

Licensing Committee
2 March 2015

THE COUNCIL'S LIMITATION POLICY IN RESPECT TO
AYLESBURY TOWN

1 Purpose

- 1.1 To seek Cabinet Member approval to limit the number of hackney carriages serving the town of Aylesbury at fifty.

2 Recommendations/for decision

- | | |
|-----|--|
| 2.1 | For Members to note the findings of the report by Vector Transport Consultancy in relation to the Council's taxi limitation policy attached as Appendix 1. |
| 2.2 | To recommend that the Cabinet Member for Environment and Health be asked to maintain the limit of 50 hackney carriages in Aylesbury town. |

3 Supporting information

- 3.1 The number of hackney carriages (taxis) serving Aylesbury town is limited to 50. They are identifiable as black, purpose built taxis displaying a white plate on the rear. Outside the town in the rural district the Council do not limit the number of taxis and at the time of writing this report there are 11 white, purpose built taxis displaying a red plate on the rear.
- 3.2 Section 16 of the Transport Act 1985 permits the Council to limit the number of taxis in respect of which licences are granted, if, but only if, the Council is satisfied that there is no significant demand which is unmet.
- 3.3 According to the Department for Transport Taxi and Private Hire Licensing: Best Practice Guidance dated March 2010, the Department for Transport encourages a review of quantity restriction policies every three years. The Department regards no quantity restrictions as best practice but acknowledges that ultimately what matters is what is in the interests of the taxi travelling public. This involves balancing the benefits or disadvantages of continuing to limit and the benefits or disadvantages of removing the limit.
- 3.4 The last full and detailed review was carried out in 2008 and concluded that there was no significant unmet demand. In 2011, as circumstances appeared not to have changed in any meaningful way since the 2008 survey the Council appointed a consultant to carry out a 'health check' review of the Council's policy. The review concluded that there was no need for a full review of potential unmet demand at that time as there was no evidence to suggest that circumstances had changed since 2008 which might lead to significant unmet demand. The review recommended that an independent review of policy be undertaken in 2014. Members of Licensing Committee agreed the recommendation and further suggested that the review take place in late 2014 and the findings be implemented in 2015.

- 3.5 Although previous surveys have been performed by different companies, the last three have been conducted by the same individual consultant. Whilst this has had obvious advantages in terms of knowledge and experience of the issues raised in Aylesbury, it was felt that new consultant be used on this occasion. Therefore Vector Transport Consultancy, who have no previous experience of Aylesbury were appointed. Attached as Appendix 1 is a copy of their final report.
- 3.6 As far as the substantive issue relating to continuing to restrict the number of taxis serving the town of Aylesbury is concerned the report concludes that there is no significant unmet demand. Therefore the Council can continue to limit the number of taxis serving the town of Aylesbury and fix the limit at 50. It further acknowledges that the white plated taxis 'operate a well coordinated and controlled trade organisation. They own a licensed operator company, which accepts telephone bookings as well as rank hires. The organisation monitor the location of drivers and assign drivers to ranks to cover demand.' The report states 'the presence of such an organisation can provide a greater public benefit, than if the trade comprised of solely owner drivers, without a collective approach to the trade'.
- 3.7 Arising from the survey, the author of the report also identified two additional issues. Firstly touting and plying for hire by private hire vehicles is seen as significant in Aylesbury town centre. From the feedback consultation it appears to be largely conducted by 'a minority of repeat offenders, rather than the majority of drivers'. Additional enforcement work will be organised this year. Drivers found to be unlawfully plying for hire will have their licences suspended and repeat offenders' licences will be revoked.
- 3.8 The second issue relates to the red plated rural taxis. In 2014 the rural taxis formed a Hackney Carriage Association and commissioned a report from CTS Traffic and Transportation to review options for taxi licensing provision in the Vale. They also sought the assistance of the GMB Union. This report was made available to Vector Transport Consultancy but has not been circulated with this report for two reasons. Firstly the Council's priority, at this time is to decide whether they wish to continue to limit the number of taxis serving the town of Aylesbury and therefore determine if there is any significant unmet demand. The report from Vector Transport Consultancy primarily addresses this issue. Secondly the report from CTS makes a number of recommendations based on a misunderstanding of the law. Some of these comments are reflected in the report attached as Appendix 1. For example it is suggested that the Council consider the opportunity for red plated taxis to ply for hire in the town of Aylesbury. Hackney carriage licences are only effective within the zone to which they relate i.e. white plated taxis can only ply for hire and sit on taxi ranks within the town of Aylesbury and likewise red plated taxis can only act as taxis outside the town of Aylesbury.
- 3.9 Members are therefore not asked today to make any decisions regarding red plated taxis. Officers will continue to work with the Red Plate Hackney Carriage Association and attempt to address their concerns.

4 Options considered

- 4.1 As the Council limit the number of taxis serving the town of Aylesbury they are legally obliged to routinely survey the restricted zone.

5 Reasons for Recommendation

- 5.1 The independent survey makes a clear case for maintaining the current limit.

6 Resource implications

6.1 The cost of the survey is covered by the licence fees.

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Background Documents	None



Aylesbury – Hackney Carriage Unmet Demand Survey

Final Report

December 2014





EXECUTIVE SUMMARY

Key points

This study has been conducted by Vector Transport Consultancy on behalf of Aylesbury Vale District Council

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

The objectives of the study may be broadly defined as:

- A survey of activity at taxi ranks
- Consultation with the trade
- Consultation with stakeholders
- Consultation with the public
- Conclusions and recommendations

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

Sixty seven incidences of passenger queuing were observed, involving 95 passengers, out of 2,872 passengers observed over the four day survey period. This equates to approximately 3% of passengers. The normal situation was that Hackney Carriages were observed waiting for passengers to arrive at the ranks.

Volumes at the ranks are summarised in the following table as estimated equivalent weekly volumes. The weekly estimate was calculated as:

(4 x Monday) + Friday + Saturday + Sunday volumes

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
High Street	26	115	141	188	1.6	5
Railway Station	273	948	1221	1230	1.3	14
Buckingham Street	181	424	605	563	1.3	11
Market Square	145	1189	1334	1743	1.5	13
Kingbury	65	243	308	375	1.5	10
Total	690	2919	3609	4099	1.4	16

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

Some Hackney Carriages left the ranks empty. It may be the case that many of these empty departures may have been responding to telephone bookings. Feedback from the trade supports this view. However, feedback also suggests that drivers may, on some occasions, have been moving to another rank.

The Hackney Carriage licensing in Aylesbury Vale is split into two zones. The inner zone, in Aylesbury town, is limited to 50 Hackney Carriage licenses. The outer zone, covering the rest of Aylesbury Vale District, is not limited.

Public consultation was undertaken through questionnaire surveys conducted on street and an online questionnaire. Stakeholder consultation was undertaken with minority



group representatives, hotels, licensed premises, the police, transport providers, local elected members, town and parish councils and supermarkets.

