside Princess Theatre	3	8pm-4am
13. Westlands School r/b by Bronshill Road	3	8am-9am & 2am-3am
14. Post Office Roundabout	3	24
15. The Strand	2	24
16. Torquay Railway Station – Private Rank	8-10	24
Paignton		
17. Hyde Road	2	24
18. Torbay Road	3	24
19. Garfield Road	10	Removed
20. Palace Avenue (South Side)	2	24
21. Dartmouth Road	4	24
22. Paignton Railway Station – Private Rank		24
Brixham		
23. Bank Lane	7	9pm - 12am
24. The Quay	-	Removed
Cockington Lane – Horse Drawn Hackneys		
25. Vicarage Hill, Cockington	2	
26. Cockington Lane	4	

3.0 RANK OBSERVATIONS

Rank Observation Survey

- 3.1 Across the three towns there are 17 functioning ranks for motor hackney carriages with 2 additional private motor hackney carriage ranks at Torquay Railway station and Paignton railway station, bringing the total to 19. There are also two ranks for Horse Drawn Hackney Carriages at Cockington Lane, however, these were not observed as part of this study. Only the 19 motor hackney carriage ranks were observed during this study.
- 3.2 The rank observation programme covered a period of 519 hours of rank observations. Rank observations were conducted between November 2007 and December 2007 except for one 9 hour survey at Union Street which was undertaken in March 2008. The timing of the rank observations was chosen to ensure that they were undertaken during the school term, to provide a mix of weekend and weekday observations and be representative of a typical week.
- 3.3 Observations were carried out at the following 19 motor hackney carriage rank locations as detailed in Table 3.1. The hours allocated to each rank were based upon a detailed site visit and discussions between TPI staff and the Client.

Table 3.1 Allocation of Formal Rank Observations

Rank Location	Hours Observed
1. Union Street	33
2. Post Office Roundabout	42
3. Castle Circus	38
4. Victoria Parade	46
5. The Strand	46
6. Cary Parade	45
7. Torbay Rd, Princess Theatre	14
8. & 9. Lymington Rd, Library & Assembly rooms	12
10. Lymington Rd, Coach Station	13
11. Chestnut Ave	18
12. Torquay Railway Station	33
13. Hyde Rd	12
14. Torbay Rd	39
15. Dartmouth Rd	17
16. Palace Ave	30
17. Paignton Railway Station	33
18. Bank Lane	46
19. Westlands School by Brunshill Road	2
Grand Total	519

Source: TPI

- 3.4 Rank observations by survey staff were undertaken at all ranks (a copy of the detailed rank observation schedule is included in the Appendix 4) For every five minute period, the number of taxis departing and the number of passengers departing was observed and recorded. At the end of each five minute period, the queue lengths of cabs and passengers were also recorded. For each hour the mean delay can then be estimated as being the queue length divided by the throughput per five minute period, multiplied by five minutes. Thus:

$$\text{MeanDelay} = \frac{\text{QueueLength}}{\text{Throughput}} \times \text{RecordingPeriod}$$

- 3.5 This method relies on compiling "representative weeks" of activity at each major rank and then using these to estimate overall passenger and cab delays and loading. This method provides consistent estimates within the bounds expected for passenger delay. In cases where long cab queues coincide with small levels of cab throughput the method tends to overestimate delays.
- 3.6 In constructing a representative profile of demand at a rank over the period of a week a number of assumptions are made. Firstly, 'daytime' observations refer to observations made between 0700 and 1800 hours and 'night-time' observations refer to the remaining period. Secondly, observations conducted between Monday and Friday daytime and Monday to Thursday night-time are regarded as similar and therefore referred to as typical weekday observations. Observations conducted on Friday and Saturday night-times and Saturday daytimes are all likewise similar and referred to as typical weekend observations, with Sunday treated separately, based on experience from other studies. These are then factored up to provide complete weekly totals.
- 3.7 The results presented in this section set out:
- **The Balance of Supply and Demand.** This indicates the proportion of the time that the market exhibits excess demand, equilibrium and excess supply;
 - **Average Delays and Total Demand.** This indicates the overall level of passenger and cab delay and provides estimates of total demand;
 - **The Demand Profile.** This provides the key information required to determine the pattern of demand; and
 - **The Effective Supply of Vehicles.** This indicates the proportion of the fleet that was off/on the road during the survey.

The Balance of Supply and Demand

- 3.8 The first indicator of the performance of the Hackney trade can be gauged from a general assessment of the market conditions. This is assessed in terms of three broad areas: excess demand, equilibrium and excess supply. If the minimum cab queue occurring during one hour was greater than two vehicles the market is considered to be in excess supply in that hour, that is, there were always ample cabs to meet the observed level of demand. If the maximum passenger queue exceeded two in an hour then the market is considered to be exhibiting excess demand in that hour, that is, there was at least one occasion during that hour in which the observed level of demand could not be met without passenger delay occurring. If the maximum passenger queue is below three and/or the minimum cab queue is less than three then the market is considered to be in equilibrium in that hour, that is, there was broadly speaking just

sufficient supply to meet the observed level of demand. The results of the analysis are presented in Table 3.2 below.

Table 3.2 The Balance of Supply and Demand in Torbay Rank-Based Hackney Carriage Market (Rows Sum to 100%)

Period		Excess Demand (hrs)	Equilibrium (hrs)	Excess Supply (hrs)
Weekday	Day	7.2	83.3	9.4
	Night	5.5	90.1	4.4
Weekend	Day	10.3	77.3	12.4
	Night	4.5	77.5	18.0
ALL (including Sundays)		6.3	82.4	11.3

Source: TPI

- 3.9 Table 3.2 shows that, overall, the market exhibits equilibrium conditions in 82.4% of hours, the predominant market state. Excess Demand is observed in only 6.3% of hours, while excess supply is experienced in 11.3% of hours. Conditions are worst during the weekend day times and at their best during weekend night times. During weekday daytimes the proportion of hours exhibiting excess demand is 7.2%. This is an important element in the consideration of significant unmet demand.

Average Delays and Total Demand

- 3.10 The rank observation programme was designed to allow estimates of a week's activity at each rank. To observe each rank for a complete week would have been costly and unnecessary. Instead the week was divided up into periods and observations designed to sample from these. The periods are "daytime" i.e. 0700-1800, "Night-time" i.e. 1800-0400, "Weekday" (i.e. Monday to Friday 'daytime' and Monday to Thursday 'night-time'), "Weekend" (i.e. Friday 'night-time' and Saturday), and Sunday, which was treated in isolation. Using this method the following estimates of average delays and throughput were produced for each of the main ranks in the licensing District as shown in Table 3.3.

Table 3.3 Average Delays and Total Demand (Delays in Minutes)

Rank	Passenger Departures	Cab Departures	Average Passenger Delay	Average Cab Delay
Union Street	3469	1763	0.02	11.64
Post Office Roundabout	1422	1182	0.12	15.92
Castle Circus	711	781	0.81	12.54
Victoria Parade	765	606	0.79	22.40
The Strand	497	689	0.24	25.69
Cary Parade	319	466	0.03	27.44
Torbay Rd, Princess Theatre	80	32	4.25	5.00
Lymington Rd, Library & Assembly rooms	5	35	0.00	7.14
Lymington Rd, Coach Station	5	15	0.00	23.33
Chestnut Ave	0	0	0	0
Railway Station	391	490	1.16	16.40
Hyde Rd	465	365	0.97	0.27
Torbay Rd	0	0	0	0
Dartmouth Rd	18	17	13.89	1.76
Palace Ave	0	0	0.00	0.00
Railway Station	1182	1083	0.85	24.23
Bank Lane	1864	1596	0.64	9.40
Westland Lane	20	10	0.00	20.00
Totals and Averages	11, 212	9, 129	0.47	15.72

Source: TPI

3.11 The average delays and total demands in the above table are calculated as follows, using Union Street as an example. Firstly, below is a summary, taken from the appendices citing all the rank observations observed at this location.

Table 3.4 Rank Observations undertaken at Union Street

Rank Name : Union Street Day: Thursday Date: 8/11/07 Time: 10:00 - 18:00											
Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 10-11	21	12	0	101	0.00	42.08	0	7	0	0	1
1 11-12	40	28	0	97	0.00	17.32	0	5	0	0	1
1 12-13	58	35	0	89	0.00	12.71	0	5	0	0	1
1 13-14	198	54	0	78	0.00	7.22	0	5	0	0	1
1 14-15	53	28	0	85	0.00	15.18	0	5	0	0	1
1 15-16	36	28	0	82	0.00	14.64	0	2	0	1	0
1 16-17	67	47	0	61	0.00	6.49	0	2	0	1	0
1 17-18	107	56	0	54	0.00	4.82	0	3	0	0	1
Total	600	288	0	647	0.00	11.23	0	34	0	2	6
Rank Name : Union Street Day: Wednesday Date: 26/03/06 Time: 19:00 - 4:00											
Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	3	2	0	1	0.00	2.50	0	0	0	1	0
20-21	0	1	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-1	0	0	0	0	0.00	0.00	0	0	0	1	0
1-2	0	0	0	0	0.00	0.00	0	0	0	1	0
2-3	0	0	0	0	0.00	0.00	0	0	0	1	0
3-4	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	3	3	0	1	0.00	1.67	0	0	0	9	0
Rank Name : Union Street Day: Saturday Date: 17/11.01 Time: 10:00 - 18:00											
Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 10-11	10	17	0	59	0.00	17.35	0	2	0	1	0
1 11-12	26	32	0	67	0.00	10.47	0	4	0	0	1
1 12-13	28	26	0	64	0.00	12.31	0	4	0	0	1
1 13-14	65	30	10	58	0.77	9.67	5	0	1	0	0
1 14-15	61	33	0	79	0.00	11.97	0	2	0	1	0
1 15-16	68	34	0	50	0.00	7.35	0	2	0	1	0
1 16-17	48	27	0	71	0.00	13.15	0	0	0	1	0
1 17-18	50	28	6	46	0.60	8.21	6	0	1	0	0
Total	356	227	16	494	0.22	10.88	11	14	2	4	2
Rank Name : Union Street Day: Friday Date: 16/11/07 Time: 19:00 - 04:00											
Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 19-20	2	3	0	4	0.00	6.67	0	0	0	1	0
1 20-21	0	3	0	5	0.00	8.33	0	0	0	1	0
1 21-22	3	1	0	1	0.00	5.00	0	0	0	1	0
1 22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
1 23-00	4	1	0	0	0.00	0.00	0	0	0	1	0
1 00-1	0	0	0	0	0.00	0.00	0	0	0	1	0
1 1-2	0	0	0	0	0.00	0.00	0	0	0	1	0
1 2-3	0	0	0	0	0.00	0.00	0	0	0	1	0
1 3-4	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	9	8	0	10	0.00	6.25	0	0	0	9	0
Rank Name : Union Street Day: Sunday Date: 18/11/07 Time: 10:00 - 18:00											
Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 10-11	10	4	0	48	0.00	60.00	0	3	0	0	1
1 11-12	7	7	0	47	0.00	33.57	0	3	0	0	1
1 12-13	11	10	0	45	0.00	22.50	0	2	0	1	0
1 13-14	16	14	0	59	0.00	21.07	0	2	0	1	0
1 14-15	8	8	0	68	0.00	42.50	0	4	0	0	1
1 15-16	14	12	0	59	0.00	24.58	0	2	0	1	0
1 16-17	15	11	0	22	0.00	10.00	0	0	0	1	0
1 17-18	2	2	0	3	0.00	7.50	0	0	0	1	0
Total	83	68	0	351	0.00	25.81	0	16	0	5	3

3.12 The totals for each survey above can be summarised as follows in Table 3.5:

Table 3.5 Summary of Rank Observations undertaken at Union St

	Number of Hours	Total Passengers	Average Passenger Delay	Total Cabs	Average Cab Delay
Mon-Fri DAY	8	600	0	288	11.23
Mon-Thu NIGHT	6	3	0	3	1.67
Sat Day DAY	8	356	0.22	227	10.88
Fri-Sat NIGHT	9	9	0	8	6.25
Sunday	8	83	0	68	25.81
		Passengers	CABS		
		3469	1763		
		Overall Weighted Passenger Delay =			0.02
		Overall Weighted Cab Delay =			11.64

3.13 The weekly passenger figure of 3,469 is calculated from:

$$\begin{aligned}
 600 \times 5 &= 3000 \\
 3 \times 4 &= 12 \\
 356 \times 1 &= 356 \\
 9 \times 2 &= 18 \\
 83 \times 1 &= 83
 \end{aligned}$$

Total = 3,469. The cab delay is derived in the same fashion.

The overall weighted passenger delay is derived as follows:

$$\begin{aligned}
 600 \times 5 \times 0 &= 0 \\
 3 \times 4 \times 0 &= 0 \\
 356 \times 1 \times 0.22 &= 78.32 \\
 9 \times 2 \times 0 &= 0 \\
 83 \times 1 \times 0 &= 0
 \end{aligned}$$

Total = 78.32 and this $78.32/3469 = 0.02$. The overall weighted cab delay is calculated in the same fashion.

Finally the Total Weekly Passengers Departures, 11,212 and Cab Departures, 9,129 in are the total estimated weekly passengers and cabs for all ranks.

3.14 An Average Passenger Delay across all ranks of 0.47 minutes is then calculated from the sum of multiplying the weekly passenger departures at each rank by passenger delays at

that rank, (i.e. 3469×0.02 for Union St), divided by the total Weekly Passengers at all ranks.

- 3.15 The surveys suggest that in total there are approximately 11,212 passengers and 9,129 cab departures per week from all the ranks and that on average each passenger waits 0.46 minutes for a cab. Cabs wait for an average of 15.72 minutes.
- 3.16 Table 3.3 shows that the busiest ranks with respect to passenger and cab departures are Union Street, Bank Lane and Post Office Roundabout. The quietest ranks with respect to passenger and cab departures are Chestnut Avenue, Torbay Road and Palace Avenue.
- 3.17 Union Street is particularly busy on a Weekday daytime and a Saturday daytime. Bank Lane is busy on a weekday daytime, Friday/Saturday night-time and on a Sunday. Post Office Roundabout is especially busy on a Saturday day-time

The Delay/Demand Profile

- 3.18 The previous analysis may hide a lot of variation in service performance at different times of the day and of the week. To investigate the nature of passenger delay at ranks further, analysis has been conducted by time of day and day of the week.
- 3.19 Figure 3.1 provides a graphical illustration of average daily passenger demand per rank from 0700 Monday to 0400 Friday. Figure 3.2 shows the equivalent information for the period 1800 Friday to 0400 Saturday.
- 3.20 Figure 3.1 shows demand rises from 0700, increasing throughout the morning up to 13:00 where it peaks. Demand then drops off to a low around 1900, remaining at this lower level until 0400.
- 3.21 The situation at the weekend is shown in Figure 3.2. Demand rises from 1000, increasing to a peak between 1300-1700. Demand then drops off but rises again after 2100 to a further lesser peak around midnight.
- 3.22 The two profiles are combined and factored accordingly to represent average weekly profiles in Figure 3.3. The figure shows that, overall, demand in Torbay does not exhibit a high degree of peaking in the evening and late at night at weekends. As such demand can be classed as being not highly peaked.
- 3.23 Moving onto passenger delays Figure 3.4 and 3.5 provide an illustration by time of day for the 0700 Monday to 1800 Friday and 1800 Friday to 0400 Saturday periods respectively.
- 3.24 During the 0700 Monday to 1800 Friday period passenger delays occur at virtually all hours of the day. The peak passenger delay of just under 3 minutes occurs between 0300-0400.
- 3.25 During the 1800 Friday to 0400 Saturday period passenger delays are experienced at all hours apart from 1900-2200. The peak passenger delay of just under 2 minutes occurs between 1200-0100.
- 3.26 Figure 3.6 provides an illustration by time of day for the weekday and weekend periods combined.

The Effective Supply of Vehicles

3.27 Observers were required to record the Hackney Carriage licence plate number of vehicles departing from ranks. In this way we were able to ascertain the proportion of the fleet that was operating during the survey. Of the 162 licences, (i.e. not considering the 7 restricted licenses placed on during May-September, and the 5 horse drawn licenses), 154 (95%) were observed at least once at the official ranks. This implies that the Hackney Trade was operating at full strength during the period covered by the observations.

Wheelchair User Hirings and Private Hire Observations at the Ranks

3.28 During the rank observation period, from a total of 3,801 passengers observed hiring hackney carriages at the ranks, 31(0.8%) were wheelchair users.

3.29 During the rank observation period, from a total of 3,163 Hackney Carriages/PHV observed at the ranks 72(2.3%) were Private Hire Vehicles.

Figure 3.1 Average Daily Passenger Demand per Rank (07am-4am) for the Weekday Period 0700 Monday to 1800 Friday Inclusive

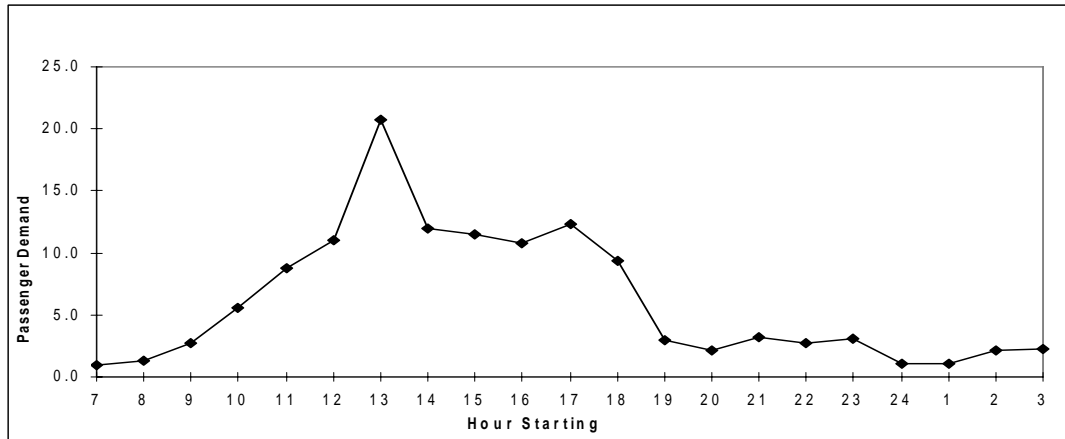


Figure 3.2 Average Daily Passenger Demand per Rank (10am-4am) for the Weekend Period 1800 Friday to 0400 Saturday Inclusive

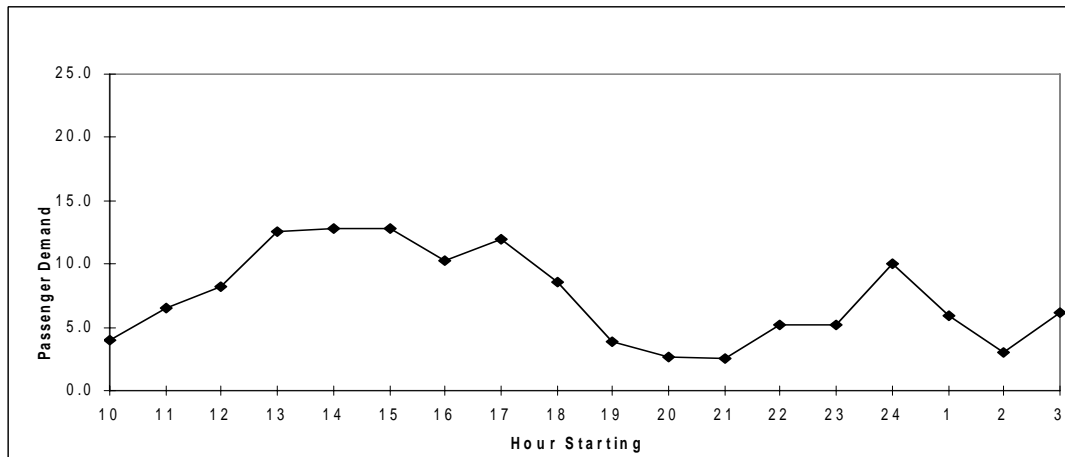


Figure 3.3 Average Weekly Passenger Demand per Rank (7am-4am) for the Weekly Period 0700 Monday to 0400 Saturday Inclusive

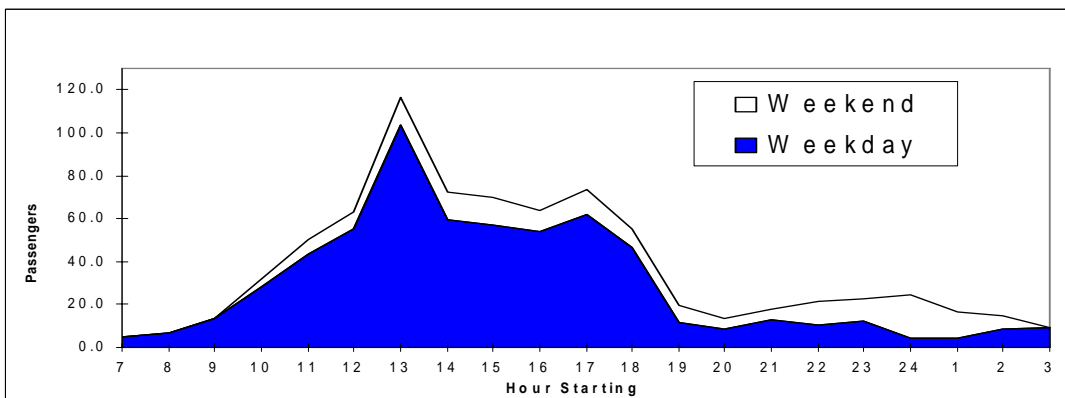


Figure 3.4 Average Daily Passenger Delay (7am-4am) for the Weekday Period 0700 Monday to 1800 Friday Inclusive

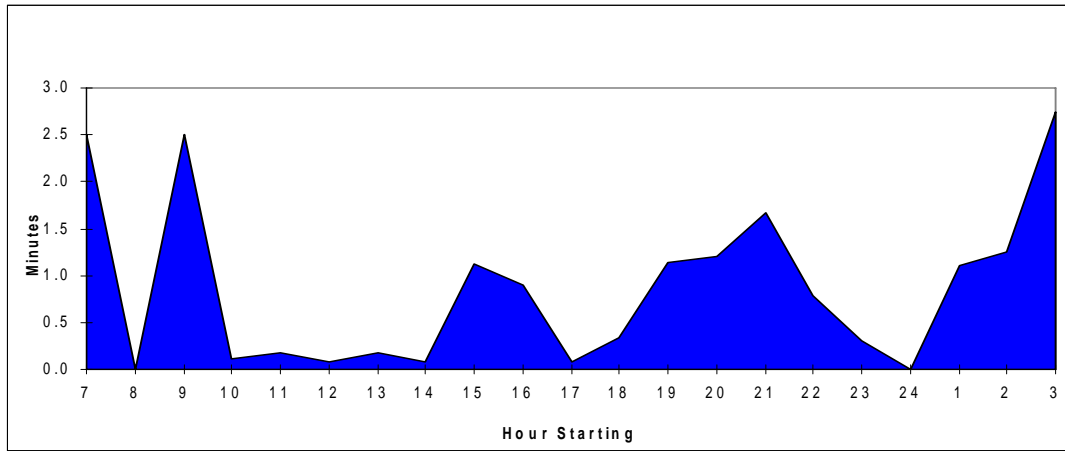


Figure 3.5 Average Daily Passenger Delay (10am-4am) for the Weekend Period 1800 Friday to 0400 Saturday Inclusive

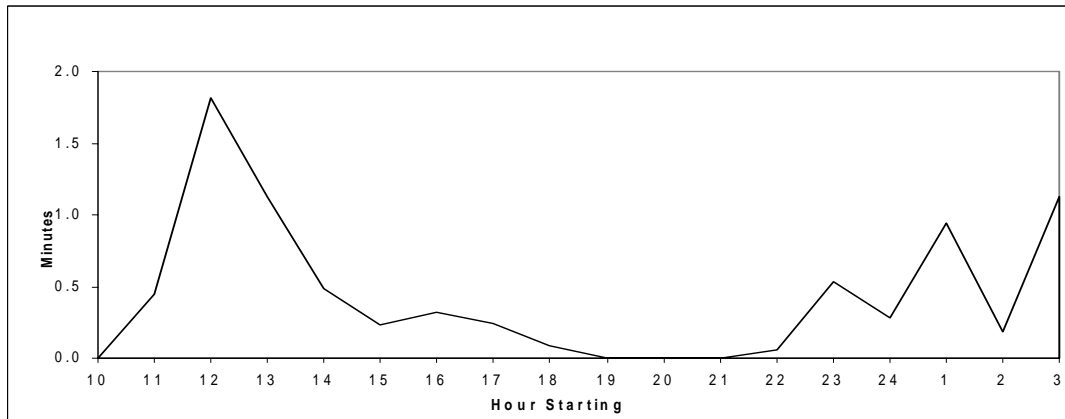
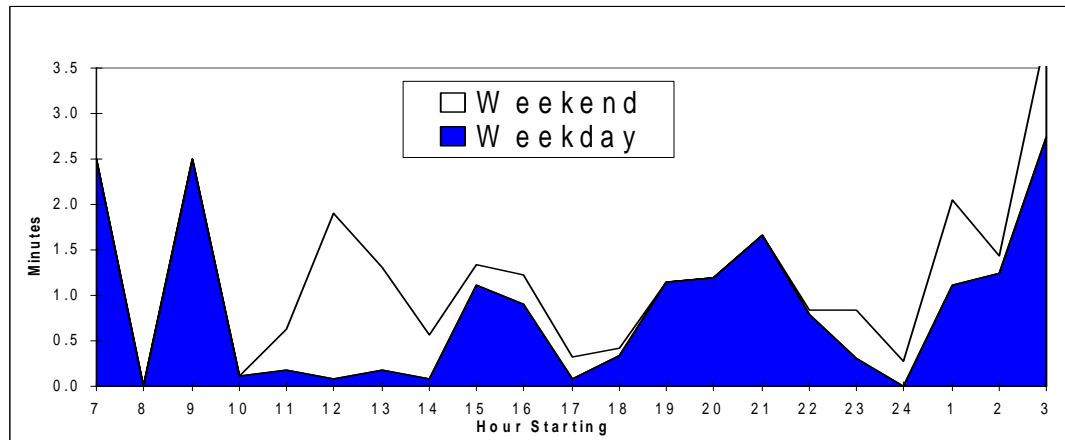


Figure 3.6 Average Daily Passenger Delay (7am-4am) for the Weekly Period 0700 Monday to 0400 Saturday Inclusive



Indicator of Significant Unmet Demand

3.28 A further indicator can be calculated taking into account the size and incident of passenger delay and the effect of peaks in demand. It is defined as the product of the average passenger delay, the percentage of passengers travelling in hours where the average delay is greater than or equal to one minute and the percentage of excess demand. If peaking demand is present the average delay is factored by 0.5 to allow for the disproportionate effect of late night demand on the overall average delay. That is to say, the four main indicators from the rank observations are as follows:-

- I. the average passenger delay across all time periods (APD);
- II. the incidence of passenger queues (Excess Demand) during the Monday to Friday daytime period (ED);
- III. the proportion of Hackney users travelling in hours where the delay at the rank in question was greater than or equal to one minute (P1); and
- IV. whether the demand profile is highly peaked (HP).

