



**Torbay Council
Unmet taxi demand study**

September 2018

Executive Summary

This Unmet taxi demand study has been undertaken on behalf of Torbay Council following the guidance of the April 2010 DfT Best Practice Guidance document, and all relevant case history in regard to unmet demand. This Executive Summary draws together key points from the main report that are needed to allow a committee to determine from the facts presented their current position in regard to the policy of limiting hackney carriage vehicle licences according to Section 16 of the 1985 Transport Act. It is a summary of the main report which follows and should not be relied upon solely to justify any decisions of a committee, but must be read in conjunction with the full report below.

The survey found a good level of service provided both to those using ranks who were able bodied, and generally to those needing assistance, either in wheel chairs or more generally. Demand for hackney carriages at ranks has continued to increase, whilst most aspects of service levels have improved since the last survey, apart from off-peak waiting times. The overall result is that the observed unmet demand remains non-significant.

However, the continued growth of hackney carriage usage, as well as the moderate level of the ISUD index suggests that, though the limit could be retained and at its present level, confidence that this would continue for the three-year life of the survey is limited.

The recommendation chapter suggests possible ways forward.

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1 General introduction and background

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

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

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

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

The legislation around licensed vehicles and their drivers has been the subject of many attempts at review. The limiting of hackney carriage vehicle numbers has been a particular concern as it is often considered to be a restrictive practice and against natural economic trends. The current BPG in fact says "most local licensing authorities do not impose quantity restrictions, the Department regards that as best practice". The three most recent reviews were by the Office of Fair Trading in 2003, through the production of the BPG in 2010, and the Law Commission review which published its results in 2014.



None of these resulted in any material change to the legislation involved in licensing.

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

At the present time, there is an active All-Party Parliamentary Group considering issues regarding hackney carriage and private hire licensing that are considered to be current and critical. Their discussions have just been published. As is usual in a diverse industry, other formal and informal groups continue to suggest potential changes to licensing that might be applied – but none of these, however strongly presented, have any legal weight and must be taken fully in context.



This includes various changes arising from need to consider pollution and air quality issues although some elements of this will legally apply, but at a much higher level than specific licensing legislation, which may imply clashes with established legislation and more so present practice.

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

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

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

Recent legislation needing clarification has some operators believing they can use vehicles from any authority as long as they are legally licensed as private hire. At first, under the 'Stockton' case, this was hackney carriages operating as private hire in other areas (cross-border hiring). More recently, under the Deregulation Act, private hire companies are able to subcontract bookings to other companies in other areas if they are unable to fulfil their booking, but the interpretation of this has become quite wide.

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

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



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

2 Local background and context

Key dates for this Unmet taxi demand study for Torbay Council are:

- appointed Licensed Vehicle Surveys and Assessment (LVSA) on 12 April 2018
- in accordance with our proposal of March 2018
- as confirmed during the inception meeting for the survey held on 3 May 2018
- this survey was carried out between May and September 2018
- On street pedestrian survey work occurred in July 2018
- the video rank observations occurred in May 2018
- Licensed vehicle driver opinions and operating practices were surveyed using an all-driver letter approach during June and July 2018
- Key stakeholders were consulted throughout the period of the survey
- A draft of this Final Report was reviewed by the client during September 2018
- and reported to the appropriate Council committee on 1 November 2018.

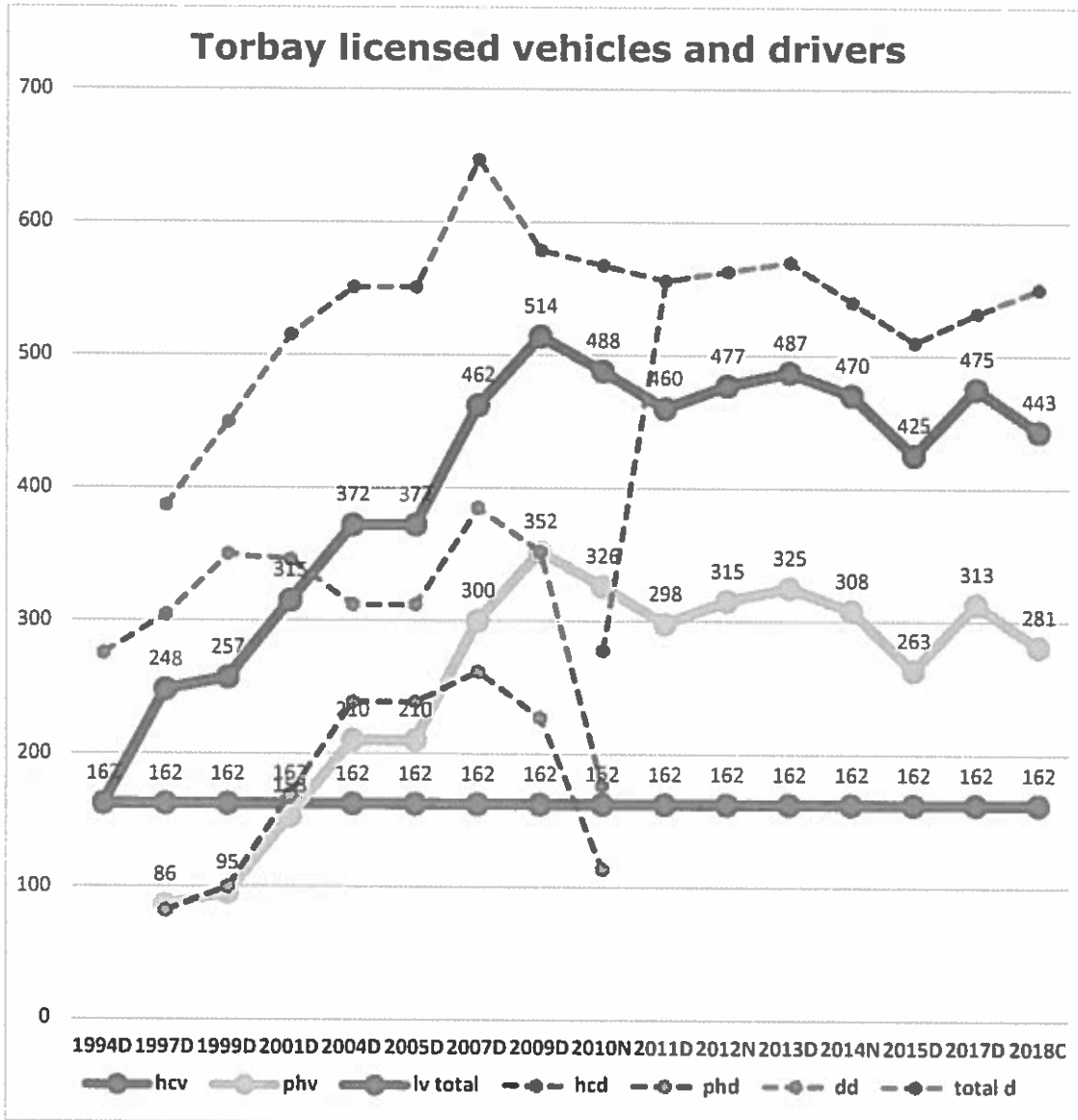
Torbay Council is a Unitary authority in the South West of England. The authority has a current population of 135,200 using the 2018 estimates currently available from the 2011 census.

In terms of background council policy, Torbay Council, being a unitary authority, has full transport policy and highway powers alongside its licensing function. This means that ranks are provided within the same authority, albeit by a separate section of the Council, and that overall transport policy is also set within the Council.

All licensing authorities have full powers over licensing the vehicles, drivers and operators serving people within their area. Torbay Council has chosen to utilize its power to limit hackney carriage vehicle numbers, and as far as we are aware has done so since 1968 according to information from the Department for Transport statistics (DfT). It has also had a regular programme of reviewing this limit policy and copies of many previous reviews are available.

By drawing together published statistics from both the Department for Transport (D) and the National Private Hire Association (N), supplemented by private information from the licensing authority records (C), recent trends in vehicle, driver and operator numbers can be observed. The detailed numbers supporting the picture below are provided in Appendix 1. Due to the comparative size, the operator figures are shown in the second picture.





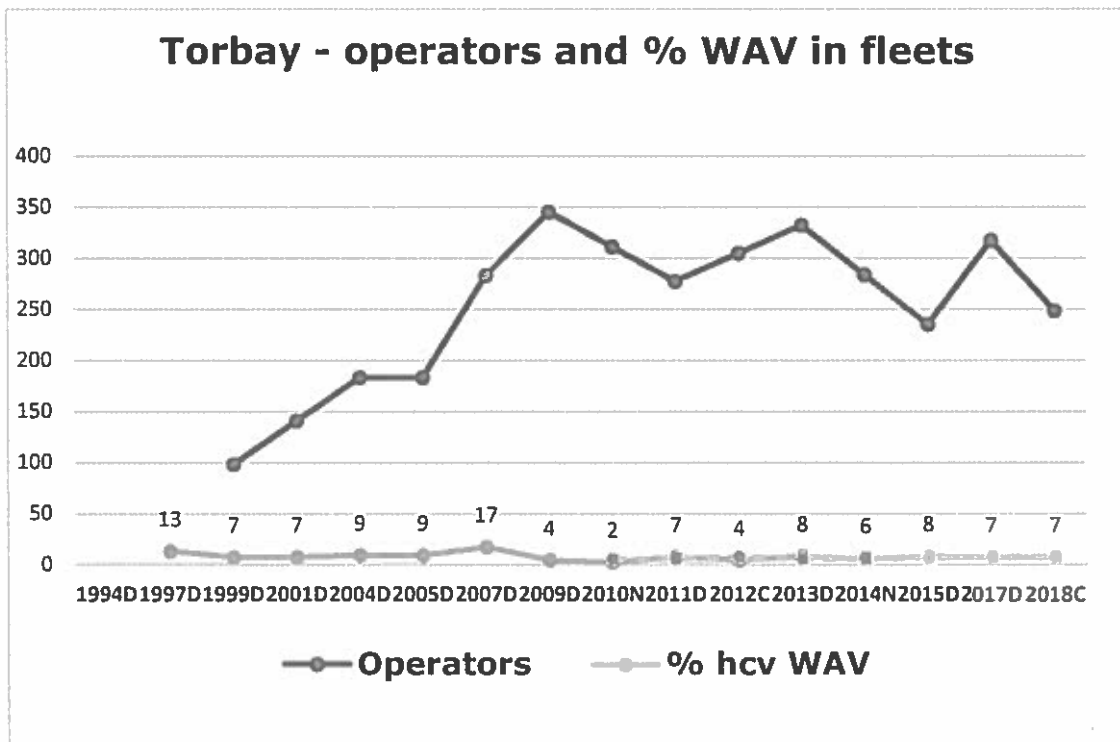
Licensing Statistics from 1994 to date

The graph above shows the retention of the limit on vehicle numbers at the current level over an extended period of time, with no additions during the period covered by the DfT statistics. Private hire vehicle numbers unusually grew from a level well below that of hackney carriages and became dominant only from 2004 onwards, with growth continuing until 2009. The recession appears to have hit the private hire sector very hard in the area, with a general reduction in private hire numbers from then to date, with a few apparent increases in the period. They are now 20% lower than their peak number, albeit still more than three times the number first recorded by DfT in 1997.

Driver numbers overall have followed a similar pattern, with a dual driver classification set up from 2011 onwards. However, they have shown growth over the last two years albeit not at a great level.



Information is also available from these sources to show how the level of wheel chair accessible vehicles (WAV) has varied. It must be noted that in most cases the values for the private hire side tend to be much more approximate than those on the hackney carriage side, as there is no option to mandate for private hire being wheel chair accessible. In some areas, to strengthen the ability of the public to differentiate between the two parts of the licensed vehicle trade, licensing authorities might not allow any WAV in the private hire fleet at all.



Operator numbers and levels of WAV provision in the fleet

The number of private hire operators is very high in the area. This arises from a specific council requirement at this point in time. Their numbers also show the same pattern, of growth and then general decline with some resurgence. A large number of these operators are small independent one-man operations – future numbers may be revised as policy develops with current government requirements.

The level of WAV within the overall fleet had a peak in 2007 but remains very low, at no more than 7% of the hackney carriage fleet. However, numbers are boosted by a similar proportion of the private hire fleet being similarly accessible, mainly due to one company who chose to focus on this area, but who are not otherwise particularly public facing.

Further discussion regarding wheel chair accessible vehicles follows in a specific chapter later in the Report.

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3 Patent demand measurement (rank surveys)

As already recorded in Chapter 2, control of provision of on-street ranks in Torbay Council is entirely within the gift of the authority itself, albeit being through the highways section. Appendix 2 provides a list of ranks in Torbay Council at the time of this current survey.

Our methodology involves a current review both in advance of submitting our proposal to undertake this Unmet taxi demand study and at the study inception meeting, together with site visits where considered necessary. This provides a valid and appropriate sample of rank coverage which is important to feed the numeric evaluation of the level of unmet demand, and its significance (see discussion in Chapter 7). With this study, a review was undertaken with the inception meeting, including discussion with the licensing team and a tour of all ranks. The detailed specification of the hours included in the sample is provided in Appendix 3.

There have been no changes to rank provision in the area since the previous survey. Nor have there been any significant changes in the area which might cause major change between usage of ranks.

Like many other areas, Torbay has several ranks that ceased to see regular use some while ago, whilst some have very specific uses dependent on nearby demand generators, although many service a range of different uses which makes them more stable with the various changes that can occur to rank usage over the years.

Usage of ranks in a typical week

A full discussion of all ranks occurs below following the outline results of our observations. The table below shows results from estimates of weekly rank usage from each of the recent surveys from 2008 to date. This enables a comparison of usage over time, as well as providing a validation of the current observations against past trends. The ranks are listed in order of those with the highest level of passengers in our current 2018 estimates.

The table shows that the area continues to show steady growth in usage of hackney carriages at ranks across the area. The estimated weekly usage of vehicles in 2018 is now 18% higher than it was in 2014, which itself was an 18% growth from the previous survey. This is against the general trend across England at this time.

Unlike many other licensing authorities, even those with other centres, Torbay has active hackney carriage ranks also in both Paignton and Brixham that have significant passenger usage.

Average weekly estimated passenger demand at ranks

Rank	2018		2014		2011		2008	
	Pass	%	Pass	%	Pass	%	Pass	%
Torquay, The Strand	5761	33	3400	23	1766	14	497	4
Paignton Station, private	2762	16	2165	15	2037	16	1182	11
Brixham, Bank Lane	2619	15	2357	16	2204	18	1864	17
Torquay, Union Street	2026	11.6	1924	13	1601	13	3469	31
Torquay, Victoria Parade	1869	10.7	1721	12	2037	16	765	7
Torquay, PO Roundabout	1058	6.1	1106	8	1313	10	1422	13
Torquay Station, private	868	5	534	4	648	5	391	3
Torquay, Cary Parade	409	2.3	456	3	436	3	319	3
Torquay, Torwood St	36	0.2	873	6	69	1	Not there	
Torquay, Castle Circus	12	0.1	197	1	417	3	711	6
Paignton, Hyde Road							465	4
Torquay, Princess Theatre							80	1
Torquay, Westlands School							20	0
Paignton, Dartmouth Rd							18	0
Lymington Road, two sites							5	0
Lymington Road, Coach Stn							5	0
Torquay, Chestnut Avenue							0	0
Paignton, Palace Avenue							0	0
Paignton, Torbay Road							0	0
TOTALS	17420		14734		12527		11212	
Growth from previous	+18		+18		+12		N/A	

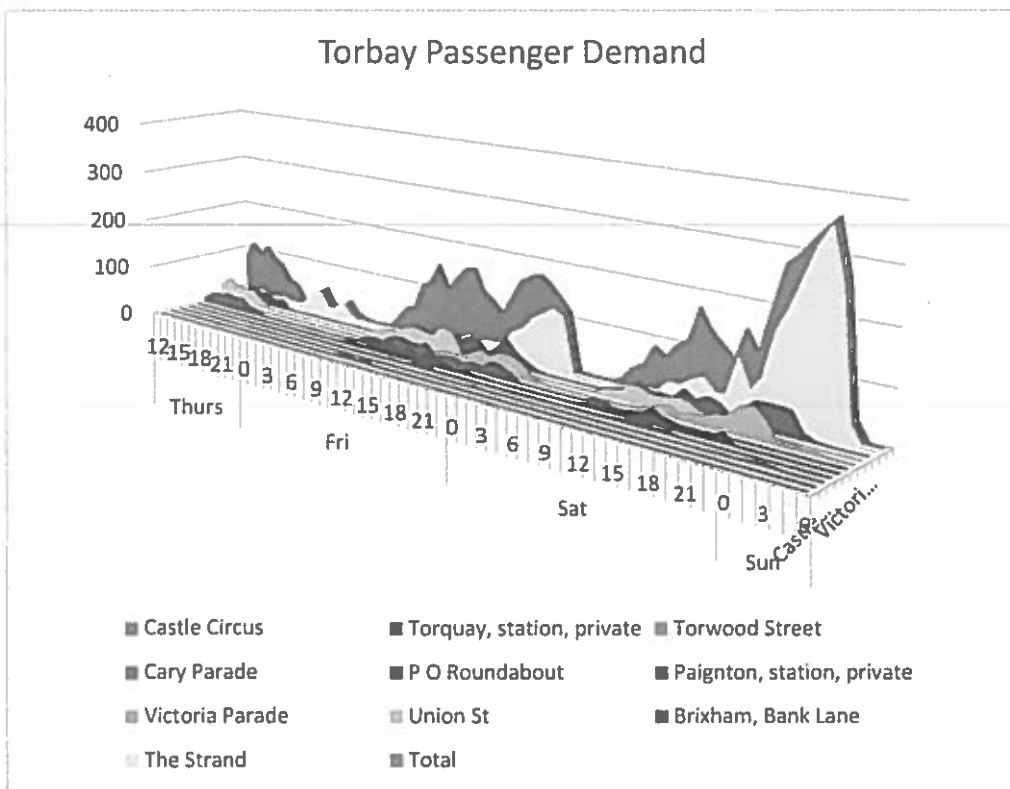
Compared to historical figures, there has been a distinct change over time in which ranks are most important. In 2008, nearly a third of demand occurred at the Union Street rank in Torquay. At that time, this rank was most dominant, with the next rank, that in Brixham, seeing 17% of demand with The Strand not seeing a great amount of demand, just 4%. In 2011, there were six ranks all of which shared between 10 and 18% of demand, with Brixham marginally the busiest. By 2014, The Strand had started to dominate, gaining 23% with the Post Office roundabout rank in Torquay reducing its share to 8%.