The consultation feedback indicated that:

- The Hackney Carriage fleet in Aylesbury is generally held to be clean and drivers helpful, and well presented.
- The needs of elderly, disabled and mobility impaired passengers are generally satisfied by the existing Hackney Carriage fleet. However, there was some evidence of a minority of drivers who did not provide good service to disabled users in the past and were not aware of how to deal with some disabilities. These issues have been addressed and continue to be addressed through improved levels of disability awareness training and promotion and adoption of the Fair4 All scheme developed to provide a series of standards for addressing the needs of disabled travellers.
- The public are relatively price sensitive with respect to Hackney Carriage fares.
- Members of the Hackney Carriage trade were frustrated with perceived illegal hire of Private Hire Vehicles which have not been pre-booked, through touting or plying for hire.
- Red plate Hackney Carriage owners are in favour of enabling red plate Hackney Carriages to access the trade in Aylesbury town centre. A report was commissioned by the red plate owners which promotes an option for allowing red plate Hackney Carriages to ply for hire in Aylesbury town centre and allow white plate Hackney Carriages to ply for hire outside Aylesbury town centre. Neither set of Hackney Carriages would be allowed to wait on taxi ranks in the other zone. We are not aware of any precedent for such an arrangement and it is understood that such an arrangement could not be implemented within current legislation.

Observations

The estimated weekly hires at the ranks in Aylesbury are 2,919. This equates to approximately 58 hires per week per Hackney Carriage (averaged across the fleet of 50 vehicles).

Unmet need assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results was 24. Values below the threshold indicator value of 80 suggest that there is **no Significant Unmet Demand**. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

Conclusions and recommendations

The primary purpose of this study was to determine whether there is evidence of significant unmet demand. The evidence gathered suggests that there is a very low level of unmet demand, with occasional passenger waiting for Hackney Carriages to arrive at ranks and very limited evidence from public consultation of latent unmet demand. Therefore, evidence from the consultation work and the ISUD index value calculated, suggests that the level is below that which is considered to be significant. Therefore, there is **No Significant Unmet Demand**.

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



Proposals put forward in the report commissioned by red plate Hackney Carriage owners, to enable access to the trade in Aylesbury town centre, should be considered. However, the feasibility within current legislation and potential impact of such measures should be explored and quantified. Further details on how such measures could be implemented, with respect to policy changes, would need to be fully developed.





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1 STUDY OBJECTIVES

1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Aylesbury Vale District Council.

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

The objectives of the study may be broadly defined as:

- A survey of activity at taxi ranks in Aylesbury town
- Consultation with the trade
- Consultation with major stakeholders
- Public consultation
- Conclusions and recommendations



2 BACKGROUND

2.1 Definitions

This report refers to Taxis, Hackney Carriages and Private Hire Vehicles. Both Hackney Carriages and Private Hire Vehicles are licensed to operate within the Aylesbury Vale District Council area.

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

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

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

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

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

2.2 DfT guidance on Unmet Demand surveys

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

Significant Unmet Demand (SUD) has two components:

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

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

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



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

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

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

2.3 Observed unmet demand

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

2.4 Latent unmet demand

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

2.5 Other Surveys

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

2.6 Breakdown of the Hackney Carriage trade

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

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



- Evening leisure;
- Daytime shopping/social/business;
- Tourism
- Various combinations of the above that 'fit together' in time

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

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

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

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

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



3 TAXI RANK SURVEYS

3.1 Current taxi ranks

Five locations were surveyed. These were the official marked taxi ranks in Aylesbury.

These locations were:

- 1 Railway Station
- 2 Market Square
- 3 Kingsbury
- 4 High Street
- 5 Buckingham Street

3.2 Rank surveys

The ranks were surveyed continuously from 7.00 on Friday 12th September 2014 to 7.00 on Tuesday 16th September 2014.

3.3 Rank survey results

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

The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, for four days, from Thursday morning to Monday morning, in order to capture the busiest periods of the week. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as passenger waiting delays.

Passenger waiting times were recorded when passengers arrived at a taxi rank and there were no taxis waiting at the rank, i.e. passengers had to wait for a Hackney Carriage to arrive at the rank. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi rank until a Hackney Carriage arrived at the rank, to pick up the passenger(s) or the passengers left without boarding a Hackney Carriage.