3.29 Using these indicators a simple Index of Significant Unmet Demand (ISUD) has been developed as follows (where HP = 1 if no peaking and 0.5 if peaking is present)

$$\text{ISUD} = \text{APD} \times \text{ED} \times \text{P1} \times \text{HP}$$

The value for Torbay is:

$$\text{ISUD} = \text{APD} \times \text{ED} \times \text{P1} \times \text{HP}$$

$$= 0.47 \times 7.2 \times 15.71 \times 1.0 = 53$$

3.30 At the time this method was devised, those authorities where previous studies had resulted in a conclusion of significant unmet demand had produced values of 90, 162, 196, 275, 282, 408 and 972. At that time, the highest value obtained for a study where a conclusion of no significant unmet demand had been reached was 71. This suggested a threshold value of around 80 to use as a benchmark. The value of this indicator for Torbay is 53 which results in a conclusion of there being no significant unmet demand in the rank based market.

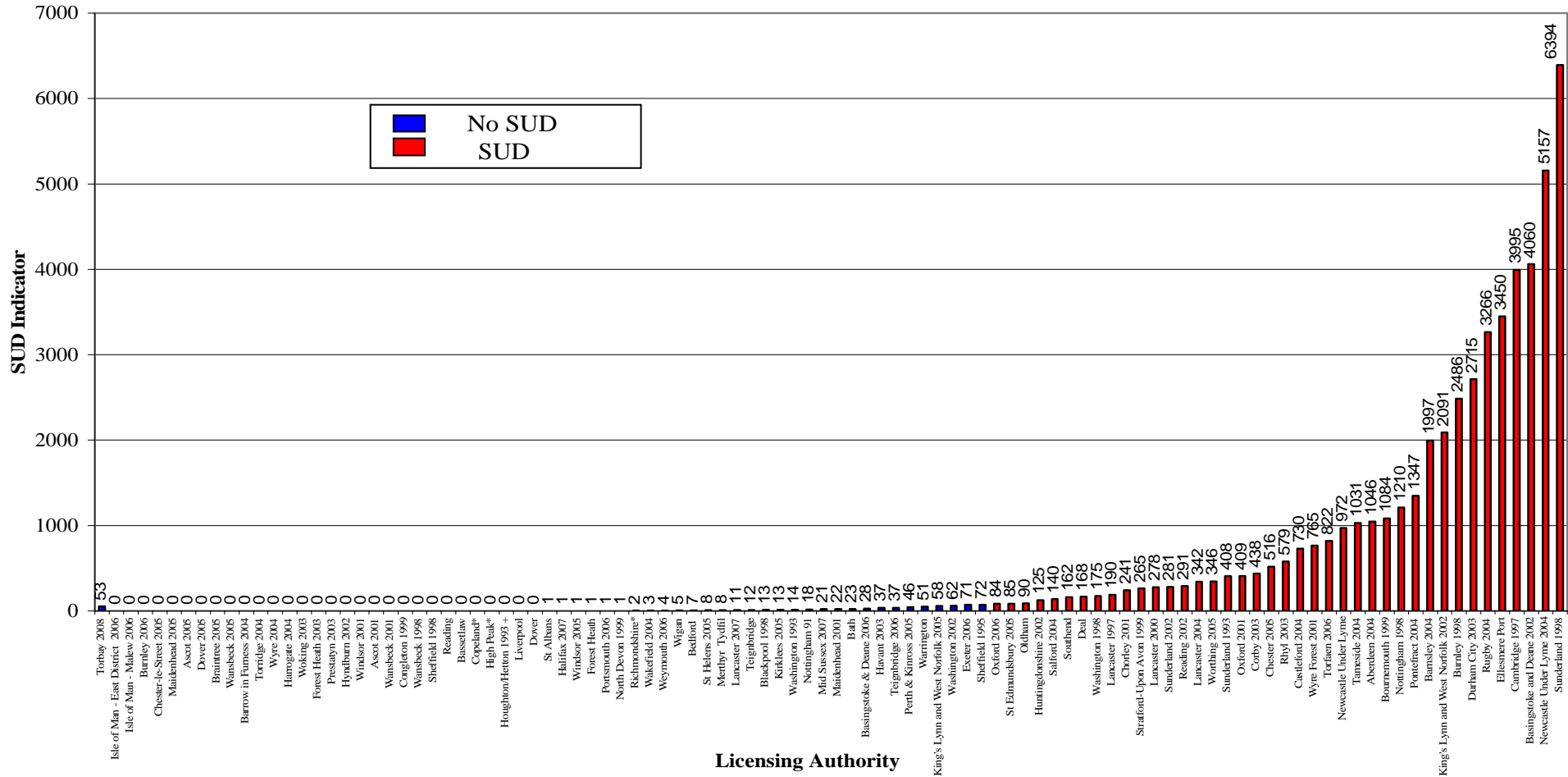
3.31 Figure 3.7 shows the Significant Unmet Demand (SUD) Indicator Value in Torbay compared with other Authorities. It can be clearly seen that the location of the Colchester SUD Indicator suggests No Significant Unmet Demand

Informal Rank at the Strand

3.32 Observations were also carried out at the informal rank at the bus shelters close to the Strand Rank on a Friday night in November from 19:00-0300. It is known that the Trade use the bus lay by/bus stops as a feeder rank to the Strand between 11:00-0300. The buses stop at 12am, and the police accept this informal activity. However, hackneys at the bus stops before this time can deny the buses access, causing the buses to drop people downstream. The data collected shows that no passengers were observed and only 2 cabs were observed between 22:00 and midnight at this location

Figure 3.7

Significant Unmet Demand (SUD) Indicator Value in Torbay Compared with Other Authorities



Comparison with other authorities

3.33 Any comparisons between authority areas should be treated with some caution. Districts vary widely according to population density, total population, public transport provision, car ownership and many other socio-economic and physical characteristics. However, previous studies undertaken over time can provide useful comparators. The following main points may be made about the results in Torbay compared to other districts:

Table 3.6 Torbay and average of 81 previous studies, key indicators

	Populatio n per Hackney	Proportio n Waiting at Ranks	Proportio n Waiting 3 1 minute	Proportio n Waiting 3 5 minutes	Average Passenge r Delay	Average Cab Delay	% Excess Demand
Torbay	801	22.94	15.71	1.74	0.47	15.71	7.20
AVERAGE	1,722	40.19	23.67	6.16	1.07	11.65	9.92

3.34 The population supplied by each Hackney in Torbay is 801, compared to the average of 1,699 for the 100 districts cited. If Torbay conformed to the average, there would be 78 hackneys. If Torbay equalled the best provision there would be 540 hackneys. If Torbay equalled the worst provision there would be 23 hackneys. Figure 3.8 shows the Population per Hackney in Torbay compared to other Authorities.

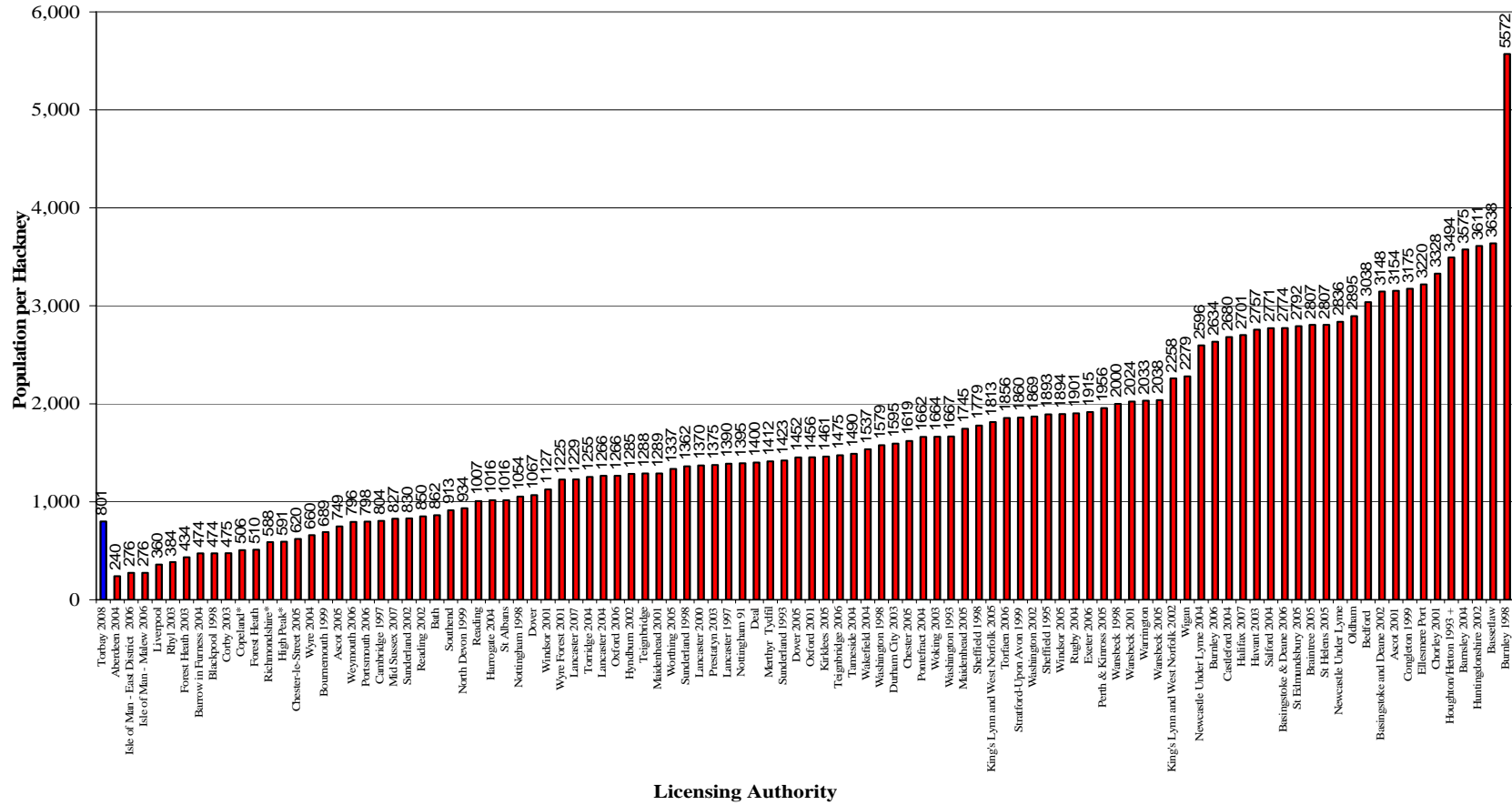
Rank audits

3.35 As part of the study the facilities/accessibility at each rank was reviewed by the consultants. Full details of the rank audit are included in the appendices and the key outputs are summarised below.

- Clear signage is not available at 6 of the ranks and there are 9 ranks that have no signage available to indicate routes to or from the rank
- There are 2 ranks that are not clearly marked out on the road
- No ranks have information available explaining what to do or how to obtain a taxi if there are none at the rank
- Similarly no ranks have Information available on complaints procedure, licensing officer contact number or promotions, etc
- There are 16 ranks at which there is no dropped kerb available
- Only 1 ranks has seating available and only one a shelter
- All ranks are adequately lit and only one is not easily visible from a main thoroughfare
- Only 3 ranks do not appear to be covered by CCTV
- Only 5 ranks have a public telephone located nearby

Figure 3.8

Population per Hackney in Torbay Compared With Other Authorities



4.0 ON STREET SURVEYS

Introduction

- 4.1 A public attitude interview survey was undertaken to assess taxi and private hire vehicle use, as well as flagdown and telephone delays, and levels of satisfaction. It also provided information on the views of users and non-users throughout different parts of the authority. The survey structure comprised three elements. The first part identified the specific characteristics of a person's last taxi trip. The second part analysed a respondent's more typical, longer term, taxi requirement and factors influencing their amount of taxi travel. The third part addressed peoples' views on the potential for improving taxi services in the area.
- 4.2 It should be noted that in the tables that follow the totals do not always add up to the same amount. This is due to either not all respondents being required to answer all questions, some respondents failing to answer some questions or some questions allowing multiple responses. Where the latter applies this is highlighted in the title of the table.

Survey responses

- 4.3 Over 1,000 interviews were carried out in and around Torbay during November and December 2007. The survey sample was designed to reflect, as far as possible, the age and gender characteristics of the local community, ensuring the responses were representative. As a quality check, all respondents were asked for a telephone number. A selection of those who provided this were telephoned to confirm their details and that they had taken part in the survey.

Table 4.1 Target and Actual Samples for Interview Surveys by Age and Sex

Category	Target Quota		Actual Quota	
	Frequency	Percent	Frequency	Percent
15 – 29	180	18.0	286	27.6
30 – 64	548	54.8	517	49.8
65+	272	27.2	177	17.1
No age given	0	0.0	58	5.6
Total	1,000	100.0	1,038	100.0
Male	468	46.8	477	46.0
Female	532	53.2	478	46.1
No sex given	0	0.0	83	8.0
Total	1,000	100.0	1,038	100.0

Source: TPI

- 4.4 The surveys achieved a reasonable range of responses from different age groups and both mail and females. Shortcomings in the sample of people aged 65 and over are addressed by further face to face consultation undertaken with this group of the population.
- 4.5 A third of respondents were employed full time, similar to the proportion in the population overall (Census 2001 - 33%), 16% were retired compared with

18% of the population overall. However, the surveys did include an overrepresentation of those unemployed – 12% compared to 4% according to Census data. Overall, the responses provide a representative range of employment status.

Table 4.2 Economic Status of Respondents to Pedestrian Survey

Status	Frequency	Percent
Full-time Employed	336	32.4
Part-time Employed	132	12.7
Unemployed	125	12.0
Student/Pupil	77	7.4
Retired	163	15.7
Housewife/Husband	87	8.4
Other	44	4.2
No Status Given	74	7.1
Total	1038	100.0

Source: TPI

- 4.6 The majority of survey respondents were permanent residents in the area, with only 2.3% visitors or tourists, reflecting the season in which the surveys were undertaken. Tourist agencies were included in the written consultation to ensure the summer /visitor needs were taken into account.

Table 4.3 Residency of Respondents

Residency	Frequency	Percent
Permanent Resident	911	87.8
Visitor	21	2.0
Tourist	3	0.3
No Residence given	103	9.9
Total	1,038	100.0

Source: TPI

- 4.7 Respondents were also asked for their home postcode. Almost 90% were from the immediate Torbay area: either TQ1 (20%), TQ2 (17%), TQ3 (Paignton 26%), TQ4 (11%) or TQ5 (Brixham 14%) postcodes.

Last journey made by taxi

- 4.8 All respondents were asked if they had made a journey by taxi in the last month. The survey showed that 412 people (40%) had used a taxi within the period and 607 people (59%) had not. The 412 recent users were then questioned about their last trip in terms of the following:

- journey purpose;
- cost of the trip;
- group size using taxi;
- time of travel;
- method of hire;

- ease of hiring; and
- satisfaction with service.

Characteristics of Last Taxi Trip

- 4.9 The most predominant journey purpose of those making a trip in the previous month was shopping (41.6%), followed by leisure (37.2%) and personal business (10.7%).

Table 4.4 Trip Purpose for Last Trip

Trip Purpose	Frequency	Percent of 411 valid responses
Shopping	171	41.6
Leisure	153	37.2
Personal Business	44	10.7
Work/Education	22	5.4
Hospital/Medical	13	3.2
Link to Other Transport	8	1.9
No Response	627	-
Total	1038	100.0

Source: TPI

- 4.10 The cost of the last taxi trip ranged from £2.80 to £30.00. The average journey cost was £7.02.

Table 4.5 Reported Cost of Last Trip

Cost (£)	Frequency	Percent (of 333 respondents who gave specific answer)
1.01 - 2.00	0	0.0
2.01 - 3.00	20	6.0
3.01 - 4.00	63	18.9
4.01 - 5.00	45	13.5
5.01 - 6.00	34	10.2
6.01 - 7.00	43	12.9
7.01 - 8.00	45	13.5
8.01 - 9.00	14	4.2
9.01 - 10.00	20	6.0
10.01 – 11.00	25	7.5
11.01 – 12.00	9	2.7
12.01 – 13.00	1	0.3
14.01 – 15.00	8	2.4
15.01 – 16.00	2	0.6
19.01 – 20.00	1	0.3
24.01 – 25.00	1	0.3
29.01-30.00	2	0.6
Total	333	100.0
Don't know	84	-
Total	417	

Source: TPI

- 4.11 58% of those who responded felt they were receiving good value for money for their taxi journey. However, 14.8% thought that they were not given value for money.

Table 4.6 Public Perception of Value for Money on Last Trip

Value for Money	Frequency	Percent
Yes	232	58.0
No	59	14.8
Don't Know	109	27.3
Total	400	100.0

Source: TPI

Group Size and Time of Trip

- 4.12 The average group sizes by time of trip are given below, showing that the number in a group using taxis tends to be higher in the evening.

Table 4.7 Average Group Size on Last Trip by Time of Travel – Pedestrian Survey

Time of Travel	Average Party Size	Sample	Percent
0701 – 0800	1.1	7	2.0
0801 – 0900	1.4	14	4.0
0901 – 1000	1.9	13	3.7
1001 – 1100	1.5	15	4.3
1101 – 1200	1.6	17	4.8
1201 – 1300	2.0	24	6.8
1301 – 1400	1.7	74	21.0
1401 – 1500	1.8	41	11.6
1501 – 1600	1.0	11	3.1
1601 – 1700	1.0	10	2.8
1701 – 1800	2.1	8	2.3
1801 – 2300	2.2	32	9.1
2301 – 0300	2.0	81	23.0
Total		352	100.0

Source: TPI

Method of Taxi Hire on Last Trip

- 4.13 Just over half of respondents (51.4%) obtained their taxi at a rank, with almost all the remainder (47.5%) hiring their taxi by telephone and only 1% flagging-down a taxi.

Table 4.8 Method of Taxi Hire for Last Trip - Pedestrian Survey

Method	Frequency	Percent
Rank	198	51.4
Flagdown	4	1.0
Telephone	183	47.5
Total Trip-makers	385	100.0

Source: TPI

Ease of Taxi Hire

- 4.14 Table 4.9 provides summary statistics relating to key service quality characteristics on last trips. Respondents reported walking for 8.7 minutes, on average, to the nearest rank. Rank hirers reported an average wait time of 1.9 minutes before obtaining a taxi. There are 70.5% of rank hirers that reported no delay. Those pre-booking taxis saw an average delay of 0.4 minutes from the time they were booked for.
- 4.15 The 162 people who booked by telephone and wished to travel straight away, found that 95.7% of the time they were able to obtain a booking with the first operator they contacted. Once the booking had been accepted the average delay for the taxi to arrive was 10.4 minutes.

Table 4.9 Delay in Obtaining Taxi on Last Trip (Delays in Minutes)

Measure	Average	Minimum	Maximum	No of People
Time to walk to Rank	8.7	0	80	228
Rank Wait	1.9	0	20	207
Flagdown Wait	0.7	0	2	3
Number of Taxis Flagged Down	2.7	2	3	3
Immediate Booking Wait	10.4	1	35	159
Number of Operators Telephoned	1.1	3	0	163
Pre-Booked Taxis Arrival	0.4	-1	15	103

Source: TPI

Table 4.10 Satisfaction with Delay on Last Trip

Method Of Hire	Sample	Percentage of Respondents Satisfied
Telephone	183	78.7%
Rank	198	47.5%
Flagdown	4	75.0%
Time of Day		
0301 – 0700	8	50.0%
0701 – 0800	10	50.0%
0801 – 0900	14	78.6%
0901 – 1000	16	68.8%
1001 – 1100	16	56.3%
1101 – 1200	21	57.1%
1201 – 1300	33	66.7%
1301 – 1400	87	72.4%
1401 – 1500	48	72.9%

1501 - 1600	13	76.9%
1601 - 1700	10	50.0%
1701 – 1800	10	60.0%
1801 – 2300	39	48.7%
2301 - 0300	92	47.8%

Source: TPI

- 4.16 The majority of people questioned were satisfied with the delay incurred when booking a taxi by telephone or flagging down a taxi. However, there were just over 50% of respondents that were dissatisfied with the delay at ranks. Overall the level of dissatisfaction increases during the period between 1801 and 0300.

General patterns of taxi use

- 4.17 To identify a profile of the frequency of taxi use across all respondents, all were asked how often they used taxis at ranks, on-street and by telephone. The majority of respondents used taxis infrequently. However, Taxis were hailed on a daily basis by two respondents, four used rank hired taxis daily, and six used telephone booked taxis daily. There were 9.2% of respondents that booked a taxi by telephone at least weekly, while 10.9% use ranks with the same frequency.

Table 4.11 Frequency of Taxi Use

	Rank Hire	%	Flagdown	%	Phone	%
Every Day	4	0.4	2	0.2	6	0.6
At Least Weekly	112	10.9	38	3.8	94	9.2
At Least Monthly	309	30.1	56	5.6	300	29.2
At Least Annually	151	14.7	33	3.3	204	19.9
Less Often	138	13.4	153	15.4	152	14.8
Never	314	30.5	713	71.7	270	26.3
Totals	1028	100.0	995	100.0	1026	100.0

Source: TPI

Deterrents to Increased Hackney Carriage Use

- 4.18 To determine overall opinion toward the use of Hackney Carriages, all respondents were asked to identify the principal factors which limit their use of Hackney Carriages. Results suggested the main limitation was that people have a car available (51.7%), followed by the availability of buses (13.2%). Cost was a factor for 9.3% of respondents and 2.3% preferred to use a PHV.

Table 4.12 Reasons for Not Using Hackney Carriages More Often

Reason	Frequency	Percent
Car Available	537	51.7
Bus Available	137	13.2
No Need	127	12.2
Too Expensive	97	9.3
Walk/Cycle	39	3.8

Prefer/Use Private Hire	24	2.3
Distance to Ranks	8	0.8
Waiting Time/Availability	7	0.7
Conduct of Drivers	7	0.7
No Response	55	5.3
Total	1038	100.0

Source: TPI

Knowledge of Hackney Carriage Fares

- 4.19 People were asked to estimate the cost of a three mile, daytime hackney journey from a rank in the Torbay area. The average estimated cost was £9.14, £2.37 above the actual average cost of £6.77 for a daytime journey and £0.40 above the actual average cost of £8.74 for a night-time journey.

Table 4.13 Estimated Cost of a Three Mile Trip in the District of Torbay from a Rank During the Daytime - Pedestrian Survey

Fare Band (£)	Frequency	Percent	Cumulative Percent
1.01 - 2.00	2	0.22	0.22
2.01 - 3.00	11	1.20	1.41
3.01 - 4.00	26	2.83	4.24
4.01 - 5.00	67	7.28	11.52
5.01 - 6.00	95	10.33	21.85
6.01 - 7.00	187	20.33	42.17
7.01 - 8.00	165	17.93	60.11
8.01 - 9.00	63	6.85	66.96
9.01 - 10.00	92	10.00	76.96
10.01 - 11.00	50	5.43	82.39
11.01 - 12.00	15	1.63	84.02
12.01 - 13.00	12	1.30	85.33
13.01 - 14.00	7	0.76	86.09
14.01 - 15.00	36	3.91	90.00
15.01 - 16.00	19	2.07	92.07
16.01 - 17.00	10	1.09	93.15
17.01 - 18.00	6	0.65	93.80
18.01 - 19.00	3	0.33	94.13
19.01 - 20.00	23	2.50	96.63
20.01 - 21.00	11	1.20	97.83
21.01 - 22.00	4	0.43	98.26
22.01 - 22.00	3	0.33	98.59
22.01 - 23.00	0	0.00	98.59
23.01 - 24.00	0	0.00	98.59
24.01 - 25.00	0	0.00	98.59
25.01 - 26.00	7	0.76	99.35
26.01 - 27.00	0	0.00	99.35
27.01 - 28.00	1	0.11	99.46
28.01 - 29.00	0	0.00	99.46
29.01 - 30.00	5	0.54	100.00
Don't Know	1		
No Response	117		
TOTAL	1038		

Source: TPI

Knowledge of Distinction between Hackney Carriages and Private Hire Cars

- 4.20 Respondents were questioned about their knowledge of the legal distinction between Hackney Carriage and Private Hire cars. To the statement “All taxis are allowed to pick up in the street or at a rank”, 1,025 people responded. Of these 1025, 473 (46.1%) said the statement was ‘false’. When pressed, 450 (95.1%) of these 473 clearly understood the difference. This shows that 43.4% of the 1038 people questioned were already aware of the legal difference between the two types of service at the start of the interview. Surveyors ensured that the others clearly understood which mode of hire (i.e. Hackney Carriages) was being discussed in the course of the interview.