In the current observations, demand at the Strand is now a third of all estimated weekly demand, with the station at Paignton and the Brixham rank almost equal in share, with Torquay ranks at Union Street and Victoria Parade both around 11% and the Post Office roundabout further reduced to 5%. The Cary Parade location has fairly similar levels of demand through the years, but the proportion this time is now down to 2.3%. Castle Circus has almost dropped out of significant usage, whilst Torwood Street has also reduced from its peak of 6% of overall demand in 2014.

Brixham Bank Lane rank has continued to see growth in actual numbers, with 11% growth since the last survey. Only larger growth of The Strand rank has pushed its share down. This rank tends to service mainly local demand given that the town is very hilly and has hardly any local public transport other than the high frequency core route through to Paignton and Torquay. The nature of the town means there are no other potential sites for ranks.

Paignton is a different situation in that it has had council provided ranks, but these were not located as well as the private rank provided by the local railway company on its forecourt. That rank has also seen survey on survey growth, and is currently the second busiest rank in the area, marginally busier than the Brixham rank. During our site visit, we found that this rank has a local nature, but also provides for connections on from trains towards Brixham and other parts of the area. The Palace Avenue rank remains in place, and appears fairly well observed by other vehicles, but sees no known usage.

The graph below shows the picture of demand over the observed rank hours. This demonstrates Saturday through to Sunday morning as clearly the busiest day, with much lower demand on the Thursday afternoon, and similar demand daytimes on Friday compared to Saturday, but with much less overnight demand. However, on both Friday and Saturday there is a growth in demand through to the early hours at The Strand, but the Saturday peak much more dominant.



Further review of the profile shows that, though the peak flow is over three times the average rank hourly flow in total, the peak in the 02:00 hour in the early hours of Sunday in fact is built up to steadily over the period from 21:00 onwards, with high flows still in the following hour and the main drop in the 04:00 hour. The Friday to Saturday peak starts at about the same time and ends around the same time, but peaks much earlier at midnight but at about half the level of the early Sunday morning peak. Overall, this is not however a 'peaky' profile.

Delay profiles

A review of the hours with average passenger delay of a minute or more found 9% of all hours to experience such delay. This equated to just over 30% of passengers travelling in an hour when there was such a level of delay. A further 18% of hours had some average passenger delay, but not more than 59 seconds. The overall average passenger delay was 16 seconds taken over all passengers. Further discussion of the significance of this unmet demand is provided in the separate chapter later.

Disability usage

During the course of our observations, a total of seven cases were found where people accessed the hackney carriages at ranks in a wheel chair. There were two examples at both Union Street and Cary Parade, and one each at The Strand, Victoria Parade and Paignton Station. This is a good level of observed usage.

A further 154 other cases were found where people accessed hackney carriages with other apparently visible disabilities, many walking with aids. The largest number were at Paignton Station, with 57 people, followed by the Strand with 39, Union Street with 31 and the Post Office Roundabout rank with 16. This shows a very good level of usage by people with disabilities in the area.

Comments about overall rank usage in 2018

The Strand rank is now dominant, based on growth of the Harbourside area. This rank is formed from a main header, supplemented at night by bus stops which become a feeder. During the daytime the Victoria Parade rank also feeds the Strand, but also has its own activity both in day and night periods. Torwood Street, also in this area, has reduced usage compared to 2014, partly due to issues with it being parking in the daytime and some abuse by other vehicles at night. Some of the growth at The Strand may be related to this being more a focus of all rank demand at the Harbourside, although this far from accounts for the overall growth there of some 69% since the last survey.

Other Torquay ranks service the main central shopping area, with Union Street most used followed by the Post Office roundabout, which compared to the overall trend has seen declining usage over the years. The Castle Circus rank at the top end of the shopping area sees very few passengers in this survey. Whilst Union Street has actually seen 5% passenger growth since the last survey, its share has dropped with the large increase occurring at the Strand.

The Cary Parade rank in Torquay remains one principally used by vehicles working on the radio circuit whose office is located directly next to the rank. However, there do appear to be walk-in trips made to vehicles waiting here, although this number is marginally reduced from the previous survey.

The two ranks near to the Town Hall in Lymington Road have seen little use for many years, partly due to little demand in the area around them. It was agreed there was no need to survey these, a decision common to all surveys since the 2011 one. The coach station rank, further along Lymington Road, was also not observed as any service to the coach station tends to be telephone bookings given the relatively low frequency of coach arrivals, and with little other demand in that location. At some point, the coach station facilities have also been moved further away from the rank itself. Even when observed in 2008, the number of passengers observed was just five at either end of Lymington Road.

The Princess Theatre rank remains marked but is no longer formally listed on the Council list, and was not observed as it is understood to see very little usage. The Chestnut Avenue rank remains marked and listed, but again has seen very little use, and was not even used at all during the 2008 observations.

Paignton only sees usage at the railway station rank, which has in effect become the towns main point of access to the hackney carriage service. This is not surprising given its central location both to the station and to the shopping area, and ease of access for vehicles (apart from the fact vehicles have to reverse off).

Brixham retains a very active central rank with very good pedestrian and vehicular access, and good opportunity to interchange with the main bus service in the area.

It should be noted that the surveys in 2018 were undertaken when the seven seasonal plates in addition to the standard 162 hackney carriages plates were operating (although the number was actually six this year), whereas previous surveys have tended to occur when these were not operating.



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4 General public views

It is very important that the views of people within the area are obtained about the service provided by hackney carriage and private hire. A key element which these surveys seek to discover is specifically if people have given up waiting for hackney carriages at ranks (the most readily available measure of latent demand). However, the opportunity is also taken with these surveys to identify the overall usage and views of hackney carriage and private hire vehicles within the study area, and to give chance for people to identify current issues and factors which may encourage them to use licensed vehicles more.

Such surveys can also be key in identifying variation of demand for licensed vehicles across an area, particularly if there are significant areas of potential demand without ranks, albeit in the context that many areas do not have places apart from their central area with sufficient demand to justify hackney carriages waiting at ranks.

These surveys tend to be undertaken during the daytime period when more people are available, and when survey staff safety can be guaranteed. Further, interviews with groups of people or with those affected by alcohol consumption may not necessarily provide accurate responses, despite the potential value in speaking with people more likely to use hackney carriages at times of higher demand and then more likely unmet demand. Where possible, extension of interviews to the early evening may capture some of this group, as well as some studies where careful choice of night samples can be undertaken.

Our basic methodology requires a sample size of at least 200 to ensure stable responses. Trained and experienced interviewers are also important as this ensures respondents are guided through the questions carefully and consistently. A minimum sample of 50 interviews is generally possible by a trained interviewer in a day meaning that sample sizes are best incremented by 50, usually if there is targeting of a specific area or group (e.g. of students, or a sub-centre), although conclusions from these separate samples can only be indicative taken alone. For some authorities with multiple centres this can imply value in using a higher sample size, such as 250 if there are two large and one moderate sized centre.

It is normal practice to compare the resulting gender and age structure to the latest available local and national census proportions to identify if the sample has become biased in any way.



More recently, general public views have been enlisted from the use of council citizens' panels although the issue with these is that return numbers cannot be guaranteed. The other issue is that the structure of the sample responding cannot be guaranteed either, and it is also true that those on the panel have chosen to be there such that they may tend to be people willing to have stronger opinions than the general public randomly approached.

Finally, some recent surveys have placed an electronic copy of the questionnaire on their web site to allow interested persons to respond, although again there needs to be an element of care with such results as people choosing to take part may have a vested interest.

The current survey sought to obtain 125 interviews in Torquay, 75 in Paignton and 50 in Brixham, but with some of the Torquay interviews obtained later in the afternoon at Harbourside. In actuality, it proved possible to obtain more than sufficient interviews in Torquay and the Harbourside, but much more difficult to find sufficient people within the appropriate time at either Brixham or Paignton, with the result that the total interviews obtained came to 211, not 250. However, this sample will still be a robust one. This was also partly a result of operational matters involving travel between two locations within a shift.

In terms of the overall sample, slightly less males were interviewed than the current census values (44% compared to 48% in the census), whilst we interviewed less of the highest age group (35% compared to 48% in the census), and correspondingly more of the two younger age groups (22% compared to 18% for the lowest age, and 42% compared to 34% for the middle age group). However, this should not lead to a significant bias and this may partly be explained by the relatively high level of people in the survey who were from out of the area (43% said they did not live in Torbay).

For this survey, the question about recent usage of vehicles was split between hackney carriage and private hire. Overall, 16% said they had used a hackney carriage only in the last three months, 12% had used only private hire, and 9% had used both. In total, across these three values, 36% had used a licensed vehicle in the recent three months, quite low. However, this could be affected by the high number of non-local people interviewed as this is well down on the 66% quoted in 2014.

People told us how frequently they used both hackney carriage and private hire. The average across the area was 1.3 trips per person per month, relatively low, although the hackney carriage proportion, at 54%, or 0.7 hackney carriage trips per person per month was quite high in comparison. The value was higher in Brixham, Torquay Harbourside and Paignton than in the central Torquay area.



For those responding, 45% said they got a licensed vehicle by telephoning, lower than the 75% quoting this method in 2014. 30% said ranks (higher than the 23% of 2014) and a very high 5% said they hailed (again increased from the 2%, which itself is high of 2014.) After rank, the next highest value was in fact people saying they never used a licensed vehicle.

21 different company names were given for those people would call. However, the top two took two thirds of the mentions, with the top company taking 52% of all mentions. Only seven companies obtained two or more mentions. Those interviewed at the Harbourside gave the least number of different companies, just four names, whilst the most variation was provided by the central Torquay sample.

9% told us they could not remember seeing a hackney carriage in the Torbay area, a fairly high value; whilst as usual a much higher 47% said they could not remember when they last used one.

Overall, the most known about rank was that at Paignton station, well known by those in both Brixham and Paignton. This rank was, however, unknown by those interviewed in either Torquay location, as might be expected. However, there were also some other names given in Paignton that might also be that rank. When summed across all names used, the actual best known rank was the Harbourside (Strand) location although people either said it was 'Harbourside' or 'seafront' (assumed to be this set of ranks). Interestingly, Torquay station obtained 8% of mentions whilst Union Street Torquay obtained 6%. Between the seven different names given for Brixham, 9% of people were aware of this location.

For those citing rank locations they were aware of, 57% said they did use them, quite a high level of usage.

People then provided a rating for their most recent trip in a licensed vehicle in the area for several aspects. There were very few scores any less than average, with all but price scoring at least 75% 'very good'. For price, 66% said 'very good' but 2% each said very poor or poor, and 11% average. Overall this suggests a very good service is provided by the licensed vehicles in the area.

The matter that price was the issue of most concern was confirmed by the fact that the only real item that would ensure more usage of licensed vehicles was if fares were cheaper. This took up just over three quarters of responses, and was the only response greater than 9%. This next highest value sought better drivers.

With regard to disability, 90%, the typical level, did not need, nor know anyone who needed an adapted licensed vehicle. Of those needing an adapted vehicle, almost all opted for a wheel chair accessible vehicle rather than any other adaptation.

With respect to the latent demand factor, if people had given up waiting for a hackney carriage at a rank in the Torquay area, eleven people said they had. However, when asked where, one location was not a Torbay rank, and three were at the private station ranks. This implies a council rank latent demand value of 1.033, a private rank value of 1.014 and an all rank value of 1.047. This is lower than the value of 1.127 from 2014. No question was asked in this survey in regard to hailing (this value had been 1.057 in 2014 giving a combined latent demand value of 1.101).

93% of people thought there were enough hackney carriages in the area, with this value lowest in Paignton and Brixham (99%) and highest in the harbourside sample. This is higher than the 70% quoted in 2014.

People were asked if they would use electric, hybrid or other alternative powered vehicles. 64% of responses said they would use fully electric and 36% were for hybrid, with no votes for any other style of alternative power.

In terms of feeling safe, 97% said they did before 6 pm, and 80% later.

7% said they had needed to complain about a journey made in a local licensed vehicle. 58% of respondents said they would complain to the company the vehicle worked for, with 27% complaining to the driver. However, 11% said they would not know who to complain to.

People were also asked about the marshals operating at the Harbourside. Of those responding to this question, 16% said they had used the rank when the marshals were operating. Of these, 91% felt the marshals managed the queue well and 81% said their presence made people feel safer.

Overall, this puts the general picture of the licensed vehicle operation in Torbay in a fairly good light, with only minor issues mainly of national concern, and with regards to price something little can easily be done about.

5 Key stakeholder consultation

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

- Supermarkets
- Hotels
- Pubwatch / individual pubs / night clubs
- Other entertainment venues
- Restaurants
- Hospitals
- Police
- Disability representatives
- Rail operators
- Other council contacts within all relevant local councils

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

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

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

Where the statistical analyses in Chapter 2 demonstrate low levels of wheelchair accessible vehicle (WAV) provision, an increased emphasis will be given to the issue in terms of the focus of stakeholders but also in specific efforts to contact disabled users and their representatives. However, it must be remembered that none of our consultation is statutory and for cost effective and fixed budget reasons we limit our attempts to contact people generally to a first attempt and reminder.



Supermarkets

In Torquay, four supermarkets told us their customers did use licensed vehicles. Two would direct people to their in-store freephone, or obtain via customer services. One had a freephone which it expected any customer to use, whilst the other said customers would be pointed to the rank directly outside. No others were aware of any ranks nearby, and none had issues with the service customers obtained. One other supermarket made no response whilst another was not contactable.

One Paignton supermarket told us their customers used local taxis, with customers either contacting companies themselves or asking staff. No rank was known about, nor were any issues with the service provided. One supermarket refused to provide comment whilst three others made no response.

One Brixham supermarket responded to advise us their customers used local licensed vehicles using a taxi voucher scheme run by one taxi company, with which customers had no issues. Three other supermarkets had no comment.

Hotels

Five Torquay hotels had customers that used local licensed vehicles. Three said customers either obtained vehicles themselves or could ask at reception. One said customers usually asked at reception. Two were aware of nearby ranks and one gave a company name when asked about a rank. Three said there were no known issues whilst one felt they were too expensive and another had concerns about driving styles. One hotel provided no response.

All seven responding Paignton hotels had customers that did use local licensed vehicles. Three said reception would usually obtain a vehicle if asked, two said customers usually found their own vehicles, whilst two said people often got their own vehicles, but staff would phone if asked. Four were not aware of any rank, two knew of the station and one quoted a taxi company name. None had any issues. Just one location made no comment.

The Brixham hotels had three that said their customers did use local licensed vehicles. Two said staff would obtain vehicles whilst one said customers usually obtained their own, whilst another said either customers obtained them or staff would call for them. Two were aware of the local rank, and one gave a company name. No issues had been reported. Two others made no comment.

Public houses

One Torquay public house refused to provide any information, with eight others not providing any response during the time available.



For Paignton, three pubs said their customers used licensed vehicles. Five others gave no response. Two of those responding said either customers made their own arrangements, or they would obtain vehicles for them. Two were aware of the station rank whilst one was not. None had heard of any issues with the service. Four others made no response.

In Brixham, four pubs had customers that did use licensed vehicles. Two said customers usually made their own arrangements, or staff would obtain vehicles. One said customers usually made their own arrangements, with the other saying staff would make contact. Two were aware of the rank whilst two were not. Three had no issues, but the other said the service advertised being 24-hours but they often were told by customers that they had been advised there were no vehicles available after 00:30.

Night clubs

One Torquay night club said their customers used licensed vehicles, mostly by going to the Harbourside ranks, or by making a phone call themselves. They were not aware of any issues. Six other locations provided no response.