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



Railway Station

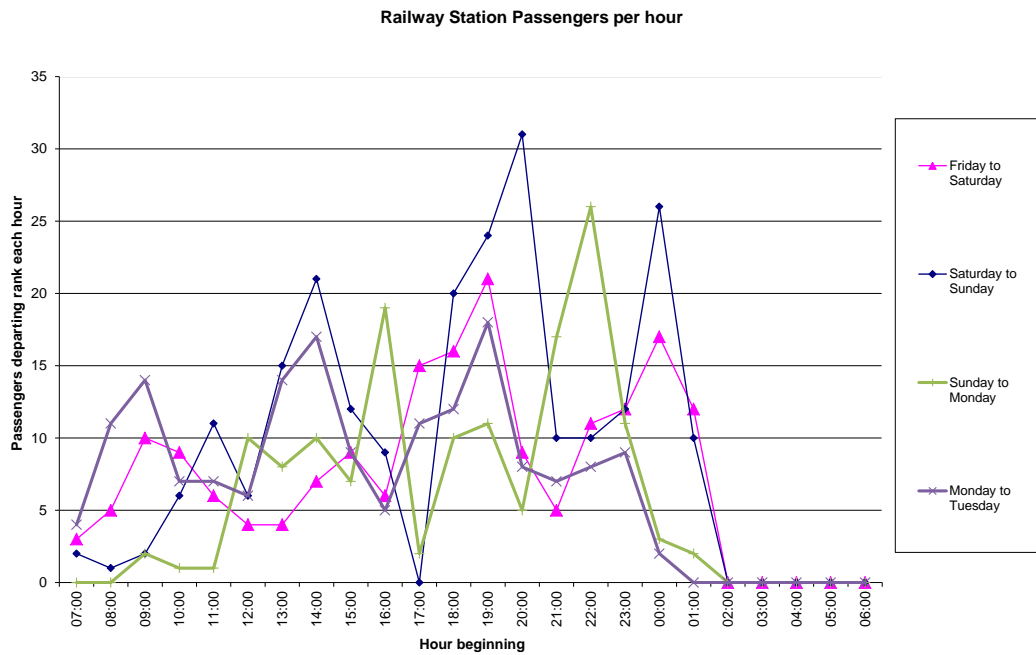


Figure 1 – Railway Station Passengers Per Hour

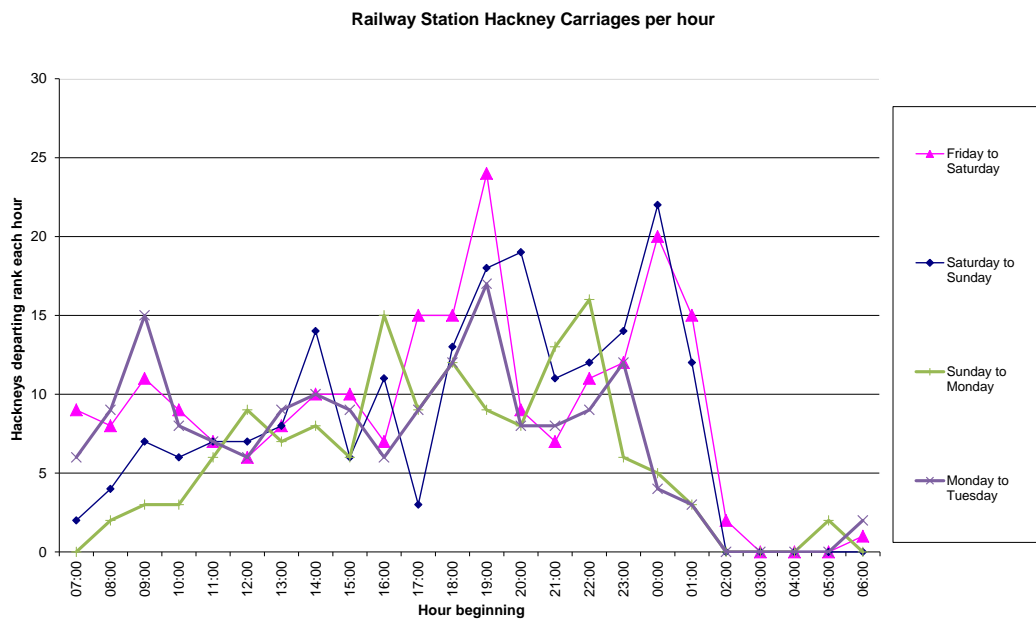


Figure 2 - Railway Station Hackney Carriages Per Hour

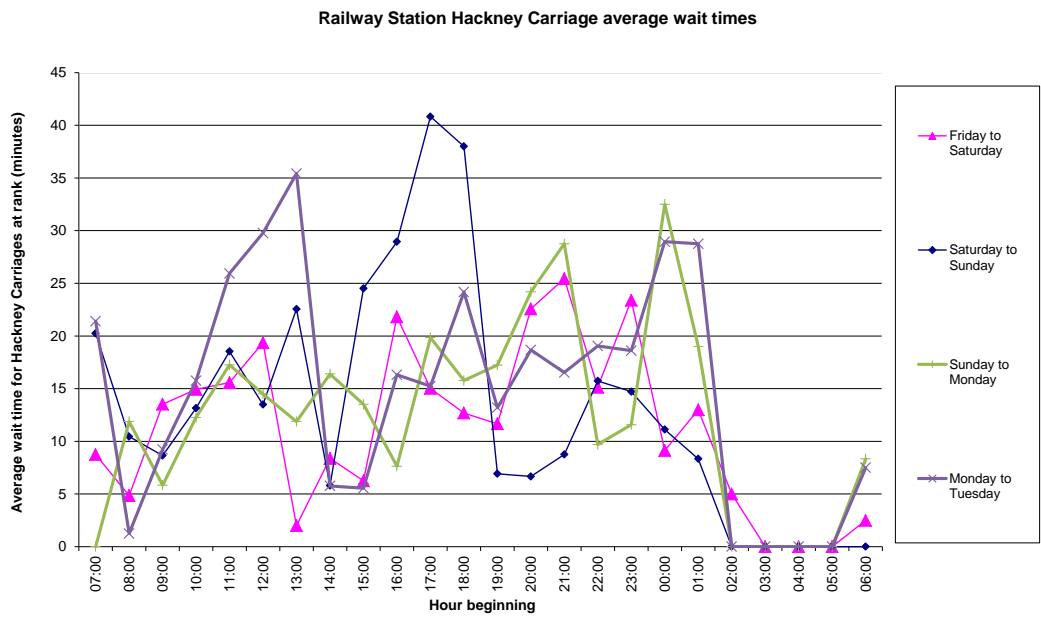


Figure 3 - Railway Station Hackney Carriage Average Wait Times

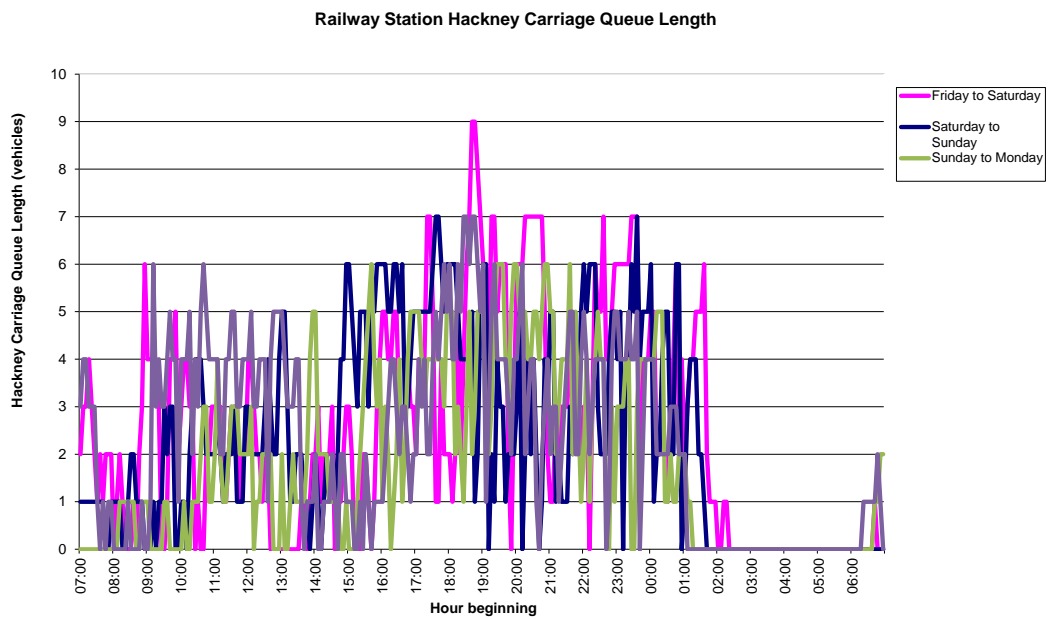


Figure 4 - Railway Station Hackney Carriage Queue Length



Market Square.