Availability

- 4.21 We asked all respondents whether they had experienced problems in obtaining a taxi. Of the 1038 respondents, 99 (9.5%) said that they had whilst 920 (88.6%) said they had not. Reasons for difficulty in obtaining a taxi included:

- Waiting time is too long (22)
- Waiting in the rain (6)
- Taxis aren't available (5)
- People pushing into the queue (4)
- Other people causing disturbance/interruptions (4)
- Drunk people disturbing the peace (4)
- Long queues (4)
- Waiting for taxis to get to the rank (3)
- Taxi's being late (1)
- Other customers causing trouble (1)
- Having to wait in an unsheltered area (2)
- Bad customer service from a grumpy driver (1)
- Other customers disturbing the elderly (2)
- No taxis for over 30 minutes (1)
- Driver took a longer route (1)
- Waiting for 20 minutes (1)
- No seating for those who must wait (1)
- Not able to find a taxi rank (2)
- No taxis for ages (2)
- Booked a taxi to move DJ equipment, but was refused (1)
- Too expensive (1)
- Mix up with the time (1)
- Friday/Saturday nights are busy (2)
- None on the rank (1)
- Private hire takes over half an hour so stopped using taxis (1)
- Waving down doesn't always work (1)
- Have a pram, have to wait for a bigger taxi (1)
- No baby seat (1)
- Used a second hand phone to call for a taxi, but was refused. They said I was banned (1)
- Driver said I was too drunk (1)
- Taxis don't turn up (1)
- Services are busy (1)
- During busy periods (2)

- Hard to get a taxi at 3pm (1)
- Hard to get a taxi at school time, unless pre-booked (1)

4.22 Almost three quarters (72.5%) of respondents thought it most difficult to obtain the service of a hackney carriage on Friday and Saturday nights. However, when respondents were asked what proportion of the time they had problems in obtaining the services of a Hackney Carriage. 962 (92.7%) thought this was 50% or less.

Overall Assessment of the Availability of Hackney Carriages

4.23 In general availability was thought to be good. Of the 1,038 respondents only, around 5% thought availability was below average and around half perceived availability as being good or very good.

Accessibility

4.24 All respondents were asked about difficulty in entering or exiting any type of taxi, and more specifically about difficulty entering or exiting Hackney Carriages with steps (such as people carrier type vehicles). There were 9.5% of people that stated they had experienced difficulty in entering or exiting any type of vehicle, whilst 2.5% had experienced difficulty with vehicles with steps.

Overall Assessment of the General Standard of Hackney Carriages

4.25 Overall, the general standard of the services provided by Hackney Carriages in Torbay was thought to be good. Whilst 53% thought the standard of service was good or very good, only 7% thought it was poor or very poor and 39% rated the standard of service as average.

Potential for improvement

4.26 The survey asked whether or not people felt hackney carriage services could be improved. The responses highlighted that nearly half (44.5%) of respondents believed improvements possible. Respondents' suggestions for improving taxi services included those below (note multiple responses were permitted).

Table 4.14 Suggested Improvements to Torbay Hackney Carriage Services (Multiple Responses Allowed)

Improvement	Frequency	% (of 1032 responses)
Lower fares	412	39.7
More hackneys	125	12.0
Driver quality/customer care	122	11.8
Better Disabled access	76	7.3
More ranks	67	6.5
Better rank security	56	5.4
Low Emission vehicles	46	4.4
Better driving	44	4.2
Better driver appearance	40	3.9
Better conditioned vehicles	17	1.6
Standard vehicle type/colour	7	0.7
Shared taxis	3	0.3
Other suggestions	17	1.6

Source: TPI

4.27 The most often cited improvement was lower fares (40%), followed by more hackneys (12%), Driver quality and customer care (12%) and better disabled access (7.3%). Other suggestions for improvement included:

- Update vehicle models
- More sheltered ranks
- Seats at ranks
- More direction notices
- Should be more special deals available
- Should be allowed dogs in taxis
- Secure taxis
- Taxis should have baby seats
- Better communication
- Should be told the correct waiting time

Improvement to Rank Facilities

4.28 The survey also asked about improving taxi rank facilities in the area. All respondents were asked whether there were any locations where they would like new ranks introduced, and secondly if there were any existing ranks which they would make greater use of if more reliable taxi services were provided there. 51 (4.9%) of the respondents stated that they would like a new rank to be introduced, suggesting the following locations:

Table 4.15 Suggested Locations for New Ranks.

Location	Frequency	% (of 49 valid responses)
Seafront Paignton	4	8.2
Princess Theatre	4	8.2
Preston Seafront	3	6.1
Preston	3	6.1
Doctors Road, Brixham	2	4.1
St Mary's Square	2	4.1
Outside my house	2	4.1
Cinema	2	4.1
Broadsands Road	2	4.1
Town Square Brixham	1	2.0
Top of town	1	2.0
St Mary's	1	2.0
Preston, Torquay Road	1	2.0
Preston old job centre	1	2.0
Parkhall Lane	1	2.0
Paignton Post Office	1	2.0
Outside 6 Stone Acre Road	1	2.0
Norwich Avenue	1	2.0
Mudstone Lane, Brixham	1	2.0
Longdon Road	1	2.0
Leisure centre/ Goodrington	1	2.0
Kisstun	1	2.0
Higher Ransome Road, Brixham	1	2.0
Heath Road, Brixham	1	2.0
Furzham Road	1	2.0

Furteaque Avenue	1	2.0
Esplanade Road	1	2.0
Elm Park	1	2.0
Drew Street, Brixham	1	2.0
Burton Street, Brixham	1	2.0
Brixham Rugby club	1	2.0
Brisham Road	1	2.0
Bolton Street	1	2.0
Bigger	1	2.0

- 4.29 Only 42 (4%) respondents said they would use existing ranks more often if they were supplied with a more reliable hackney service, with locations suggested for improvement including:

Table 4.16 Existing Locations Requiring Improved Service

Location	Frequency	% (of 42 valid responses)
Paignton Palace Ave	13	31.0
Bank Lane	10	23.8
Torbay Road	7	16.7
Paignton central	2	4.8
Castle circus	2	4.8
Paignton rank	1	2.4
Outside my house	1	2.4
Victoria Parade	1	2.4
Torquay	1	2.4
Paignton Railway	1	2.4
Dartmouth Road (Paignton)	1	2.4
All of them	1	2.4
Money	1	2.4

Source: TPI

Implications of Delimiting

- 4.30 Respondents were asked whether they felt that removing the limit on the current number of hackney carriages would be of benefit to them. Only 4.9% of respondents felt that it definitely would benefit them, whilst half (51.5%) felt that it definitely would not. The remaining 43.6% did not know or did not respond to the question.

5.0 OTHER CONSULTATION

Introduction

- 5.1 As part of the study a wide range of consultation was undertaken with key stakeholders, in line with DfT's guidance. Consultation included:
- Written and face to face consultation with the trade
 - Written consultation with other stakeholders
 - Face to face consultation with the local authority including education and social services and public transport staff
 - Face to face consultation with older people
 - Assisted questionnaire based consultation with disabled people
 - Comments on taxi use from 6 Mystery passengers

Trade consultation

- 5.2 A survey of all taxi and private hire vehicle operators, owners and drivers in the Torbay area was undertaken. A total of 114 valid responses were received (although not all respondents provided responses to all questions). While none gave the figures for patronage requested, there were 38 respondents that described their operations as very busy, busy or quite busy. The respondents varied with some operating 24 hours a day, 7 days per week to shorter hours 5 or 6 days per week. The busiest days varied with some operators saying they focused on the weekend/evening work, and others schools/social services contract work – and therefore were busier during the morning and afternoon in the week.
- 5.3 Only five respondents thought that there might not be an adequate supply of taxis and private hire vehicles, with many feeling there was an oversupply. A question on the impact of delimiting prompted strong responses with predictions of additional congestion at ranks, reduced income, bankruptcies, and declining standards.
- 5.4 The main improvements requested by the trade included improved enforcement of ranks, and a standardisation of tariffs, advertising rules and standards for PHVs and hackney carriages. The use of police or marshalls to telephone and book PHVs on busy weekend nights to reduce waiting was suggested, Mystery passenger/traveller checks were also recommended by some respondents. Sites suggested for new ranks included:
- Willows
 - Fore St
 - St Mary's Church
 - The Hospital
 - GPO
 - Strand
 - Torwood St
 - A council rank in Paignton was requested by several respondents
 - Harbour
 - Coach station
- 5.5 In addition to the trade survey face to face consultation was undertaken with two representatives of the Hackney Carriage Association. They considered that the profile of Hackney use in Torbay was significantly different to that found nationally with 70% of use believed to come from the rank, 30% by

telephone bookings and very little from flag downs. Since the rank at Somerfields was closed the busiest rank was said to be Union Square. All day on Saturday and Friday nights were considered the busiest time, especially at the Harbourside Rank in Torquay. It was suggested operators sought to work with the police at these times to clear the rank as quickly as possible. This included recognition of the need for unofficial use of PHVs to 'mop up' demand at these times.

- 5.6 The main issue concerning the Association at present is the closure of 'the seafront road' which is expected to continue for a further 3 months. This was believed to have destabilised trade as it meant drivers taking a more circuitous route out of Torquay from the main ranks. There was frustration that a request for access between midnight and 06.00am had not been granted by the Council. A concession to allow operators access to Fleet Walk was considered minor.
- 5.7 There was concern at the growing number of PHVs with numbers said to have increased by 50 since the previous Taxi Demand Survey. There was particular frustration at the increase in "cut price" companies, often using low paid drivers, which were seen as creaming off parts of the market (ie targeting of older people).
- 5.8 There was also concern that the numbers of stretch-limousines operating in the town were increasing. It was suggested that the Council did not license or regulate these and that this was being used as a "loophole" by operators both within and outside Torbay. Similarly there was concern that the Council recently extended the license of a road train that operates between the Harbourside and the town centre so this can operate all year round. The road train operates between around 10.00 and 17/18.00 each day and the operator is understood to have obtained a larger vehicle following the license change.
- 5.9 Both the above were seen as reducing the hackney market since they were introduced. Other impacts on the market since the previous survey were thought be the increasing use of mobile phones making it easier for prospective passengers to telephone for a PHV, the introduction of cheap flights reducing tourism in the town and the introduction of wheels on suitcases meaning less tourist sought to use a taxi from the rail station.
- 5.10 A reducing number of Hotel/B&B bed spaces in the town was regarded as an indicator of the reducing tourist trade. Last years summer was said to be particularly poor and the current winter "the worst for 40 years".
- 5.11 That the road train was allowed to advertise its service by the side of the Harbourside Taxi Rank, while a change of policy would be required for taxis to advertise, was seen as an illustration of the lack of support for hackneys. Similarly the loss of the Somerfield rank and the failure of a proposal to replace this with a new rank directly outside the Tesco's replacement. The rank provided now requires users to cross a busy road to get to a Hackney while PHVs can use a lay-by next to the supermarket (originally proposed for the new rank).
- 5.12 Despite the above concerns it was said that overall the current balance of Hackneys and PHVs was probably about right and PHV operators were not

thought to want Hackneys to be de-limited anymore than did the Taxi Association.

- 5.13 Existing demand for wheelchair accessible hackneys was not considered significant, although it was accepted that this demand may be being suppressed by the current limitations of the service offered and low expectations of potential users. Demand from wheelchair users that transferred to a seat, while their wheelchair was carried in the boot was more common. Demand was considered greater for wheelchair accessible PHVs and it was believed these would be radio'd if a wheelchair user required such a vehicle from the rank and a suitable Hackney was not available.
- 5.14 Hackney Plates for the Torbay area were thought to be worth between £30/40k each
- 5.15 The Association was aware of a number of ranks that were never used or only used on certain occasions and were concerned this should be taken into account when rank observation results were analysed.
- 5.16 A new rank at the new Tesco store was thought to be needed. This was served unofficially at present.
- 5.17 Plans to introduce a new rank at the Hospital were also mentioned.
- 5.18 There was considered to be an increasing risk to drivers from violence, believed to be fuelled by drink and increasingly drugs. There had been some discussion with the police on how to address this but they were not able to offer any increase in resources to assist. The introduction of Marshalls at the Harbourside Rank were welcomed. More of these, in vehicle CCTV, even closer working with the police were all suggested as potential solutions to address driver security concerns. The available training in defusing volatile situations (team teach) was outlined by the consultant and attracted some interest from the consultees.
- 5.19 The Association had not discussed whether they could provide a lead or facilitate training provision more generally. Few operators were thought to provide training to drivers and disability awareness training was not known to be provided by any. One of the representatives provided some in house training for their drivers, devised in house. There was interest in how the Association might 'tap into' the use of Train to Gain funds to support the provision of NVQ2 training.
- 5.20 Few operators were thought to be able to afford Public Liability insurance and it was considered that this may be limiting the level of door to door (as opposed to kerb to kerb) service they would provide.

Stakeholder Consultation

- 5.21 Chairman of the Torbay Tourism Forum - Torbay Tourism Forum occasionally use taxis, mostly Hackney Carriages which they pre book. They reported that they thought the supply of Hackney Carriages and/or Private Hires appears adequate other than during special event periods when usage is higher than normal. They are unaware of what the impact of removing or increasing the limit of Hackney licences would be. They find

drivers/operators are always responsive to their needs and never under any circumstance find it difficult to obtain a taxi. They would however like to see drivers in uniform and spotlessly clean cars. Cost is usually the factor that limits or prevents their taxi use. They were not aware of any ranks in need of improvement, any areas in which new ranks may be needed or any other forms of unmet demand.

- 5.22 Managing Director, Redcliffe Hotel Ltd - Redcliffe Hotel Ltd occasionally use taxis, mostly Hackney Carriages which they ring direct. They reported that they thought the supply of Hackney Carriages and PHVs was adequate. They think, on the subject of removing or increasing the limit on Hackney licences, that too few Hackneys would affect the few tourists who still visit Torbay and too many would cause congestion at ranks. They suggested drivers/operators are always responsive to their needs and have only ever experienced difficulty in obtaining a taxi on New Years Eve. They are not aware of any ranks in need of improvement, any areas in which new ranks may be needed or any other forms of unmet demand.
- 5.23 Secretary for Brixham Residents Association - Brixham Residents Association reported sometimes using both PHVs and Hackney Carriages. They reported no times when they had struggled to obtain a taxi and would view increasing the number of licences as a threat to the livelihood of current owners. In general they believed the supply of Hackneys is adequate but state that they have no experience of service for wheelchair users. They are not aware of any improvements that need to be made but cite cost as that which limits their use of taxis.
- 5.24 Managing Director of Berry Head Hotel - Berry Head Hotel use taxis a lot, mostly Private Hire Vehicles and believe the drivers are in the main responsive to their needs. They think the supply of Hackneys and PHVs is adequate and only find it difficult to obtain a taxi at night, after midnight especially in winter. Apart from this they are not aware of any unmet demand and report no factors that limit their taxi use.
- 5.25 Manager of the Jam Leisure Hotel - They reported sometimes using taxis, mainly Private Hire and use the same company each time, the drivers are always responsive to their needs and they think that the supply of Hackneys and Private Hire Vehicles is adequate.

Education

- 5.26 All secondary mainstream children receive a bus pass which allows them 7 day term time travel from Stagecoach within the authority. For pupils with special needs and those of primary age the coordination centre arranges transport. The authority has a good range of special education provision and therefore has only a few children that travel a long distance to out authority schools, mainly on a termly residential basis to Exeter or Bristol.
- 5.27 There are currently 107 routes, 74 of which are operated by vehicles with less than 8 passenger seats; ie suitable for provision by taxis. The larger vehicles are operated by those operators on a select list who have CRB clearance, insurance etc checked and completed. The tendering procedure for school transport has recently changed with operators now on open ended contracts with one month's notice either side, to enable greater flexibility for the authority. Additional routes are then tendered on a written basis – with three quotes invited from a rotation of operators. The authority

has a strict interpretation of the 1972 Act meaning that they do not allow plated and licensed PHVs or hackneys from other authorities to operate within their Borough or tender for contracts for education or social services.

- 5.28 The regular review of routes and re-tendering has brought prices down and controlled costs, and the authority is now exploring the scope for a framework basis using pre qualified operators that will enable even greater transparency of tendering. They are also looking to move towards e procurement through Devon portal.
- 5.29 Education services have their own terms and conditions for operators, over and above taxi licensing standards – mainly focussing on what is expected for transporting children. However, they rely on the licensing department's CRB checks.
- 5.30 The main shortages are for the over 4 seater vehicles that are wheelchair accessible. The authority is increasingly looking for wheelchair accessible vehicles not only to transport mobility impaired people, but because the space works better for transporting children with behavioural needs as well. However, problems were thought to be more acute about 2-3 years ago than at present.
- 5.31 Overall service quality is thought to be improving, although there has never been a particular problem with vehicles. Driver quality is improving but there are reportedly some training needs in relation to customer care, appropriate language/behaviour and disability awareness. The Education service representative consulted thought ideally this would be pursued on an authority wide basis so that whether operators were working with members of the public, education or social services all would receive the same standard of service. Education services do their own checks on the vehicles, operators and drivers to ensure correct usage of equipment and operators, at the special schools.
- 5.32 All escorts used on school transport services are directly employed by the authority, with about 60 permanent and 10 casual employed escorts.

Social services

- 5.33 Mainly 4 seater taxis are used to provide day centre transport and for adult respite transport on behalf of Social Services. As challenging behaviour, needs and dementia are increasing they are recognising that they may also need to start to put escorts on routes. For children's travel they try and integrate any respite care transport with the rest of the education transport network – especially for the afternoon run.
- 5.34 There are some 190 looked after children within the authority who are provided with transport, mainly using taxis. As there is a shortage of stable foster placements many children are moved, and several foster parents have a number of children placed with them meaning they are not available to accompany children to school and resulting in taxi provision. In addition, social workers have the flexibility to undertake ad hoc spot hire and there is a reluctance to centralise this. It is considered that a framework of approved operators could improve current arrangements providing greater transparency and a more even allocation of work between operators.

- 5.35 However, overall there is not thought to be any shortage of potential operators for social services contracts. In addition, the early morning station run to Newton Abbot is early enough to meet the London bound trains and for taxis to get back to Torbay to undertake social services runs afterwards.

Public transport

- 5.36 Torbay achieved an excellent LTP, but taxis and PHVs received little mention in this as they were not specifically in the DfT guidance on LTP preparation. Overall the authority is looking to achieve mode shift to public transport, walking and cycling. The authority has a mature and very well used local bus network – with some very high loadings – e.g. one route with 3.5 million annual passengers (out of 8 million authority wide). The authority also has high walking to school, leisure and work rates. The aim through the LTP is to achieve every location within 200m of an hourly or better bus service. There are some major problem locations such as the Willows shopping centre which at the moment only has two supported routes serving it. However, this is changing shortly. About 45% of the network kms are currently wheelchair accessible, and this will increase to 55% next year. There is also a limited local dial a ride service provided.
- 5.37 Overall bus patronage is growing, with both concessionary generated traffic and generic growth. The concessionary scheme reimburses 72% of which 3% must demonstrably be invested in increasing capacity and 1% in improving marketing. The concessionary fare scheme currently costs £3.5 million and this is expected to rise as many visitors to Torbay are over 60 and arrive by coach but from April 2008 will then be able to use the concessionary scheme within the authority. Carers' concessionary passes are to be withdrawn from April 2008 to try and control expenditure – as these have been misused in the past. This may be taken up by commercial operators or have an impact on taxi use.
- 5.38 The vast majority of the local bus network is commercially operated with only £325,000 subsidy for the remainder of the network. Around 95% of the route kms is operated by Stagecoach. Key routes operate to 12pm and 1am in the summer. In addition the authority has made extensive use of S106 agreements to provide capital for vehicle purchase via operators and then tender for driver only routes. These routes are on 7 year contracts with legal agreements for return of vehicle/buy back if routes are terminated in advance of the 7 years.
- 5.39 The authority is upgrading cycle routes including the NCR28, and off road provision is being put into the hospital and hospice grounds which will take cycle routes off road.
- 5.40 A taxi voucher scheme has been proposed for the authority in the past but is unlikely to be implemented, as it is thought such a scheme is more suited to a rural area. In addition, a scheme offering £40 taxi tokens is a less attractive option in comparison to a bus pass worth about £700 p.a.
- 5.41 The removal of the Somerfield supermarket has affected taxis – as this used to be popular for people coming into town by bus and then getting a taxi back with shopping. Overall, it was thought there was a need for improved enforcement for taxi parking on the harbour side. There have been proposals to relax the bus clearway after midnight and offer taxi parking the other side of the road, but there appears to be tension between the police

and taxi trade with police fearful of action by the trade if they improve enforcement. The current parking arrangements were said to mean that buses are unable at times to get round the harbour.

- 5.42 There is one vehicle operating a dial a ride (Ring & Ride) service and one group hire community transport vehicle. These are relatively well used, but Torbay is keen to focus these services on those with the most severe needs or who live in the areas of the Borough least well served by public transport, through tight entitlement criteria. No expansion of community transport in the near future is envisaged, given the limited budget.
- 5.43 In terms of taxi ranks - there is no taxi stand at Torre (the land is owned by Halfords not network rail), but there are plans to develop this station. There are also major plans to redevelop Paignton station and improve the interchange – Network Rail is already on board and additional lottery funding for redevelopment of the library may accelerate this. The development will include improved taxi facilities.
- 5.44 There is to be a new hi speed Trimaran service across the bay between Torquay and Brixham (the existing service is being replaced by two boats but Stagecoach has identified an additional gap for high speed services – both operators are now looking at joint marketing/ticketing). It is possible there will scope for greater taxi usage at both ends although there is not space for taxis at Brixham end. TDA is in charge of the redevelopment of the Fish Quay area of Brixham which includes provision of a Tesco's with a 325 space car park and developer upgrading the bus/taxi interchange. The Torquay end may be the harbour which already has nearby taxi provision, or the Princes Pier where bus/taxi interchange will be provided for by removal of some on street parking.