No night clubs were identified in Brixham. In Paignton, none of the four contacted made any response.

Other entertainment venues

One Torquay entertainment venue said customers used licensed vehicles, mainly phoned for by staff on their behalf. They were not aware of any rank nor any issues. Five other locations provided no comments.

For Paignton, two locations had customers who used licensed vehicles, but usually obtained them themselves. One was aware of the station rank, and neither were aware of issues. One location refused to comment and two others made no response.

One location in Brixham told us their customers used licensed vehicles, from the rank directly outside. Four other locations provide no comment.

Restaurants

One Torquay restaurant did not think their customers made any use of licensed vehicles at all. No other comments were received from a range of six other locations.



In Paignton, four had customers that used local licensed vehicles. Two said staff would make contact for customers whilst one said customers usually made contact, with the other saying either customers made contact or they would do so if asked. One was aware of the station rank, one quoted two companies, and the other two were not aware of any ranks. Two had not received any complaints but two said drivers were rude to customers.

One Brixham restaurant said their customers used licensed vehicles and would either make contact themselves or staff would get a vehicle for them. They were aware of the main rank, but not aware of any issues. Five other locations did not provide any comment.

Police

The police made no comments.

Disability

A wide range of disability contacts were approached using a list available publicly from the local NHS trust, plus use of our national contacts with some key disability campaigning organisations e.g. Guide Dogs. The existence of the NHS provided list is relatively unique, providing a wide range of contacts, although being recent, it is not directly clear how many will remain active but at least it gives wide opportunity for response.

One respondent said they mainly provided transport for those with disabilities using their own voluntary staff. However, the range of people they could help was limited, and they often had requests from those needing wheel chair accessible transport. Their requests had recently increased with issues with the local hospital transport, but they found it hard to obtain suitable and available wheel chair accessible licensed vehicles, mainly because there were relatively few of them, and also because they felt that those that did exist were less willing to help because the jobs often cost more to undertake whilst those using the service were also less willing to pay. They understood the issues involved, but mainly wished to record the issue.

Another company told us about their operation focussing on pre-booked journeys for people with a range of disabilities, for which they had a range of vehicles. The level of work was sufficient to keep them busy enough through the week, but did not leave them much scope for providing a weekend or evening service, although if this was requested they usually attempted to identify other provision. They did not think that many people would make use of rank-based services as people preferred to know those serving them, and to have confidence they could make their trip.

No other comment was made by any of the wide range of groups contacted.

Rail and other transport operators

No response was made by any other local rail or transport operators.



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6 Trade stakeholder views

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

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

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

Some authorities cover private hire by issuing the letter and questionnaire to operators seeking they pass them on when drivers book on or off, or via vehicle data head communications.

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

Despite contact with all drivers by email via the Council, and several reminders just one single response was received to this element of the consultation. This was from a hackney carriage driver with 12 years of service. They worked six days and 40 hours, and serviced Torquay ranks, and also obtained work from hailing. They agreed with retention of the limit but suggested that if unmet demand was found plates should increase to remove the significant unmet demand only. They were a one man band without links to radio networks.

No further comment was received.



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7 Evaluation of unmet demand and its significance

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

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

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

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

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for hackney carriages and reflect this numerically. Whilst the principal inputs are from the rank surveys, the measure of latent demand comes from the public on-street surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of continuing the current policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

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

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

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

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

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

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

Periods when schools are not active can lead to more hackney carriage vehicles being available whilst they are not required for school contract work. Such periods can also reduce hackney carriage demand with people away on holiday from the area. Generally, use of hackney carriages is higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December (factoring high demand level impacts down) to 1.2 for January / February (inflating the values from low demand levels upwards).

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

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

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

The ISUD index is the result of multiplying each of the components together and benchmarking this against the cut-off value of 80. Changes in the individual components of the index can also be illustrative. For example, the growth of daytime hour queueing can be an earlier sign of unmet demand developing than might be apparent from the proportion of people experiencing a queue particularly as the former element is based on any wait and not just that averaging over a minute. The change to a peaky demand profile can tend towards reducing the potential for unmet demand to be significant.

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



The table below compares the components of the index of significance of unmet demand for each survey since 2008.

Component	2018		2014	2011	2008
	All	Council only			
Average passenger delay (APD)(mins)	0.27	0.13	0.7	0.16	0.47
Off peak hours with any delay	30.59	30.88	8	0	7.2
Proportion of passengers travelling in hours with over a minute APD	5.40	5.278	5.7	1.42	15.71
Seasonal factor	1	1	1	1	1
Peak factor	1	1	1	0.5	1
Latent Demand factor	1.047	1.033	1.101	1.126	1
Index of significance of unmet demand (ISUD)	46.72	22.39	35.15	Zero	53.16

As noted above, the level determined to show unmet demand that is identified is significant is 80, albeit on a scale that is exponential, not linear. This means that the above table shows no result, at any year, that has found the observed unmet demand to be significant.

In terms of the latest survey, average passenger delay and latent demand are both reduced from the values obtained in 2014, either for the results excluding the private ranks, or for the result including all ranks (the 2014 value covered all ranks). The proportion of travellers that are within hours where there is average passenger delay for all a minute or more has marginally reduced. Other factors have remained the same, apart from the off peak proportion of hours component.

This value has increased significantly over the years of the survey, apart from it reducing to zero in 2011, which had the effect of setting the full index to zero. Current levels of this element are nearly four times greater than experienced in 2014. For many of our studies, this change is currently being observed and results from reducing demand leading to vehicles tending to work off peak from radio networks rather than from ranks, which leads to worsened daytime service at ranks with low demand. However, this does not appear to be the case for Torbay, where there has been further increases in demand observed at ranks compared over each succeeding survey.

However, on the strict rule of the ISUD test, there is no unmet demand at this time in the Torbay area that should be considered as significant. Further contextual discussion of this result follows below.

8 Review of disability provision and vehicle emission impacts

At the present time, there are two key factors affecting the type of vehicles within hackney carriage fleets. The first, which has been an issue over a long period, is the discussion regarding what percentage of either the hackney carriage, or the full licensed vehicle fleet should be wheel chair accessible. The second relates to the impact of recent wider Government legislation regarding need for air quality improvements.

A key part of this discussion centres on the preference by many disabled that they should be able to enjoy life as easily as their 'able-bodied' counterparts, although more recent thought has also drawn in that there can be many hidden disabilities (such as hearing impairment, or various levels of impact of a range of conditions such as arthritis), many of which may not benefit from wheel chair style vehicles and may in fact be more disadvantaged in some cases by them than by use of saloon vehicles. One clear fact has been acknowledged – there is no 'one vehicle suits all' solution for the licensed vehicle trade.

The very recently published All-Party Parliamentary Group report on licensed vehicles recognises the issue with need for improved vehicle accessibility, but suggests a solution could be a nationally set proportion of vehicles in any hackney carriage fleet that should be wheel chair accessible. Past research and thoughts over the years had recommended a level of 35% as appropriate, but this has never been widely accepted and the norm tends to be between three choices – places that determined to have a fully wheel chair accessible hackney carriage fleet, others that allow new vehicles but these must be wheel chair accessible, or a range of other ideas or policies, or indeed, for many areas, no policy at all.

The current state of the art is summarised by the last Department for Transport (DfT) statistical review of licensing. The next survey, summarising data from this April, is due out at the end of October, but the previous information based on data for March 2017 is published and available. It should be noted that the actual level of reporting for private hire is likely to be an under-report as many authorities do not record such vehicles being wheel chair accessible.

There are still authorities who are moving towards being fully wheel chair accessible, with Chester West and Cheshire being the most recent authority to achieve this that we are aware of, and Bradford before that. Of the 291 English taxi licensing authorities (excluding London), 58 (nearly 20%) have hackney carriage fleets that are fully accessible. Of these, 23 do not have any private hire that are wheel chair accessible.



Of the remaining authorities, 11 have no wheel chair accessible hackney carriages at all. Two of these in fact have no hackney carriages at all, seven have no wheel chair accessible vehicles known of on either side of the trade, and two have no wheel chair hackney carriages but some private hire WAV.

For this set of 233 authorities, some 80% of the English licensing authorities that exist, the actual average proportion of hackney carriages that are wheel chair accessible in their fleets is 22%. For this same group, the average proportion in the private hire fleet that are WAV is 5%. This statistic is a more valid proportion than the level of 41% often quoted which includes the fully WAV authorities as well.

There are 95 authorities (a third of all English authorities) who have some hackney carriage WAV but whose proportion of the fleet that is WAV is 8% or less. In these statistics, Torbay was quoted as having 7% WAV in the hackney carriage fleet and 8% in the private hire fleet.

Over the years, Torbay has sought to increase its level of WAV hackney carriages. The current level is believed to have been helped by the change in age limit on WAV from maximum eight to ten years, achieved by October 2013. Other thoughts about increasing the percentage further were formally discounted in 2017. There had been discussion of setting a target of 20%, which would have been close to the present national average for authorities without a 100% WAV fleet.

Further, the decision was made using extensive research which was partly frustrated by a lack of any feedback from users or disabled groups that there was in fact any concern about this matter. Our present study has identified no such concerns, and on the opposite side, found a good level of usage of hackney carriages by those in wheel chairs at ranks during our observations. There was a much higher level of usage observed where people appeared to have other disabilities and were assisted by drivers into vehicles at ranks.

Furthermore, we identified that one company, which happens to have the bulk of the private hire WAV vehicles allied to it, is providing a high level of service to those needing a range of WAV vehicles, but principally doing this through pre-bookings, with the bulk of such being Monday to Friday daytime. They suggest that most of their customers tend not to need WAV at other times but also do try to provide vehicles, often from the hackney carriage WAV independent fleet if customers have a particular out of weekday requirement.

There is another related issue with provision of WAV in either fleet. This arises from the fact that there are very few WAV which are 'always a WAV'. In the simplest case, the standard London Tx vehicle has ramps which are designed as detachable. They can be damaged, or not carried, which renders the vehicle



unable to act as a WAV. Whilst this is a matter of enforcement, and can therefore be resolved, many other WAV are in fact converted vehicles which outwardly might appear the same as their base equivalent. This can give rise to raised expectations for customers resulting in frustration when they seek to use a vehicle for its added facilities only to find they do not exist.

We would therefore conclude that the present level of provision and manner of provision of WAV style vehicles across the full licensed vehicle fleet in Torbay seems to be appropriate and sufficient for the bulk of current need.

However, during our research we did identify issues that might lead to future concern, or complaints that appear at odds with this conclusion. These are:

- Less WAV are available in evenings or weekends since a very high level of service is provided in the main daytime hours meaning drivers do not need, nor feel able, to work at other times
- There are perhaps up to a further 14% of the fleet, on both sides, which may appear to be WAV style but are not either willing to be quoted as such, or in fact are not fully equipped to be such. This can lead to unmet expectation on the behalf of customers, or even thoughts that they have been discriminated against when a vehicle does not stop or cannot assist.

The second issue, becoming more apparent at this time, is that of the air quality impact of the licensed vehicle fleet. Action, including legislation, by the Government seeks to improve air quality, in many cases with legal deadlines of 2020 and specific targets to be met. This impacts on the licensed vehicle trade as there are large numbers of vehicles. It further impacts, more so on the hackney carriage side, as many hackney carriages tend to be diesel vehicles, as encourage by the Government for those operating high mileage vehicles in the past. This ties in with the WAV issues since nearly all WAV style vehicles tend to be generally bigger or heavier with diesel engines being the preferred power units, with petrol options discounted as they do not provide the needed performance.

A review was undertaken of the current Torbay fleet as at September 2018 to identify its present status in various air quality performance measures.

In terms of fuel, 81% of the current fleet is diesel, 10% petrol and 8% hybrid electric, with currently just a single fully electric vehicle (in the seasonal hackney carriage fleet). Considering the hackney carriage and private hire elements separately, the hackney carriage fleet is 12% hybrid, compared to 6% for the private hire, 15% petrol (7%) and 73% diesel (86%). Whilst the proportion of hybrids is good, and higher than in many areas, the level of diesel is very high.



In many areas that are implementing Clean Air Zones, the vehicles exempted from likely charge focus on those that are either hybrid, zero emission or with a Euro 6 petrol engine. For the Torbay fleet, 21% of vehicles overall are Euro 6 diesel (19% hackney carriage and 23% private hire). A further 8% overall (12% hackney and 6% private hire) are hybrid or pure electric. 8% overall, 12% hackney carriage and 5% private hire) are Euro 4 petrol or more recent. This suggests that, were a Clean Air Zone to be applied, the present fleet would see 63% of the overall fleet (57% hackney carriage and 66% private hire) either having to change or be charged to use any such zone.

Further, in other areas, we have found that such stipulations militate against WAV, many of which tend to be more polluting diesels and principally Euro 5. A check of the September list found that none of the current WAV would meet this specification so would need to be replaced to avoid any such charges although the complexities of the Torbay area (with three distinct areas of licensed vehicle operation) may impact on the potential for any such introduction. What is clear, however, is that the impact of emission legislation on the licensed vehicle fleet needs very careful consideration.



9 Summary, synthesis and study conclusions

This Unmet taxi demand study on behalf of Torbay Council has been undertaken following the guidance of the BPG and other recent case history regarding unmet demand and its significance. This chapter provides a summary of the above chapters, draws them together and then provides overall conclusions. Recommendations are in the following chapter.

Background and context

This current survey of hackney carriage demand in Torbay was undertaken between May and September 2018. The study is in the context of a level of hackney carriage vehicles maintained at the same level since at least 1994, including a small number of seasonal vehicles which were available during the period our rank work was undertaken. At the present time, there has been a drop in the number of private hire vehicles more recently, as well as one seasonal licence not being reviewed, which suggests reduced levels of work for the trade. On the contrary, driver numbers had slightly increased.

The statistical background also demonstrates a small but steady proportion of the fleet are wheel chair accessible (WAV) style, with an above average level of vehicles in the private hire side of the fleet arising from a specialist company focussing on this niche market.

Rank observations

Estimation of the average weekly demand at ranks across the area suggests that there continues to be steady growth in observed rank usage, with the present value 18% higher than that in 2014, which itself was an increase from previous years. Whilst part of this may result from the surveys being undertaken closer to the Summer, it is also clear there is some clear element of growth extant.

The area continues to see active ranks in Brixham, Paignton and in several locations in Torquay. The developing Harbourside area has seen most growth in usage of its rank. At the same time, there has been some focussing of passengers and service at a lesser number of ranks, particularly those more allied to the shopping demand than leisure demand.

Demand in the area is highest on Saturdays, followed by Fridays, with much lower demand on the Thursday. Although there are high levels of usage in the early hours of Sunday morning, the profile of demand builds up to this peak



so that the overall view of demand is that it is not 'peaky' which gives vehicles better ability to service overall demand.

Despite the growth in patronage, just 9% of hours have average passenger delay of a minute or more; although this does equate to 30% of people travelling in hours with this level of delay. Overall average passenger delay was just 16 seconds, quite low.

There do, however, remain a number of smaller ranks that remain marked but have seen little or no usage for a long period. None of them are likely to result in instances of unmet demand although they would probably be best removed.

The observed usage of ranks by people in wheel chairs shows a good level of usage, and much more than in many other locations around England. There are a very high number of instances where people with apparent disabilities, but not in wheel chairs were clearly helped by drivers.

On street public views

Recent usage of licensed vehicles at 36% was low, and down on the value obtained in 2014. This may have been a result of 43% of the sample saying they did not live in the area, and therefore increasing the level of those who would not use local licensed vehicles. The overall trip rate for licensed vehicles was also low at 1.3 trips per person per month, though the 54% of these who used hackney carriages was in fact very high. The proportion saying they used ranks had increased since 2014, to 30%, with an increase in quoted hailing as well.

The level of people not remembering they had seen a hackney carriage was relatively high at 9%, but the higher 47% who could not remember last using one is in fact lower than in many other places. This seems to suggest people have more favour for hackney carriages in the area than for private hire usage.

In terms of phoned for demand, this was dominated by a small number of companies.

Rank knowledge was not particularly good, although quoted usage of ranks named was actually high. Rankings for service provided confirmed a very good service is provided by the hackney carriage trade.

93% of those responding felt there were enough hackney carriages in the area, more so than in 2014. In the daytime nearly everyone felt safe using hackney carriages, but this value reduced to 80% for later, not a significant reduction, but a noticeable one.

In terms of use of electric or hybrid vehicles, both received fairly good support from the public, although a major concern was price, which was the only matter people said would increase their use of hackney carriage vehicles (i.e., if they were cheaper).

Some 16% of those responding were aware of the Harbourside marshals and 91% of these said they managed the queue well, with 81% saying their presence made them feel safer using hackney carriages there.

Key stakeholder views

Most key stakeholders tended to phone for vehicles for their customers, but many were also aware of ranks. There were very few issues raised of concern.

Disability stakeholders made some response, but given the large number contacted again there was little total response as has been the case over the years. Some gaps were identified by the one organisation responding but they also understood why some of these existed. Good information was provided by the company focussing on disability transport, confirming a good level of demand which they principally met by pre-booking.