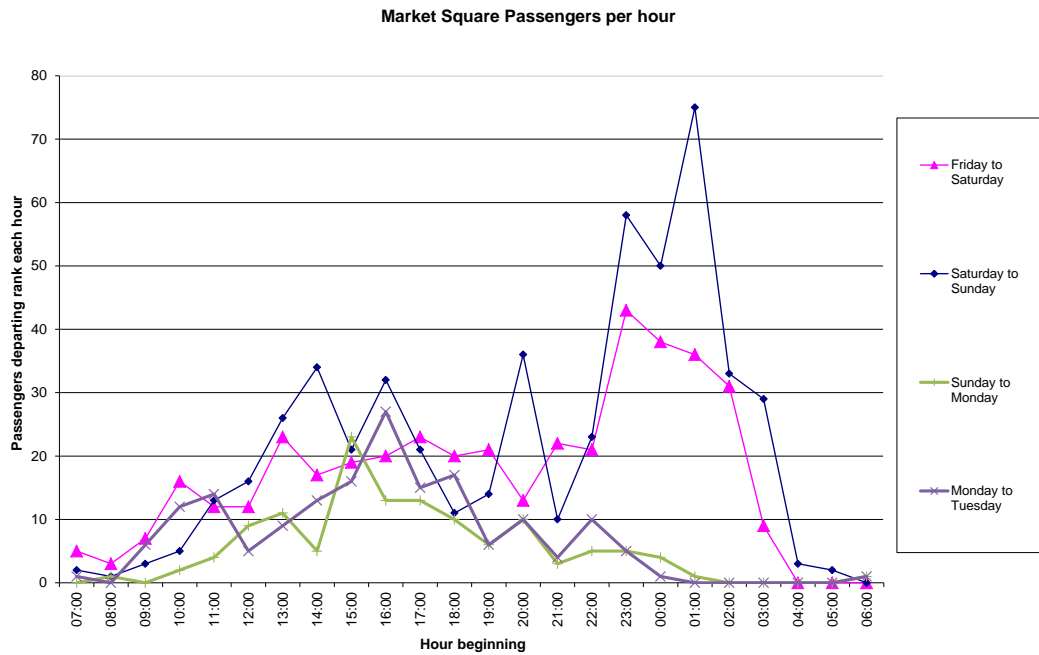


Figure 5 – Market Square Passengers Per Hour

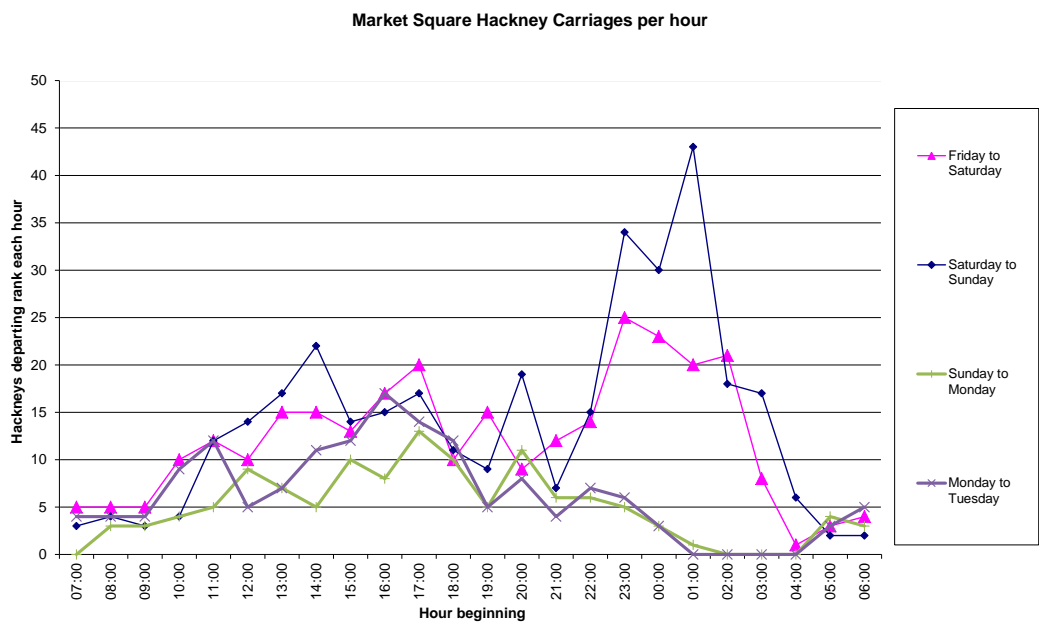


Figure 6 – Market Square Hackney Carriages Per Hour

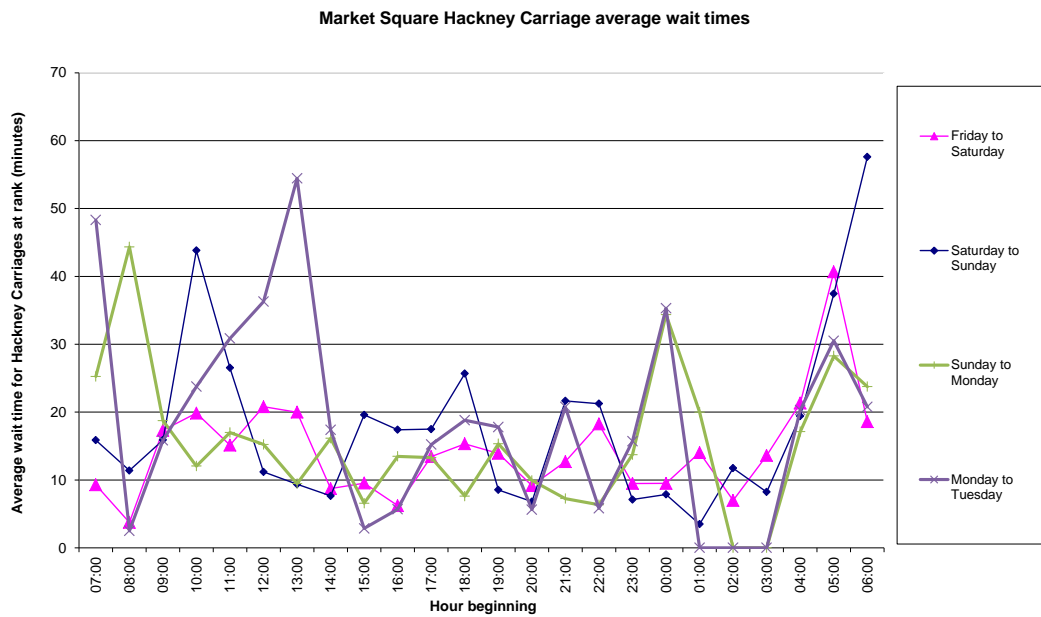


Figure 7 - Market Square Hackney Carriage Average Wait Times

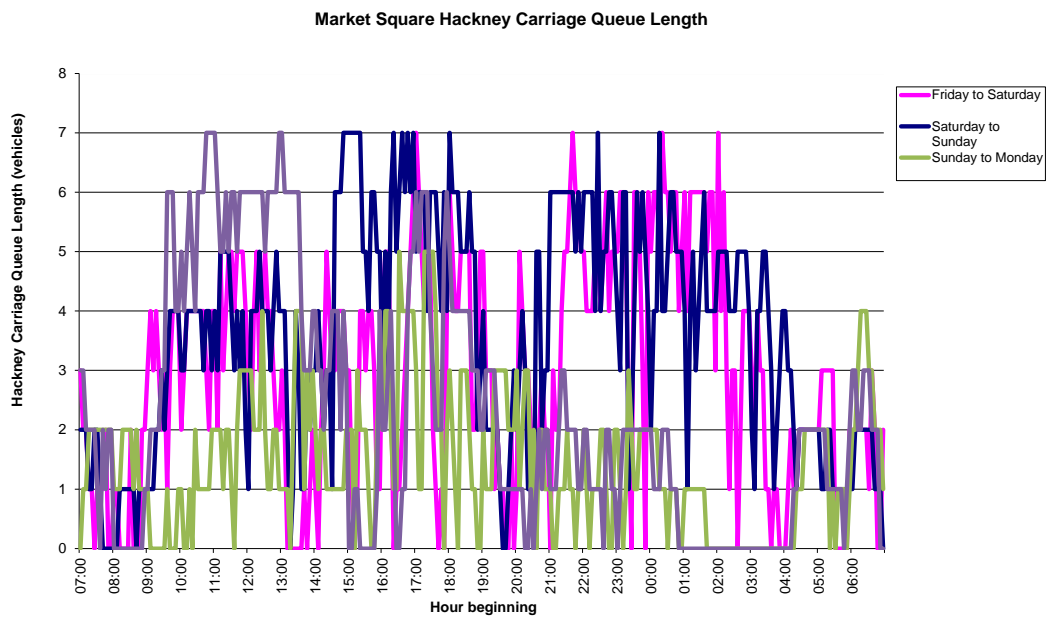


Figure 8 - Market Square Hackney Carriage Queue Length



Kingsbury

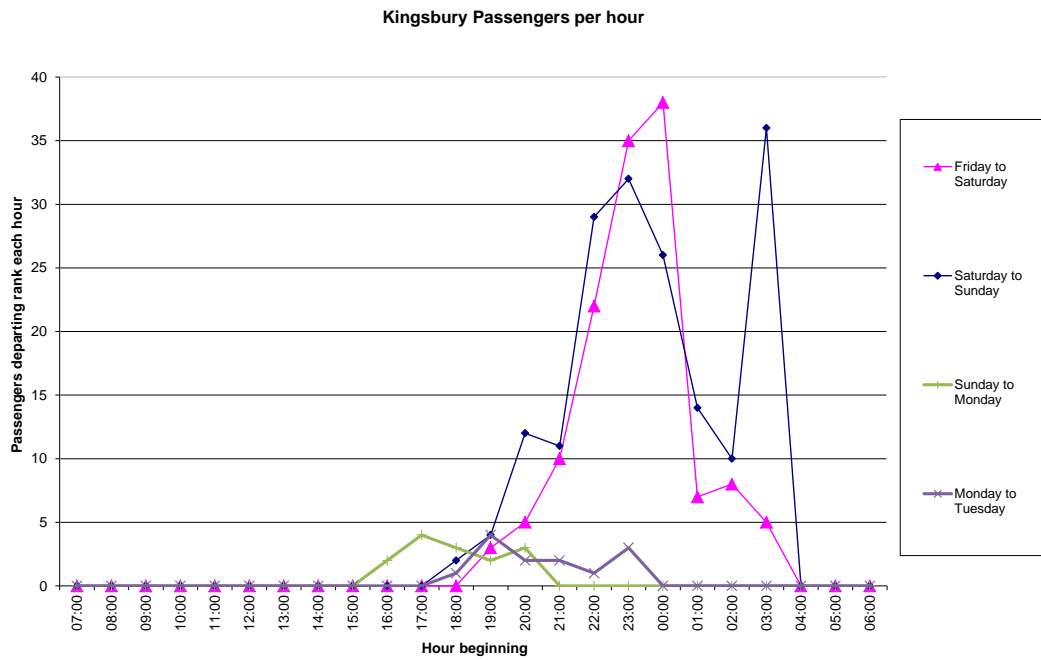


Figure 9 – Kingsbury Passengers Per Hour

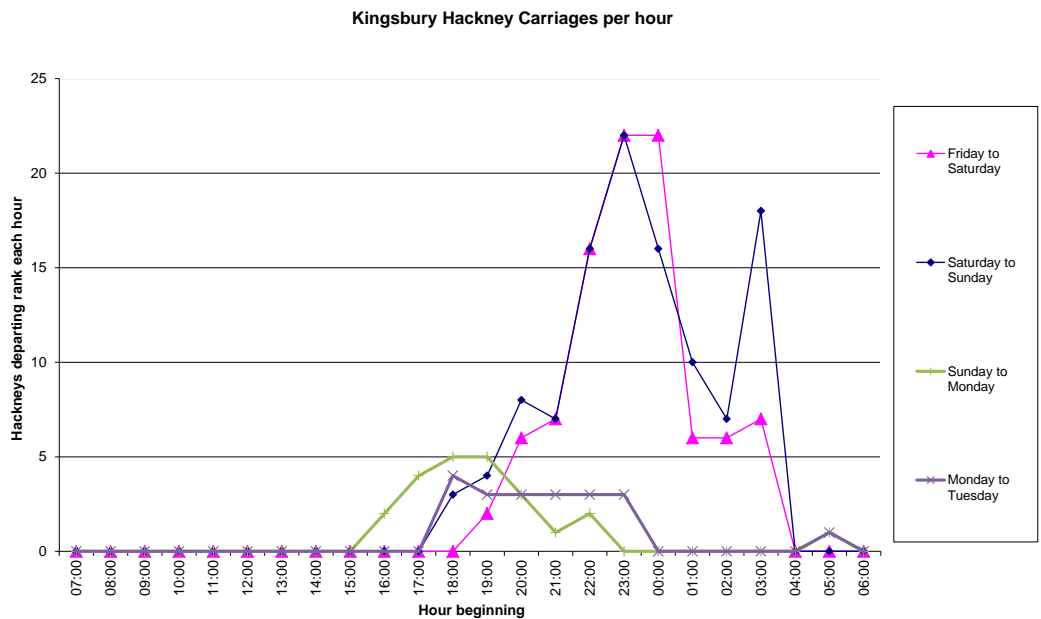


Figure 10 - Kingsbury Hackney Carriages Per Hour



Kingsbury Hackney Carriage average wait times

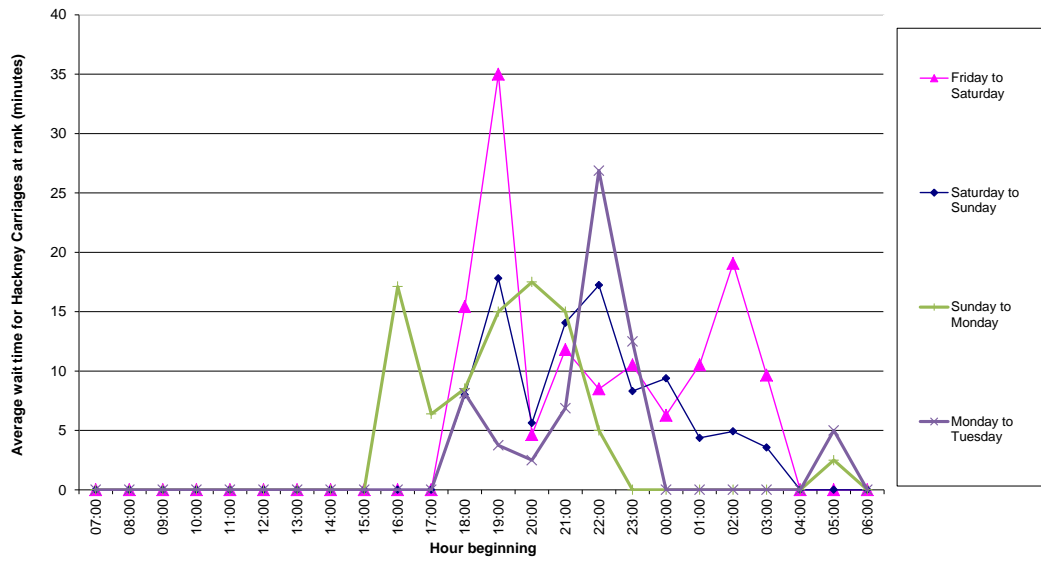


Figure 11 - Kingsbury Average Hackney Carriage Wait Times

Kingsbury Hackney Carriage Queue Length

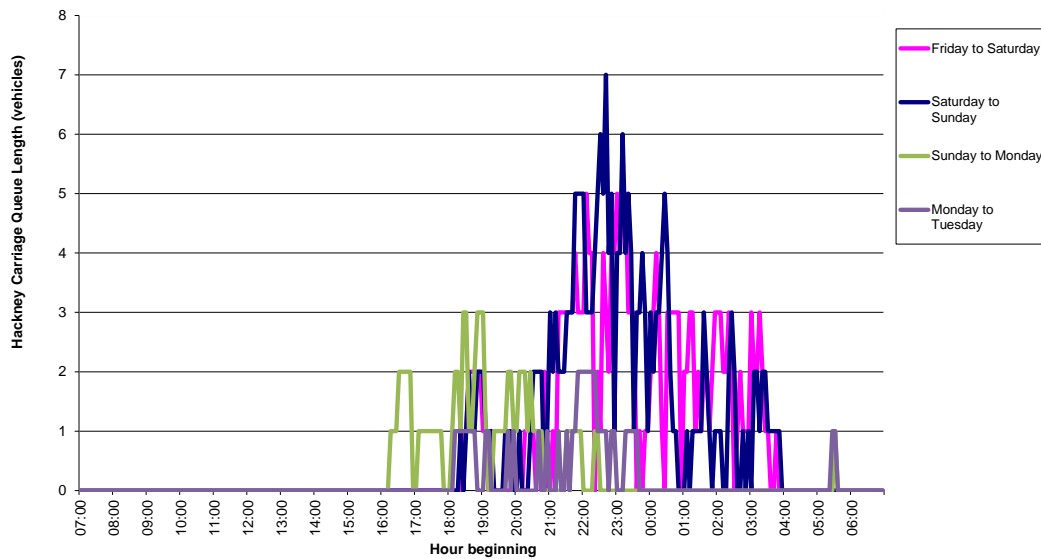


Figure 12 - Kingsbury Hackney Carriage Queue Length



High Street



Figure 13 – High Street Passengers Per Hour

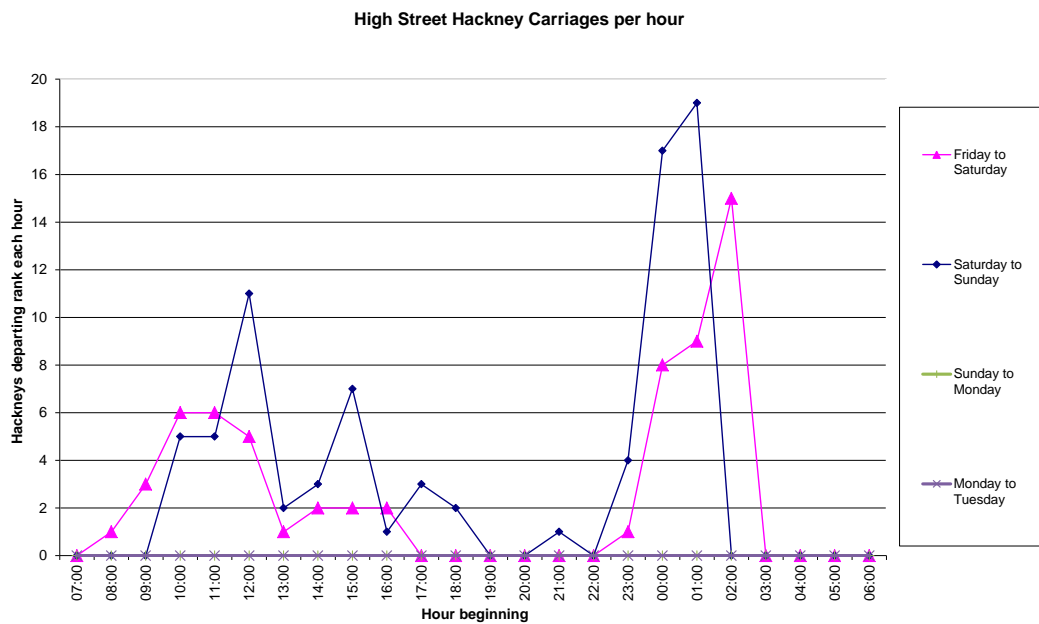


Figure 14 - High Street Hackney Carriages Per Hour

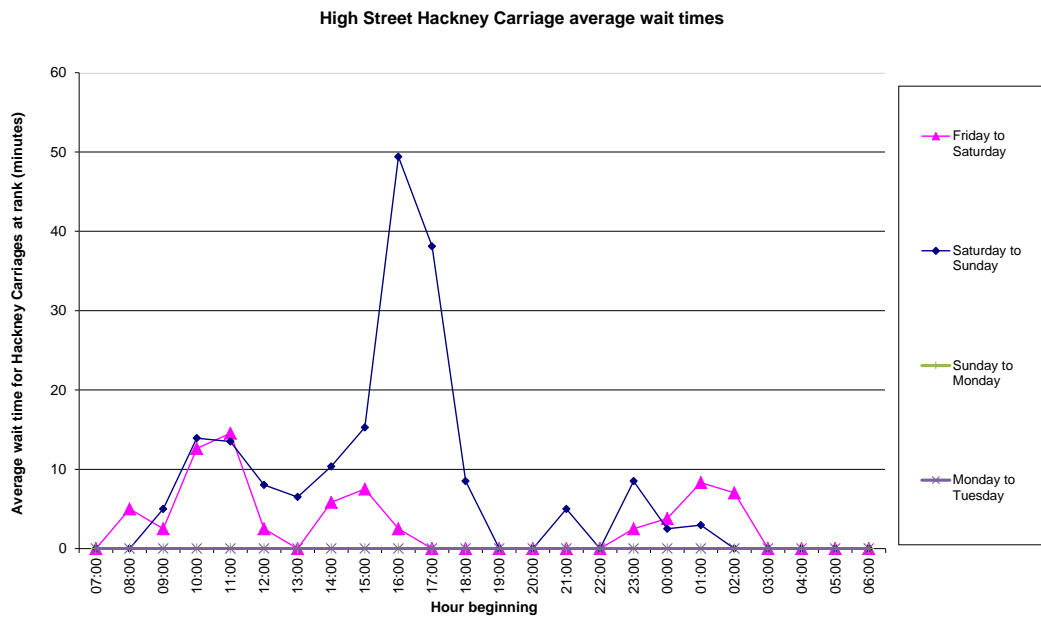


Figure 15 - High Street Hackney Carriage Average Wait Times

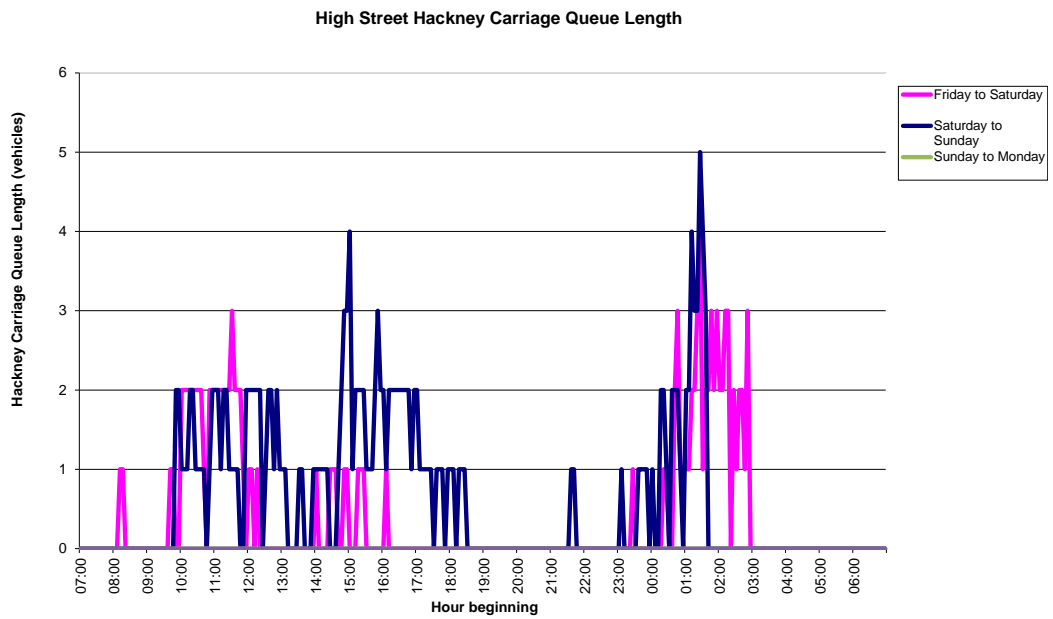


Figure 16 - High Street Hackney Carriage Queue Length



Buckingham Street

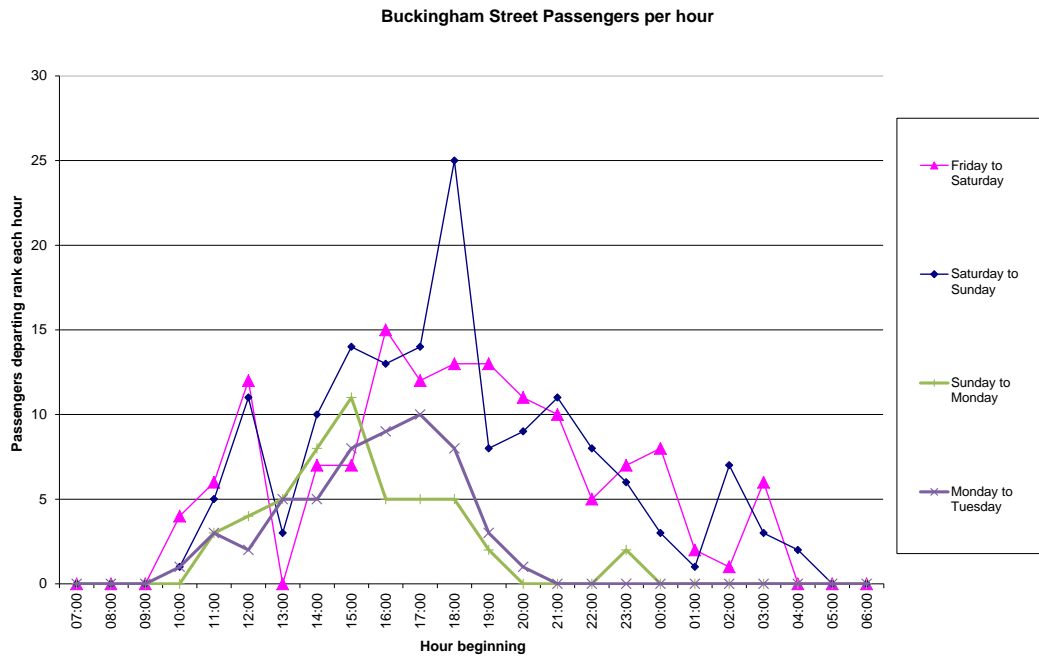


Figure 17 – Buckingham Street Passengers Per Hour

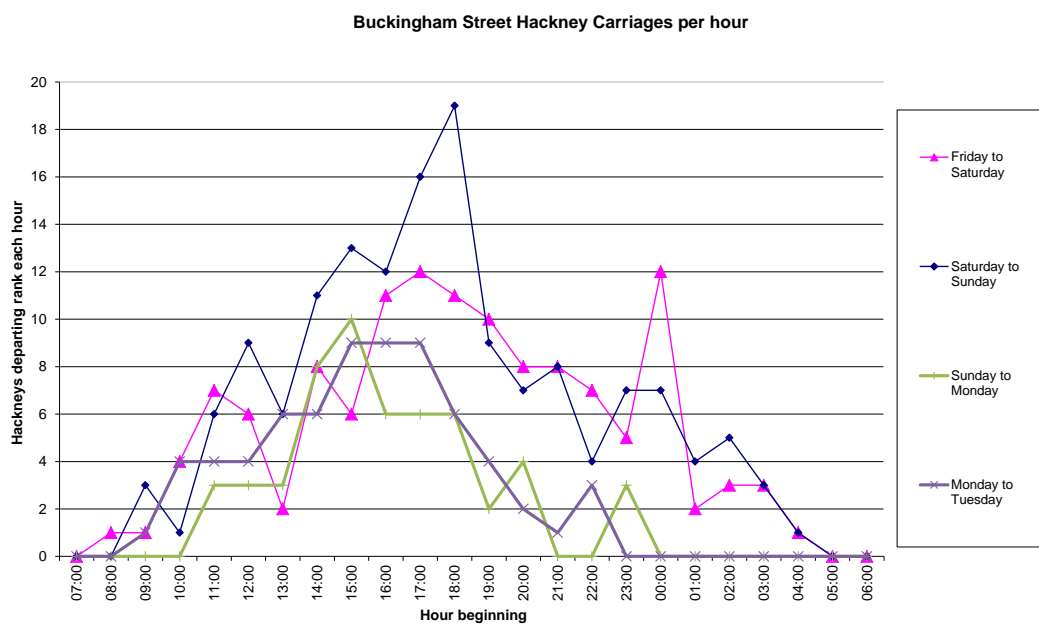


Figure 18 - Buckingham Street Hackney Carriages Per Hour

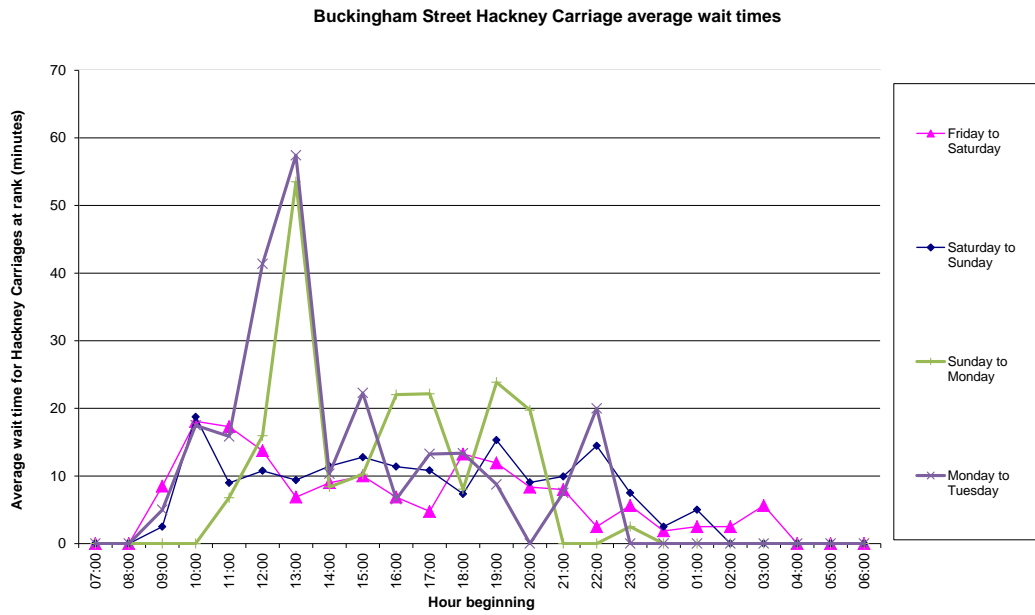