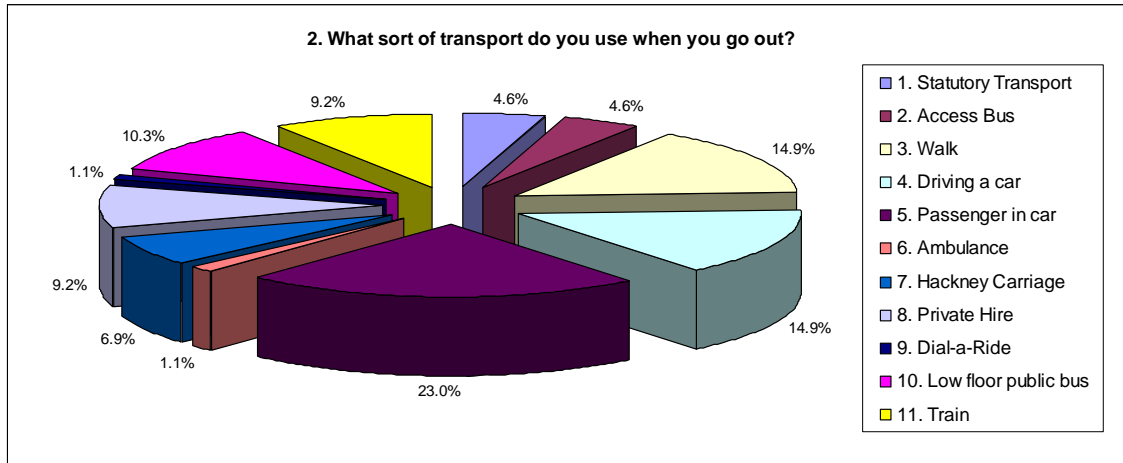
Consultation with Older People

- 5.45 Arrangements were made with Age Concern to speak to a group of Lunch Club members in Torquay. In total around 20 people were consulted. In general, those attending the lunch club believed there was a more than adequate supply of taxis in Torquay and that most provided a reasonably high standard and quality of service. Many considered drivers helpful and polite. Most used PHVs rather than hackneys, with cost the major consideration. Many used the same company for all journeys once they had found a 'good one'. Some had heard initially about the company they now used from other members of the club. All said they phoned to book taxis, although a few also used taxis from the rank. The latter was mainly for a return journey from shopping or an evening out. None flagged down taxis in the street and some thought this was no longer possible or were uncertain how to go about it.
- 5.46 The reasons for using taxis varied with the more mobile using them least (for theatre, social outings, hospital appointments, cemetery visits), alongside use of their own car or buses. A minority whose mobility was impaired through illness or old age and therefore who could no longer drive or use buses made greater use of taxis. Some of these used taxis on a number of occasions or for all their journeys each week (to get to the lunch club, shopping, social visits, hospital, GPs, etc).
- 5.47 Issues raised by all those consulted include:

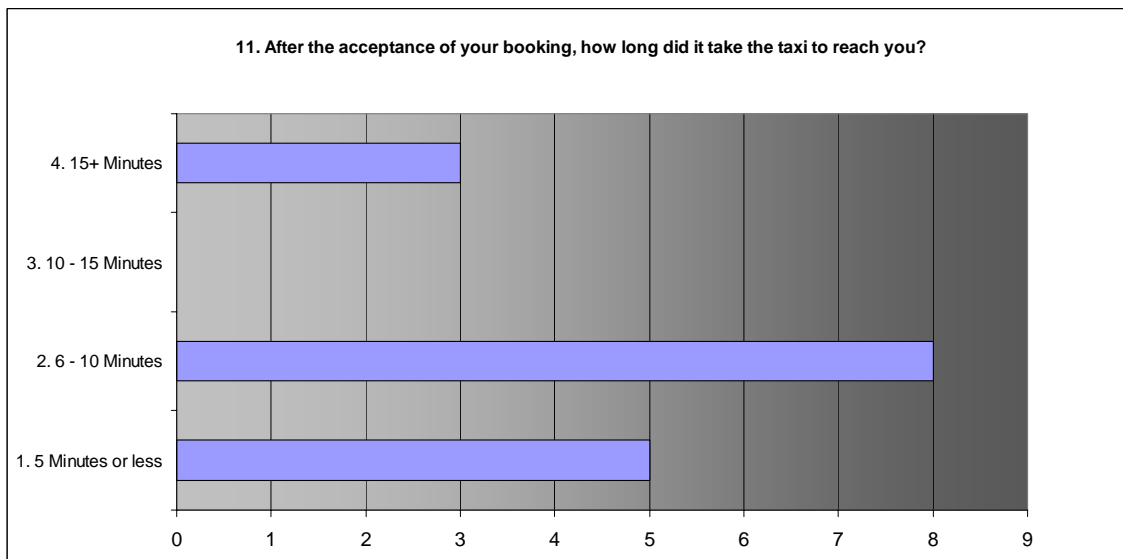
- While the majority reported drivers to be helpful and courteous two suggested not all drivers offered the assistance needed and three that those 'at ranks' were least helpful
- Three people thought there were too many taxis – “there’s one on every corner”, “they need thinning out”, “there’s more than enough”
- Two reported taxis sometimes arriving a little later than the time given by the person taking the booking. Two identified occasions when the taxi ordered had not turned up at all.
- A couple of people experienced difficulties getting into or out of people carrier style vehicles (“was easier when drivers carried a step but they are no longer allowed to do this”)
- One thought it was not practical to use a taxi with their shopping trolley when this is full as there is nowhere to store it, upright, in a saloon car, which was their preferred vehicle (for ease of access)
- A number of people (8) thought taxis were expensive, especially for short journeys. Most (15) believed hackneys more expensive than PHVs. Regular users of the same company believed they got a “better” price as a result.
- Four reported different fares being charged by different drivers/companies for the same journey, with the difference suggested anything between 30p and £1.50p for a single journey.
- Three thought some drivers didn’t know the area that well and reported being taken to the wrong address
- One person expressed concern at the quality of driving (pull out from side roads when it’s dangerous to do so, cut up traffic to turn around, stop anywhere, double parking)
- Only two consultees identified any difficulties obtaining a taxi when they wanted

Consultation with Disabled People

- 5.48 In absence of opportunities for face to face consultation assistance was obtained from the Equalities & Community Engagement Assistant, Torbay Council to obtain responses to a questionnaire based survey of disabled people. Overall 36 people responded of which three quarters were female and the majority aged 65 or over.
- 5.49 None of the respondents described themselves as ‘rarely going out or travelling’. The majority (38%) are either a driver or a passenger in a car when they go out. There are 15% that walk, 10% that use public buses, 9% that use PHVs and 7% that use Hackneys to get around.

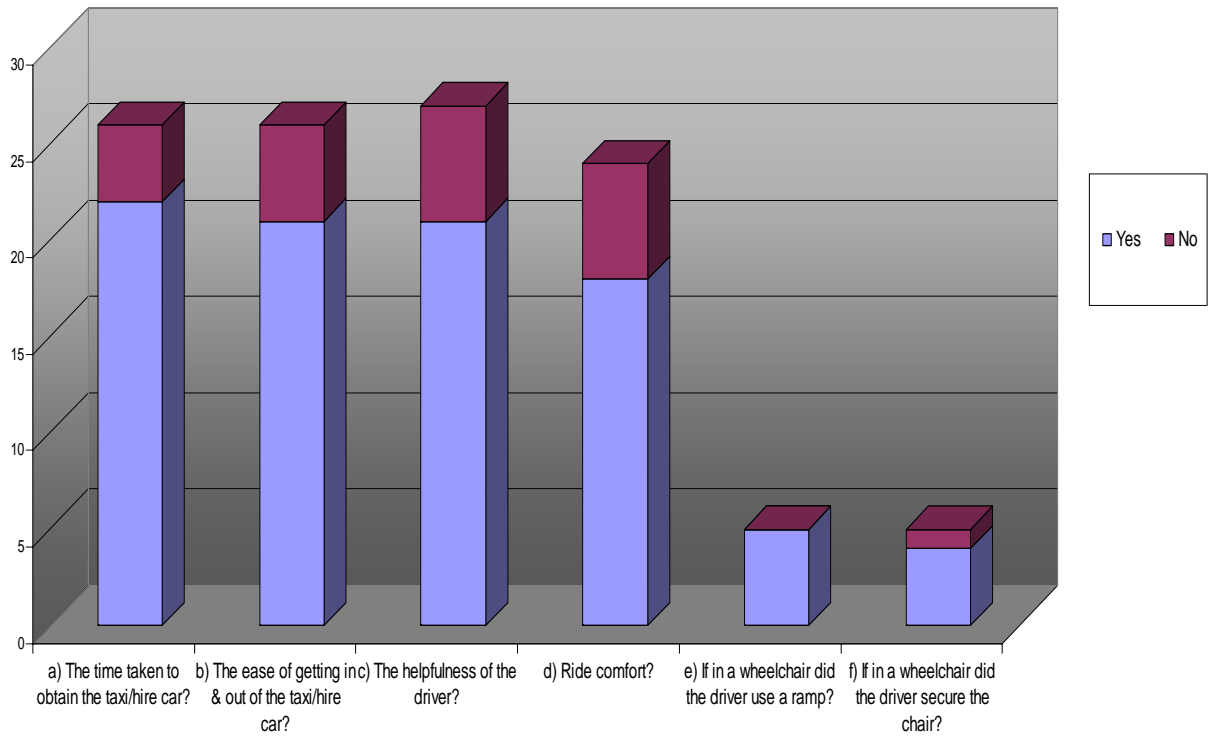


5.50 Whilst many respondents had used a taxi, 6 out of 36 surveyed (17%) had never used one. Of all those who have used a taxi before, most booked it by phone with 6-10 minutes being the most common response time. The majority who ring for taxis are loyal to one particular firm and the main reason for this is – ‘they find the staff are helpful’. Other popular reasons given include, ‘although metered, they always give a fixed price on the phone.’



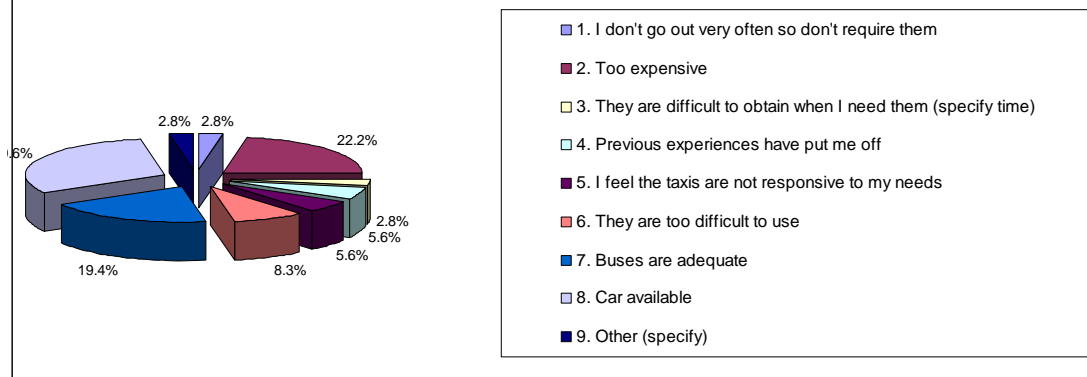
5.51 There is a high percentage (64%) of respondents who do not use taxi ranks. Of those that do the majority (19%) use the High Street rank. Regardless of how they obtained their taxi the majority were satisfied with the time taken to obtain a taxi, the accessibility of the vehicle, the helpfulness of the driver and the ride quality. One wheelchair user stated their wheelchair was not secured when travelling.

13. Were you satisfied with each of the following parts of the experience, however you obtained your taxi?



5.52 If the respondents encountering difficulties using a taxi the majority (30%) do not do so because they have a car available. Expense (22%) ranks second highest and the third highest margin of those respondents having difficulties (19%) regard buses as still adequate for their needs. A lack of available taxis is the least specified difficulty. However, there are 8% of respondents that find taxis to difficult to use.

19. Do you have any difficulties which make you reluctant in the use of Hackney Carriages or Private Hire cars in the Torbay area?



5.53 Almost 18% of respondents say 'cheaper fares' would make taxis easier to use - Other popular answers were 'more availability of wheelchair accessible vehicles' (11%), a lower step into the vehicle (9%) and other specified reasons such as;

- The whole experience should be less scary
- Safer travel
- I don't want to have to explain how to use ramps
- Does not instil any confidence

5.54 Even if taxis were easier to use the majority of respondents (25%) said they would use them less than once a month, but would use them sometimes

Mystery Passengers

5.55 As part of the ongoing consultation for the study 6 mystery shoppers (older and disabled people) were identified and each given £50 each to undertake up to 5 return journeys by Taxi. In return they were asked to complete a survey detailing what they thought of their individual experiences. All 'passengers' were given details of some specific Hackney operators to try.

5.56 Each passenger was asked to outline their experience of booking a journey. Out of 22 responses there was only 1 negative response; ('a booking made from their own personal mobile – Not very good reception'). The rest found it easy and received a polite and prompt booking service.

5.57 Passengers were asked if the taxi booked arrived on time, whether the driver offered assistance and were they satisfied with this. Generally drivers were said to be helpful and on time and only one negative comment was made about a driver parking on the pavement making it more difficult to access their vehicle.

5.58 Asked if they felt safe when travelling in the taxi and whether the driver was polite the majority said they felt safe and comfortable, had no incidents and the driver was polite. One person raised a concern about the driver exceeding the speed limit and thereby causing discomfort.

5.59 Passengers were asked about their experience arriving at their destination. All responded positively, although a couple identified difficulties encountered exiting a saloon car.

5.60 Return journeys were similarly satisfactory for most passengers, although one identified that their driver appeared unsure of the route, another that the driver was not very sociable.

5.61 On arrival at home 2 passengers found their driver unhelpful in assisting them to the door.

5.62 The overall journey experience was positive for two thirds of journeys but some difficulty was encountered for a third of journeys. Negative comments focused mainly on the style of vehicle:

- Uncomfortable in saloon car
- Difficult to get in/out of saloon car

- Prefer Black Cab
- If both journeys are too the same place then how come a different route

Additional Questions For Taxi Drivers

- 5.63 Specifically at the request of Torbay Council all taxi and private hire vehicle operators, owners and drivers were also asked their opinion on the change to one of Torbay Council's taxi vehicle conditions. Furthermore, the Trade were asked to rate the satisfaction of Torbay Council's Licensing Team and whether they had read the Taxi Newsletter. A total of 188 responses were received to these questions. These are detailed in full in the appendices and summarised below.
- 5.64 The respondents were asked if they were a Hackney Carriage driver, "HC" or a Private Hire Vehicle driver "PHV". A total of 83 respondents replied to HC, whilst 102 respondents replied to PHV. Of the remaining 3 respondents, 2 stated they were both and 1 respondent gave no response.

Change to Taxi Vehicle Condition

- 5.65 At present all drivers of private hire vehicles have to return to an address nominated as their operating address. This may not be the most effective way of providing an efficient service in terms of waiting times for customers and for fuel use. It is not proposed, however, simply to remove this condition, but to replace it with the following condition:-

"Between journeys the driver of the private hire vehicle shall either return to their operators address or a position at least 500m from any existing or new hackney carriage rank. In addition there shall never be more than two private hire vehicles in any one place unless it is the operating address."

- 5.66 A total of 124 respondents agreed with this change of condition, whilst 64 respondents did not agree.

Overall satisfaction of Torbay Council's Licensing Team

- 5.67 All taxi and private hire vehicle operators, owners and drivers were asked to rate their satisfaction with Torbay Council's Licensing Team in terms of its service to the whole Trade. The results are shown in the Table below.

Taxi and private hire vehicle operators, owners and drivers satisfaction of Torbay Council's Licensing Team in terms of its service to the whole Trade

Rating	Frequency	% (of 184 valid responses)
10 = Very Good	53	28.8
9	22	12.0
8	38	20.7
7	20	10.9
6	22	12.0
5	14	7.6
4	8	4.3

3	3	1.6
2	2	1.1
1 = Very Poor	2	1.1
No Response	4	0
Total	188	100

Source: TPI

- 5.68 The results show that almost 30% of respondents thought the service provided was very good and there were 84.4% of drivers that gave a rating above average. Only 3.8% of respondents rated the service very poor.

Taxi Newsletter Issued by Torbay Council

- 5.69 All taxi and private hire vehicle operators owners and drivers were asked if they had ever read the Taxi Newsletter issued by Torbay Council. A total of 117 respondents said they had, whilst 49 respondents had not. The remaining 22 gave no response.
- 5.70 All taxi and private hire vehicle operators owners and drivers were asked to rate how informative or useful they found the Taxi Newsletter. The results are shown in the table below.

Taxi and private hire vehicle operators, owners and drivers rating of how informative or useful the newsletter is.

Rating	Frequency	% (of 132 valid responses)
10 = Very Good	28	21.2
9	13	9.8
8	25	18.9
7	20	15.2
6	25	18.9
5	9	6.8
4	3	2.3
3	2	1.5
2	2	1.5
1 = Very Poor	5	3.8
No Response	56	0.0
Total	188	100

Source: TPI

- 5.71 The results show that just over 21.2% of respondents thought the service provided was very good and 84% of respondents rated it above average. Only 6.8% of respondents rated the service as very poor
- 5.72 In addition to the rated responses in the table above, there were several additional worded responses cited below:

- 10 people have never seen or received one;
- 7 people didn't know there was one;
- 3 people said they would like a copy and asked where to get one;
- 2 people said the newsletter was good/very good;

- 1 person said it was very informative;
- 1 person said it was not informative at all; and
- 1 person would like more letters of information as to events, decisions and discussions

6.0 CONCLUSIONS AND RECOMMENDATIONS

Key conclusions

- On the basis of the analyses conducted we conclude that significant unmet demand for Hackney Carriages in Torbay does not exist at this time.
- However, consultation suggests there may be some limited latent demand requiring a more accessible taxi service to be provided before it can be met
- The overall supply of vehicles seems to be adequate. There is a relatively high level of taxis per capita (1:820) compared to other authorities and availability was confirmed as, in general, satisfactory by rank observations, on street surveys and consultation.
- The proportion of accessible vehicles in the current fleets (approximately 5% of hackneys and 3% of PHVs) is considered relatively low compared to other areas. Overall there was recognition of the increasing numbers of wheelchair accessible vehicles becoming available for use, although some concerns remained in the statutory sector about the need for larger vehicles and amongst older and disabled people about the accessibility of saloon cars.
- Taxis were most likely to be used for shopping or leisure trips, but there was also a significant minority who used taxis for personal business.
- The average cost of one way journey was £7.02 – some £0.25 above the cost of a 3 mile trip.
- Peak demand occurs at lunch time during the week, although the surveys, consultation and rank observations also identified significant demand of an evening at weekends. Overall there are an estimated 11,212 cab passengers per week from ranks, but this reflects only 51.4% of the overall market for taxis and private hire vehicles, with the remainder pre booked by telephone.
- Survey respondents said they waited on average 1.9 minutes at a rank, while observations suggested this was about 0.5 minutes. While delays were not regarded as causing significant dissatisfaction there were some concerns about the delay in obtaining a taxi from the rank on Friday/Saturday evenings (18.00 – 03.00) and late arrival times of pre-booked taxis. Satisfaction with taxis was lowest during 23:01 and 0300
- Regular users are more likely to telephone for a PHV than use a hackney carriage from a rank. Older and disabled people appear to pre-book taxis by telephone more than most and tend to favour PHV over Hackney use, primarily because they believe PHVs to be less expensive.
- Car and public bus availability is the major reason cited by consultees and survey respondents for not using taxis. However, 7.3% of people in the on street survey thought disabled access to taxi services required improvement and 9% of disabled people can't use taxi services, mainly because of accessibility issues.

- Rank provision, especially in the Torquay Harbourside area, is in need of improved enforcement, and available facilities at ranks are limited in terms of signage, waiting facilities, information for taxi users and the availability of dropped kerbs. A new rank in Paignton, possibly by the harbour, was the location for which most suggestions were received.
- Driver quality received some criticism with a lack of customer care and disability awareness cited by some older and disabled people consulted and mystery shoppers.
- The Hackney Association has expressed an interest in pursuing driver training opportunities, addressing driver security and accessibility issues.
- Social Services have expressed an interest in establishing common standards and a framework for taxi commissioning
- Two thirds of taxi operators support the proposed change to PHV licensing conditions to allow a PHV to return to a position at least 500m from any existing or new hackney carriage rank
- Further guidance for licensing officers in general is due to be issued by DfT during 2008 and they also intend to consult on how taxis should meet the requirements of DDA 2005.
- Having examined Torbay Council's Corporate Plan 2007-2011 and Torbay's Second Local Transport Plan 2006-2011, neither were found to specifically take account of the role of taxis.

Recommendations

- Based on our analyses, Torbay Council currently has the discretion to either:
 - ii) maintain the limit at the current level of 162 annual and 7 May to September licences;
 - ii) issue that number of Hackney Carriage licences as it sees fit; or
 - iii) remove the current limit on Hackney Carriages (de-limitation)
- However, it should be noted that it is possible this may change following the DfT guidance to licensing authorities proposed for summer 2008
- That any change to the vehicle specifications to require more or all hackneys to be wheelchair accessible vehicles should only be considered following the outcome of DfT consultation proposed for summer 2008. In the absence of this, it is recommended that improvements in the accessibility of vehicles and services are encouraged on a voluntary basis through promotion of the market opportunities and identification of opportunities to build the capacity of operators to serve these.

- To address service accessibility, service quality and standards of customer care issues identified consideration should be given to:

In the short term

- encouraging drivers to seek assistance from the Train to Gain programme to pursue NVQ2 training
- promoting the improved customer care expectations to the public to provide reassurance to users and potential users, including information on accessibility and how to provide feedback (negative and positive)
- monitoring of this through customer surveys and random mystery passengers

In the longer term

- consideration of a more comprehensive quality taxi partnership (QTP) approach to improve liaison between licensing authority, police, other stakeholders and operators, provide a framework for bringing about mutually beneficial improvements across the taxi sector and a quality mark to participating operators, as has been found to be effective in other authorities.
 - the framework provided by a QTP would also be useful for facilitating discussion on how best to optimise supply to address peaks in demand, delays in arrival times, congestion issues at ranks such as that at Torquay Harbour and the formation of a framework for taxi commissioning.
- The licensing authority should address the shortcomings in facilities at ranks, identified by the rank audit, in order to be sure all ranks comply with DDA, part 3, and to meet needs of users.
 - The licensing authority should issue any guidance to taxi operators on how to address safety and security issues, due to be provided by government, following publication of their research into this issue proposed for Summer 2008.
 - The anticipated useful life of the current survey is three years and we would recommend a further survey in Autumn 2010 in line with current Government guidance
 - Future Transport Strategies and policy documents should take account of this report.

APPENDICES

APPENDIX 1
DfT Guidance 2006



Taxi and Private Hire Vehicle Licensing: Best Practice Guidance

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October 2006

Introduction

1. This Guidance is issued with the aim of assisting those local authorities in England and Wales that have responsibility for the regulation of the taxi and private hire vehicle (PHV) trades.
2. The Guidance follows the publication in November 2003 by the Office of Fair Trading of a market study of the regulation of taxis and PHVs in the UK. One of the recommendations of that study was that the Department for Transport (DfT) should produce guidance on best practice for the local licensing authorities concerned. The Guidance is issued in fulfilment of that recommendation.
3. However, it will be appreciated that it is for individual licensing authorities to reach their own decisions both on overall policies and on individual licensing matters, in the light of their own views of the relevant considerations.
4. The Department consulted on a draft version of the guidance in the autumn of 2005. We are grateful for all the views expressed on that draft. A summary of the consultation responses and our reaction to them is available on the DfT web-site. Some respondents to the consultation draft felt that the document should be made more prescriptive whilst others felt that the draft struck the right balance in this respect. Taxi and private hire vehicle legislation makes it clear that it is primarily for local licensing authorities to make decisions on the matters covered in this guidance. Furthermore, it is right that local circumstances and requirements are taken into account in making these decisions in each licensing area. So we have in general resisted the calls for the guidance to be more prescriptive. The key purpose of the guidance remains, as proposed in the draft version, to assist local decision-making by setting out the main considerations authorities might wish to take into account in reaching the right balance between costs and benefits in determining the licensing policies for their area.

The Role of Taxis and PHVs

5. Taxis (more formally known as hackney carriages) and PHVs (or minicabs as some of them are known) play an important part in local transport. In 2003 some 650 million journeys were made by taxi and PHV in Great Britain, and households spent around £3 billion on taxi and PHV journeys; spending by businesses and foreign visitors was a substantial extra figure. Taxis and PHVs are used by all social groups; low-income young women (amongst whom car ownership is low) are one of the largest groups of users.

6. Taxis and PHVs are also increasingly used in innovative ways - for example as taxi-buses - to provide innovative local transport services (see paras 63-66).

The Role of Licensing: Policy Justification

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

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

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

Scope of the Guidance

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

Consultation at the Local Level

11. It is good practice for local authorities to consult about any significant proposed changes in licensing rules. Such consultation should include not only the taxi and PHV trades but also groups likely to be the trades' customers. Examples are groups representing disabled people, or Chambers of Commerce, organisations with a wider transport interest (eg Transport 2000 and other transport providers), womens' groups or local traders.

Accessibility

12. Local licensing authorities will want to consider how accessible the vehicles they license as taxis are for disabled people (which includes - but is not limited to - people who need to travel in a wheelchair).

13. Licensing authorities will know that the Department has for some years now been working on proposals which would substantially improve taxi provision for people with disabilities. This work is continuing and an announcement will be made in due course. In the meantime licensing authorities are encouraged to introduce taxi accessibility policies for their areas. The Department's letter to local licensing authorities of 9 September 2002, the relevant part of which was repeated in the letter of 16 June 2004, gave more detailed guidance.

14. Different accessibility considerations apply as between taxis and PHVs. Taxis can be hired on the spot - in the street or at a rank - by the customer dealing directly with a driver; but PHVs can only be booked through an operator. It is important that a disabled person should be able to hire a taxi on the spot with the minimum delay or inconvenience, and having accessible taxis available helps make that possible. For PHVs, it may be more appropriate for a local authority to license any type of saloon car, noting that some PHV operators offer accessible vehicles in their fleet.

Existing duties under the Disability Discrimination Act 1995 (DDA)

15. Since 31 March 2001 licensed taxi drivers in England and Wales have been under a duty (under s.37 of the Disability Discrimination Act 1995) to carry guide, hearing and other prescribed assistance dogs in their taxis, without additional charge. Drivers who have a medical condition that is aggravated by exposure to dogs may apply to their licensing authority for exemption from the duty on medical grounds. Any other driver who fails to comply with the duty is guilty of a criminal offence and liable, on summary conviction, to a fine of up to £1,000. Similar duties covering PHV operators and drivers have been in force since 31 March 2004.

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

Duties under the DDA , as amended by the Disability Discrimination Act 2005

17. The Disability Discrimination Act 2005 amended the DDA 1995 to enable the Government to lift the exemption in Part 3 of that Act for operators of transport vehicles. The amendment allowed for the exemption to be lifted for different services, at different times and to different extents. Regulations have been made to lift the exemption in relation to vehicles used to provide public transport services, including taxis and PHVs, as well as for vehicle hire services and breakdown services. These Regulations come into force on 4 December 2006 and will effectively apply certain duties in Part 3 of the DDA 1995 to providers of transport services who provide such services through the use of specified vehicles. In order to meet these new duties, licensing authorities will be required to review any practices, policies and procedures that make it impossible or unreasonably difficult for a disabled person to use their services. The Disability Rights Commission (DRC) has produced a Code of Practice to explain the new Part 3 duties for the transport industry. This is on the DRC's website at www.drc-gb.org. The Code is a supplement to, and should be read in conjunction with, the Code of Practice for Part 3 of the Act: Rights of Access to Services and Premises, which is also on the website. An example of responding to these new duties would be providing - for use in informing passengers - Braille cards to those drivers exempted from the duty to carry prescribed assistance dogs.