Trade views

This was disappointing. The only response suggested adding more plates were unmet demand found which was significant.

Formal evaluation of significance of unmet demand

Current results show most components of the unmet demand equation have improved since 2014, despite the growth in usage. The only component which has worsened is the proportion of off peak hours that have delay at any level. This is now quite high at 30%. This can often occur due to vehicles working on telephone circuits in off peak periods when rank demand can be lighter, but in this case it could also be due to the increased demand levels observed.

Overall, the range of unmet demand index is between 22 and 47, not as high as in 2008, but higher than at any other time since, but still below the formal cut-off value of 80 that denotes formal significance of unmet demand.

Disability provision

Our review – not normally a part of unmet demand requirements – compared Torbay provision with the English authority provision where there is no stipulation that all hackney carriages must be wheel chair accessible (something currently applied by one in five English authorities). Whilst on average the level of provision in the hackney carriage fleet is 22%, that in the private hire side is just 5%. However, there are 95 authorities with the same level of hackney carriage WAV provision or less, and very few with more in the private hire fleet.

Torbay has attempted many ways to increase this level of provision but further plans were discounted in 2017. On the plus side, Torbay has a specific private hire focussed operator who sees this provision as an important niche on which they focus, albeit just Monday to Friday daytime in general as this provides sufficient demand for their fleet. They will, however, seek to provide for the small amounts of demand requested at other times.

It was identified that the observed active hackney carriage fleet near ranks had a much higher WAV percentage than the observed – but a check of the vehicle fleet identified there were vehicles that might be WAV if converted or fitted but which otherwise would appear thus, but were not. This would raise expectation for people which might be thwarted in reality if the vehicle was not actually able to take a wheel chair.

Vehicle emission impacts

In terms of air quality impact of the present fleet, 81% of the present fleet uses diesel (73% for the hackney carriage fleet), and 8% hybrid (12% for the hackney carriage fleet). Using the current 'clean vehicle' definition being quoted in most areas moving to have Clean Air zones, 57% of the present hackney carriage and 66% of the present private hire fleet would either need to change or would end up being charged to enter any such zone. This is a clear warning marker, with those areas expecting to apply change by 2020.

A more stark message is that all the current Torbay WAV vehicles, both hackney carriage and private hire, would fall outside the 'clean' definition.

Synthesis

Torbay is one of the few areas we have recently surveyed that continues to see growth in passenger numbers at ranks across its area. It also is relatively unique in having active ranks in three separate areas. The hackney carriage fleet is also more dominant than in many places where private hire is very dominant. People – though quoting low usage – seem to favour hackney carriages and make use of licensed vehicles overall.

They are a well appreciated fleet, and this extends to use by those with both wheel chair vehicle needs as well as those with other disabilities that require assistance into and out of vehicles. Despite growing patronage, service levels have been generally maintained, although there is some evidence of a move towards the levels of unmet demand heading towards becoming significant if current growth continues.

Further, this survey included the active seasonal plates. Had these not been active, there may have been unmet demand that proved significant.

Conclusions

At the present time, there is no evidence that unmet demand for hackney carriages either patent (at ranks) or latent is significant. People needing licensed vehicles in the area, both able-bodied and disabled – get a good service from the fleet that exists. However, despite many improved elements of the index of significance of unmet demand, there is a trend towards the unmet demand becoming significant which almost certainly needs action before the next survey in three years time.

It is clear, therefore, that the committee could retain the current limit, and at the present level, and defend that at the present time. Evidence, however, suggests that the confidence in this situation remaining thus reduces further into the future.

The committee could take a number of actions:

- Retain the current limit and policy but instigate an interim peak ranks test no later than 18 months from any such decision
- Remove the current limit to allow market forces full sway
- Instigate managed growth, of say five plates per year
- Introduce managed growth, but of less in the first year but with granting of full-time plates to the seasonal issue
- Remove the limit but in favour of specific vehicle types which the Council wishes to see : this could be electric WAV, generally electric or other low emission vehicles or hybrids (but any diesel hybrid would need to be Euro 6 diesel)



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10 Recommendations

On the basis of the evidence gathered in this Unmet taxi demand study for Torbay Council, our key conclusion is that there is no evidence of any unmet demand for the services of hackney carriages either patent or latent which is significant at this point in time in the Torbay Council licensing area. The committee is therefore able to retain the limit and at its current level (but with the possible removal of the seasonal distinction).

However, taking the balance of the evidence, were such a stance to be taken we would recommend an 18-month key rank review to test if unmet demand was heading towards becoming more significant or not.

From our experience, the best conclusion from the options available would be to allow any persons wishing to invest in vehicles the Council would like to see more of in the fleet to do so. Given present concerns, nationally and specific to Torbay, this would most likely mean allowing new hackney carriage plates for:

- Any electric WAV
- Any fully electric or other low emission style vehicle
- Any hybrid vehicle as long as this was Euro 6 if diesel

The Council would need to agree its specification for these vehicles were this option to be taken.

We would still recommend a review of demand be undertaken on a three-yearly basis to ensure that policies could be developed and amended based on the outcome of the changes made.

With reference to wheel chair accessible vehicles, the available list must be kept up to date. To manage potential passenger expectations all vehicles that are fully WAV must be clearly identifiable by potential passengers – this could take the form of a large disabled sticker clearly visible, both for hackney carriage and private hire vehicles, and / or possible a different plate colour and numbering system (e.g. with a W prefix as has been used in Leeds).

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Appendix 1 – Industry statistics

Torbay

control of numbers began 1968 (DfT 2004)

	hcv	phv	lv total	hcd	phd	dd	total d		Ops	%hcv WAV	%phv WAV
1994D	162		162	275				1994D			
1997D	162	86	248	305	82		387	1997D		13	
1999D	162	95	257	350	100		450	1999D	98	7	
2001D	162	<u>153</u>	315	346	<u>170</u>		516	2001D	<u>141</u>	7	
2004D	162	210	372	312	239		551	2004D	183	9	
2005D	162	210	372	312	239		551	2005D	183	9	
2007D	162	300	462	<u>385</u>	262		647	2007D	283	17	
2009D	162	352	514	352	227		579	2009D	345	4	
2010N	162	326	488	<u>176</u>	<u>114</u>	<u>278</u>	<u>568</u>	2010N	<u>311</u>	2	5
2011D	162	298	460			556	556	2011D	277	7	6
2012N	162	315	477	-	-	<u>563</u>	563	2012C	<u>305</u>	4	<u>7</u>
2013D	162	325	487			570	570	2013D	332	8	6
2014N	162	308	470	-	-	<u>540</u>	540	2014N	<u>284</u>	6	6
2015D	162	263	425			510	510	2015D	235	8	7
2017D	162	313	475			532	532	2017D	317	7	8
2018C	162	281	443			550	550	2018C	248	7	8

Note: There are 7 extra seasonal hc licences issued from start of May to end of October (excluded from above)

Yellow highlighted cells are estimated values

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LVSA



Appendix 2 – List of ranks

Source: Torbay Council web site as at 21 September 2018

Torquay

- Lymington Road (Assembly Rooms)
- Cary Parade
- Castle Circus
- Chestnut Avenue
- Lymington Road (Coach Station)
- GPO Roundabout
- Princess Theatre
- The Strand
- The Strand Bus Bays - Seaward Side
- Torwood Street
- Lymington Road (Town Hall Car Park)
- Union Street
- Victoria Parade

Paignton

- Palace Avenue
- Torbay Road

Brixham

- Bank Lane
-



Appendix 3 – Timetable of rank observations

Please see separate document

Appendix 4 – Detailed rank observation results

Please see separate document

Appendix 5 – Detailed on street interview results

Please see separate document





Appendix 6 List of Stakeholders consulted

Key consultee	Response
Supermarkets	
Waitrose, Torquay	Y
Asda, Torquay	Y
Iceland, Torquay	Y
Sainsbury's, Torquay	Y
Lidl Torquay	N
Express Babbacombe	N
Iceland, Paignton	N
Aldi, Paignton	N
Sainsbury's, Paignton	Y
Morrison's, Paignton	N
Asda, Paignton	R
Tesco Express, Brixham	N
Co-op Food, Brixham	Y
Spar Castor Road, Brixham	N
Costcutter, Summercourt Way, Brixham	N
Hotels	
Burleigh House, Torquay	Y
Briarfields Hotel, Torquay	Y
TLH Carlton Hotel, Torquay	Y
The Heritage Hotel, Torquay	N
Yardley Manor Hotel, Torquay	Y
Headland Hotel, Torquay	Y
Torbay Sands Hotel, Paignton	Y
Preston Sands Hotel, Paignton	Y
Roslyn Hotel, Paignton	Y
The Palace Hotel, Paignton	Y
Roslyn Guest House, Paignton	Y
Summerhill Hotel, Paignton	Y
Beecroft Lodge, Paignton	Y
Singer Guest House, Paignton	N
Aft Cottage, Brixham	N
White Horse Guest House, Brixham	N
Churston Manor, Brixham	Y
Smugglers Haunt Hotel, Brixham	Y
Ranscombe House, Brixham	Y
Sea Tang Guest House	Y
Restaurants / Cafes	
Memories Bistro, Torquay	N
Oriental Touch, Torquay	N
Meat 59, Torquay	N
Bistro Pierre, Torquay	N
On The Rocks, Torquay	N

Pier Point Restaurant, Torquay	Y
Quo Vadis, Paignton	Y
Richards Fish Café, Paignton	R
East in the West, Paignton	N
Resturant 59, Paignton	Y
Sky Bar and Bistro, Paignton	Y
Oak Tree Restaurant, Paignton	N
Mariners Fish and Chips, Paignton	N
Chandlers Coffee Shop, Paignton	Y
La Scale, Paignton	N
The Poop Deck Restaurant, Brixham	N
The Curious Kitchen, Brixham	N
Simply Fish, Brixham	Y
Dornans Fish and Chip Shop, Brixham	N
Port Espresso, Brixham	N
Millie and Me, Brixham	N
Entertainment	
Babbacombe Theatre, Torquay	N
The Little Theatre, Torquay	N
Princess Theatre, Torquay	N
Waves Leisure Pool, Torquay	N
Aztec Spa, Torquay	N
Torquay Squash and Leisure Centre	Y
Paignton Pleasure Cruises	N
Escape Paignton	N
Goodrington Quad Bikes	R
Torbay Leisure Centre, Paignton	Y
Oasis Leisure Club, Paignton	Y
Brixham Theatre, Paignton	Y
The Admiral Swimming Centre, Brixham	N
Shoalstone Outdoor Pool, Brixham	N
Grenville House Outdoor Education Centre, Brixham	N
Berry Head National Nature Reserve, Brixham	N
Public Houses	
Devon Dumpling, Torquay	N
The Drum Inn, Torquay	N
Bull and Bush, Torquay	N
The Cider Press, Torquay	N
Hole in the Wall, Torquay	N
Mickey Finns, Torquay	R
Seamus O'Donnels, Torquay	N
Apple and Parrot, Torquay	N
The Kent, Torquay	N
The Old Manor, Paignton	N
The Ship, Paignton	Y
Captain Jacks, Paignton	N



Inn on the Green, Paignton	Y
Spinning Wheel Inn, Paignton	Y
Winstons, Paignton	N
The Lime Tree, Paignton	N
The Torbay Inn, Paignton	N
Bell Inn, Brixham	Y
Golden Lion, Brixham	Y
The Vigilance, Brixham	Y
The Old Coaching Inn, Brixham	N
The New Quay Inn, Brixham	N
Old Market House, Brixham	N
Ernie Lister Pub and Quayside Hotel, Brixham	Y
Beamers, Brixham	N
Night Clubs	
EJ's Bar, Torquay	N
The Stage Door, Torquay	Y
The Foundary, Torquay	N
Decades, Torquay	N
Abanico Salsa, Torquay	N
Coast Bar, Torquay	N
Play, Torquay	N
Gallery, Paignton	N
Remedies, Paignton	N
Crazy Horse Saloon, Paignton	N
Club Fusion and Lighthouse, Paignton	N
Other key stakeholder groups	
Brixham Access to Community Education	N
Coalition of Disabled People South Devon	N
Karing Voluntary Group	Y
Torbay Deaf Club	N
Disability Torbay (NHS)	R
Alzheimers	N
Filo Project	N
Torbay Children Centres	N
Mencap	N
I A support	N
Young Carers Torbay	N
Lupus	N
Diabetes South Devon	N
Different Strokes	N
Dimensions for Autism	N
Dystonia	N
Torbay ED Group	N
Upton Vale Community	R
Headway Devon	N
Huntingdon's	N

ME, CFS and Fibromyalgian Society	N
Dementia Action	N
Older Citizens Forum	N
MS South Devon	N
Parkinson's	N
Torbay Parent Participation Forum	N
Bipolar Association	N
Mental Health Group	N
Tourettes Action	N
Positively Autistic	N
Guide Dogs	N
Police	N



Study Report Appendix 3 Timetable of Observations

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	Torquay										Other areas		Hours
	The Strand and feeders	Union St	Victoria Parade	PO Rd	Torwood St	Cary Parade	Cable Circus	Torquay Station, private	Brixham, Bank Lane	Paignton Station, private			
Level of usage previous survey	Top, 23%	4th, 13%	5th, 12%	6th, 8%	7th, 6%	9th, 3%	10th, 1%	8th, 4%	2nd, 16%	3rd, 15%			
hours, if not 24 hr	18 to 6												
Thursday 11:00												0	
Thursday 12:00	1	1							1	1		4	
Thursday 13:00	2	2							2	2		4	
Thursday 14:00	3	3							3	3		4	
Thursday 15:00	4	4							4	4		4	
Thursday 16:00	5	5							5	5		4	
Thursday 17:00	6	6							6	6		4	
Thursday 18:00	7	7							7	7		4	
Thursday 19:00	8	8							8	8		4	
Thursday 20:00	9	9										2	
Thursday 21:00	10											1	
Thursday 22:00	11											1	
Thursday 23:00	12											1	
Thursday 00:00	13											1	
Friday 02:00	14											1	
Friday 03:00	15											1	
Friday 04:00	16											1	
Friday 05:00	17									9		2	
Friday 06:00	18									10		2	
Friday 07:00	19	10								11		3	
Friday 08:00	20	11		1				1	9	12		6	
Friday 09:00	21	12		2				2	10	13		6	
Friday 10:00	22	13		3				3	11	14		6	
Friday 11:00	23	14		4					12	15		5	
Friday 12:00	24	15	1	5		1	1		13	16		8	
Friday 13:00	25	16	2	6		2	2		14	17		8	
Friday 14:00	26	17	3	7		3	3		15	18		8	
Friday 15:00	27	18	4	8		4	4		16	19		8	
Friday 16:00	28	19	5	9		5	5	4	17	20		9	
Friday 17:00	29	20	6	10		6	6	5	18	21		9	
Friday 18:00	30	21	7	11		7	7	6	19	22		9	
Friday 19:00	31	22	8	12		8	8	7	20	23		8	
Friday 20:00	32	23	9	13		9	9	8	21	24		8	
Friday 21:00	33	24	10	14		10	10	9	22	25		6	
Friday 22:00	34	25	11	15		11	11	10	23	26		6	
Friday 23:00	35	26	12	16		12	12	11	24	27		6	
Friday 00:00	36	27	13	17		13	13	12	25	28		6	
Saturday 01:00	37	28	14	18		14	14	13	26	29		6	
Saturday 02:00	38	29	15	19		15	15	14	27	30		6	
Saturday 03:00	39	30	16	20		16	16	15	28	31		4	
Saturday 04:00	40	31	17	21		17	17	16	29	32		4	
Saturday 05:00	41	32							30	33		2	
Saturday 06:00	42	33							31	34		2	
Saturday 07:00	43	34							32	35		2	
Saturday 08:00	44	35	23	20					33	36		5	
Saturday 09:00	45	36	24	21					34	37		5	
Saturday 10:00	46	37	25	22					35	38		5	
Saturday 11:00	47	38	26	23					36	39		4	
Saturday 12:00	48	39	27	24		8			37	40		6	
Saturday 13:00	49	40	28	25		9			38	41		6	
Saturday 14:00	50	41	29	26		10			39	42		6	
Saturday 15:00	51	42	30	27		11			40	43		6	
Saturday 16:00	52	43	31	28		12			41	44		6	
Saturday 17:00	53	44	32	29		13			42	45		6	
Saturday 18:00	54	45	33	30					43	46		5	
Saturday 19:00	55	46	34	31					44	47		5	
Saturday 20:00	56	47	35	32					45	48		5	
Saturday 21:00	57	48	36	33					46	49		5	
Saturday 22:00	58	49	37	34					47	50		5	
Saturday 23:00	59	50	38	35					48	51		5	
Saturday 00:00	60	51	39	36					49	52		5	
Sunday 01:00	61	52	40	37					50	53		5	
Sunday 02:00	62	53	41	38					51	54		5	
Sunday 03:00	63	54	42	39					52	55		3	
Sunday 04:00	64	55	43	40					53	56		3	
Sunday 05:00	65	56							54	57		1	
Sunday 06:00	66	57							55	58		1	
Sunday 07:00									56	59		0	
Sunday 08:00									57	60		0	
Sunday 09:00									58	61		0	
Week day	85	61	24										
Week night	17	17											
Weekend day	45	45											
Inter periods	118	65	51										
Total hours at site	37	19	16	2	300								
Total hours at site	66	36	34	38	16	13	7	6	46	38		300	

Study Report Appendix 4 .