Figure 19 - Buckingham Street Hackney Carriage Average Wait Times

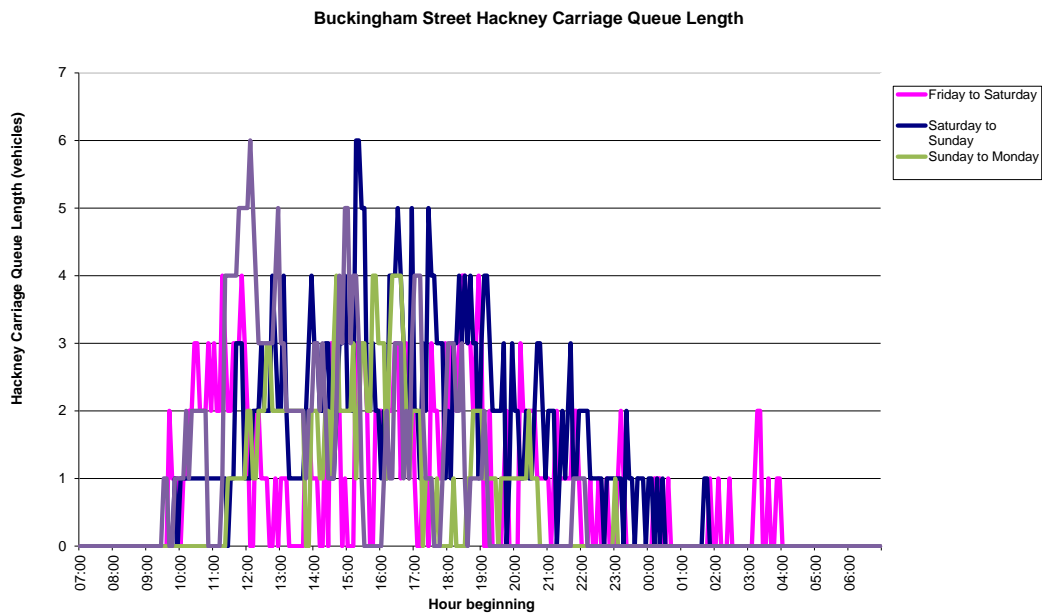


Figure 20 - Buckingham Street Hackney Carriage Queue Length



3.4 Summary of results

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

Table 2 Friday to Saturday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
High Street	15	46	61	78	1.7	7
Railway Station	51	164	215	181	1.1	13
Buckingham Street	35	93	128	139	1.5	8
Market Square	18	270	288	411	1.5	12
Kingbury	9	85	94	133	1.6	10
Total	128	658	786	942	1.4	11

Table 3 Saturday to Sunday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
High Street	11	69	80	110	1.6	9
Railway Station	51	145	196	228	1.6	15
Buckingham Street	36	115	151	154	1.3	9
Market Square	13	323	336	518	1.6	12
Kingbury	9	102	111	176	1.7	9
Total	120	754	874	1186	1.6	11

Table 4 Sunday to Monday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
High Street						
Railway Station	43	99	142	145	1.5	16
Buckingham Street	14	40	54	50	1.3	16
Market Square	34	84	118	126	1.5	13
Kingbury	11	12	23	14	1.2	11
Total	102	235	337	335	1.4	14

Table 5 Monday to Tuesday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
High Street						
Railway Station	32	135	167	169	1.3	17
Buckingham Street	24	44	68	55	1.3	19
Market Square	20	128	148	172	1.3	18
Kingbury	9	11	20	13	1.2	10
Total	85	318	403	409	1.3	17

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

Estimated weekly volumes are presented below.