Vehicles

Specification of Vehicle Types That May Be Licensed

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

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

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

Imported vehicles: type approval (see also "stretched limousines", paras 26-28 below)

21. It may be that from time to time a local authority will be asked to license as a taxi or PHV a vehicle that has been imported independently (that is, by somebody other than the manufacturer). Such a vehicle might meet the local authority's criteria for licensing, but the local authority may nonetheless be uncertain about the wider rules for foreign vehicles being used in the UK. Such vehicles will be subject to the 'type approval' rules. For passenger cars up to 10 years old at the time of first GB registration, this means meeting the technical standards of either:

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

Most registration certificates issued since late 1998 should indicate the approval status of the vehicle. The technical standards applied (and the safety and environmental risks covered) under each of the above are proportionate to the number of vehicles entering service. Further information about these requirements and the procedures for licensing and registering imported vehicles can be seen at www.dft.gov.uk/stellent/groups/dft_roads/documents/page/dft_roads_506867.hcsp.

Vehicle Testing

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

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

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

- **Age Limits.** It is perfectly possible for an older vehicle to be in good condition. So the setting of an age limit beyond which a local authority will not license vehicles may be arbitrary and inappropriate. But a greater frequency of testing may be appropriate for older vehicles - for example, twice-yearly tests for vehicles more than five years old.
- **Number of Testing Stations.** There is sometimes criticism that local authorities provide only one testing centre for their area (which may be geographically extensive). So it is good practice for local authorities to consider having more than one testing station. There could be an advantage in contracting out the testing work, and to different garages. In that way the licensing authority can benefit from competition in costs. (The Vehicle Operators and Standards Agency - VOSA - may be able to assist where there are local difficulties in provision of testing stations.)

Security

23. The owners and drivers of vehicles will often want to install security measures to protect the driver. Local licensing authorities may not want to insist on such measures, on the grounds that they are best left to the judgement of the owners and drivers themselves. But it is good practice for licensing authorities to look sympathetically on - or actively to encourage - their installation. They could include a screen between driver and passengers, or CCTV. Care however should be taken that security measures within the vehicle do not impede a disabled passenger's ability to communicate with the driver. Licensing authorities may want to encourage the taxi and PHV trades to build good links with the local police force, including participation in any Crime and Disorder Reduction Partnerships. There is extensive information on the use of CCTV, including as part of measures to reduce crime, on the Home Office web-site, www.homeoffice.gov.uk (and see for instance, www.crimereduction.gov.uk/cctv/cctvminisite4.htm).

Vehicle Identification

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

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

roof-mounted, permanently illuminated sign with words such as 'pre-booked only'. But it can be argued that any roof-mounted sign, however unambiguous its words, is liable to create confusion with a taxi. So roof-mounted signs on PHVs are not seen as best practice.

Environmental Considerations

25. Local licensing authorities, in discussion with those responsible for environmental health issues, will wish to consider how far their vehicle licensing policies can and should support any local environmental policies that the local authority may have adopted, bearing in mind the need to ensure that the benefits of any policies outweigh the costs (in whatever form). Local authorities may, for example, wish to consider setting vehicle emissions standards for taxis and PHVs. However, local authorities would need to carefully and thoroughly assess the impact of introducing such a policy; for example, the effect on the supply of taxis and PHVs in the area would be an important consideration in deciding the standards, if any, to be set.

Stretched Limousines

26. Local licensing authorities are sometimes asked to license stretched limousines as PHVs. It is suggested that local authorities should approach such requests on the basis that these vehicles have a legitimate role to play in the private hire trade, meeting a public demand. Consistent with this view licence applications involving use of these limousines should not be automatically rejected (for example just because the vehicles may be left-hand drive). The Department is currently revising its guidance on the licensing arrangements for stretched limousines.

27. Imported stretched limousines are normally checked for compliance with British regulations under the Single Vehicle Approval (SVA) inspection regime, before they are registered. A licensing authority might wish to request sight of the SVA certificate to ensure that the vehicle was tested by VOSA before being registered and licensed (taxed) by DVLA. The SVA test verifies that the converted vehicle is built to certain safety and environmental standards (there are some vehicles that have gained registration without an SVA and these may not comply with British regulations).

28. Stretched limousines which clearly have more than 8 passenger seats should not of course be licensed as PHVs because they are outside the licensing regime for PHVs. However, under some circumstances the SVA regime accepts vehicles with space for more than 8 passengers, particularly where the precise number of passenger seats is hard to determine. In these circumstances, if the vehicle has obtained an SVA certificate, the authority should consider the case on its merits in deciding whether to license the vehicle under the strict condition that the vehicle will not be used to carry more than 8 passengers, bearing in mind that refusal may encourage illegal private hire operation. Authorities should check with local MOT testing stations to find out if the station has the facilities to test such vehicles. If there is difficulty in finding a suitable station, the local enforcement office may be able to advise (contact details on www.vosa.gov.uk/vosacorp/contactus/vosalocations/vosaenforcementoffices.htm).

Quantity Restrictions of Taxi Licences outside London

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

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

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

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

33. If a local authority does not take the view that a quantity restriction can be justified in principle, there remains the question of the level at which it should be set, bearing in mind the need to demonstrate that there is no significant unmet demand. This issue is usually addressed by means of a survey; it will be necessary for the local licensing authority to carry out a survey sufficiently frequently to be able to respond to any challenge to the satisfaction of a court. An interval of three years is commonly regarded as the maximum reasonable period between surveys.

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

- **the length of time that would-be customers have to wait at ranks.** However, this alone is an inadequate indicator of demand; also taken into account should be...
- **waiting times for street hailings and for telephone bookings.** But waiting times at ranks or elsewhere do not in themselves satisfactorily resolve the question of unmet demand. It is also desirable to address...
- **latent demand,** for example people who have responded to long waiting times by not even trying to travel by taxi. This can be assessed by surveys of people who do not use taxis, perhaps using stated preference survey techniques.
- **peaked demand.** It is sometimes argued that delays associated only with peaks in demand (such as morning and evening rush hours, or pub closing times) are not 'significant' for the purpose of the

Transport Act 1985. The Department does not share that view. Since the peaks in demand are by definition the most popular times for consumers to use taxis, it can be strongly argued that unmet demand at these times should not be ignored. Local authorities might wish to consider when the peaks occur and who is being disadvantaged through restrictions on provision of taxi services.

- **consultation.** As well as statistical surveys, assessment of quantity restrictions should include consultation with all those concerned, including user groups (which should include groups representing people with disabilities, and people such as students or women), the police, hoteliers, operators of pubs and clubs and visitor attractions, and providers of other transport modes (such as train operators, who want taxis available to take passengers to and from stations);
- **publication.** All the evidence gathered in a survey should be published, together with an explanation of what conclusions have been drawn from it and why. If quantity restrictions are to be continued, their benefits to consumers and the reason for the particular level at which the number is set should be set out.
- **financing of surveys.** It is not good practice for surveys to be paid for by the local taxi trade (except through general revenues from licence fees). To do so can call in question the impartiality and objectivity of the survey process.

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

Taxi Fares

36. Local licensing authorities have the power to set taxi fares for journeys within their area, and most do so. (There is no power to set PHV fares.) Fare scales should be designed with a view to practicality. The Department sees it as good practice to review the fare scales at regular intervals, including any graduation of the fare scale by time of day or day of the week. Authorities may wish to consider adopting a simple formula for deciding on fare revisions as this will increase understanding and improve the transparency of the process. The Department also suggests that in reviewing fares authorities should pay particular regard to the needs of the travelling public, with reference both to what it is reasonable to expect people to pay but also to the need to give taxi drivers sufficient incentive to provide a service when it is needed. There may well be a case for higher fares at times of higher demand.

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

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

Drivers

Duration of Licences

39. It is obviously important for safety reasons that drivers should be licensed. But it is not necessarily good practice to require licences to be renewed annually. That can impose an undue burden on drivers and licensing authorities alike. Three years is the legal maximum period and is in general the best approach. One argument against 3-year licences has been that a criminal offence may be committed, and not notified, during the duration of the licence. But this can of course also be the case during the duration of a shorter licence. In relation to this, authorities will wish to note that the Home Office in April 2006 issued revised guidance for police forces on the Notifiable Occupations Scheme. Under this new guidance the police are requested to notify the appropriate local licensing authority of convictions and other relevant information when it comes to their attention that an individual is working as a Taxi or PHV driver. (Further details are contained in Home Office Circular 6/2006. Further information can be obtained from the Criminal Records Section, Safeguarding Vulnerable Persons Team, Police Leadership and Powers Unit, Home Office, Fourth Floor, Peel Building, 2 Marsham Street, London SW1P 4DF; e-mail Robin.Manson@homeoffice.gsi.gov.uk)

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

Acceptance of driving licences from other EU member states

41. Sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 as enacted stated that an applicant for a taxi or private hire vehicle (PHV) driver's licence must have held a full ordinary GB driving licence for at least 12 months in order to be granted a taxi or PHV driver's licence. This requirement has subsequently been amended since the 1976 Act was passed. The Driving Licences (Community Driving Licence) Regulations 1996 (SI 1996 No 1974) amended sections 51 and 59 of the 1976 Act to allow full driving licences issued by EEA states to count towards the qualification requirements for the grant of taxi and PHV driver's licences. Since that time, a number of central and eastern European states have joined the EU and the EEA and the Department take the view that drivers from the Accession States are eligible to acquire a taxi or PHV driver's licence under the 1976 Act if they have held an ordinary driving licence for 12 months which was issued by an acceding State. To complete the picture, the Deregulation (Taxis and Private Hire Vehicles) Order 1998 (SI 1998 No 1946) gave equal recognition to Northern Ireland driving licences for the purposes of taxi and PHV driver licensing under the 1976 Act.

Criminal Record Checks

42. A criminal record check is an important safety measure and is widely required. Taxi and PHV drivers can be subject to an Enhanced Disclosure through the Criminal Records Bureau; this level of disclosure includes details of spent convictions and police cautions. In considering an individual's criminal record, local licensing authorities will want to consider each case on its merits, but they will doubtless take a particularly cautious view of any offences involving violence, and especially sexual attack. In order to

achieve consistency, and thus avoid the risk of successful legal challenge, local authorities will doubtless want to have a clear policy for the consideration of criminal records, for example the number of years they will require to have elapsed since the commission of particular kinds of offences before they will grant a licence.

43. Local licensing authorities will also want to have a policy on background checks for applicants from elsewhere in the EU and other overseas countries. One approach is to require a certificate of good conduct authenticated by the relevant embassy. The Criminal Records Bureau website (www.crb.gov.uk) gives information about obtaining certificates of good conduct, or similar documents, from a number of countries. More generally, the Home Office's Employers' Helpline (0845 010 6677) can be used by licensing staff to obtain general guidance on immigration documentation, although this Helpline is not able to advise on individual cases. The authority can obtain case specific immigration status information, including whether a licensing applicant is permitted to work or details of work restrictions, from the Evidence and Enquiry Unit, Floor 12, Lunar House, Wellesley Road, Croydon CR9 2BY. Further details on the procedures involved can be obtained by contacting the Unit (020 8196 3011).

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

Medical Criteria

45. It is clearly good practice for medical checks to be made on each driver before the initial grant of a licence and thereafter for each renewal. It is common for licensing authorities to apply the 'Group 2' medical standards - applied by DVLA to the licensing of lorry and bus drivers - to taxi and PHV drivers. This seems best practice. The Group 2 standards preclude the licensing of drivers with insulin treated diabetes. However, exceptional arrangements do exist for drivers with insulin treated diabetes, who can meet a series of medical criteria, to obtain a licence to drive category C1 vehicles (i.e. 3500-7500 kgs lorries); the position is summarised at Annex B to the Guidance. It is suggested that best practice is to apply the C1 standards to taxi and PHV drivers with insulin treated diabetes.

Age Limits

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

Driving Proficiency

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

Other training

48. There may well be advantage in encouraging drivers to obtain one of the nationally-recognised vocational qualifications for the taxi and PHV trades. These will cover customer care, including how best to meet the needs of people with disabilities. More information about these qualifications can be obtained from *GoSkills*, the Sector Skills Council for Passenger Transport. *GoSkills* is working on a project funded by the Department to raise standards in the industry and *GoSkills* can guide and support licensing authorities through its regional network of Business Advisers. Some licensing authorities have already established training initiatives and others are being developed; it is seen as important to do this in consultation with the local taxi and PHV trades. Training can cover customer care, including how best to meet the needs of people with disabilities and other sections of the community, and also topics such as the relevant legislation, road safety, the use of maps and GPS, the handling of emergencies, and how to defuse difficult situations and manage conflict. Authorities may wish to note that nationally recognised qualifications and training programmes sometimes have advantages over purely local arrangements (for example, in that the qualification will be more widely recognised).

Contact details are:

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

Tel: 0121-635-5520

Fax: 0121-635-5521

Website: www.goskills.org

e-mail: info@goskills.org

Topographical Knowledge

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

50. However, PHVs are not legally available for immediate hiring in the same way as taxis. To hire a PHV the would-be passenger has to go through an operator, so the driver will have an opportunity to check the details of a route before starting a journey. So it may be unnecessarily burdensome to require a would-be PHV driver to pass the same 'knowledge' test as a taxi driver, though it may be thought appropriate to test candidates' ability to read a map and their knowledge of key places such as main roads and railway stations.

PHV Operators

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

Criminal Record Checks

52. PHV operators (as opposed to PHV drivers) are not exceptions to the Rehabilitation of Offenders Act 1974, so Standard or Enhanced disclosures cannot be required as a condition of grant of an operator's licence. But a Basic Disclosure could be seen as appropriate, after such a system has been introduced by the Criminal Records Bureau. No firm date for introduction has yet been set; the Home Office during 2006/07 will be undertaking a new feasibility study in this regard. Overseas applicants may be required to provide a certificate of good conduct from the relevant embassy if they have not been long in this country. Local licensing authorities may want to require a reference, covering for example the applicant's financial record, as well as the checks outlined above.

Record Keeping

53. It is good practice to require operators to keep records of each booking, including the name of the passenger, the destination, the name of the driver, the number of the vehicle and any fare quoted at the time of booking. That will, for example, enable police checks to be made if any mishap should befall a passenger and may also be of use to licensing authorities in enforcement enquiries. It is suggested that 6 months is generally appropriate as the length of time that records should be kept.

Insurance

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

Licence Duration

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

Enforcement

56. Well-directed enforcement activity by the local licensing authority benefits not only the public but also the responsible people in the taxi and PHV trades. The resources devoted by licensing authorities to enforcement will vary according to local circumstances, including for example any difficulties with touting by unlicensed drivers and vehicles (a problem in some urban areas). Local authorities will also wish to liaise closely with the police.

57. Local licensing authorities often use enforcement staff to check a range of licensed activities (such as market traders) as well as the taxi and PHV trades, to make the best use of staff time. But it is desirable to ensure that taxi and PHV enforcement effort is at least partly directed to the late-night period, when problems such as touting tend most often to arise.

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

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

Taxi Zones

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

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

62. It should be noted that the Government intends to make a Regulatory Reform Order which will remove the need for the Secretary of State to approve amalgamation resolutions made by local licensing authorities. It is intended that the RRO should be introduced for Parliamentary scrutiny during 2006.

Flexible Transport Services

63. It is possible for taxis and PHVs to provide flexible transport services in a number of different ways. Such services can play a valuable role in meeting a range of transport needs, especially in rural areas - though potentially in many other places as well. In recent years there has been a significant increase in the provision of flexible services, due partly to the availability of Rural Bus Subsidy Grant and Rural Bus Challenge Support from the Department.

64. The Department encourages local licensing authorities, as a matter of best practice, to play their part in promoting flexible services, so as to increase the availability of transport to the travelling public. This can be done partly by drawing the possibilities to the attention of taxi and PHV trade. It also should be borne in mind that vehicles with a higher seating capacity than the vehicles typically licensed as taxis (for

example those with 6, 7 or 8 passenger seats) may be used for flexible services and should be considered for licensing in this context.

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

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

66. The Department is very keen to encourage the use of these types of services. More details can be found in the Department's publication 'Flexible Transport Services' (available from dft@twoten.press.net). The document itself can be accessed at: www.dft.gov.uk/stellent/groups/dft_localtrans/documents/page/dft_localtrans_504004.hcsp.

Local Transport Plans

67. The Transport Act 2000 requires most local transport authorities in England (not London) to produce and maintain a Local Transport Plan (LTP), having regard to any guidance issued by the Secretary of State. The latest guidance was published in December 2004 asking for a provisional LTP by 29 July 2005 and a final one by 31 March 2006. LTPs set out the authority's local transport strategies and policies, and an implementation programme over a five year period. Authorities report each year on their delivery of policies and programmes in Annual Progress Reports.

68. All modes of transport including taxi and PHV services have a valuable part to play in overall transport provision, and so local licensing authorities have an input to make to the LTP process. The key policy themes for such services could be availability and accessibility. LTP input could include statements of policy on:

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

69. There should also be a statement of changes in policy since the last LTP and changes that are intended. It would be useful to provide statistics of changes in the number of licences for vehicles, drivers and operators, so that trends in availability can be identified.

Annex A: Taxi and Private Hire Vehicle Licensing: Best Practice Guidance

Useful questions when assessing quantity controls of taxi licences

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

Questions relating to the policy of controlling numbers

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

Questions relating to setting the number of taxi licences

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

Questions relating to consultation and other public transport service provision

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

Annex B: Taxi and Private Hire Vehicle Licensing: Best Practice Guidance

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

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

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

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

APPENDIX 2

Ergonomic Requirements for Access to Taxis DfT



Ergonomic requirements for accessible taxis

Increasing availability, comfort and safety for all passengers



Department for
Transport

Ricability

esri

Loughborough University



introduction

By 2020 close to half the adult population of the UK will be over 50 years old and the majority of Europeans can now look forward to 30 years of active life after 50. However, one in five of the adult population has a disability and nearly half (48%) of the disabled population is aged 65 or older with some 29% of the disabled population being aged 75 or more.

Almost all of us will suffer some disabling mobility impairment at some time in our lives and transport related regulations introduced under the DDA(1995) are intended to ensure that safe and convenient mobility is available to as many people as possible. Taxis play a critical role in the transport chain. They often provide the links between other forms of transport (rail, air, coach etc); modes which may now be accessible for those with mobility impairments. In many cases they may represent the only form of transport that can provide a door to door service. An improvement in the accessibility of taxis can therefore be expected to offer significant benefit to disabled travellers making a wide range of journey types.

The principal barriers to using taxis for many people with mobility impairments are connected with the need to step up to and into the passenger compartment, negotiate a door with low head clearance and then access a seat which may be either low or set some distance back from the door. Physical frailty and stiff or painful joints may make all of these formidable challenges. Wheelchair users face a different set of challenges associated with the widespread use of ramps.

The recommendations summarised in this leaflet are intended to lead to taxi designs which are more accessible by reducing the difficulties of getting in and out and using the seats comfortably and conveniently.

The advice provided in this guide is based on a programme of ergonomic research undertaken to provide a definition of the requirements of a taxi designed to be fully accessible.



ramps

A steep ramp can make accessing a taxi difficult for wheelchair users, it may also represent a hazard for their assistants and taxi drivers. An ideal design would involve level entry from the kerb. If a gradient is required it should be less than 7°. Ramps should not provide an obstacle for pedestrians on the pavement and their length should be restricted to 1000mm. It is also important that ramps have a safety lip (50mm), are the same width as the door opening and comprise a single non-slip surface. Their edges should be highlighted to reduce the risk of trips.



steps

Some people cannot manage even a single step and may need a ramp with a gentle gradient if level entry isn't possible. If steps are necessary they should be restricted to a single step that is 100mm high. The steps should be the width of the door entry and be closed at the back without an overhang to reduce the risk of tripping.



doors and door apertures

Narrow doors and a low head clearance can cause significant difficulties for ambulant passengers and wheelchair users. A door width of at least 850mm will provide adequate clearance for wider wheelchairs and walking frames. A door height of 1595mm is required to prevent painful stooping and to minimise the risk of a head strike for passengers with visual impairments.

While hinged doors can provide a valuable form of support for passengers entering or leaving a vehicle, opening and closing them from the inside can be difficult for seated passengers and larger doors become a potential hazard for pedestrians on the pavement. Sliding doors can provide a large opening but secure latching must be ensured. Powered closure is now available in some vehicles and, if under the driver's supervision, this may provide an effective solution. Sliding doors are often associated with more

generous door apertures but care must be taken to ensure that opening and closing efforts are kept below 70N. Again, powered closure may provide an effective solution.

There are advantages and disadvantages associated with wheelchair access from the side and rear of a vehicle. Side access does not require wheelchairs to negotiate a kerb or enter the carriage way and enables shallower ramp angles from the pavement. Rear access may be the most practicable means of access in non-urban environments. It may also enable simpler manoeuvres to a secure travelling position inside the vehicle but may not be possible from a taxi rank or kerbside. The requirements outlined above (ramps and door size) are applicable in both cases.

passenger compartment

An interior roof height of at least 1625mm (ideally 1825) is required. If internal space is limited then it is important that passengers can access seats as directly as possible from an entrance. If there is a more generous provision (as when wheelchairs can also be accommodated in front of the passenger seats) it is important that there is sufficient internal height to prevent the need to stoop. Adequate provision of grab handles is an important requirement in either case.

Manoeuvring space measuring* to identify that this research is referring to manoeuvring space only and has not

seating

As low seats can be difficult for passengers with stiff or painful joints to use seat heights need to be between 430mm - 460mm from the floor and the squab should not have a pronounced angle. In order to accommodate passengers with limited leg flexibility a space of at least 1176mm between the seat back and any forward obstruction is required. A swivel seat (preferably powered) can provide a valuable

considered the kinematics of a wheelchair occupant during a vehicle impact at least 1300mm by 1340mm is required. This assumes that the wheelchair will be carried facing backwards and there is a side entrance. If the wheelchair is to face forwards then a slightly larger manoeuvring space is required. The position of the side door affects the manoeuvring space required and for forward facing carriage the manoeuvring space is minimised if the door way is set back from the main bulkhead.

alternate means of entry for passengers who find even a low single step difficult to negotiate. It is important that such seats provide a sense of security for the passenger while they are in operation and that they are large enough to provide a secure and comfortable ride.



handles and grab handles

Door handles that allow the passenger to use their whole hand to exert leverage and a range of opening strategies are preferable. Handle operation and latching efforts should be minimised to assist passengers who have limited upper body strength.

Grab handles play an important role in supporting access and providing stability support whilst passengers are inside a vehicle. The precise location will be dependent on the design of the vehicle and, in particular, the means of entry (i.e. step, ramp, swivel seat etc). Handles should have a diameter of 40mm and surface clearance of 45mm. For standing passengers (travelling in other modes of public transport) a height of around 900mm is recommended. However, lower positioning is more appropriate for handles in taxis intended to assist passengers getting up from seats or children climbing into a vehicle. Horizontal handles are more helpful inside a vehicle but vertical handles are recommended for doorways.





visibility and lighting

For passengers with impaired vision feature and edge high-lighting can provide important assistance. The following features should be visually emphasised: exterior and interior door handles, step and ramp edges, door edges and door apertures, grab handles, seat edges and facilities provided to allow communication with the driver.

Ambient lighting within the passenger compartment should be at least 150lux but higher levels of illumination may cause distraction for the driver and adaptation problems for some passengers alighting into a dark street. Brighter feature lighting (>200lux) is recommended for steps, the meter display and the communication window. In all cases lighting sources should be positioned so as to prevent shadowing.