Rank Observation Results

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Strand	17.5.18	12	14	18	10	1.8	0	0%	10	00:11:18	00:11:18	00:33:55	00:00:04	00:01:21	1			00:01:21
Strand	17.5.18	13	10	18	10	1.8	0	0%	10	00:17:26	00:17:26	00:26:07						
Strand	17.5.18	14	9	19	8	2.4	1	11%	9	00:19:57	00:18:47	00:28:39						
Strand	17.5.18	15	13	21	12	1.8	2	14%	14	00:15:01	00:15:09	00:37:50						
Strand	17.5.18	16	6	11	7	1.6	0	0%	7	00:29:11	00:29:11	00:40:36						
Strand	17.5.18	17	8	14	6	2.3	0	0%	6	00:25:29	00:23:06	00:36:19						
Strand	17.5.18	18	10	18	10	1.8	1	9%	11	00:19:30	00:19:30	00:45:28						
Strand	17.5.18	19	9	13	9	1.4	0	0%	9	00:16:26	00:17:07	00:47:14						
Strand	17.5.18	20	9	12	9	1.3	1	10%	10	00:19:24	00:19:24	00:36:57						
Strand	17.5.18	21	8	16	6	2.7	1	14%	7	00:20:24	00:23:01	00:42:40						
Strand	17.5.18	22	18	38	20	1.9	0	0%	20	00:06:50	00:06:50	00:14:50						
Strand	17.5.18	23	27	50	25	2	0	0%	25	00:05:47	00:05:47	00:12:52						
Strand	18.5.18	0	18	19	15	1.3	2	12%	17	00:13:07	00:13:18	00:41:37						
Strand	18.5.18	1	8	16	9	1.8	1	10%	10	00:12:18	00:12:18	00:22:29						
Strand	18.5.18	2	19	35	20	1.8	1	5%	21	00:07:10	00:07:28	00:18:37	00:00:38	00:03:24	7			00:05:58
Strand	18.5.18	3	10	12	6	2	2	25%	8	00:15:37	00:18:35	00:53:35						
Strand	18.5.18	4	2	4	1	4	3	75%	4	00:06:21								
Strand	18.5.18	5	1		0		1	100%	1	00:40:17								
Strand	18.5.18	6	3	1	1	1	2	67%	3	00:06:22	00:09:11	00:09:11						
Strand	17.5.18		202	335	184	1.8	18	9%	202				00:00:05					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Number waiting 1.1 mins or more	Number of people waiting 6-10 mins	Number of people waiting 1-5	Maximum passenger wait time	
Strand	18.5.18	7	2	1	1	1	1	50%	2	00:06:31	00:04:07	00:04:07							
Strand	18.5.18	8	1		0		1	100%	1	00:26:37									
Strand	18.5.18	9	7	4	4	1	0	0%	4	00:35:30	00:37:22	01:23:08							
Strand	18.5.18	10	3		0		1	100%	1	00:56:44	00:56:44	01:09:30							
Strand	18.5.18	11	6	11	7	1.6	0	0%	7	00:46:43	00:44:54	01:00:30							
Strand	18.5.18	12	6	6	5	1.2	1	17%	6	00:46:10	00:46:10	00:54:19							
Strand	18.5.18	13	7	8	6	1.3	1	14%	7	00:27:08	00:26:48	00:41:17							
Strand	18.5.18	14	10	13	8	1.6	2	20%	10	00:20:15	00:20:06	00:36:51							
Strand	18.5.18	15	18	20	16	1.2	2	11%	18	00:11:50	00:12:03	00:23:35							
Strand	18.5.18	16	9	14	9	1.6	0	0%	9	00:26:00	00:26:00	00:33:01							
Strand	18.5.18	17	17	31	16	1.9	1	6%	17	00:11:52	00:12:18	00:28:41							
Strand	18.5.18	18	12	22	11	2	1	8%	12	00:13:42	00:13:38	00:31:50							
Strand	18.5.18	19	13	29	11	2.6	2	15%	13	00:18:35	00:18:14	00:30:43							
Strand	18.5.18	20	15	29	14	2.1	1	7%	15	00:12:37	00:12:59	00:22:00							
Strand	18.5.18	21	17	34	16	2.1	1	6%	17	00:15:36	00:15:46	00:26:41							
Strand	18.5.18	22	30	61	30	2	0	0%	30	00:07:12	00:07:12	00:14:28							
Strand	18.5.18	23	42	72	42	1.7	0	0%	42	00:05:23	00:05:23	00:11:51							
Strand	19.5.18	0	59	94	59	1.6	0	0%	59	00:03:43	00:03:43	00:09:01							
Strand	19.5.18	1	60	108	60	1.8	0	0%	60	00:03:41	00:03:41	00:08:15							
Strand	19.5.18	2	73	121	73	1.7	0	0%	73	00:03:01	00:03:01	00:08:29							
Strand	19.5.18	3	55	108	55	2	1	2%	56	00:03:16	00:02:51	00:17:34	00:00:03	00:01:07	5		00:01:12		
Strand	19.5.18	4	5	4	4	1	3	43%	7	00:17:07	00:14:11	00:19:53							
Strand	19.5.18	5	3		0		3	100%	3	00:42:06									
Strand	19.5.18	6	3	1	1	1	3	75%	4	00:07:28	00:04:31	00:04:31							
Strand	18.5.18		473	791	448	1.8	25	5%	473				00:00:00						

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time In Hour	Number of people waiting 1-10 minutes	Number of people waiting 11 mins or more	Maximum passenger wait time
Strand	19.5.18	7	2	1	1	1	0	0%	1	00:13:42	00:02:45	00:02:45					
Strand	19.5.18	8	1	1	1	1	1	50%	2	00:37:54	00:37:54	00:37:54					
Strand	19.5.18	9	9	4	3	1.3	4	57%	7	00:07:19	00:11:42	00:22:48					
Strand	19.5.18	10	9	5	4	1.2	2	33%	6	00:19:25	00:19:39	00:25:58					
Strand	19.5.18	11	12	15	12	1.2	3	20%	15	00:12:42	00:12:59	00:22:03					
Strand	19.5.18	12	10	15	9	1.7	0	0%	9	00:16:14	00:16:14	00:28:29					
Strand	19.5.18	13	15	35	16	2.2	1	6%	17	00:09:20	00:09:30	00:24:50					
Strand	19.5.18	14	18	35	13	2.7	3	19%	16	00:08:38	00:07:49	00:26:41					
Strand	19.5.18	15	24	50	23	2.2	2	8%	25	00:08:57	00:08:46	00:19:41					
Strand	19.5.18	16	26	58	24	2.4	3	11%	27	00:05:18	00:04:24	00:18:04	00:01:45	00:03:20	31		00:05:27
Strand	19.5.18	17	21	36	19	1.9	0	0%	19	00:09:53	00:09:53	00:28:00					
Strand	19.5.18	18	17	37	15	2.5	0	0%	15	00:16:26	00:16:26	00:40:56					
Strand	19.5.18	19	53	107	51	2.1	2	4%	53	00:02:41	00:02:39	00:20:21	00:00:15	00:02:03	14		00:03:56
Strand	19.5.18	20	27	54	28	1.9	0	0%	28	00:06:36	00:06:36	00:16:16					
Strand	19.5.18	21	44	82	44	1.9	0	0%	44	00:03:16	00:03:16	00:09:40					
Strand	19.5.18	22	84	168	85	2	3	3%	88	00:01:26	00:01:27	00:04:40	00:00:14	00:02:20	18		00:03:46
Strand	19.5.18	23	120	209	117	1.8	1	1%	118	00:01:06	00:01:06	00:05:22	00:00:14	00:02:32	20		00:05:32
Strand	20.5.18	0	157	264	155	1.7	1	1%	156	00:01:16	00:01:16	00:04:28	00:00:16	00:02:26	29		00:03:35
Strand	20.5.18	1	162	319	161	2	0	0%	161	00:00:48	00:00:48	00:05:10	00:00:37	00:02:00	## 1		00:06:14
Strand	20.5.18	2	175	355	177	2	0	0%	177	00:01:37	00:01:37	00:03:38	00:00:14	00:02:09	38		00:05:01
Strand	20.5.18	3	126	263	128	2.1	0	0%	128	00:03:18	00:03:18	00:07:33	00:00:06	00:01:49	15		00:02:41
Strand	20.5.18	4	22	36	17	2.1	5	23%	22	00:07:30	00:07:44	00:20:17					
Strand	20.5.18	5	6	2	2	1	4	67%	6	00:11:40	00:02:43	00:05:04	00:00:45	00:01:31	1		00:01:31
Strand	20.5.18	6	2	1	1	1	1	50%	2	00:30:59	00:47:34	00:47:34					
Strand	19.5.18		1142	2152	1106	1.9	36	3%	1142				00:00:17				

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St	17.5.18	12	33	32	26	1.2	2	7%	28	00:04:12	00:03:48	00:14:43	00:00:04	00:01:14	2			00:01:14
Union St	17.5.18	13	37	46	35	1.3	0	0%	35	00:10:50	00:10:50	00:20:44						
Union St	17.5.18	14	22	34	24	1.4	3	11%	27	00:14:10	00:14:35	00:28:26						
Union St	17.5.18	15	27	29	23	1.3	1	4%	24	00:08:26	00:08:29	00:15:12						
Union St	17.5.18	16	27	32	26	1.2	1	4%	27	00:15:43	00:15:45	00:24:15						
Union St	17.5.18	17	13	17	14	1.2	3	18%	17	00:14:30	00:12:43	00:28:38	00:00:04	00:01:27	1			00:01:27
Union St	17.5.18	18	5	6	5	1.2	1	17%	6	00:11:58	00:14:11	00:16:37						
Union St	17.5.18	19																
Union St	17.5.18	20																
Union St	17.5.18		164	196	153	1.3	11	7%	164				00:00:01					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St	18.5.18	7	3	1	1	1	2	67%	3	00:00:04	00:00:14	00:00:14	00:01:58	00:01:58	1			00:01:58
Union St	18.5.18	8	14	12	8	1.5	2	20%	10	00:12:34	00:12:15	00:31:20	00:02:28	00:05:56	4	1		00:10:19
Union St	18.5.18	9	21	14	12	1.2	4	25%	16	00:20:55	00:21:00	00:28:45						
Union St	18.5.18	10	17	21	18	1.2	1	5%	19	00:27:08	00:27:46	00:37:57						
Union St	18.5.18	11	22	23	18	1.3	2	10%	20	00:26:49	00:26:51	00:33:16						
Union St	18.5.18	12	29	36	31	1.2	0	0%	31	00:13:10	00:13:09	00:26:59						
Union St	18.5.18	13	27	37	28	1.3	2	7%	30	00:13:01	00:13:08	00:17:49						
Union St	18.5.18	14	30	32	26	1.2	3	10%	29	00:09:57	00:10:07	00:15:51						
Union St	18.5.18	15	24	32	25	1.3	0	0%	25	00:06:00	00:06:00	00:10:35	00:00:20	00:05:20	2			00:05:20
Union St	18.5.18	16	34	51	35	1.5	0	0%	35	00:05:35	00:05:35	00:13:56	00:00:16	00:02:52	5			00:03:41
Union St	18.5.18	17	32	44	29	1.5	3	9%	32	00:06:39	00:06:16	00:18:01	00:00:03	00:01:24	2			00:01:24
Union St	18.5.18	18	3	6	4	1.5	2	33%	6	00:03:34	00:03:11	00:03:11						
Union St	18.5.18	19																
Union St	18.5.18	20																
Union St	18.5.18		256	309	235	1.3	21	8%	256				00:00:12					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St	19.5.18	7	4	1	1	1	2	67%	3	00:01:56	00:02:20	00:04:41	00:02:36	00:05:13	1			00:05:13
Union St	19.5.18	8	7	6	5	1.2	0	0%	5	00:17:58	00:17:52	00:24:24						
Union St	19.5.18	9	13	13	10	1.3	4	29%	14	00:07:13	00:07:49	00:28:04	00:00:28	00:02:03	3			00:02:54
Union St	19.5.18	10	18	15	15	1	1	6%	16	00:11:57	00:11:46	00:17:21						
Union St	19.5.18	11	28	30	22	1.4	2	8%	24	00:12:01	00:12:30	00:27:26						
Union St	19.5.18	12	22	27	21	1.3	1	5%	22	00:12:19	00:11:38	00:21:53						
Union St	19.5.18	13	14	20	15	1.3	4	21%	19	00:19:19	00:19:37	00:27:30						
Union St	19.5.18	14	23	23	18	1.3	1	5%	19	00:15:54	00:15:29	00:24:10						
Union St	19.5.18	15	20	28	22	1.3	3	12%	25	00:12:02	00:11:34	00:18:32						
Union St	19.5.18	16	22	24	19	1.3	2	10%	21	00:03:55	00:03:50	00:12:33	00:01:10	00:04:03	5	2		00:07:00
Union St	19.5.18	17	9	13	11	1.2	1	8%	12	00:15:10	00:14:51	00:23:33						
Union St	19.5.18	18	3	4	3	1.3	0	0%	3	00:01:09	00:01:09	00:01:31	00:03:25	00:04:33	3			00:04:59
Union St	19.5.18	19																
Union St	19.5.18	20																
Union St	19.5.18		183	204	162	1.3	21	12%	183				00:00:16					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Victoria Pde	18.5.18	12	13	4	4	1	5	56%	9	00:18:07	00:18:04	00:33:16						
Victoria Pde	18.5.18	13	13	9	7	1.3	8	53%	15	00:15:51	00:19:46	00:28:21						
Victoria Pde	18.5.18	14	6	7	5	1.4	2	29%	7	00:06:56	00:06:33	00:15:57	00:02:21	00:05:30	2	1		00:07:55
Victoria Pde	18.5.18	15	12	2	2	1	9	82%	11	00:07:48	00:07:16	00:14:43						
Victoria Pde	18.5.18	16	8	8	6	1.3	3	33%	9	00:15:02	00:15:01	00:27:58						
Victoria Pde	18.5.18	17	9	14	7	2	3	30%	10	00:04:59	00:05:47	00:12:01	00:00:18	00:04:16	1			00:04:16
Victoria Pde	18.5.18	18	16	13	7	1.9	7	50%	14	00:08:08	00:07:29	00:18:42						
Victoria Pde	18.5.18	19	12	12	7	1.7	5	42%	12	00:13:14	00:12:41	00:21:38						
Victoria Pde	18.5.18	20	23	25	14	1.8	8	36%	22	00:07:43	00:06:41	00:13:18						
Victoria Pde	18.5.18	21	24	34	15	2.3	5	25%	20	00:11:51	00:12:58	00:27:16						
Victoria Pde	18.5.18	22	14	28	13	2.2	3	19%	16	00:19:48	00:21:18	00:36:43						
Victoria Pde	18.5.18	23	21	38	17	2.2	3	15%	20	00:20:07	00:19:55	00:35:01						
Victoria Pde	19.5.18	0	22	38	21	1.8	4	16%	25	00:07:02	00:07:16	00:22:35						
Victoria Pde	19.5.18	1	15	29	15	1.9	1	6%	16	00:11:09	00:09:28	00:21:56						
Victoria Pde	19.5.18	2	9	16	7	2.3	4	36%	11	00:08:51	00:06:42	00:19:55						
Victoria Pde	19.5.18	3	2	4	1	4	1	50%	2	00:01:03	00:00:47	00:00:47						
Victoria Pde	19.5.18	4																
Victoria Pde	18.5.18		219	281	148	1.9	71	32%	219				00:00:04					