Table 6 Estimated Weekly Ranks Volumes

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
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Total	690	2919	3609	4099	1.4	16

3.5 Commentary on results

The most active ranks were the Railway Station and Market Square. The rank at the Railway Station was busiest during the weekdays, with Market Square picking up the largest share of trade, over the week, when the Friday and Saturday night demand was taken into account. No single rank dominated the trade. The High Street rank was only used on Friday and Saturday. No pick ups were observed on Sunday or Monday.

Around a fifth of all Hackney Carriages departing the ranks, left empty. When Hackney Carriages leave the rank empty, this is often in response to a radio call to send the vehicle to pick up a telephone booking. However, in many cases in Aylesbury, it appears likely that the vehicle had moved to a different rank.

Most of the ranks suffered from parked vehicles left in the rank during operational periods. The High Street rank and Buckingham Street rank were particularly badly affected. Indeed, the Buckingham Street rank was normally at least partially occupied by parked vehicles at all times of day or night. When the licensed premises close to the rank on Buckingham Street closed, large crowds of people gathered near the rank. At these periods, the rank was generally not fully accessible for Hackney Carriages owing to parked vehicles. Generally, during these periods, space on the rank was limited to space for one or two vehicles at most.

3.6 Passenger queuing

Sixty seven occurrences of passenger queuing were observed. Forty seven of these were during the quieter day time hours rather than during the peak night time economy periods.

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

The total number of passengers who had to wait at a rank for a Hackney Carriage was 95. This equates to 3.3% of all passengers observed.



Table 7 Passenger queuing events

Rank location	Date	Time passengers started to queue (HH:MM:SS)	Time passengers stopped queuing (HH:MM:SS)	Number of passengers	Did passengers leave in a taxi	Wait time (HH:MM:SS)
Aylesbury Railway Station	12/09/2014	10:29:33	10:33:45	1	Y	00:04:12
Aylesbury Railway Station	12/09/2014	10:45:25	10:46:17	1	Y	00:00:52
Market Square	12/09/2014	13:27:12	13:29:52	1	Y	00:02:40
Market Square	12/09/2014	13:29:06	13:30:26	2	Y	00:01:20
Market Square	12/09/2014	13:29:22	13:34:38	3	Y	00:05:16
Market Square	12/09/2014	13:34:56	13:37:16	3	Y	00:02:20
Market Square	12/09/2014	13:47:50	13:48:24	1	Y	00:00:34
Market Square	12/09/2014	13:50:14	13:52:34	1	Y	00:02:20
Market Square	12/09/2014	13:53:12	13:53:54	1	Y	00:00:42
Market Square	12/09/2014	14:07:14	14:11:10	3	N	00:03:56
Market Square	12/09/2014	14:08:26	14:12:52	1	Y	00:04:26
Buckingham Street	12/09/2014	15:08:15	15:09:03	1	Y	00:00:48
Buckingham Street	12/09/2014	16:12:46	16:13:26	1	Y	00:00:40