For further information please contact:

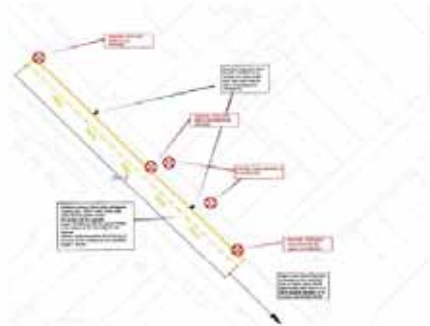
Mobility and Inclusion Unit, Department for Transport, Great Minster House
76 Marsham Street, London. SW1P 4DR Tel: 020 7944 8021
Minicom: Tel: 020 7944 3277 Fax: 020 7944 6102

APPENDIX 3

Torbay Rank Location Figures



A surveyor could either stand in the shop doorways or the centre entrances indicated



TPI 22120
October 2007

Rank 1 – Union Street, Torquay – Directly outside the O² shop and Specsavers

Figure 1.1



A surveyor could either stand in either of the areas shown



TPI 22120
October 2007

Rank 2 – Post Office, Torquay – Directly outside the Post Office and HogsHead Pub

Figure 1.2



TPI 22120
October 2007

Rank 3 – Castle Circus, Torquay – Directly outside the Job Centre Plus

Figure 1.3



TPI 22120
October 2007

Rank 4 – Victoria Parade, Torquay – Directly outside

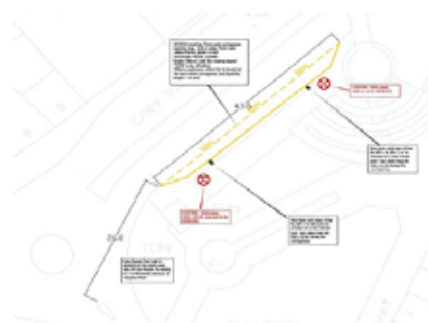
Figure 1.4



TPI 22120
October 2007

Rank 5 – The Strand, Torquay

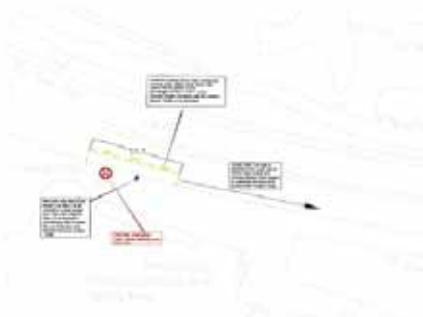
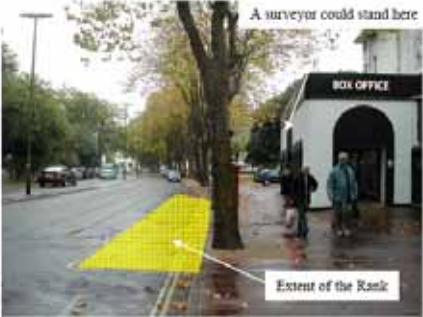
Figure 1.5



TPI 22120
October 2007

Rank 6 – Cary Parade, Torquay – Directly outside a Taxi Office

Figure 1.6



TPI 22120
October 2007

Rank 7 – Torbay Road, Torquay – Directly outside the Princess Theatre

Figure 1.7



TPI 22120
October 2007

Rank 9 – Lymington Road, Torquay – Directly outside the Library

Figure 1.9



TPI 22120
October 2007

Rank 10 – Lymington Road, Torquay – Directly outside the Assembly Rooms

Figure 1.10



TPI 22120
October 2007

Rank 11 – Lymington Road, Torquay – Directly outside the Coach Station

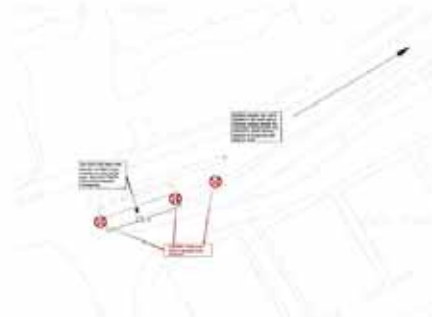
Figure 1.11



Front of Rank



A surveyor could stand here



TPI 22120
October 2007

Rank 13 – Chestnut Avenue, Torquay – Directly outside the Riviera Centre

Figure 1.13



Extent of the Rank

A surveyor could stand here



A surveyor could park/stand here



TPI 22120
October 2007

Rank 14 – Torquay Railway Station

Figure 1.14



TPI

22120
October 2007

Rank 15 – Hyde Road, Paignton, outside Backstage Bistro

Figure 1.15



TPI

22120
October 2007

Rank 16 – Torbay Road, Paignton, outside Motor World

Figure 1.16



TPI 22120
October 2007

Rank 17 – Dartmouth Road, Paignton, outside the Lime Tree Pub

Figure 1.17



TPI 22120
October 2007

Rank 18 – Palace Avenue, Paignton

Figure 1.18



TPI 22120
October 2007

Rank 20 – Paignton Railway Station

Figure 1.20



TPI 22120
October 2007

Rank 21 – Bank Lane, Brixham

Figure 1.21



TPI 22120
October 2007

Rank 23 – Rank at Westlands School by Brunshill Road

Figure 1.23



TPI 22120
October 2007

Rank 24 – Informal Activity close to the Strand Rank

Figure 1.24

BLUE Hackney Carriage Licence Plate

RED Private Hire Licence Plate



The Hackney Carriage Plate is the same as the Private Hire Plate BUT BLUE

Note: if by chance a Private Hire vehicle with one of these RED plates picks up at any of the ranks, the surveyor needs to circle its plate number in the last column of the survey form (as shown in the example survey sheet)

APPENDIX 4

Torbay Rank Observations

Rank Name : Union Street Day: Thursday Date: 8/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	21	12	0	101	0.00	42.08	0	7	0	0	1
11-12	40	28	0	97	0.00	17.32	0	5	0	0	1
12-13	58	35	0	89	0.00	12.71	0	5	0	0	1
13-14	198	54	0	78	0.00	7.22	0	5	0	0	1
14-15	53	28	0	85	0.00	15.18	0	5	0	0	1
15-16	36	28	0	82	0.00	14.64	0	2	0	1	0
16-17	87	47	0	61	0.00	6.49	0	2	0	1	0
17-18	107	56	0	54	0.00	4.82	0	3	0	0	1
Total	600	288	0	647	0.00	11.23	0	34	0	2	6

Rank Name : Union Street Day: Wednesday Date: 26/03/08 Time: 19:00 - 4:00

Hourly Time	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger	Average Cab Delay	Maximum Passenger	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	3	2	0	1	0.00	2.50	0	0	0	1	0
20-21	0	1	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-1	0	0	0	0	0.00	0.00	0	0	0	1	0
1-2	0	0	0	0	0.00	0.00	0	0	0	1	0
2-3	0	0	0	0	0.00	0.00	0	0	0	1	0
3-4	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	3	3	0	1	0.00	1.67	0	0	0	9	0

Rank Name : Union Street Day: Saturday Date: 17/11/01 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	10	17	0	59	0.00	17.35	0	2	0	1	0
11-12	26	32	0	67	0.00	10.47	0	4	0	0	1
12-13	28	26	0	64	0.00	12.31	0	4	0	0	1
13-14	65	30	10	58	0.77	9.67	5	0	1	0	0
14-15	61	33	0	79	0.00	11.97	0	2	0	1	0
15-16	68	34	0	50	0.00	7.35	0	2	0	1	0
16-17	48	27	0	71	0.00	13.15	0	0	0	1	0
17-18	50	28	5	46	0.60	8.21	0	0	1	0	0
Total	356	227	16	494	0.22	10.88	11	14	2	4	2

Rank Name : Union Street Day: Friday Date: 16/11/07 Time: 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	2	3	0	4	0.00	6.67	0	0	0	1	0
20-21	0	3	0	5	0.00	8.33	0	0	0	1	0
21-22	3	1	0	1	0.00	5.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	4	1	0	0	0.00	0.00	0	0	0	1	0
00-1	0	0	0	0	0.00	0.00	0	0	0	1	0
1-2	0	0	0	0	0.00	0.00	0	0	0	1	0
2-3	0	0	0	0	0.00	0.00	0	0	0	1	0
3-4	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	9	5	0	10	0.00	6.25	0	0	0	9	0

Rank Name : Union Street Day: Sunday Date: 18/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	10	4	0	48	0.00	60.00	0	3	0	0	1
11-12	7	7	0	47	0.00	39.57	0	3	0	0	1
12-13	11	10	0	45	0.00	22.50	0	2	0	1	0
13-14	16	14	0	59	0.00	21.07	0	2	0	1	0
14-15	8	8	0	68	0.00	42.50	0	4	0	0	1
15-16	14	12	0	59	0.00	24.58	0	2	0	1	0
16-17	15	11	0	22	0.00	10.00	0	0	0	1	0
17-18	2	2	0	3	0.00	7.50	0	0	0	1	0
Total	83	68	0	351	0.00	25.81	0	18	0	5	3

Rank Name : Post Office Roundabout Day: Thursday Date: 8/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	9	11	0	72	0.00	32.73	0	6	0	0	1
11-12	11	11	0	58	0.00	26.36	0	1	0	1	0
12-13	33	20	0	51	0.00	12.75	0	0	0	1	0
13-14	26	19	0	57	0.00	15.00	0	2	0	1	0
14-15	26	22	0	36	0.00	8.18	0	1	0	1	0
15-16	24	16	0	50	0.00	15.63	0	2	0	1	0
16-17	18	18	0	42	0.00	11.67	0	2	0	1	0
17-18	14	19	0	47	0.00	12.37	0	0	0	1	0
Total	161	136	0	413	0.00	15.18	0	14	0	7	1

Rank Name : Post Office Roundabout Day: Thursday Date: 15/11/07 Time: 19:00 - 4:00

Hourly Time	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	11	9	1	24	0.45	13.33	1	0	0	1	0
20-21	2	5	0	31	0.00	31.00	0	1	0	1	0
21-22	8	6	0	26	0.00	21.67	0	0	0	1	0
22-23	4	4	0	26	0.00	32.50	0	1	0	1	0
23-00	2	5	0	12	0.00	12.00	0	0	0	1	0
00-1	2	2	0	16	0.00	40.00	0	2	0	1	0
1-2	3	2	0	26	0.00	65.00	0	1	0	1	0
2-3	0	3	0	35	0.00	58.33	0	2	0	1	0
3-4	0	1	0	21	0.00	105.00	0	1	0	1	0
Total	32	37	1	217	0.16	29.32	1	8	0	9	0

Rank Name : Post Office Roundabout Day: Saturday Date: 10/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	11	12	0	39	0.00	16.25	0	0	0	1	0
11-12	15	13	0	50	0.00	19.23	0	2	0	1	0
12-13	24	16	14	2	2.92	0.63	3	0	1	0	0
13-14	28	16	0	33	0.00	10.31	0	0	0	1	0
14-15	43	20	0	50	0.00	12.50	0	2	0	1	0
15-16	48	28	0	46	0.00	8.21	0	2	0	1	0
16-17	42	23	0	30	0.00	6.52	0	0	0	1	0
17-18	56	28	0	44	0.00	7.86	0	1	0	1	0
Total	267	156	14	294	0.26	9.42	3	7	1	7	0

Rank Name : Post Office Roundabout Day: Friday Date: 16/11/07 Time: 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	9	6	0	46	0.00	38.33	0	1	0	1	0
20-21	5	9	0	62	0.00	34.44	0	4	0	0	1
21-22	6	6	0	44	0.00	36.67	0	0	0	1	0
22-23	9	8	0	29	0.00	18.19	0	0	0	1	0
23-00	11	16	3	28	1.36	8.75	3	0	1	0	0
00-1	16	10	5	11	1.56	5.50	0	0	0	1	0
1-2	5	3	0	7	0.00	11.67	0	0	0	1	0
2-3	3	3	0	8	0.00	13.33	0	0	0	1	0
3-4	0	1	0	3	0.00	15.00	0	0	0	1	0
Total	64	82	8	238	0.63	19.19	3	5	1	7	1

Rank Name : Post Office Roundabout Day: Sunday Date: 11/11/07 Time: 10:00 - 18:00 **REMEMBRANCE PARADE**

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	2	5	1	9	2.50	9.00	1	0	0	1	0
11-12	8	6	0	31	0.00	25.83	0	2	0	1	0
12-13	4	8	0	40	0.00	25.00	0	2	0	1	0
13-14	23	13	0	43	0.00	15.54	0	0	0	1	0
14-15	20	13	0	21	0.00	8.08	0	0	0	1	0
15-16	18	9	0	26	0.00	14.44	0	0	0	1	0
16-17	4	8	0	26	0.00	16.25	0	1	0	1	0
17-18	15	12	0	9	0.00	3.75	0	0	0	1	0
Total	94	74	1	205	0.05	13.85	1	5	0	8	0

Rank Name : Castle Circus Day: Monday Date: 19/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	10	9	1	24	0.50	13.33	1	0	0	1	0
11-12	7	7	0	22	0.00	15.71	0	0	0	1	0
12-13	10	10	0	16	0.00	8.00	0	0	0	1	0
13-14	12	10	0	14	0.00	7.00	0	0	0	1	0
14-15	2	3	0	22	0.00	36.67	0	0	0	1	0
15-16	2	4	0	26	0.00	32.50	0	1	0	1	0
16-17	7	10	0	12	0.00	6.00	0	0	0	1	0
17-18	13	11	3	15	1.15	6.82	3	0	1	0	0
Total	63	64	4	151	0.32	11.80	4	1	1	7	0

Rank Name : Castle Circus Day: Monday Date: 6/11/07 Time: 19:00 - 4:00

Hourly Time	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger	Average Cab Delay	Maximum Passenger	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	3	4	4	10	6.67	12.50	2	0	0	1	0
20-21	6	7	6	31	5.00	22.14	4	1	1	0	0
21-22	7	7	1	21	0.71	15.00	1	0	0	1	0
22-23	3	5	0	13	0.00	13.00	0	0	0	1	0
23-00	4	6	1	27	1.25	22.50	1	0	0	1	0
00-1	7	5	0	6	0.00	6.00	0	0	0	1	0
1-2	2	2	2	4	5.00	10.00	1	0	0	1	0
2-3	0	0	3	0	0.00	0.00	1	0	0	1	0
3-4	2	2	3	4	7.50	10.00	1	0	0	1	0
Total	34	38	20	116	2.94	15.26	11	1	1	8	0

Rank Name : Castle Circus Day: Saturday Date: 10/11/07 Time: 10:00 - 18:00

Hourly	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger	Cab Throughput	Passenger	Cab Queue	Average	Average Cab	Maximum	Minimum Cab	Excess	Equilibrium	Excess
10-11	5	7	0	24	0.00	17.14	0	0	0	1	0
11-12	9	6	4	17	2.22	14.17	2	0	0	1	0
12-13	8	8	0	13	0.00	8.13	0	0	0	1	0
13-14	3	3	0	11	0.00	18.33	0	0	0	1	0
14-15	10	9	0	19	0.00	10.56	0	0	0	1	0
15-16	5	7	3	17	3.00	12.14	3	0	1	0	0
16-17	4	7	2	11	2.50	7.86	1	0	0	1	0
17-18	7	5	1	13	0.71	13.00	1	0	0	1	0
Total	51	52	10	125	0.98	12.02	7	0	1	7	0

Rank Name : Castle Circus Day: Friday Date: 16/11/07 Time: 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	7	9	0	26	0.00	14.44	0	1	0	1	0
20-21	6	10	0	31	0.00	15.50	0	2	0	1	0
21-22	3	11	0	27	0.00	12.27	0	0	0	1	0
22-23	22	14	0	10	0.00	3.57	0	0	0	1	0
23-00	4	10	0	35	0.00	17.50	0	2	0	1	0
00-1	9	10	0	30	0.00	15.00	0	2	0	1	0
1-2	10	12	0	24	0.00	10.00	0	1	0	1	0
2-3	6	8	0	26	0.00	16.25	0	2	0	1	0
3-4	5	7	0	16	0.00	11.43	0	0	0	1	0
Total	72	91	0	225	0.00	12.38	0	10	0	9	0

Rank Name : Castle Circus Day: Sunday Date: 4/11/07 Time: 14:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	3	6	0	18	0.00	15.00	0	0	0	1	0
15-16	3	8	0	20	0.00	12.50	0	0	0	1	0
16-17	9	8	0	12	0.00	7.50	0	0	0	1	0
17-18	4	6	1	4	1.25	3.33	1	0	0	1	0
Total	19	28	1	54	0.26	9.64	1	0	0	4	0

Rank Name : Victoria Parade Day: Thursday Date: 15/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	3	3	0	5	0.00	8.33	0	0	0	1	0
11-12	3	4	1	16	1.67	20.00	1	0	0	1	0
12-13	10	8	0	12	0.00	7.50	0	0	0	1	0
13-14	11	6	4	28	1.82	23.33	4	0	1	0	0
14-15	28	15	2	12	0.36	4.00	2	0	0	1	0
15-16	9	7	0	29	0.00	20.71	0	1	0	1	0
16-17	5	3	0	9	0.00	15.00	0	1	0	1	0
17-18	10	8	0	27	0.00	16.88	0	0	0	1	0
Total	79	54	7	138	0.44	12.78	7	2	1	7	0

Rank Name : Victoria Parade Day: Wednesday Date: 7/11/07 Time: 19:00 - 4:00

Hourly Time	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger	Average Cab Delay	Maximum Passenger	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	1	3	0	13	0.00	21.67	0	0	0	1	0
20-21	1	3	0	25	0.00	41.67	0	0	0	1	0
21-22	2	4	0	21	0.00	26.25	0	0	0	1	0
22-23	8	9	5	15	0.00	26.25	5	0	0	1	0
23-00	2	7	0	23	3.13	8.33	0	1	1	0	0
00-1	0	6	0	23	0.00	16.43	0	0	0	1	0
1-2	4	5	1	17	0.00	19.17	1	0	0	1	0
2-3	17	10	7	20	1.25	17.00	3	0	0	1	0
3-4	14	7	3	17	2.06	10.00	3	0	1	0	0
Total	49	54	16	174	1.63	16.11	12	1	2	7	0

Rank Name : Victoria Parade Day: Saturday Date: 2/2/08 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	0	0	0	0.00	0.00	0	0	0	1	0
11-12	0	0	0	0	0.00	0.00	0	0	0	1	0
12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	8	0

Rank Name : Victoria Parade Day: Friday Date: 16/11/07 Time: 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	0	0	0	60	0.00	0.00	0	5	0	0	1
20-21	0	1	0	51	0.00	255.00	0	4	0	0	1
21-22	0	0	0	64	0.00	0.00	0	5	0	0	1
22-23	0	0	0	58	0.00	0.00	0	4	0	0	1
23-00	0	1	0	56	0.00	280.00	0	4	0	0	1
00-1	12	5	0	59	0.00	59.00	0	3	0	0	1
1-2	0	0	0	36	0.00	0.00	0	6	0	0	1
2-3	3	1	0	64	0.00	320.00	0	5	0	0	1
3-4	0	0	0	67	0.00	0.00	0	5	0	0	1
Total	15	8	0	515	0.00	321.88	0	41	0	0	9

Rank Name : Victoria Parade Day: Sunday Date: 11/11/07 Time: 14:00 - 18:00 REMEMBERANCE PARADE

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	22	11	0	33	0.00	15.00	0	1	0	1	0
15-16	21	12	0	36	0.00	15.00	0	1	0	1	0
16-17	7	11	0	32	0.00	14.55	0	0	0	1	0
17-18	14	8	0	37	0.00	23.13	0	2	0	1	0
18-19	3	3	0	15	0.00	25.00	0	1	0	1	0
19-20	0	4	0	24	0.00	30.00	0	1	0	1	0
20-21	2	6	0	28	0.00	23.33	0	1	0	1	0
21-22	10	10	0	27	0.00	13.50	0	1	0	1	0
22-23	12	8	0	24	0.00	15.00	0	1	0	1	0
23-00	20	12	7	19	1.75	7.50	5	0	1	0	0
00-01	17	11	1	22	0.29	10.00	1	0	0	1	0
01-02	16	8	14	3	4.38	1.88	10	0	1	0	0
Total	144	104	22	299	0.78	14.38	18	9	2	10	0

Rank Name : The Strand Day: Thursday Date: 7/11/07 Time: 10:00 - 19:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	4	4	0	29	0.00	36.25	0	1	0	1	0
11-12	3	3	0	32	0.00	53.33	0	2	0	1	0
12-13	2	2	0	18	0.00	45.00	0	0	0	1	0
13-14	7	9	0	25	0.00	13.89	0	1	0	1	0
14-15	12	17	0	46	0.00	13.53	0	2	0	1	0
15-16	6	10	0	38	0.00	19.00	0	1	0	1	0
16-17	5	11	0	29	0.00	13.18	0	1	0	1	0
17-18	3	12	0	37	0.00	15.42	0	1	0	1	0
Total	42	66	0	254	0.00	18.66	0	9	0	6	0

Rank Name : The Strand Day: Wednesday Date: 7/11/07 Time: 19:00 - 4:00

Hourly Time	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger	Average Cab Delay	Maximum Passenger	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	0	6	0	32	0.00	26.67	0	2	0	1	0
20-21	0	2	0	28	0.00	70.00	0	2	0	1	0
21-22	0	2	2	29	0.00	72.50	1	2	0	1	0
22-23	0	2	0	28	0.00	72.50	0	2	0	1	0
23-00	0	3	0	26	0.00	70.00	0	1	0	1	0
00-1	0	1	0	23	0.00	43.33	0	1	0	1	0
1-2	0	0	0	24	0.00	115.00	0	2	0	1	0
2-3	0	1	0	12	0.00	0.00	0	1	0	1	0
3-4	0	1	0	0	0.00	60.00	0	0	0	1	0
Total	0	18	2	202	0.00	56.11	1	13	0	9	0

Rank Name : The Strand Day: Saturday Date: 24/11/08 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	7	6	0	36	0.00	30.00	0	1	0	1	0
11-12	7	6	0	38	0.00	31.67	0	2	0	1	0
12-13	1	5	0	37	0.00	37.00	0	2	0	1	0
13-14	2	6	0	40	0.00	33.33	0	3	0	0	1
14-15	7	8	1	32	0.71	20.00	1	0	0	1	0
15-16	2	6	0	39	0.00	32.50	0	3	0	0	1
16-17	8	6	0	34	0.00	28.33	0	1	0	1	0
17-18	3	4	0	47	0.00	58.75	0	3	0	0	1
Total	37	47	1	303	0.14	32.23	1	15	0	5	3

Rank Name : The Strand Day: Friday Date: 16/11/07 Time: 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	4	6	0	47	0.00	39.17	0	4	0	0	1
20-21	1	6	0	42	0.00	35.00	0	2	0	1	0
21-22	0	2	0	56	0.00	140.00	0	4	0	0	1
22-23	4	7	0	22	0.00	15.71	0	1	0	1	0
23-00	7	9	0	47	0.00	26.11	0	2	0	1	0
00-1	5	7	0	52	0.00	37.14	0	3	0	0	1
1-2	10	12	0	48	0.00	20.00	0	3	0	0	1
2-3	9	8	0	49	0.00	30.63	0	3	0	0	1
3-4	34	18	11	8	1.62	2.22	4	0	1	0	0
Total	74	75	11	371	0.74	24.73	4	22	1	3	5

Rank Name : The Strand Day: Sunday Date: 11/11/07 Time: 14:00 - 18:00 **REMEMBRANCE PARADE**

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	21	14	1	28	0.24	10.00	1	0	0	1	0
15-16	29	16	0	39	0.00	12.19	0	1	0	1	0
16-17	11	6	0	34	0.00	28.33	0	1	0	1	0
17-18	14	10	0	38	0.00	19.00	0	2	0	1	0
18-19	6	7	0	42	0.00	30.00	0	2	0	1	0
19-20	10	8	0	31	0.00	19.38	0	1	0	1	0
20-21	3	6	0	39	0.00	32.50	0	2	0	1	0
21-22	5	3	0	34	0.00	56.67	0	1	0	1	0
22-23	0	2	0	19	0.00	47.50	0	3	0	0	1
23-00	2	4	0	29	0.00	36.25	0	1	0	1	0
00-01	0	2	0	42	0.00	105.00	0	3	0	0	1
01-02	1	2	0	41	0.00	102.50	0	3	0	0	1
Total	102	80	1	416	0.05	26.00	1	20	0	9	3

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Rank Name : Cary Parade Day: Wednesday Date: 21/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	3	3	0	16	0.00	26.67	0	0	0	1	0
11-12	4	4	0	13	0.00	16.25	0	0	0	1	0
12-13	2	2	0	14	0.00	35.00	0	0	0	1	0
13-14	6	5	0	24	0.00	24.00	0	0	0	1	0
14-15	8	12	0	45	0.00	18.75	0	1	0	1	0
15-16	13	6	0	20	0.00	16.67	0	0	0	1	0
16-17	0	2	0	20	0.00	50.00	0	1	0	1	0
17-18	3	2	0	16	0.00	40.00	0	0	0	1	0
Total	39	36	0	168	0.00	23.33	0	2	0	8	0

Rank Name : Cary Parade Day: Thursday Date: 8/11/07 Time: 19:00 - 4:00

Hourly Time	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger	Average Cab Delay	Maximum Passenger	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	2	3	0	34	0.00	56.67	0	1	0	1	0
20-21	3	6	0	32	0.00	26.67	0	2	0	1	0
21-22	0	1	0	22	0.00	110.00	0	1	0	1	0
22-23	0	4	0	22	0.00	110.00	0	1	0	1	0
23-00	1	3	0	38	0.00	27.50	0	2	0	1	0
00-1	0	4	0	29	0.00	63.33	0	0	0	1	0
1-2	0	3	0	9	0.00	36.25	0	0	0	1	0
2-3	0	3	0	18	0.00	15.00	0	0	0	1	0
3-4	0	1	0	20	0.00	30.00	0	1	0	1	0
Total	6	28	0	224	0.00	40.00	0	8	0	9	0

Rank Name : Cary Parade Day : Saturday Date : 17/2/08 Time : 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	3	0	28	0.00	46.67	0	2	0	1	0
11-12	0	3	0	32	0.00	53.33	0	2	0	1	0
12-13	0	0	0	26	0.00	0.00	0	3	0	0	1
13-14	0	4	0	30	0.00	37.50	0	2	0	1	0
14-15	0	2	0	31	0.00	77.50	0	2	0	1	0
15-16	0	1	0	40	0.00	200.00	0	2	0	1	0
16-17	0	4	0	29	0.00	36.25	0	2	0	1	0
17-18	0	5	0	28	0.00	28.00	0	2	0	1	0
Total	0	22	0	244	0.00	55.45	0	17	0	7	1

Rank Name : Cary Parade Day : Friday Date : 24/11/07 Time : 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	2	6	0	7	0.00	5.93	0	0	0	1	0
20-21	3	4	0	30	0.00	37.50	0	1	0	1	0
21-22	4	4	0	27	0.00	33.75	0	0	0	1	0
22-23	0	10	0	22	0.00	11.00	0	0	0	1	0
23-00	11	8	0	23	0.00	14.38	0	1	0	1	0
00-1	6	6	0	28	0.00	23.33	0	0	0	1	0
1-2	8	12	0	16	0.00	6.67	0	0	0	1	0
2-3	4	4	1	6	1.25	7.50	1	0	0	1	0
3-4	10	6	0	1	0.00	0.93	0	0	0	1	0
Total	48	80	1	180	0.10	13.33	1	2	0	9	0