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Victoria Pde	19.5.18	12	9	2	1	2	8	89%	9	00:04:07	00:00:00	00:00:00						
Victoria Pde	19.5.18	13	11	6	3	2	7	70%	10	00:10:16	00:03:22	00:08:17	00:00:20	00:01:00	2			00:01:00
Victoria Pde	19.5.18	14	14	14	6	2.3	7	54%	13	00:06:48	00:05:59	00:07:37						
Victoria Pde	19.5.18	15	19	21	11	1.9	8	42%	19	00:06:30	00:06:38	00:11:42						
Victoria Pde	19.5.18	16	9	10	7	1.4	4	36%	11	00:04:39	00:03:44	00:14:45	00:01:06	00:02:12	5			00:05:41
Victoria Pde	19.5.18	17	12	15	7	2.1	4	36%	11	00:07:07	00:07:17	00:19:51						
Victoria Pde	19.5.18	18	16	17	10	1.7	3	23%	13	00:08:42	00:08:50	00:19:54						
Victoria Pde	19.5.18	19	16	25	13	1.9	5	28%	18	00:03:30	00:03:36	00:12:26	00:00:40	00:02:24	7			00:02:43
Victoria Pde	19.5.18	20	18	28	16	1.8	3	16%	19	00:07:01	00:06:45	00:12:52						
Victoria Pde	19.5.18	21	29	49	24	2	2	8%	26	00:03:10	00:03:06	00:08:23	00:00:21	00:02:10	8			00:02:38
Victoria Pde	19.5.18	22	24	57	26	2.2	1	4%	27	00:02:19	00:02:18	00:10:29	00:00:43	00:03:01	15			00:04:10
Victoria Pde	19.5.18	23	23	37	21	1.8	3	12%	24	00:01:10	00:01:14	00:05:21	00:01:31	00:05:45	7	2		00:15:52
Victoria Pde	20.5.18	0	8	9	6	1.5	2	25%	8	00:01:01	00:01:10	00:02:29	00:07:50	00:07:50	4	2	1	00:18:56
Victoria Pde	20.5.18	1	6	10	5	2	1	17%	6	00:00:32	00:00:35	00:00:44	00:02:57	00:03:41	8			00:05:18
Victoria Pde	20.5.18	2	3	4	3	1.3	0	0%	3	00:01:06	00:01:06	00:02:18	00:12:11	00:12:11	1	6		00:14:47
Victoria Pde	20.5.18	3	5	5	3	1.7	2	40%	5	00:01:37	00:01:45	00:02:56	00:03:56	00:03:56	2			00:03:56
Victoria Pde	20.5.18	4																
Victoria Pde	19.5.18		222	309	162	1.9	60	27%	222				00:01:03					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
P O Rbt	18.5.18	8	3	7	3	2.3	0	0%	3	00:08:54	00:08:54	00:19:07						
P O Rbt	18.5.18	9	7	4	4	1	1	20%	5	00:14:09	00:16:10	00:24:30						
P O Rbt	18.5.18	10	7	2	2	1	2	50%	4	00:38:05	00:43:52	00:53:54						
P O Rbt	18.5.18	11	8	18	12	1.5	0	0%	12	00:17:56	00:17:56	00:31:47						
P O Rbt	18.5.18	12	15	13	10	1.3	1	9%	11	00:19:39	00:18:56	00:36:44						
P O Rbt	18.5.18	13	14	24	19	1.3	0	0%	19	00:08:55	00:08:55	00:21:03	00:00:02	00:01:00	1			00:01:00
P O Rbt	18.5.18	14	13	11	10	1.1	0	0%	10	00:16:33	00:16:33	00:39:40						
P O Rbt	18.5.18	15	15	25	17	1.5	0	0%	17	00:03:16	00:02:29	00:10:46	00:03:05	00:05:56	7	6		00:09:13
P O Rbt	18.5.18	16	10	14	10	1.4	1	9%	11	00:17:29	00:17:29	00:30:31	00:01:34	00:08:55	3			00:10:30
P O Rbt	18.5.18	17	21	23	17	1.4	0	0%	17	00:08:17	00:08:17	00:20:54	00:00:41	00:02:47	4	1		00:06:24
P O Rbt	18.5.18	18	8	15	10	1.5	0	0%	10	00:09:26	00:09:26	00:18:07						
P O Rbt	18.5.18	19	8	10	6	1.7	2	25%	8	00:18:53	00:13:45	00:31:50						
P O Rbt	18.5.18	20	2	4	2	2	2	50%	4	00:10:53	00:11:00	00:11:00						
P O Rbt	18.5.18	21	5	8	5	1.6	0	0%	5	00:09:13	00:09:13	00:16:55						
P O Rbt	18.5.18	22	3	2	2	1	0	0%	2	00:15:52	00:15:52	00:17:33						
P O Rbt	18.5.18	23	2	2	1	2	2	67%	3	00:01:57								
P O Rbt	19.5.18	0																
P O Rbt	19.5.18	1																
P O Rbt	19.5.18	2																
P O Rbt	18.5.18		141	182	130	1.4	11	8%	141				00:00:39					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
P O Rbt	19.5.18	8	3	1	1	1	1	50%	2	00:22:01	00:25:12	00:29:55						
P O Rbt	19.5.18	9	4	5	4	1.2	0	0%	4	00:08:00	00:08:00	00:20:21	00:01:46	00:02:58	3			00:05:51
P O Rbt	19.5.18	10	6	6	5	1.2	1	17%	6	00:10:42	00:10:51	00:17:17	00:01:53	00:11:19		1		00:11:19
P O Rbt	19.5.18	11	8	7	6	1.2	0	0%	6	00:20:54	00:19:48	00:37:37						
P O Rbt	19.5.18	12	8	6	4	1.5	2	33%	6	00:22:16	00:21:10	00:33:49						
P O Rbt	19.5.18	13	8	12	7	1.7	2	22%	9	00:17:49	00:18:48	00:29:51	00:00:36	00:01:49	4			00:01:49
P O Rbt	19.5.18	14	9	15	10	1.5	0	0%	10	00:12:54	00:12:54	00:22:59	00:00:15	00:03:51	1			00:03:51
P O Rbt	19.5.18	15	17	27	17	1.6	0	0%	17	00:09:18	00:09:18	00:17:02	00:00:09	00:01:28	3			00:01:28
P O Rbt	19.5.18	16	7	16	9	1.8	1	10%	10	00:24:59	00:26:03	00:30:09	00:00:13	00:03:47	1			00:03:47
P O Rbt	19.5.18	17	9	12	8	1.5	0	0%	8	00:15:32	00:15:32	00:28:53						
P O Rbt	19.5.18	18	4	7	4	1.8	0	0%	4	00:13:27	00:13:27	00:20:40						
P O Rbt	19.5.18	19	5	8	5	1.6	0	0%	5	00:02:52	00:02:52	00:09:46						
P O Rbt	19.5.18	20	8	8	6	1.3	2	25%	8	00:07:05	00:06:48	00:19:29	00:00:33	00:02:13	2			00:02:13
P O Rbt	19.5.18	21	8	18	8	2.2	1	11%	9	00:06:32	00:04:22	00:24:23	00:00:18	00:05:39	1			00:05:39
P O Rbt	19.5.18	22	2		0		2	100%	2	00:11:56								
P O Rbt	19.5.18	23																
P O Rbt	20.5.18	0																
P O Rbt	20.5.18	1																
P O Rbt	20.5.18	2																
P O Rbt	19.5.18		106	148	94	1.6	12	11%	106				00:00:20					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 5-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Torwood St	18.5.18	22	1		0		1	100%	1	00:00:45								
Torwood St	18.5.18	23																
Torwood St	19.5.18	0	2	3	1	3	1	50%	2	00:01:28	00:00:30	00:00:30						
Torwood St	19.5.18	1																
Torwood St	19.5.18	2																
Torwood St	19.5.18	3	1	1	1	1	0	0%	1	00:00:30	00:00:30	00:00:30	00:01:36	00:01:36	1			00:01:36
Torwood St	18.5.18		4	4	2	2	2	50%	4				00:00:24					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Torwood St	19.5.18	22	2	2	1	2	1	50%	2	00:00:35	00:00:31	00:00:31	00:12:48	00:12:48	2		2	00:12:48
Torwood St	19.5.18	23	1		0		1	100%	1	00:00:47								
Torwood St	20.5.18	0	1	2	1	2	0	0%	1	00:02:20	00:02:20	00:02:20						
Torwood St	20.5.18	1	2	5	2	2.5	0	0%	2	00:01:39	00:01:39	00:01:41						
Torwood St	20.5.18	2	2	4	2	2	0	0%	2	00:05:01	00:05:01	00:05:45						
Torwood St	20.5.18	3																
Torwood St	20.5.18	4																
Torwood St	20.5.18	5																
Torwood St	19.5.18		8	13	6	2.2	2	25%	8				00:01:58					

Location	Date	Hour	Maximum passenger walk time							Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those walking only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number of people waiting 11 mins or more
			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty										
Cary Pde	18.5.18	12	6	2	1	2	3	75%	4	00:13:56	00:22:10	00:22:10						
Cary Pde	18.5.18	13	5	1	1	1	5	83%	6	00:10:45	00:13:03	00:19:05						
Cary Pde	18.5.18	14	3	4	2	2	2	50%	4	00:12:24	00:10:41	00:10:41						
Cary Pde	18.5.18	15	8		0	5	5	100%	5	00:21:35	00:45:22	00:45:22						
Cary Pde	18.5.18	16	6	3	2	1.5	5	71%	7	00:27:40	00:37:06	00:38:20						
Cary Pde	18.5.18	17	12	12	6	2	5	45%	11	00:10:51	00:09:10	00:18:23						
Cary Pde	18.5.18	18	10	9	5	1.8	8	62%	13	00:08:02	00:07:06	00:11:34						
Cary Pde	18.5.18		50	31	17	1.8	33	66%	50				00:00:00					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Cary Pde	19.5.18	12	7	2	1	2	6	86%	7	00:03:09	00:00:00	00:00:00	00:02:40	00:02:40	2			00:02:40
Cary Pde	19.5.18	13	10	4	2	2	8	80%	10	00:07:44	00:06:17	00:11:56						
Cary Pde	19.5.18	14	9	8	3	2.7	6	67%	9	00:10:31	00:03:38	00:08:30	00:00:26	00:01:09	3			00:01:09
Cary Pde	19.5.18	15	11	9	5	1.8	6	55%	11	00:12:48	00:10:29	00:23:42						
Cary Pde	19.5.18	16	4	4	3	1.3	1	25%	4	00:17:14	00:14:55	00:25:19						
Cary Pde	19.5.18	17	3	6	2	3	1	33%	3	00:04:06	00:02:47	00:03:23						
Cary Pde	19.5.18		44	33	16	2.1	28	64%	44				00:00:16					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Brix, Bank Ln	17.5.18	12	20	23	15	1.5	3	17%	18	00:06:43	00:06:22	00:18:44	00:00:06	00:01:12	2			00:01:17
Brix, Bank Ln	17.5.18	13	20	26	20	1.3	2	9%	22	00:07:08	00:06:51	00:19:11	00:00:08	00:01:51	2			00:01:51
Brix, Bank Ln	17.5.18	14	17	18	12	1.5	4	25%	16	00:07:15	00:05:14	00:14:58	00:00:47	00:02:03	8			00:03:24
Brix, Bank Ln	17.5.18	15	25	33	23	1.4	2	8%	25	00:02:55	00:02:53	00:10:50	00:01:35	00:03:48	10	3		00:06:55
Brix, Bank Ln	17.5.18	16	17	21	14	1.5	2	12%	16	00:02:58	00:03:02	00:10:29	00:01:17	00:02:53	9			00:04:41
Brix, Bank Ln	17.5.18	17	13	21	15	1.4	0	0%	15	00:03:50	00:03:50	00:11:05	00:00:54	00:04:44	2	2		00:06:04
Brix, Bank Ln	17.5.18	18	11	12	9	1.3	0	0%	9	00:10:15	00:10:15	00:27:07	00:00:22	00:04:33	1			00:04:33
Brix, Bank Ln	17.5.18	19	10	19	11	1.7	1	8%	12	00:03:50	00:04:05	00:10:16	00:00:15	00:05:02	1			00:05:02
Brix, Bank Ln	17.5.18		133	173	119	1.5	14	11%	133				00:00:44					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 3-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Brix, Bank Ln	18.5.18	8	13	3	3	1	8	73%	11	00:05:47	00:04:05	00:07:09						
Brix, Bank Ln	18.5.18	9	18	13	13	1	6	32%	19	00:08:10	00:08:58	00:21:02						
Brix, Bank Ln	18.5.18	10	20	10	10	1	7	41%	17	00:11:08	00:12:34	00:21:58						
Brix, Bank Ln	18.5.18	11	19	25	21	1.2	2	9%	23	00:08:15	00:08:29	00:28:48						
Brix, Bank Ln	18.5.18	12	27	26	21	1.2	3	12%	24	00:06:24	00:06:19	00:19:17						
Brix, Bank Ln	18.5.18	13	22	32	21	1.5	1	5%	22	00:08:54	00:08:07	00:15:33	00:00:05	00:01:28	2			00:01:28
Brix, Bank Ln	18.5.18	14	16	16	14	1.1	4	22%	18	00:09:02	00:09:23	00:14:20						
Brix, Bank Ln	18.5.18	15	22	31	21	1.5	1	5%	22	00:05:07	00:04:58	00:16:48	00:00:43	00:01:36	13			00:03:18
Brix, Bank Ln	18.5.18	16	26	34	23	1.5	2	8%	25	00:03:44	00:03:22	00:10:21	00:00:54	00:02:23	13			00:04:59
Brix, Bank Ln	18.5.18	17	22	24	18	1.3	2	10%	20	00:08:52	00:08:51	00:15:24						
Brix, Bank Ln	18.5.18	18	21	36	19	1.9	3	14%	22	00:06:49	00:06:36	00:12:21						
Brix, Bank Ln	18.5.18	19	18	33	16	2.1	2	11%	18	00:11:43	00:10:32	00:39:07						
Brix, Bank Ln	18.5.18	20	12	13	7	1.9	5	42%	12	00:05:56	00:05:27	00:09:16						
Brix, Bank Ln	18.5.18	21	17	27	13	2.1	3	19%	16	00:12:18	00:12:23	00:24:15	00:00:20	00:02:15	4			00:02:44
Brix, Bank Ln	18.5.18	22	24	50	27	1.9	1	4%	28	00:04:18	00:04:16	00:09:53	00:00:18	00:02:37	6			00:03:21
Brix, Bank Ln	18.5.18	23	18	28	15	1.9	3	17%	18	00:04:20	00:04:42	00:16:31	00:00:26	00:02:29	5			00:02:57
Brix, Bank Ln	19.5.18	0	12	14	8	1.8	1	11%	9	00:13:08	00:12:52	00:20:18						
Brix, Bank Ln	19.5.18	1	2	6	5	1.2	0	0%	5	00:05:55	00:05:55	00:10:24						
Brix, Bank Ln	19.5.18	2																
Brix, Bank Ln	18.5.18		329	421	275	1.5	54	16%	329				00:00:13					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Brix, Bank Ln	19.5.18	8	8	4	4	1	3	43%	7	00:11:50	00:08:04	00:21:13						
Brix, Bank Ln	19.5.18	9	11	8	8	1	3	27%	11	00:09:55	00:10:41	00:20:25						
Brix, Bank Ln	19.5.18	10	14	16	12	1.3	3	20%	15	00:03:46	00:03:46	00:10:49	00:00:03	00:01:00	1			00:01:00
Brix, Bank Ln	19.5.18	11	29	33	25	1.3	1	4%	26	00:04:31	00:04:05	00:12:11	00:00:10	00:01:29	4			00:01:55
Brix, Bank Ln	19.5.18	12	17	18	14	1.3	4	22%	18	00:08:29	00:08:39	00:25:22						
Brix, Bank Ln	19.5.18	13	15	20	13	1.5	0	0%	13	00:12:50	00:12:02	00:31:51						
Brix, Bank Ln	19.5.18	14	17	16	12	1.3	6	33%	18	00:06:59	00:07:28	00:16:05						
Brix, Bank Ln	19.5.18	15	25	37	23	1.6	1	4%	24	00:04:55	00:04:51	00:10:59	00:00:12	00:02:29	3			00:02:45
Brix, Bank Ln	19.5.18	16	16	23	15	1.5	2	12%	17	00:09:39	00:09:19	00:17:56						
Brix, Bank Ln	19.5.18	17	13	33	14	2.4	2	12%	16	00:08:29	00:08:44	00:15:49	00:00:16	00:02:36	3			00:02:39
Brix, Bank Ln	19.5.18	18	16	28	11	2.5	3	21%	14	00:09:55	00:08:54	00:22:12						
Brix, Bank Ln	19.5.18	19	12	11	7	1.6	3	30%	10	00:16:53	00:18:46	00:38:48						
Brix, Bank Ln	19.5.18	20	14	25	14	1.8	2	12%	16	00:08:01	00:08:49	00:12:32						
Brix, Bank Ln	19.5.18	21	22	46	21	2.2	2	9%	23	00:07:17	00:07:10	00:16:30						
Brix, Bank Ln	19.5.18	22	25	47	23	2	2	8%	25	00:05:12	00:05:01	00:13:04	00:00:11	00:01:44	5			00:02:19
Brix, Bank Ln	19.5.18	23	26	47	23	2	1	4%	24	00:05:23	00:05:23	00:14:10	00:00:05	00:02:11	2			00:02:11
Brix, Bank Ln	20.5.18	0	23	44	24	1.8	1	4%	25	00:03:41	00:03:44	00:11:04	00:00:37	00:02:58	10			00:04:08
Brix, Bank Ln	20.5.18	1	7	10	7	1.4	0	0%	7	00:14:42	00:14:42	00:34:17						
Brix, Bank Ln	20.5.18	2	1	2	2	1	0	0%	2	00:25:42	00:25:42	00:25:42						
Brix, Bank Ln	19.5.18		311	468	272	1.7	39	13%	311				00:00:08					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Pntn Stn, priv	17.5.18	12	14	11	10	1.1	1	9%	11	00:11:39	00:11:53	00:24:54	00:00:06	00:01:15	1			00:01:15
Pntn Stn, priv	17.5.18	13	16	23	19	1.2	0	0%	19	00:06:59	00:06:59	00:42:38						
Pntn Stn, priv	17.5.18	14	21	24	19	1.3	2	10%	21	00:13:37	00:12:56	00:30:31						
Pntn Stn, priv	17.5.18	15	19	29	19	1.5	0	0%	19	00:07:49	00:07:49	00:15:26	00:00:32	00:02:22	7			00:05:00
Pntn Stn, priv	17.5.18	16	20	25	17	1.5	0	0%	17	00:13:36	00:13:36	00:31:51	00:01:48	00:05:11	7	1		00:07:49
Pntn Stn, priv	17.5.18	17	16	27	18	1.5	1	5%	19	00:07:12	00:07:40	00:16:26	00:01:05	00:06:06	5			00:06:09
Pntn Stn, priv	17.5.18	18	12	13	10	1.3	0	0%	10	00:10:30	00:10:30	00:19:20						
Pntn Stn, priv	17.5.18	19	6	9	8	1.1	0	0%	8	00:10:06	00:10:06	00:18:58	00:01:04	00:02:50	3			00:04:33
Pntn Stn, priv	17.5.18		124	161	120	1.3	4	3%	124				00:00:37					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time In Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting & in vehicle	Number of people waiting 11 mins	Maximum passenger wait time
Pntn Stn, priv	18.5.18	5															
Pntn Stn, priv	18.5.18	6															
Pntn Stn, priv	18.5.18	7	1	2	1	2	0	0%	1	00:00:21	00:00:21	00:00:21	00:06:19	00:06:19	2	1	00:13:48
Pntn Stn, priv	18.5.18	8	4	2	2	1	0	0%	2	00:09:12	00:09:12	00:18:11	00:03:42	00:03:42	1		00:03:42
Pntn Stn, priv	18.5.18	9	14	14	13	1.1	1	7%	14	00:07:55	00:07:41	00:15:17					
Pntn Stn, priv	18.5.18	10	18	15	13	1.2	0	0%	13	00:20:25	00:19:54	00:28:54					
Pntn Stn, priv	18.5.18	11	18	13	13	1	5	28%	18	00:28:37	00:29:31	00:38:17					
Pntn Stn, priv	18.5.18	12	21	26	22	1.2	0	0%	22	00:13:35	00:13:35	00:31:41					
Pntn Stn, priv	18.5.18	13	29	30	26	1.2	0	0%	26	00:16:22	00:16:22	00:26:08					
Pntn Stn, priv	18.5.18	14	26	25	24	1	4	14%	28	00:19:18	00:20:01	00:52:52					
Pntn Stn, priv	18.5.18	15	20	24	19	1.3	0	0%	19	00:12:46	00:12:39	00:27:10					
Pntn Stn, priv	18.5.18	16	23	31	26	1.2	3	10%	29	00:17:04	00:17:10	00:35:33					
Pntn Stn, priv	18.5.18	17	15	11	10	1.1	2	17%	12	00:30:46	00:31:17	00:51:53					
Pntn Stn, priv	18.5.18	18	15	15	15	1	0	0%	15	00:17:00	00:17:00	00:31:19					
Pntn Stn, priv	18.5.18	19	13	17	14	1.2	0	0%	14	00:21:02	00:21:02	00:41:15					
Pntn Stn, priv	18.5.18	20	13	11	9	1.2	0	0%	9	00:33:22	00:32:35	00:51:23					
Pntn Stn, priv	18.5.18	21	11	16	13	1.2	1	7%	14	00:25:39	00:25:39	00:37:08					
Pntn Stn, priv	18.5.18	22	14	14	11	1.3	1	8%	12	00:32:40	00:31:45	00:43:11					
Pntn Stn, priv	18.5.18	23	16	27	17	1.6	2	11%	19	00:14:40	00:14:40	00:40:06					
Pntn Stn, priv	19.5.18	0	18	24	15	1.6	1	6%	16	00:20:27	00:21:09	00:44:18					
Pntn Stn, priv	19.5.18	1	5	15	10	1.5	1	9%	11	00:13:49	00:15:09	00:23:40					
Pntn Stn, priv	19.5.18	2															
Pntn Stn, priv	19.5.18	3															
Pntn Stn, priv	19.5.18	4															
Pntn Stn, priv	19.5.18	5															
Pntn Stn, priv	19.5.18	6															
Pntn Stn, priv	18.5.18		294	332	273	1.2	21	7%	294				00:00:04				

										Maximum passenger wait time			Maximum passenger wait time							
										Number waiting 11 mins or more			Number waiting 11 mins or more							
										Number of people waiting 6-10 mins			Number of people waiting 6-10 mins							
										Number of people waiting 1-5 mins			Number of people waiting 1-5 mins							
										Average Passenger Waiting Time, those waiting only			Average Passenger Waiting Time, those waiting only							
										Average Passenger Waiting Time In Hour			Average Passenger Waiting Time In Hour							
										Maximum Vehicle Waiting Time (for a fare)			Maximum Vehicle Waiting Time (for a fare)							
										Average Vehicle Waiting Time (for a fare)			Average Vehicle Waiting Time (for a fare)							
										Average Vehicle Waiting Time			Average Vehicle Waiting Time							
										Total Vehicle Departures			Total Vehicle Departures							
										% of vehicles leaving empty			% of vehicles leaving empty							
										Empty Vehicle Departures			Empty Vehicle Departures							
										Average vehicle occupancy			Average vehicle occupancy							
										Loaded Vehicle Departures			Loaded Vehicle Departures							
										Total Passenger Departures			Total Passenger Departures							
										No of Vehicle Arrivals			No of Vehicle Arrivals							
Location	Date	Hour								Location	Date	Hour								
Pntn Stn, priv	19.5.18	7								Pntn Stn, priv	19.5.18	7								
Pntn Stn, priv	19.5.18	8	2	1	1	0	0%	1	00:23:53	00:23:53	00:25:20									
Pntn Stn, priv	19.5.18	9	11	7	6	3	33%	9	00:21:21	00:22:49	00:35:07									
Pntn Stn, priv	19.5.18	10	2	6	5	0	0%	5	00:46:36	00:46:36	00:48:54									
Pntn Stn, priv	19.5.18		15	14	12	3	20%	15				00:00:00								
All	All	300	4449	6589	3955	494	11%	4449				00:00:16								

Study Report Appendix 5
Street Interview Results .

Q1. Have you used a taxi in this area in the past 3 months?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Yes - hackney carriage only	3	5%	10	13%	20	54%	0	0%	33	16%
Yes - private hire only	8	13%	8	11%	0	0%	9	25%	25	12%
Yes - both HC and phv	7	11%	4	5%	0	0%	7	19%	18	9%
No	45	71%	53	71%	17	46%	20	56%	135	64%
Total	63	100%	75	100%	37	100%	36	100%	211	100%

Q2: How often do you use a taxi within the TORBAY COUNCIL area?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
3 or more times a week	3	5%	2	3%	2	5%	2	6%	9	4%
once or twice a week	6	10%	1	1%	4	11%	2	6%	13	6%
less than 1/week, but more than 2/month	4	6%	1	1%	2	5%	1	3%	8	4%
once or twice a month	3	5%	4	5%	8	22%	6	17%	21	10%
less than 1/month, but more than 2/year	3	5%	2	3%	4	11%	0	0%	9	4%
once or twice a year	7	11%	15	20%	8	22%	3	8%	33	16%
never	37	59%	51	67%	9	24%	22	61%	119	56%
Total	63	100%	76	100%	37	100%	36	100%	212	100%

3 or more times a week
once or twice a week
less than 1/week, but more than 2/month
once or twice a month
less than 1/month, but more than 2/year

Resulting estimate of trips per person per month	1.5	0.7	1.9	1.6	1.3
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Q3a: How do you normally get a taxi within the TORBAY COUNCIL area?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
At a Taxi rank	17	43%	15	29%	10	30%	9	21%	51	30%
Hail in the street	0	0%	1	2%	0	0%	7	16%	8	5%
Telephone a company	22	55%	15	29%	20	61%	19	44%	76	45%
Use a Freephone	0	0%	2	4%	0	0%	0	0%	2	1%
use an app	0	0%	0	0%	2	6%	0	0%	2	1%
Other	1	3%	19	37%	1	3%	8	19%	29	17%
Total	40	100%	52	100%	33	100%	43	100%	168	100%

Q3b: If you indicated 'Other' to Q3a, please specify?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
NEVER USE ONE	0	0%	0	0%	0	0%	5	71%	5	63%
VIA OFFICE	0	0%	0	0%	1	100%	0	0%	1	13%
NEVER USED ONE IN TORQUAY	0	0%	0	0%	0	0%	1	14%	1	13%
BOOKED THROUGH WORK	0	0%	0	0%	0	0%	1	14%	1	13%
Total	0	0%	0	0%	1	100%	7	100%	8	100%

Q4. If you book a taxi by phone, please tell us the three companies you phone most?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
TORBAY TAXIS	20	87%	10	45%	6	23%	11	58%	47	52%
TORBAY CAB CO	0	0%	7	32%	0	0%	6	32%	13	14%
ACE	0	0%	0	0%	5	19%	0	0%	5	6%
PRICE FIRST	2	9%	0	0%	1	4%	1	5%	4	4%
RIVIERA TAXIS	0	0%	3	14%	0	0%	0	0%	3	3%
WHEELCHAIR TAXI CO	0	0%	2	9%	0	0%	0	0%	2	2%
BRIXHAM TAXIS	0	0%	0	0%	2	8%	0	0%	2	2%
SHOUT OUT	1	4%	0	0%	0	0%	0	0%	1	1%
3000	0	0%	0	0%	1	4%	0	0%	1	1%
A1	0	0%	0	0%	1	4%	0	0%	1	1%
A2B	0	0%	0	0%	1	4%	0	0%	1	1%
ALPHA	0	0%	0	0%	1	4%	0	0%	1	1%
APPLE TAXIS	0	0%	0	0%	1	4%	0	0%	1	1%
BADGER CABS	0	0%	0	0%	1	4%	0	0%	1	1%
BRIXHAM CABS	0	0%	0	0%	1	4%	0	0%	1	1%
B'M CARS	0	0%	0	0%	1	4%	0	0%	1	1%
KEVS TAXIS	0	0%	0	0%	1	4%	0	0%	1	1%
Z CARS	0	0%	0	0%	1	4%	0	0%	1	1%
EXETER TAXIS	0	0%	0	0%	1	4%	0	0%	1	1%
SPUDS TAXIS	0	0%	0	0%	1	4%	0	0%	1	1%
PARTYBUS	0	0%	0	0%	0	0%	1	5%	1	1%
Total	23	100%	22	100%	26	100%	19	100%	90	100%

Q5. How often do you use a hackney carriage within the TORBAY COUNCIL area?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
3 OR MORE TIMES A WEEK	2	8%	1	2%	1	3%	0	0%	4	3%
ONCE OR TWICE A WEEK	5	20%	1	2%	3	9%	2	6%	11	8%
LESS THAN 1/WEEK, BUT MORE THAN 2/MONTH	1	4%	2	4%	2	6%	0	0%	5	3%
ONCE OR TWICE A MONTH	0	0%	1	2%	3	9%	6	19%	10	7%
LESS THAN 1/MONTH, BUT MORE THAN 2/YEAR	3	12%	2	4%	5	16%	0	0%	10	7%
ONCE OR TWICE A YEAR	4	16%	9	16%	8	25%	2	6%	23	16%
I CANT REMEMBER WHEN I LAST USED A HACKNEY C/	8	32%	39	71%	9	28%	11	35%	67	47%
CANT REMEMBER SEEING ONE IN TORBAY COUNCIL /	2	8%	0	0%	1	3%	10	32%	13	9%
Total	25	100%	55	100%	32	100%	31	100%	143	100%

3 OR MORE TIMES A WEEK
ONCE OR TWICE A WEEK
LESS THAN 1/WEEK, BUT MORE THAN 2/MONTH
ONCE OR TWICE A MONTH
LESS THAN 1/MONTH, BUT MORE THAN 2/YEAR

Resulting estimate of trips per person per month, all taxis	1.5	0.7	1.9	1.6	1.3
Resulting estimate of trips per person per month, hcv specific	1.0	0.4	1.1	0.4	0.7
Proportion of trips by hackney carriage compared to total	66%	59%	59%	25%	54%

Q6a. Please tell us the ranks you are aware in the TORBAY COUNCIL area, and for each if you use them?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
PAIGNTON STATION	37	70%	0	0%	11	24%	0	0%	48	24%
TORQUAY HARBOURSIDE	7	13%	22	36%	5	11%	6	14%	40	20%
TORQUAY SEAFRONT	0	0%	26	43%	0	0%	0	0%	26	13%
TORQUAY STRAND	0	0%	0	0%	2	4%	0	0%	2	1%
TORQUAY STATION	3	6%	9	15%	2	4%	2	5%	16	8%
UNION STREET TORQUAY	2	4%	0	0%	0	0%	10	24%	12	6%
BRIXHAM BUS STOP	0	0%	0	0%	9	20%	0	0%	9	4%
BRIXHAM BUS STATION	0	0%	0	0%	4	9%	0	0%	4	2%
BANK LANE BRIXHAM	0	0%	0	0%	2	4%	0	0%	2	1%
BRIXHAM	0	0%	0	0%	1	2%	0	0%	1	0%
BRIXHAM HARBOUR	0	0%	0	0%	1	2%	0	0%	1	0%
BREWERY LANE BRIXHAM	0	0%	0	0%	1	2%	0	0%	1	0%
HIGH STREET BRIXHAM	0	0%	0	0%	1	2%	0	0%	1	0%
PAVILIONS TORQUAY	0	0%	0	0%	0	0%	8	19%	8	4%
TORWOOD STREET TORQUAY	0	0%	0	0%	0	0%	5	12%	5	2%
TORRE STATION	0	0%	3	5%	0	0%	0	0%	3	1%
PALACE AVENUE PAIGNTON	2	4%	0	0%	0	0%	0	0%	2	1%
ROUTE 66	0	0%	0	0%	0	0%	2	5%	2	1%
UNION SQUARE TORQUAY	0	0%	0	0%	1	2%	0	0%	1	0%
ABBAY ROAD TORQUAY	1	2%	0	0%	0	0%	0	0%	1	0%
DARTMOUTH ROAD PAIGNTON	1	2%	0	0%	0	0%	0	0%	1	0%
TESCO	0	0%	1	2%	0	0%	0	0%	1	0%
HALDON CENTRE TORQUAY	0	0%	0	0%	1	2%	0	0%	1	0%
PAIGNTON	0	0%	0	0%	1	2%	0	0%	1	0%
PAIGNTON BUS STATION	0	0%	0	0%	1	2%	0	0%	1	0%
TORQUAY TOWN CENTRE	0	0%	0	0%	1	2%	0	0%	1	0%
TORQUAY	0	0%	0	0%	1	2%	0	0%	1	0%
ENGLISH RIVIERA WHEEL	0	0%	0	0%	0	0%	1	2%	1	0%
PAIGNTON HARBOUR MASTER	0	0%	0	0%	0	0%	1	2%	1	0%
TORQUAY BUS STATION	0	0%	0	0%	0	0%	1	2%	1	0%
PARK LANE TORQUAY	0	0%	0	0%	0	0%	1	2%	1	0%

RITZYS	0	0%	0	0%	0	0%	1	2%	1	0%
BABBACOOMBE	0	0%	0	0%	0	0%	1	2%	1	0%
CINNABAR TORQUAY	0	0%	0	0%	0	0%	1	2%	1	0%
ERIC	0	0%	0	0%	0	0%	1	2%	1	0%
TORBAY HOSPITAL	0	0%	0	0%	0	0%	1	2%	1	0%
Total	53	100%	61	100%	45	100%	42	100%	201	100%

Q6b. If you are aware of a rank in the TORBAY COUNCIL area, please tell us if you use it?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Use	22	42%	19	40%	15	100%	22	100%	78	57%
Don't Use	30	58%	28	60%	0	0%	0	0%	58	43%
Total	52	100%	47	100%	15	100%	22	100%	136	100%

Q7a. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate the Vehicle Cleanliness?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Average	0	0%	5	26%	0	0%	0	0%	5	6%
Good	0	0%	13	68%	3	11%	3	19%	19	21%
Very Good	26	100%	1	5%	25	89%	13	81%	65	73%
Total	26	100%	19	100%	28	100%	16	100%	89	100%

Q7b. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate the State of Vehicle Repair?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Average	0	0%	2	11%	0	0%	0	0%	2	2%
Good	0	0%	16	84%	3	11%	2	13%	21	24%
Very Good	26	100%	1	5%	25	89%	14	88%	66	74%
Total	26	100%	19	100%	28	100%	16	100%	89	100%

Q7c. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate the Driver Behaviour?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Average	0	0%	3	16%	1	4%	0	0%	4	4%
Good	0	0%	11	58%	3	11%	1	6%	15	17%
Very Good	26	100%	5	26%	24	86%	15	94%	70	79%
Total	26	100%	19	100%	28	100%	16	100%	89	100%