Rank Name : Cary Parade Day : Sunday Date : 18/11/07 Time : 14:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
15-16	1	3	0	31	0.00	51.67	0	2	0	1	0
16-17	1	2	0	22	0.00	55.00	0	1	0	1	0
17-18	0	1	0	13	0.00	65.00	0	0	0	1	0
18-19	0	1	0	27	0.00	135.00	0	2	0	1	0
19-20	1	4	0	11	0.00	13.75	0	0	0	1	0
20-21	0	3	0	32	0.00	53.33	0	1	0	1	0
21-22	1	4	0	20	0.00	25.00	0	1	0	1	0
22-23	0	5	0	24	0.00	24.00	0	1	0	1	0
23-00	0	3	0	23	0.00	38.33	0	0	0	1	0
00-01	0	4	0	28	0.00	35.00	0	1	0	1	0
01-02	0	2	0	27	0.00	67.50	0	2	0	1	0
Total	4	32	0	258	0.00	40.31	0	11	0	11	0

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Rank Name : Torbay Road, Princess Theatre Day: Monday Date: 12/11/07 Time: 19:00 - 03:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	12	5	12	5	5.00	5.00	3	0	1	0	0
22-23	8	3	5	3	3.13	5.00	3	0	1	0	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
1-2	0	0	0	0	0.00	0.00	0	0	0	1	0
2-3	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	20	8	17	8	4.25	5.00	6	0	2	6	0

Rank Name : Torbay Road, Princess Theatre Day: Friday Date: 24/11/07 Time: 20:00 - 3:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
1-2	0	0	0	0	0.00	0.00	0	0	0	1	0
2-3	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	0.00	0.00	0	0	0	7	0

Rank Name : Lymington Rd, Library Day: Tuesday Date: 6/11/07 Time: 10:00 - 18:00

Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand			
Hourly Time Period	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 10-11	0	2	0	6	0.00	15.00	0	0	0	1	0
1 11-12	0	1	0	1	0.00	5.00	0	0	0	1	0
1 12-13	1	2	0	1	0.00	2.50	0	0	0	1	0
1 13-14	0	1	0	1	0.00	5.00	0	0	0	1	0
1 14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
1 15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
1 16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
1 17-18	0	1	0	1	0.00	5.00	0	0	0	1	0
Total	1	7	0	10	0.00	7.14	0	0	0	5	0

Rank Name : Lymington Rd, Library Day: Saturday Date: 24/11/07 Time: 20:00 - 00:00

Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand			
Hourly Time Period	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
1 21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
1 22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
1 23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	4	0

Rank Name : Lymington Rd, Coach Station Day: Thursday Date: 8/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	0	0	7	0.00	0.00	0	0	0	1	0
11-12	1	2	0	5	0.00	12.50	0	0	0	1	0
12-13	0	1	0	2	0.00	10.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	1	3	0	14	0.00	23.33	0	0	0	9	0

Rank Name : Lymington Rd, Coach Station Day: Friday Date: 9/11/07 Time: 20:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
120-21	0	2	0	5	0.00	12.50	0	0	0	1	0
121-22	0	0	0	5	0.00	0.00	0	0	0	1	0
122-23	0	0	0	0	0.00	0.00	0	0	0	1	0
123-00	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	2	0	10	0.00	0.00	0	0	0	4	0

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Rank Name : Chestnut Avenue Day: Tuesday Date: 08/11/07 Time: 9:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 9-10	0	0	4	0	0.00	0.00	2	0	0	1	0
1 10-11	0	0	0	2	0.00	0.00	0	0	0	1	0
1 11-12	0	0	0	6	0.00	0.00	0	0	0	1	0
1 12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
1 13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
1 14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
1 15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
1 16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
1 17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	4	8	0.00	0.00	2	0	0	9	0

Rank Name : Chestnut Avenue Day: Saturday Date: 17/11/07 Time: 9:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 9-10	0	0	0	0	0.00	0.00	0	0	0	1	0
1 10-11	0	0	0	0	0.00	0.00	0	0	0	1	0
1 11-12	0	0	0	0	0.00	0.00	0	0	0	1	0
1 12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
1 13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
1 14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
1 15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
1 16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
1 17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	0.00	0.00	0	0	0	9	0

10

Rank Name : Railway Station Torquay Day: Tuesday Date: 6/11/07 Time: 7:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
7-8	1	5	0	5	0.00	5.00	0	0	0	1	0
8-9	2	3	0	7	0.00	11.67	0	0	0	1	0
9-10	1	5	0	26	0.00	26.00	0	0	0	1	0
10-11	2	1	0	17	0.00	85.00	0	0	0	1	0
11-12	4	5	0	31	0.00	31.00	0	2	0	1	0
12-13	6	10	1	27	0.83	13.50	1	0	0	1	0
13-14	9	9	0	50	0.00	27.78	0	0	0	1	0
14-15	6	6	0	18	0.00	15.00	0	0	0	1	0
15-16	8	8	0	10	0.00	6.25	0	0	0	1	0
16-17	7	6	9	8	6.43	6.67	5	0	1	0	0
17-18	5	3	0	16	0.00	26.67	0	0	0	1	0
Total	51	61	10	215	0.98	17.62	6	2	1	10	0

Rank Name : Railway Station Torquay Day: Wednesday Date: 7/11/07 Time: 19:00 - 0:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	4	8	2	16	2.50	10.00	1	0	0	1	0
20-21	3	5	0	29	0.00	29.00	0	1	0	1	0
21-22	1	4	0	11	0.00	13.75	0	0	0	1	0
22-23	0	1	0	2	0.00	13.75	0	0	0	1	0
23-00	2	4	2	4	0.00	10.00	1	0	0	1	0
Total	10	22	4	62	2.00	14.09	2	1	0	5	0

Rank Name : Railway Station Torquay Day: Saturday Date: 10/11/08 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	2	3	0	12	0.00	20.00	0	0	0	1	0
11-12	1	1	0	8	0.00	40.00	0	0	0	1	0
12-13	2	5	0	9	0.00	9.00	0	0	0	1	0
13-14	24	9	17	29	3.54	16.11	8	0	1	0	0
14-15	6	5	3	18	2.50	18.00	3	0	1	0	0
15-16	7	4	0	14	0.00	17.50	2	1	0	1	0
16-17	2	2	0	12	0.00	30.00	0	0	0	1	0
17-18	1	3	0	5	0.00	8.33	0	0	0	1	0
Total	45	32	20	107	2.22	16.72	13	1	2	6	0

Rank Name : Railway Station Torquay Day: Friday Date: 9/11/07 Time: 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	7	9	0	18	0.00	10.00	0	0	0	1	0
20-21	1	3	0	14	0.00	23.33	0	0	0	1	0
21-22	3	6	0	27	0.00	22.50	0	0	0	1	0
22-23	11	7	1	8	0.45	5.71	1	0	0	1	0
23-00	0	3	0	9	0.00	15.00	0	0	0	1	0
Total	22	28	1	76	0.23	13.57	1	0	0	5	0

Rank Name : Railway Station Torquay Day: Sunday Date: 11/11/07 Time: 14:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	5	5	3	10	3.00	10.00	1	0	0	1	0
15-16	1	2	0	8	0.00	20.00	0	0	0	1	0
16-17	1	1	0	6	0.00	30.00	0	4	0	0	1
17-18	0	1	0	1	0.00	5.00	0	0	0	1	0
Total	7	9	3	25	2.14	13.89	1	4	0	3	1

Rank Name : Hyde Road Day: Tuesday Date: 20/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	5	8	1	0	1.00	0.00	1	0	0	1	0
11-12	9	8	4	0	2.22	0.00	2	0	0	1	0
12-13	8	6	2	0	1.25	0.00	1	0	0	1	0
13-14	17	15	0	2	0.00	0.67	0	0	0	1	0
14-15	9	7	1	0	0.56	0.00	1	0	0	1	0
15-16	32	18	8	0	1.25	0.00	4	0	1	0	0
16-17	4	5	2	0	2.50	0.00	1	0	0	1	0
17-18	9	6	0	2	0.00	1.67	0	0	0	1	0
Total	93	73	18	4	0.97	0.27	10	0	1	7	0

Rank Name : Hyde Rd Day: Friday Date: 9/11/07 Time: 20:00 - 0:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	0.00	#DIV/0!	0	0	0	4	0

Rank Name : Torbay Rd Day: Tuesday Date: 6/11/07 Time: 10:00 - 18:00

Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand			
Hourly Time Period	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 10-11	0	0	0	0	0.00	0.00	0	0	0	1	0
1 11-12	0	0	0	0	0.00	0.00	0	0	0	1	0
1 12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
1 13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
1 14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
1 15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
1 16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
1 17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	8	0

Rank Name : Torbay Rd Day: Tuesday Date: 6/11/07 Time: 19:00 - 4:00

Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand			
Hourly Time	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger	Average Cab Delay	Maximum Passenger	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
1 20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
1 21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
1 22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
1 23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	4	0

Rank Name : Torbay Rd Day: Saturday Date : 24/11/07 Time : 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	0	0	0	0.00	0.00	0	0	0	1	0
11-12	0	0	0	0	0.00	0.00	0	0	0	1	0
12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	8	0

Rank Name : Torbay Rd Day: Friday Date : 9/11/07 Time : 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-1	0	0	0	0	0.00	0.00	0	0	0	1	0
1-2	0	0	0	0	0.00	0.00	0	0	0	1	0
2-3	0	0	0	0	0.00	0.00	0	0	0	1	0
3-4	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	8	0

Rank Name : Torbay Rd Day: Sunday Date : 11/11/07 Time : 15:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
18-19	0	0	0	0	0.00	0.00	0	0	0	1	0
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	9	0

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Rank Name : Dartmouth Rd Day: Wednesday Date: 7/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	0	0	0	0.00	0.00	0	0	0	1	0
11-12	0	0	0	0	0.00	0.00	0	0	0	1	0
12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	2	2	2	0	5.00	0.00	1	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	2	2	2	0	5.00	0.00	1	0	0	8	0

Rank Name : Dartmouth Rd Day: Friday Date: 17/11/08 Time: 19:00 - 00:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	8	0	0.00	0.00	2	0	0	1	0
22-23	0	0	6	0	0.00	0.00	3	0	1	0	0
23-0	4	2	6	0	7.50	0.00	4	0	1	0	0
Total	4	2	20	0	25.00	0.00	9	0	2	3	0

Rank Name : Dartmouth Rd Day: Sunday Date: 11/11/07 Time: 14:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	1	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	2	0	6	0.00	15.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	3	0	6	0.00	10.00	0	0	0	4	0

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Rank Name : Palace Ave Day: Thursday Date: 6/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	0	0	0	0.00	0.00	0	0	0	1	0
11-12	0	0	0	0	0.00	0.00	0	0	0	1	0
12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	8	0

Rank Name : Palace Avenue Day: Tuesday Date: 6/11/07 Time: 19:00 - 0:00

Hourly Time	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger	Average Cab Delay	Maximum Passenger	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	4	0

Rank Name : Palace Avenue Day: Saturday Date: 2/2/08 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	0	0	0	0.00	0.00	0	0	0	1	0
11-12	0	0	0	0	0.00	0.00	0	0	0	1	0
12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	8	0

Rank Name : Palace Avenue Day: Friday Date: 9/11/07 Time: 19:00 - 04:00

Hourly	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger	Cab Throughput	Passenger	Cab Queue	Average	Average Cab	Maximum	Minimum Cab	Excess	Equilibrium	Excess
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	4	0

Rank Name : Palace Avenue Day: Friday Date: 9/11/07 Time: 19:00 - 04:00

Hourly	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger	Cab Throughput	Passenger	Cab Queue	Average	Average Cab	Maximum	Minimum Cab	Excess	Equilibrium	Excess
19-20	0	0	0	0	0.00	0.00	0	0	0	1	0
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	4	0

Rank Name : Victoria Parade Day: Sunday Date: 11/11/07 Time: 14:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	0	0	0	0	#DIV/0!	#DIV/0!	0	0	0	4	0

30

Rank Name : Railway Station Paignton Day: Thursday Date: 7/11/07 Time: 7:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 7-8	1	1	1	3	5.00	15.00	1	0	0	1	0
1 8-9	2	5	0	36	0.00	36.00	0	2	0	1	0
1 9-10	7	12	4	60	2.86	25.00	4	0	1	0	0
1 10-11	15	12	0	79	0.00	32.92	0	3	0	0	1
1 11-12	20	15	0	12	0.00	4.00	0	6	0	0	1
1 12-13	16	17	0	107	0.00	31.47	0	7	0	0	1
1 13-14	18	13	0	106	0.00	40.77	0	5	0	0	1
1 14-15	31	24	0	75	0.00	15.63	0	4	0	0	1
1 15-16	22	14	14	32	3.18	11.43	7	1	1	0	0
1 16-17	19	15	20	40	5.26	13.33	7	0	1	0	0
1 17-18	20	12	0	44	0.00	18.33	0	0	0	1	0
Total	171	140	39	594	1.14	21.21	19	28	3	3	5

Rank Name : Railway Station paignton Day: Wednesday Date: 7/11/07 Time: 19:00 - 0:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 19-20	11	9	1	32	0.45	17.78	1	0	0	1	0
1 20-21	7	5	0	57	0.00	57.00	0	3	0	0	1
1 21-22	2	6	0	44	0.00	36.67	0	3	0	0	1
1 22-23	3	7	0	47	0.00	36.67	0	3	0	0	1
1 23-00	11	8	0	17	0.00	33.57	0	1	0	0	1
Total	34	35	1	197	0.15	28.14	1	10	0	1	4

Rank Name : Railway Station Paignton Day: Saturday Date: 10/11/08 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	5	8	0	102	0.00	63.75	0	8	0	0	1
11-12	8	14	0	91	0.00	32.50	0	5	0	0	1
12-13	12	18	0	39	0.00	10.83	0	0	0	1	0
13-14	8	12	0	79	0.00	32.92	0	5	0	0	1
14-15	8	16	0	101	0.00	31.56	0	7	0	0	1
15-16	6	20	0	56	0.00	14.00	0	1	0	1	0
16-17	13	16	0	83	0.00	25.94	0	4	0	0	1
17-18	5	8	0	84	0.00	52.50	0	5	0	0	1
Total	65	112	0	635	0.00	28.35	0	35	0	2	6

Rank Name : Railway Station Paignton Day: Friday Date: 9/11/07 Time: 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	7	7	0	73	0.00	52.14	0	5	0	0	1
20-21	15	12	0	72	0.00	30.00	0	4	0	0	1
21-22	2	8	0	88	0.00	55.00	0	4	0	0	1
22-23	6	8	0	45	0.00	28.13	0	2	0	1	0
23-00	25	21	0	60	0.00	14.29	0	3	0	0	1
Total	55	56	0	338	0.00	30.18	0	18	0	1	4

Rank Name : Railway Station Paignton Day: Sunday Date: 18/11/07 Time: 14:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 14-15	3	4	0	60	0.00	75.00	0	3	0	0	1
1 15-16	4	3	0	88	0.00	146.67	0	6	0	0	1
1 16-17	6	8	1	24	0.83	15.00	0	0	0	1	0
1 17-18	3	4	0	7	0.00	8.75	0	0	0	1	0
Total	16	19	1	179	0.31	47.11	0	9	0	2	2

33

Rank Name : Bank Lane Day: Tuesday Date: 6/11/07 Time: 10:00 - 18:00

Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand			
Hourly Time Period	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	18	16	0	36	0.00	11.25	0	1	0	1	0
11-12	38	28	0	32	0.00	5.71	0	0	0	1	0
12-13	30	24	0	30	0.00	6.25	0	0	0	1	0
13-14	28	20	8	28	1.43	7.00	4	0	1	0	0
14-15	24	20	0	30	0.00	7.50	0	0	0	1	0
15-16	29	23	17	5	2.93	1.09	5	0	1	0	0
16-17	20	18	0	26	0.00	7.22	0	3	0	0	1
17-18	14	11	0	40	0.00	18.18	0	1	0	1	0
Total	201	160	25	227	0.62	7.09	9	5	2	5	1

Rank Name : Bank Lane Day: Tuesday Date: 6/11/07 Time: 19:00 - 4:00

Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ^m & Min ^m Queues		Balance of Supply & Demand			
Hourly Time	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger	Average Cab Delay	Maximum Passenger	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	1	8	0	23	0.00	14.38	0	1	0	1	0
20-21	3	9	0	23	0.00	12.78	0	0	0	1	0
21-22	4	7	0	24	0.00	17.14	0	0	0	1	0
22-23	6	6	0	20	0.00	17.14	0	1	0	1	0
23-00	11	7	0	29	0.00	16.67	0	0	0	1	0
00-1	0	4	0	10	0.00	20.71	0	0	0	1	0
1-2	0	0	0	0	0.00	12.50	0	0	0	1	0
2-3	0	0	0	0	0.00	0.00	0	0	0	1	0
3-4	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	25	41	0	129	0.00	15.73	0	2	0	9	0

Rank Name : Bank Lane Day: Saturday Date: 10/11/07 Time: 10:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	8	5	0	36	0.00	36.00	0	1	0	1	0
11-12	12	17	3	34	1.25	10.00	3	1	1	0	0
12-13	24	12	22	10	4.58	4.17	4	0	1	0	0
13-14	21	13	7	25	1.67	9.62	4	0	1	0	0
14-15	19	9	11	12	2.89	6.67	5	0	1	0	0
15-16	17	10	4	24	1.18	12.00	2	0	0	1	0
16-17	6	4	6	14	5.00	17.50	2	0	0	1	0
17-18	21	10	0	31	0.00	15.50	0	0	0	1	0
Total	128	80	53	186	2.07	11.63	20	2	4	4	0

Rank Name : Bank Lane Day: Friday Date: 9/11/07 Time: 19:00 - 04:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ^m & Min ^m Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
19-20	8	15	0	37	0.00	12.33	0	0	0	1	0
20-21	11	22	0	24	0.00	5.45	0	0	0	1	0
21-22	19	20	0	37	0.00	9.25	0	1	0	1	0
22-23	32	20	0	36	0.00	9.00	0	1	0	1	0
23-00	18	24	0	60	0.00	12.50	0	3	0	0	1
00-1	42	29	0	31	0.00	5.34	0	0	0	1	0
1-2	20	20	10	18	2.50	4.50	5	0	1	0	0
2-3	2	5	0	8	0.00	8.00	0	0	0	1	0
3-4	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	152	155	10	251	0.33	8.10	5	5	1	7	1

Rank Name : Bank Lane Day: Sunday Date: 11/11/07 Time: 14:00 - 18:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 14-15	16	8	0	28	0.00	17.50	0	0	0	1	0
1 15-16	15	11	0	35	0.00	15.91	0	0	0	1	0
1 16-17	21	10	0	31	0.00	15.50	0	1	0	1	0
1 17-18	18	10	14	6	3.89	3.00	5	0	1	0	0
1 18-19	18	13	0	36	0.00	13.85	0	1	0	1	0
1 19-20	14	9	0	31	0.00	17.22	0	0	0	1	0
1 20-21	18	9	0	35	0.00	19.44	0	1	0	1	0
1 21-22	9	6	1	25	0.56	20.83	1	0	0	1	0
1 22-23	16	9	0	37	0.00	20.56	0	1	0	1	0
1 23-0	2	2	2	38	5.00	95.00	1	0	0	1	0
1 0-1	0	3	0	61	0.00	101.67	0	4	0	0	1
1 1-2	0	3	0	69	0.00	115.00	0	3	0	0	1
Total	147	93	17	432	0.58	23.23	7	11	1	9	2

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Rank Name : Westland Lane Day: Wednesday Date: 14/11/07 Time: 8:00 - 9:00

Hourly Time Period	Passenger & Cab Rank Throughput		Hourly Queue Totals		Service Performance Indicator		Max ⁿ & Min ⁿ Queues		Balance of Supply & Demand		
	Passenger Throughput	Cab Throughput	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1 8-9	0	0	0	0	0.00	0.00	0	0	0	1	0
1 14-15	4	2	0	8	0.00	20.00	0	0	0	1	0
Total	4	2	0	8	0.00	20.00	0	0	0	2	0

APPENDIX 5
Torbay Rank Audits

TORBA Y RANK AUDIT

Rank Location	No. of Vehicles	Days/Hours of operation	Signage		Road Markings		Information			Accessibility							Security					
			Signage to and from the rank - legible, correct?	Are connections with routes to other modes detailed?	Are road markings clear and correct?	Is it clear that the rank can be used only by Hackneys?	Information at the rank explaining what to do or how you can contact a taxi if there are none at the rank?	Info on complaints procedure, licensing officer contact no., promotions, etc?	Pavement with adequate tiling, wheelchair, etc?	Approach free from obstructions that would be difficult for visually impaired, wheelchair users etc to negotiate?	Is the surface even?	Dropped kerbs/ramp?	Adverse corner making access difficult?	Seating provided?	Direction of queuing indicated?	Taxi Marshals used?	Adequately lit - local street lighting/ in the shelter?	Easily visible from main street?	Covered by CCTV?	Telephone nearby?	Is there a shelter?	Is there a taxi?
1. Union Street	70	24	Yes, new	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No
2. Post Office Roundabout	4 double yellow broken so taxis cannot enforce as park double		Yes, usual	No	Yes	-	No	No	No	Yes	Yes	Yes	No	No	No	No	Yes	Yes	Yes	Yes	No	No
3. Ockley Circus	150-200	24	Yes, pretty new	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	No	No	Yes	No	Yes	No	Yes	No	No	No
4. Victoria Parade	-	-	At rank, yes	-	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	No	Yes	-	Yes	Yes	No	No
5. The Strand	At least 5	24	Yes new sign	-	Yes	-	No	No	No	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No
6. Quay Parade	-	-	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	No	No	Yes	No	Yes	-	Yes	Yes	No	No
7. Torbay Road	1	8pm-4am	At rank	-	Yes	-	No	No	No	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No
8. Merlet Street	4 spaces, all?	24	-	-	Yes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9. Lynton Road (Brewery)	4	24	Small sign on post	No	Yes	-	-	No	No	Yes	Yes	Yes	No	No	No	No	Yes	Yes	-	Yes	No	No
10. Lynton Road (assembly rooms)	-	-	No	-	Yes	-	-	No	No	Yes	Yes	Yes	No	No	No	No	Yes	Yes	Somewhat	Yes	No	No
11. Lynton Road (coach station)	-	-	Yes X2	-	Yes	-	No	-	-	Yes	Yes	Yes	No	No	No	No	Yes	Yes	No	Yes	No	No
12. Down Road Embblecombe	4	-	No	No	Yes	Yes	No	No	No	Yes, just	Yes	Yes	No	No	Yes	No	Yes	Yes	No	No	No	No
13. Chichester Avenue	1 of 10	-	Yes	No	No	Yes	No	No	No	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	No	No	Yes	No

APPENDIX 6
Public Attitude Survey

TORBAY HACKNEY CARRIAGE DEMAND SURVEY 2007
 - PUBLIC ATTITUDE ON-STREET INTERVIEW FORM



LOCATION _____ DATE _____ INITIALS _____ SHEET N^o _____

1. In the last month, have you made a trip by taxi in Torbay?
 Yes 1 No 2
IF "NO" GOTO QUESTION 14
2. What was the purpose of your last trip by taxi? Work/Education 1 Shopping 2 Leisure 3
 Hospital/Medical 4 Link to other Transport 5 Personal Business 6
3. Not including the driver, how many people travelled in your party (including yourself)? _____
- 4a. At what time was the trip made? 0301 – 0700 1 0701 – 0800 2 0801 – 0900 3 0901 – 1000 4
 1001 – 1100 5 1101 – 1200 6 1201 – 1300 7 1301 – 1400 8 1401 – 1500 9 1501 – 1600 10
 1601 – 1700 11 1701 – 1800 12 1801 – 2300 13 2301 – 0300 14
- 4b. On what day was the trip made? Mon 1 Tue 2 Wed 3 Thurs 4 Fri 5 Sat 6 Sun 7
- 5a. What was the total cost of the trip? (to all persons in your party)? £_____ Don't Know 1
- 5b. Do you consider this to represent good value for money? Yes 1 No 2 Don't Know 3
6. How did you obtain your taxi? At a Rank 1 Waved Down in the Street 2 By Telephone 3
ONLY ASK QUESTION 7 IF HIRED FROM A RANK
- 7a. How long did it take you to walk from your starting point to the rank? _____ Minutes
- 7b. How long did you have to wait for a taxi at the rank? _____ Minutes
ONLY ASK QUESTION 8 IF WAVED DOWN ON STREET
- 8a. How long did it take you to hail a taxi from the time you started looking for one? _____ Minutes
- 8b. How many taxis did you have to flagdown before one stopped? _____
- ONLY ASK QUESTIONS 9-12 IF HIRED BY TELEPHONE**
9. Did you require the taxi immediately or did you pre-book it for another time? Immediately 1
 Not Immediately 2
10. **IF IMMEDIATELY**, how many operators/companies did you have to contact before achieving an acceptable booking? _____
11. **IF IMMEDIATELY**, how long did it take the taxi to reach you after acceptance of your booking? _____ Minutes
12. **IF PRE-BOOKED FOR ANOTHER TIME**, how close to the booked time did the taxi arrive?
 _____ Minutes Early On Time (Tick) [] _____ Minutes Late
13. Were you satisfied with the time taken and the promptness of its arrival, however you obtained your taxi? Yes 1 No 2
14. How often do you obtain a taxi from a rank in Torbay?
 Every Day 1 At Least Weekly 2 At Least Monthly 3
 At Least Once a Year 4 Less often 5 Never 6
15. How often do you obtain a taxi by telephone in Torbay?
 Every Day 1 At Least Weekly 2 At Least Monthly 3
 At Least Once a Year 4 Less often 5 Never 6
16. How often do you obtain a taxi by hailing one down in the street in Torbay?
 Every Day 1 At Least Weekly 2 At Least Monthly 3
 At Least Once a Year 4 Less often 5 Never 6
17. **ASK IF THE FOLLOWING IS TRUE OR FALSE:**
 All taxis are allowed to pick up in the street or at a rank True 1 False 2
IF FALSE: What is the name given to taxis which are not allowed to pick up in the street or at ranks? Know 1 Don't Know 2

IF RESPONDENT DOES NOT KNOW THE DIFFERENCE BETWEEN HACKNEY CARRIAGES AND PRIVATE HIRE VEHICLES PLEASE EXPLAIN THAT HACKNEY CARRIAGES ARE THE TYPE THAT CAN PICK UP IN THE STREET AND AT RANKS AND THAT PRIVATE HIRE CARS MUST BE PRE-BOOKED.

18. Have you encountered any difficulty in entering or exiting any particular model of Hackney Carriages or Private Hire vehicles? Yes 1 No 2

EXPLAIN TO ALL RESPONDENTS THAT THE FOLLOWING QUESTIONS REFER TO HACKNEY CARRIAGES

19. Have you experienced problems in obtaining a Hackney Carriage? Yes 1 No 2
If yes, for what reason? _____

20. When would you estimate you have the greatest difficulty in obtaining the service of a Hackney Carriage?
Mon-Thurs daytime 1 Mon-Thurs night 2 Sat daytime 3 Fri/Sat night 4 Sun 5 Friday daytime 6

21. Approximately what % of the time would you say you had problems in obtaining the services of a Hackney Carriage service?
0-10% 1 10-20% 2 20-30% 3 30-40% 4 40-50% 5
50-60% 6 60-70% 7 70-80% 8 80-90% 9 90-100% 10

22. How would you assess the availability of Hackney Carriages in Torbay?
Very good 1 Good 2 Average 3 Poor 4 Very poor 5 Don't Know 6

23. How would you assess the general standard of the service provided by Hackney Carriages in Torbay?
Very good 1 Good 2 Average 3 Poor 4 Very poor 5 Don't Know 6

24. What is the main reason you do not use HACKNEY CARRIAGES in Torbay more often (or at all)?
(CIRCLE ONE RESPONSE ONLY)

Too expensive	1	Unacceptable Waiting Time/Availability	2
Distance to Ranks too far	3	Have a Car Available	4
Use the Bus	5	Cycle/Walk	6
No Need	7	Use/Prefer Private Hire	8
Conduct of Drivers	9	Other (Please Specify) _____	10

25. Could Hackney Carriage services in Torbay be improved? Yes 1 No 2
If yes, how could they be improved? (CIRCLE AS MANY AS APPLY)

More Hackneys	1	More Ranks	2	Shared Hackneys	3
Low Emission Vehicles	4	Better Conditioned Vehicles	5	Standardised vehicle type and/or colour	6
Better Drivers	7	Better Driver Appearance	8	Driver Quality/Customer Care	9
Cheaper Fares	10	Better Rank Security	11	Better Disabled Access	12
Other (please specify)	_____13				

26. Which of the following do you think offers the best value for money? Hackney Carriages 1
Private Hire 2

27. Are there any locations where you would like a new Hackney Carriage rank? Yes 1 No 2
If yes, please specify _____

28. Are there any existing Hackney Carriage ranks that you would use more often if taxis were more reliably found there? If yes, please specify _____ Yes 1 No 2

29. How much do you think it would cost for you to make a 3 mile Hackney Carriage trip from a rank in Torbay in the daytime? £ _____

30. Have you (or any fellow passengers) encountered any difficulties getting into or out of Hackney Carriages with steps (such as people carrier type vehicles or London style black cabs)? Yes 1 No 2

31. Do you feel that removing the current limit of 114 Hackney Carriage Licences would benefit you? Yes 1 No 2
Don't Know 3

FINALLY ASK RESPONDENTS:

Age 15-29 1 30-64 2 65+ 3 Sex Male 1 Female 2

Economic Status Full-Time Employed 1 Part-Time Employed 2 Unemployed 3
Student/Pupil 4 Retired 5 Housewife/Husband 6
Other 7

Residency Permanent Resident 1 PLEASE GIVE FIRST HALF OF HOME POSTCODE
Visitor 2
Tourist 3

Name _____ Phone Number _____

APPENDIX 7
Written Consultation Letters

THE TRANSPORTATION CONSULTANCY

Transportation Planning (International) Ltd.

Graphical House, 2 Wharf Street,
The Calks, Leeds, LS2 7EQ
Tel: +44 (0) 113 2429990
Fax: +44 (0) 113 2429820
E-mail: info@tpi-north.co.uk

Our ref: PM/RK/PB/22120

12th December 2007

Dear ,

Torbay Council Unmet Taxi Demand Study

Transportation Planning (International) Ltd has been commissioned by Torbay Council to carry out a study of unmet taxi demand in the area. The study will be used to inform the licensing decisions of the Authority, for the next 3 years.

We have recently conducted observation surveys of taxi ranks in the area and undertaken on-street market research with regard to usage and attitudes to taxis. We now wish to build on this research by obtaining the views of those organisations and individuals in the community that use taxis.

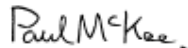
If you would like to bring any matters relating to Hackney Carriage or Private Hire Vehicle operation to our attention, please write to me at the above address. Your views will be taken into account alongside those of operators and other stakeholders in producing the final report for the study. Given the timescale for the study I would appreciate a response, in the prepaid envelope provided, by Friday 11th January 2008.

If you have any queries, feel free to give me a call on (0113) 242 9990. Alternatively, our contact at Torbay Council is Mandy Guy, Licensing Officer on 01803 208002.

If you want to, you can use the attached form for your response or as a guide to the topics you may wish to comment on.

I look forward to hearing from you.

Yours sincerely



Paul McKee, Associate
MSc(Eng.) BEng (Hons.) CEng MICE MIHT

Transportation Planning (International) Limited
Registered Office: Crystal Court, Aston Cross, Rocky Lane, Aston, Birmingham, B6 5RH. Registered Number 3232614

It would be useful to know:

Organisation/Company Name				
Your Name				
Position				
Do you use Taxis: A Lot	Quite a lot	Sometimes	Occasionally	Never
Do you use mostly: Hackneys	Private Hire Cars	Both	Don't Know	
How you find out where you can book a Taxi				
Whether you think the supply of Hackneys and/or PHV's, including those available to wheelchair users, is adequate				
Are Operators/Drivers (always, sometimes or never) responsive to your needs				
If you are aware of any locations where Ranks need to be improved (and how?) or new Ranks are needed				
Any times of the day and/or days of the week you find it difficult to obtain a Taxi				
Any journey purpose you find it difficult to obtain a Taxi for				
Any places where you find it difficult to obtain a Taxi				
Any other difficulties you have obtaining a Taxi				
If you are aware of any other types, times, areas or forms of unmet demand for hackneys or PHV's				
If there any factors (cost, availability, access, suitability, security, driver standards, etc) that limit or prevent your use of Taxis				
What you think would be the impact of removing or increasing the current limit on Hackney licenses				
Any improvements to Taxi provision you would like to see or other issues you would like to make us aware of				

Torbay Council

THE TRANSPORTATION CONSULTANCY

Transportation Planning (International) Ltd

Graphical House, 2 Wharf Street,
The Calls, Leeds, LS2 7EQ
Tel: + 44 (0) 113 2429990
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E-mail info@tpi-north.co.uk

Our ref: PM/RK/PB/22120

12th December 2007

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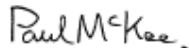
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If you want to, you can use the attached form for your response or as a guide to the topics you may wish to comment on.

I look forward to hearing from you.

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It would be useful to know:

Transportation Planning (International) Limited
Registered Office: Crystal Court, Aston Cross, Rocky Lane, Aston, Birmingham, B6 5RH. Registered Number 3232614

Company Name			
Your Name			
Position			
Number of Hackneys operated		Number accessible to people in wheelchairs	
Number of PHV's operated		Number accessible to people in wheelchairs	
Number of drivers		Days/Times of operation	
Number of journeys (one way) each week, month or year – from rank/s			
Number of journeys (one way) each week, month or year – for contract/s			
Number of journeys (one way) each week, month or year – from telephone bookings			
Number of journeys (one way) each week, month or year – other (please specify)			
Are you:Very busy	Quite busy	Busy	Not very busy
Not at all busy			
Days of the week you are most busy		Days of the week you are least busy	
Times of the day you are most busy		Times of the day you are least busy	
Driver Training provided		Quality standards applied (uniform, etc)	
Whether you think the supply of Hackneys and/or PHV's, including those available to wheelchair users, is adequate			
If there are any factors (security, safety, fare tariffs, etc) that limit taxi supply (and how?)			
If you are aware of any locations where Ranks need to be improved (and how?) or new Ranks are needed			
If you are aware of any other types, times, places or forms of unmet demand for hackneys or PHV's			
What you think would be the impact of removing or increasing the current limit on Hackney licenses			
Any improvements to Taxi provision you would like to see or other issues you would like to make us aware of			

We would be grateful for copies of any marketing materials with your response
Torbay Council

Questions For Taxi Drivers

Torbay Council is asking for your opinion on the change to one of its taxi vehicle conditions.

At present all drivers of private hire vehicles have to return to an address nominated as their operating address. This may not be the most effective way of providing an efficient service in terms of waiting times for customers and for fuel use. It is not proposed, however, simply to remove this condition, but to replace it with the following condition:-

“Between journeys the driver of the private hire vehicle shall either return to their operators address or a position at least 500m from any existing or new hackney carriage rank. In addition there shall never be more than two private hire vehicles in any one place unless it is the operating address.”

Do you agree with this change of condition?	Yes		No	
---	-----	--	----	--

Can you suggest any amendments to it?

If you disagree, can you explain why?

How do you overall rate the satisfaction of Torbay Council's Licensing Team in terms of its service to you as a taxi driver?

Very Good											Very Poor
	10	9	8	7	6	5	4	3	2	1	

Have you ever read the Taxi Newsletter issued by Torbay Council?

Yes		No	
-----	--	----	--

How informative or useful is it?

Very Good											Very Poor
	10	9	8	7	6	5	4	3	2	1	

Are you a HC or PHV

APPENDIX 8

Additional Question to Operators

Additional Questions For Taxi Drivers

At the request of Torbay Council all taxi and private hire vehicle operators, owners and drivers were also asked their opinion on the change to one of Torbay Council's taxi vehicle conditions. Furthermore, the Trade were asked to rate the satisfaction of Torbay Council's Licensing Team and whether they had read the Taxi Newsletter. A total of 188 responses were received to these questions.

The respondents were asked if they were a Hackney Carriage driver, "HC" or a Private Hire Vehicle driver "PHV". A total of 83 respondents replied to HC, whilst 102 respondents replied to PHV. Of the remaining 3 respondents, 2 stated they were both and 1 respondent gave no response.

Change to Taxi Vehicle Condition

At present all drivers of private hire vehicles have to return to an address nominated as their operating address. This may not be the most effective way of providing an efficient service in terms of waiting times for customers and for fuel use. It is not proposed, however, simply to remove this condition, but to replace it with the following condition:-

"Between journeys the driver of the private hire vehicle shall either return to their operators address or a position at least 500m from any existing or new hackney carriage rank. In addition there shall never be more than two private hire vehicles in any one place unless it is the operating address."

A total of 124 respondents agreed with this change of condition, whilst 64 respondents did not agree.

When asked if they could suggest any amendments to the condition, 52 respondents gave their opinions as follows:

Suggested Amendments to the Condition

01: "De-regulate blue plates like everywhere else in the UK. They're only getting petty because Summerfield shut down!"
02: "Get rid of blue badges off Hyde Road and make Dendy Road blue badge only parking. Make level crossing in Paignton not go down when train leaves Torquay station. Get rid of some pedestrian crossings and stop narrowing roads"
03: "Pick up point for PHV's on Strand outside Boots please. But a big no the PHV parking in central town"
04: "What exactly do you control for PH drivers? No inspections so tatty cabs are going around. Where does all the money we give go? Should be as strict as before, too many people getting away with everything"
05: "Checks should be done to verify this is being done and the off road space is for PHV's only and not used by other vehicles"
06: "Suggest amending position from 500m to 300m, 500m may not be available in some areas"
07: "No, keep things as they are- many PH are parked up and in ranks now anyway_ notably by the bowling alley and Debenhams- they should be checked regularly for correct procedure"
08: "Exclusion to include town centre and reasonable distance greater than 500m from busy night venues"
09: "There is not enough business for current HC drivers. PH should not be allowed any closer to the ranks"
10: "As a proprietor my drivers tell me there is not enough business in the ranks as it is."

If PH were allowed to wait closer this would further diminish HC trade'
11: "Why limit the cars to 2?"
12: "300m"
13: "Further distance. It negates the difference between PH and HC. They get away with far too much as it is"
14: "They must be kept away from the Harbour area such as Torwood Street, parking outside the office would make this a rank and mislead the public"
15: "PHV's standing at the gates of holiday parks (Pontin's Walk) causes arguments"
16: "I think all Ph's should go back to base, too many PH's"
17: "HC's have to return to a rank, PH's should always return to their operating address although most don't. PH anywhere near a HC rank is a poor idea & 2 vehicles constitutes 'ranking up' which they aren't allowed to do"
18: "Paignton hasn't got enough in town parking as it is. PH taking up spaces will only add to the problem"
19: "If a PH parks 500m from a HC rank why do they need 2 cars as this forms a rank. I think 2 vehicles at an operating address but only 1 everywhere else (500m)"
20: "Operators address shouldn't include or be its company operating address IE parking outside its shop window IE Torwood Street where there are 6 spaces, this would be legal ranking"
21: "However enforcement of current regulations aren't in place. Why would changing it make any difference?"
22: "Rather than occupy a valuable parking space I would like to see it permissible to wait in other places such as on double yellow lines- obviously where it is not causing obstruction or danger remembering the driver would be in the car should it need moving"
23: "Shouldn't be allowed anywhere near HC ranks and if parked in main roads public perceive them to be ranks"
24: "Delete 'unless its the operating address' not to do so would allow illegal ranks on Torwood Street and the Coach Station"
25: "500m is too far. I would suggest 100m"
26: "Delete 'unless its the operating address' not to do so would allow illegal ranks on Torwood Street and the Coach Station. Add in 'the driver AND HIS VEHICLE'"
27: "PHV conditions to stay as they are in present time"
28: "Their operator to give car park"
29: "Not outside operators address as people will confuse this with a rank and they will not abide by the 2 car rule"
30: "or new HC rank 500M LIMIT TAKES PRESIDENCE' PH should not wait on double yellow lines"
31: "Or 500m from their operating address. No company to be set up within 1000m of an existing company so as not to flood the locality with PHV's"
32: "Seems to be too many PHV's and taxis as work is hard to get at the moment"
33: "Would require more details of this change to give an opinion. How would the new proposal be properly enforced? PHV's should locate pre booked fares at pre arranged locations well away from ranks (500m)"
34: "I would suggest you delete the last sentence if you are truly looking to make the service more efficient and cut down fuel wastage"
35: "Too many PHV's hanging around town centre pubs and clubs. Waiting times not effected to customers if controller gives appropriate time of arrival of booking on private property, no exceptions"
36: "This idea is a poor one and should be abandoned"
37: "All PHV's should return to their operating office same as HC drivers have to return to their nearest rank"
38: "I would like to see licensing being more pro active in carrying out spot checks in order to determine whether PHV's are adhering strictly to their licence conditions. Additionally I would like to see licensing doing the same for HC drivers. Some of the over

charging I hear of frankly beggars belief and reflects badly on the integrity of long term committed owners/drivers"
39: "Leave it as it is and do proper checks on the current PH methods of conduct which are sadly lacking"
40: "PHV's cause obstruction to other road users. They Can't rank up by law. 500m from ranks would mean parking on double yellow lines but would licensing do anything about this? It seem PH drivers can do as they wish. PH drivers should keep the law and return to their operating address as stated. They rank up in Torwood Street but nothing is done"
41: "Nothing at this moment. PHV's have the advantage in Torbay over HC's. Its unfair in pricing, parking in the Bay. The council are not interested"
42: "Not in sight of taxi rank, there should be regular checks and reports of misuse"
43: "At the moment PHV's park anywhere like in side streets and main roads, not where they should park. When I started work in a PHV in 1975 we were told to go back to base"
44: "As a few operating addresses of PHV's are within 500m of taxi ranks this won't work"
45: "As long as these vehicles don't use these points as pick up areas for radio customers"
46: "Neither operators address or parking position should be within 500m of a rank"
47: "PHV's should be more fuel efficient, they seem to use large and poor fuel efficient vehicles"
48: "PHV's should always return to their operating addresses to prevent them taking non-radio fares which a lot of them do at the moment"
49: "Pick up and drop off point in town for PH disabled customers and parents with young children"
50: "Return to operating address"
51: "There should be a road map drawn up showing designated stopping points and then this should be discussed with HC drivers before been implemented"
52: "A single car, on its own, on the edge of the town centre"

Those respondents that disagreed with the condition, were asked to explain why. A total of 55 respondents gave their opinions as follows:

Reasons for Disagreeing with the Condition

01: "Wouldn't be financially viable and who are they to dictate to us how we operate our businesses- we provide a very good service to our customers at a better price than they do!!!"
02: "If you drop off at Hookhills why come back to Paignton or 500m off our office in Hyde Road when our town is clogged up enough and there is nowhere to park. Perhaps the council should give us a booklet on easy parking in the Bay"
03: "At the moment they are parking all over Torbay, not at their base. Two car ranking will be 3/4 ECT it will be taxi ranks. Torbay Council aren't policing as it is now"
04: "With so many HC's and PHV's in Torbay chasing for the same custom, PH will pick up from 'flag downs' close to the ranks like they already do from the streets"
05: "There already exists widespread misuse of PHV's placing themselves in busy areas and been approached or flagged and booking the job in over their radios. Any relaxation in the law will permit greater misuse which I believe is their true motive"
06: "Unless the cars are plying for hire actively what's the problem?"
07: "There needs to be greater policing of PHV's abusing their role, getting flagdowns and basically getting away with blue murder"
08: "HC's having to return to a rank isn't always efficient and good use of fuel. PHV's should remain as such and stop trying to be a HC with a red plate!"
09: "By allowing PHV's to park on the street you are giving them opportunity for

dishonest PHV's to pick up none booked customers. The average customer finds it difficult to distinguish as a taxi... is a taxi"
10: "Could lead to PH taking none booked customers"
11: "PH companies are situated in busy areas where they can attract work, parking outside would be misleading (touting almost) to the public"
12: "There are still not enough rank spaces for HC's which also need the advantage cost and environmental consideration. Also Torbay is considering on street parking charges to free up for the public!"
13: " Torbay are trying to introduce a on street parking charge to free up spaces for the public- somewhat contradictory?!"
14: "When PHV's rank together public perceive it to be a rank that's why they have offices in the public eye"
15: "Torbay is already overrun with PHV's"
16: "PHV only companies are situated in strategic places to attract work, ranks would be misleading to the public"
17: "500m would remove all PHV's from the city centre and reduce effective service"
18: "PH only companies are situated in strategic positions to attract work, ranks would maybe mislead the public"
19: "PH companies are situated in strategic places to attract business. Fuel costs and customer service are higher for HC's as if the nearest rank is full we have to move on to the next in the hope there is a space. PHV's already rank up illegally around town. PH ranks would also confuse the public even more as to the difference between a PHV and a HC"
20: "It is already confusing to the general public as to what is a taxi or a PHV"
21: "PHV's already pretend to be taxis and pick up illegal fares, this needs addressing not encouraging!"
22: "PH drivers break the rules as it is and will not keep a rule saying there shouldn't be more than two in any one area because they don't now"
23: "Although this may bring convenience to PHV's it wouldn't be beneficial to HC's and undermines their share of business"
24: "PHV's should work from their operating addresses as this stops them from using smaller ranks to wait on which are only to be used by HC's. Many times I have pulled up on the Tesco rank (Paington) and it is full of PHV's, they shouldn't be there"
25: "If a concession is made here now then further concessions will be asked sometime again in the future?"
26: "Public would be confused and PHV's would be mistaken for HC's"
27: "PHV's shouldn't be allowed to rank up especially within 500m of taxi ranks. Amongst other things it would cause congestion in town resulting in fuel efficiency reduction for all road users. Waiting time isn't an issue as you don't know where the next job is coming from"
28: "As far as I'm concerned, more than one PHV parked together on the highway can be mistaken as a HC rank"
29: "Will lead to PHV's illegally touting for work"
30: "Although this may bring convenience to PHV's it wouldn't be beneficial to HC's and would undermine their share of business"
31: "How would you know if a PHV within 500m of a rank was waiting to collect a pre booked fare or in-fact 'ranked' At present particularly on Saturday nights there are sometimes 10 PHV's 'waiting for fares' 10m from HC ranks"
32: "If PHV's are parked in public car spaces they will deprive the public of spaces and will also be approached for hire. PH operators should acquire space if their base is efficient"
33: "I have lost fares to taxi firms operating in Torwood Street adjacent to restaurants. Their cars park on the road taking up spaces available for private cars"
34: "It has been known on many occasions for PHV's to position themselves between

busy areas (nightclubs) and Hackney ranks"
35: "PH operators will inform their customers of where they can be found and PH ranks will be formed"
36: "the Ph business is looking for ways to take over and I think they have too many favours been granted"
37: "I think we should limit the amount of PHV's because they are taking over. Companies who drive both send PHV's to do rank bookings"
38: "When a PH plate is issued to a driver they must know the conditions regarding that they must operate from the address they give to the council"
39: "If PHV's are allowed to form ranks people will think they are taxis and if they get into PH's they will not be insured"
40: "All PHV's should return to their operating office the same as HC's have to return to the nearest rank. If PHV's start to rank people will think they are taxis"
41: "It will never be policed. Torbay Borough Council don't police PHV's currently illegally ranking and plying for trade on the Torquay Harbourside. If PH drivers want to operate as Hackneys they can invest £50,000 as I have for a plate and a car"
42: "This change proposal will give advantage to PHV's"
43: "The existing condition is not policed at all so changing the law will make no difference"
44: "This is just a way of giving PHV's a rank to work from as customers will know where they park and wait for a PH car to arrive therefore taking work from the taxis"
45: "PHV's basically rank up outside said office effectively creating a new rank fro PHV's such as the taxi office by Vacbonnes by Venue"
46: "The existing rules are already widely abused by PH drivers parking in choice town centre locations under the guise of waiting for a pre booked fare but always available for passing trade when approached. This abuse is difficult to police or prove. Further relaxation of the rules would simply extend the abuse, The situation would be exacerbated by the 30% increase in PH numbers since the last study 3 years ago. Also why is there a PH address in Torwood Street less than 500m from the Harbour rank?"
47: "PHV's gave parked all over the place for a long time even after telling the council several times nothing is done. Also most don't have off road parking even though they say yes on the application forms"
48: "Work is on decline due to no regulation on PHV's, having to work more hours for less money. PHV's pinch enough work by taking illegal flagdowns. Letting them park on the road would increase this"
49: "No place for any more cabs in Torquay"
50: "Because I have seen and been informed of PHV's picking up passengers in the town centre who have been waiting for a HC"
51: "Its too confusing if different types of taxis are waiting in the same area"
52: "This will encourage illegal hiring. This is a ploy to get PHV's into town so they have the same status as HC's. If they were serious the better option would be to park in a safer place near their last drop off and wait there"
53: "PH ranks are already operating under the existing conditions relaxing the conditions will allow greater abuse"
54: "If PHV's want a rank let them buy a HC licence as I have"
55: "More than one car is a ranking system especially the 8 seaters and minibuses that have been and are used on PH"

Overall satisfaction of Torbay Council's Licensing Team

All taxi and private hire vehicle operators, owners and drivers were asked to rate their satisfaction with Torbay Council's Licensing Team in terms of its service to the whole Trade. The results are shown in the Table below.

Taxi and private hire vehicle operators, owners and drivers satisfaction of Torbay Council's Licensing Team in terms of its service to the whole Trade

Rating	Frequency	% (of 184 valid responses)
10 = Very Good	53	28.8
9	22	12.0
8	38	20.7
7	20	10.9
6	22	12.0
5	14	7.6
4	8	4.3
3	3	1.6
2	2	1.1
1 = Very Poor	2	1.1
No Response	4	0
Total	188	100

Source: TPI

The results show that almost 30% of respondents thought the service provided was very good and there were 84.4% of drivers that gave a rating above average. Only 3.8% of respondents rated the service very poor.

Taxi Newsletter Issued by Torbay Council

All taxi and private hire vehicle operators owners and drivers were asked if they had ever read the Taxi Newsletter issued by Torbay Council. A total of 117 respondents said they had, whilst 49 respondents had not. The remaining 22 gave no response.

All taxi and private hire vehicle operators owners and drivers were asked to rate how informative or useful they found the Taxi Newsletter. The results are shown in the table below.

Taxi and private hire vehicle operators, owners and drivers rating of how informative or useful the newsletter is.

Rating	Frequency	% (of 132 valid responses)
10 = Very Good	28	21.2
9	13	9.8
8	25	18.9
7	20	15.2
6	25	18.9
5	9	6.8
4	3	2.3
3	2	1.5
2	2	1.5
1 = Very Poor	5	3.8
No Response	56	0.0
Total	188	100

Source: TPI

The results show that just over 21.2% of respondents thought the service provided was very good and 84% of respondents rated it above average. Only 6.8% of respondents rated the service as very poor

In addition to the rated responses in the table above, there were several additional worded responses cited below:

- 10 people have never seen or received one;
- 7 people didn't know there was one;
- 3 people said they would like a copy and asked where to get one;
- 2 people said the newsletter was good/very good;
- 1 person said it was very informative;
- 1 person said it was not informative at all; and
- 1 person would like more letters of information as to events, decisions and discussions