Q7d. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate the Driver Appearance?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	1	5%	0	0%	0	0%	1	1%
Average	0	0%	2	11%	0	0%	0	0%	2	2%
Good	0	0%	12	63%	4	14%	1	6%	17	19%
Very Good	26	100%	4	21%	24	86%	15	94%	69	78%
Total	26	100%	19	100%	28	100%	16	100%	89	100%

Q7e. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate the Driver Standard of Hygiene?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Average	0	0%	8	42%	0	0%	0	0%	8	9%
Good	0	0%	7	37%	4	14%	2	13%	13	15%
Very Good	26	100%	4	21%	24	86%	14	88%	68	76%
Total	26	100%	19	100%	28	100%	16	100%	89	100%

Q7f. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate the Driver Professionalism?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	0	0%	1	4%	0	0%	1	1%
Average	0	0%	2	11%	0	0%	0	0%	2	2%
Good	0	0%	12	63%	3	11%	4	25%	19	21%
Very Good	26	100%	5	26%	24	86%	12	75%	67	75%
Total	26	100%	19	100%	28	100%	16	100%	89	100%

Q7g. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate the Driver Knowledge of the Area?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Average	0	0%	1	5%	0	0%	0	0%	1	1%
Good	0	0%	8	42%	4	14%	2	13%	14	16%
Very Good	26	100%	10	53%	24	86%	14	88%	74	83%
Total	26	100%	19	100%	28	100%	16	100%	89	100%

Q7h. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate the Price?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	2	11%	0	0%	0	0%	2	2%
Poor	0	0%	2	11%	0	0%	0	0%	2	2%
Average	2	8%	7	37%	1	4%	0	0%	10	11%
Good	0	0%	7	37%	6	21%	3	19%	16	18%
Very Good	24	92%	1	5%	21	75%	13	81%	59	66%
Total	26	100%	19	100%	28	100%	16	100%	89	100%

Q7i. For your most recent trip by taxi in the TORBAY COUNCIL area, how would you rate any other aspects?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Very Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	0	0%	0	0%	0	0%	0	0%
Average	0	0%	0	0%	0	0%	0	0%	0	0%
Good	1	33%	0	0%	0	0%	0	0%	1	33%
Very Good	2	67%	0	0%	0	0%	0	0%	2	67%
Total	3	100%	0	0%	0	0%	0	0%	3	100%

Q7J. If you indicated 'Other' to Q8a, please specify?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
WAITING TIME	1	100%	0	0%	0	0%	0	0%	1	100%
Total	1	100%	0	0%	0	0%	0	0%	1	100%

Q8. For any aspect that you rated poor or very poor, please provide further details?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Not Always Punctual	1	100%	0	0%	0	0%	0	0%	1	33%
Taxis seem more expensive each time i use them	0	0%	1	100%	0	0%	0	0%	1	33%
Speeding	0	0%	0	0%	1	100%	0	0%	1	33%
Total	1	100%	1	100%	1	100%	0	0%	3	100%

Q9a. What would encourage you to use taxis or use them more often in the TORBAY COUNCIL area?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Better Vehicles	0	0%	0	0%	1	6%	0	0%	1	2%
More Hackney Carriages I could phone for...	1	11%	1	5%	0	0%	0	0%	2	4%
Better Drivers	2	22%	0	0%	3	18%	0	0%	5	9%
More Hackney Carriages I could Hail on the street or get at a Rank	0	0%	0	0%	2	12%	1	11%	3	5%
Other	6	67%	20	95%	11	65%	8	89%	45	80%
Total	9	100%	21	100%	17	100%	9	100%	56	100%

Q9b. If you indicated 'Other' to Q9a, please specify?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
CHEAPER FARES	5	83%	20	100%	4	80%	6	100%	35	95%
LESS TROUBLE	1	17%	0	0%	0	0%	0	0%	1	3%
IF MOBILITY REDUCED	0	0%	0	0%	1	20%	0	0%	1	3%
MISSING THE BUS	0	0%	0	0%	0	0%	0	0%	0	0%
MORE VEHICLES AVAILABLE AT NIGHT	0	0%	0	0%	0	0%	0	0%	0	0%
MORE WAVS AVAILABLE	0	0%	0	0%	0	0%	0	0%	0	0%
STUDENT FARES	0	0%	0	0%	0	0%	0	0%	0	0%
WHEN OUT DRINKING	0	0%	0	0%	0	0%	0	0%	0	0%
Total	6	100%	20	100%	5	100%	6	100%	37	100%

Q10a. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
No	59	94%	62	90%	34	92%	29	81%	184	90%
Yes. I need a wheelchair accessible vehicle (WAV)	0	0%	2	3%	2	5%	1	3%	5	2%
Yes. Someone I know need a (WAV)	4	6%	5	7%	0	0%	1	3%	10	5%
Yes. I need an adapted vehicle, but not a (WAV)	0	0%	0	0%	0	0%	3	8%	3	1%
Yes. Someone I know needs an adapted vehicle, but not a (WAV)	0	0%	0	0%	0	0%	2	6%	2	1%
Other	0	0%	0	0%	1	3%	0	0%	1	0%
Total	63	100%	69	100%	37	100%	36	100%	205	100%

Q10b. If you indicated 'Other' to Q10a, please specify?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
No high step	0	0%	0	0%	1	100%	0	0%	1	100%
Total	0	0%	0	0%	1	100%	0	0%	1	100%

Q11a. Have you ever given up on waiting for a hackney carriage at a rank in the TORBAY COUNCIL area?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
YES	4	13%	1	2%	5	14%	1	3%	11	8%
NO	26	87%	44	98%	31	86%	32	97%	133	92%
Total	30	100%	45	100%	36	100%	33	100%	144	100%

Q11b. If you have given up waiting for a taxi in the TORBAY COUNCIL area, please state where?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
HARBOURSIDE	1	25%	1	100%	0	0%	0	0%	2	22%
PAIGNTON STATION	2	50%	0	0%	0	0%	0	0%	2	22%
TORQUAY STATION	1	25%	0	0%	0	0%	0	0%	1	11%
TORQUAY	0	0%	0	0%	1	25%	0	0%	1	11%
EXETER AIRPORT	0	0%	0	0%	1	25%	0	0%	1	11%
BRIXHAM	0	0%	0	0%	1	25%	0	0%	1	11%
PAVILIONS TORQUAY	0	0%	0	0%	1	25%	0	0%	1	11%
Total	4	100%	1	100%	4	100%	0	0%	9	100%

Q12. Do you think there are enough hackney carriages in TORBAY COUNCIL area?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
Yes	23	88%	23	96%	23	88%	29	100%	98	93%
No	3	12%	1	4%	3	12%	0	0%	7	7%
Total	26	100%	24	100%	26	100%	29	100%	105	100%

Q13. If you had the choice of using more sustainably powered licensed vehicles, would you use one?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
FULLY ELECTRIC	41	85%	24	63%	7	64%	35	50%	107	64%
HYBRID	7	15%	14	37%	4	36%	35	50%	60	36%
LPG POWERED	0	0%	0	0%	0	0%	0	0%	0	0%
HYDROGEN FUEL CELL POWERED	0	0%	0	0%	0	0%	0	0%	0	0%
Total	48	100%	38	100%	11	100%	70	100%	167	100%

Q14. Do you feel safe using licensed vehicles during the day (pre 6pm)?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
YES	28	97%	24	92%	35	100%	9	100%	96	97%
NO	1	3%	1	4%	0	0%	0	0%	2	2%
AT TIMES	0	0%	1	4%	0	0%	0	0%	1	1%
Total	29	100%	26	100%	35	100%	9	100%	99	100%

Q15. Do you feel safe using licensed vehicles during evenings and nights (post 6pm)?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
YES	26	93%	22	85%	25	78%	9	56%	82	80%
NO	1	4%	3	12%	4	13%	0	0%	8	8%
AT TIMES	1	4%	1	4%	3	9%	7	44%	12	12%
Total	28	100%	26	100%	32	100%	16	100%	102	100%

Q16. Have you ever had reason to complain about a journey in a licensed vehicle?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
YES	0	0%	4	13%	2	6%	2	9%	8	7%
NO	32	100%	27	87%	33	94%	20	91%	112	93%
Total	32	100%	31	100%	35	100%	22	100%	120	100%

Q17. If you had an issue with a journey in a licensed vehicle, who would you complain to?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
THE DRIVER	4	11%	18	30%	6	20%	21	40%	49	27%
THE COMPANY THE VEHICLE WORKED FOR	27	75%	28	46%	20	67%	29	56%	104	58%
THE COUNCIL	1	3%	2	3%	3	10%	0	0%	6	3%
WOULD NOT KNOW WHO TO COMPLAIN TO	4	11%	13	21%	1	3%	2	4%	20	11%
Total	36	100%	61	100%	30	100%	52	100%	179	100%

Q18a. Late on Friday and Saturday nights, taxi marshals operate at the harbourside rank in Torquay. Have you used the rank or been at that area when marshals were operating?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
YES	3	5%	18	27%	4	11%	7	21%	32	16%
NO	60	95%	48	73%	33	89%	27	79%	168	84%
Total	63	100%	66	100%	37	100%	34	100%	200	100%

Q18b. Late on Friday and Saturday nights, taxi marshals operate at the harbourside rank in Torquay. If yes, do you think they managed the queue well?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
YES	4	100%	16	89%	4	100%	6	86%	30	91%
NO	0	0%	2	11%	0	0%	1	14%	3	9%
Total	4	100%	18	100%	4	100%	7	100%	33	100%

Q18c. Late on Friday and Saturday nights, taxi marshals operate at the harbourside rank in Torquay. Did their presence make you feel safe?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
YES	4	100%	13	76%	4	100%	5	71%	26	81%
NO	0	0%	4	24%	0	0%	2	29%	6	19%
Total	4	100%	17	100%	4	100%	7	100%	32	100%

Q19a. Do you live in the area?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
YES	41	65%	39	52%	22	59%	17	49%	119	57%
NO	22	35%	36	48%	15	41%	18	51%	91	43%
Total	63	100%	75	100%	37	100%	35	100%	210	100%

Q19b. If you indicated that you do not live in the area, please provide your postcode?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total	
BH21	0	0%	0	0%	0	0%	2	11%	2	2%
DN3	0	0%	2	6%	0	0%	0	0%	2	2%
PL9	2	9%	0	0%	0	0%	0	0%	2	2%
SA32	0	0%	2	6%	0	0%	0	0%	2	2%
BA16	1	5%	0	0%	0	0%	0	0%	1	1%
BN17	1	5%	0	0%	0	0%	0	0%	1	1%
BN7	1	5%	0	0%	0	0%	0	0%	1	1%
BR8	1	5%	0	0%	0	0%	0	0%	1	1%
BS16	1	5%	0	0%	0	0%	0	0%	1	1%
BS34	1	5%	0	0%	0	0%	0	0%	1	1%
CR2	1	5%	0	0%	0	0%	0	0%	1	1%
CV12	1	5%	0	0%	0	0%	0	0%	1	1%
CW8	1	5%	0	0%	0	0%	0	0%	1	1%
DY4	1	5%	0	0%	0	0%	0	0%	1	1%
HR2	1	5%	0	0%	0	0%	0	0%	1	1%
NN10	1	5%	0	0%	0	0%	0	0%	1	1%
PL1	1	5%	0	0%	0	0%	0	0%	1	1%
PL7	1	5%	0	0%	0	0%	0	0%	1	1%
SN5	1	5%	0	0%	0	0%	0	0%	1	1%
SN7	1	5%	0	0%	0	0%	0	0%	1	1%
SS7	1	5%	0	0%	0	0%	0	0%	1	1%
ST6	1	5%	0	0%	0	0%	0	0%	1	1%
UB4	1	5%	0	0%	0	0%	0	0%	1	1%
WV11	1	5%	0	0%	0	0%	0	0%	1	1%
BA2	0	0%	1	3%	0	0%	0	0%	1	1%
BA22	0	0%	1	3%	0	0%	0	0%	1	1%
BARNSLEY	0	0%	1	3%	0	0%	0	0%	1	1%
BS15	0	0%	1	3%	0	0%	0	0%	1	1%
CB23	0	0%	1	3%	0	0%	0	0%	1	1%
CV3	0	0%	1	3%	0	0%	0	0%	1	1%
CV5	0	0%	1	3%	0	0%	0	0%	1	1%

DE55	0	0%	1	3%	0	0%	0	0%	1	1%
DE56	0	0%	1	3%	0	0%	0	0%	1	1%
GU10	0	0%	1	3%	0	0%	0	0%	1	1%
GU2	0	0%	1	3%	0	0%	0	0%	1	1%
HULL	0	0%	1	3%	0	0%	0	0%	1	1%
IV3	0	0%	1	3%	0	0%	0	0%	1	1%
LA3	0	0%	1	3%	0	0%	0	0%	1	1%
LE4	0	0%	1	3%	0	0%	0	0%	1	1%
LU2	0	0%	1	3%	0	0%	0	0%	1	1%
NG15	0	0%	1	3%	0	0%	0	0%	1	1%
NG16	0	0%	1	3%	0	0%	0	0%	1	1%
NG4	0	0%	1	3%	0	0%	0	0%	1	1%
OX5	0	0%	1	3%	0	0%	0	0%	1	1%
PE11	0	0%	1	3%	0	0%	0	0%	1	1%
PE8	0	0%	1	3%	0	0%	0	0%	1	1%
PO4	0	0%	1	3%	0	0%	0	0%	1	1%
RH2	0	0%	1	3%	0	0%	0	0%	1	1%
S5	0	0%	1	3%	0	0%	0	0%	1	1%
SG1	0	0%	1	3%	0	0%	0	0%	1	1%
TA19	0	0%	1	3%	0	0%	0	0%	1	1%
TA2	0	0%	1	3%	0	0%	0	0%	1	1%
UB9	0	0%	1	3%	0	0%	0	0%	1	1%
WF4	0	0%	1	3%	0	0%	0	0%	1	1%
YO17	0	0%	1	3%	0	0%	0	0%	1	1%
CF36	0	0%	0	0%	1	7%	0	0%	1	1%
DY2	0	0%	0	0%	1	7%	0	0%	1	1%
EX2	0	0%	0	0%	1	7%	0	0%	1	1%
EX32	0	0%	0	0%	1	7%	0	0%	1	1%
LA12	0	0%	0	0%	1	7%	0	0%	1	1%
LE17	0	0%	0	0%	1	7%	0	0%	1	1%
LS25	0	0%	0	0%	1	7%	0	0%	1	1%
NE1	0	0%	0	0%	1	7%	0	0%	1	1%
S71	0	0%	0	0%	1	7%	0	0%	1	1%

SE24	0	0%	0	0%	1	7%	0	0%	1	1%
ST15	0	0%	0	0%	1	7%	0	0%	1	1%
TA6	0	0%	0	0%	1	7%	0	0%	1	1%
TEIGNMOUTH	0	0%	0	0%	1	7%	0	0%	1	1%
TR14	0	0%	0	0%	1	7%	0	0%	1	1%
WV9	0	0%	0	0%	1	7%	0	0%	1	1%
B1	0	0%	0	0%	0	0%	1	6%	1	1%
CARDIFF	0	0%	0	0%	0	0%	1	6%	1	1%
CF23	0	0%	0	0%	0	0%	1	6%	1	1%
GERMANY	0	0%	0	0%	0	0%	1	6%	1	1%
JERSEY	0	0%	0	0%	0	0%	1	6%	1	1%
L20	0	0%	0	0%	0	0%	1	6%	1	1%
LL41	0	0%	0	0%	0	0%	1	6%	1	1%
M60	0	0%	0	0%	0	0%	1	6%	1	1%
NG11	0	0%	0	0%	0	0%	1	6%	1	1%
NG13	0	0%	0	0%	0	0%	1	6%	1	1%
PE21	0	0%	0	0%	0	0%	1	6%	1	1%
SG12	0	0%	0	0%	0	0%	1	6%	1	1%
SPAIN	0	0%	0	0%	0	0%	1	6%	1	1%
SW19	0	0%	0	0%	0	0%	1	6%	1	1%
TQ12	0	0%	0	0%	0	0%	1	6%	1	1%
TQ9	0	0%	0	0%	0	0%	1	6%	1	1%
Total	22	100%	35	100%	15	100%	18	100%	90	100%

Q20. Gender?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total		Census	
MALE	17	28%	39	52%	18	49%	17	47%	91	44%	48%	LESS
FEMALE	43	72%	36	48%	19	51%	19	53%	117	56%	52%	MORE
Total	60	100%	75	100%	37	100%	36	100%	208	100%		

Q21. Which age bracket do you fall into?	PAIGNTON		TORQUAY		BRIXHAM		HARBOURSIDE		Total		Census	
Under 30	8	13%	23	31%	10	27%	6	17%	47	22%	18%	MORE
31 - 55	20	33%	31	41%	16	43%	21	58%	88	42%	34%	MORE
Over 55	33	54%	21	28%	11	30%	9	25%	74	35%	48%	LESS
Total	61	100%	75	100%	37	100%	36	100%	209	100%		