Buckingham Street	12/09/2014	16:14:14	16:19:10	4	Y	00:04:56
Buckingham Street	12/09/2014	16:18:16	16:22:52	2	Y	00:04:36
High Street	12/09/2014	16:24:33	16:32:43	2	Y	00:08:10
Buckingham Street	12/09/2014	17:10:10	17:14:16	1	Y	00:04:06
Market Square	12/09/2014	17:44:37	17:48:05	1	Y	00:03:28
Market Square	12/09/2014	17:50:35	17:51:49	1	Y	00:01:14
Market Square	12/09/2014	17:55:23	17:56:35	4	Y	00:01:12
Market Square	12/09/2014	19:45:11	19:45:37	1	Y	00:00:26
Market Square	12/09/2014	19:47:47	19:49:29	2	Y	00:01:42
Kingsbury	12/09/2014	20:02:52	20:04:48	1	Y	00:01:56
Aylesbury Railway Station	12/09/2014	22:10:20	22:12:26	1	Y	00:02:06
Aylesbury Railway Station	12/09/2014	22:12:58	22:15:18	1	Y	00:02:20
Buckingham Street	12/09/2014	22:57:12	22:59:54	2	Y	00:02:42
Kingsbury	12/09/2014	23:45:46	23:47:18	2	Y	00:01:32
Market Square	12/09/2014	23:54:55	23:55:53	1	Y	00:00:58
High Street	13/09/2014	02:57:40	02:58:44	2	Y	00:01:04
Aylesbury Railway Station	13/09/2014	07:47:59	07:57:17	1	Y	00:09:18
Market Square	13/09/2014	13:17:35	13:20:13	2	Y	00:02:38
Market Square	13/09/2014	13:20:27	13:23:47	2	Y	00:03:20
Market Square	13/09/2014	14:36:07	14:36:45	3	Y	00:00:38
Aylesbury Railway Station	13/09/2014	20:11:30	20:12:52	2	Y	00:01:22
Aylesbury Railway Station	14/09/2014	00:58:30	01:00:10	1	Y	00:01:40
Market Square	14/09/2014	18:21:18	18:23:00	1	Y	00:01:42
Buckingham Street	14/09/2014	23:07:26	23:09:10	1	Y	00:01:44
Aylesbury Railway Station	15/09/2014	08:01:35	08:04:51	2	Y	00:03:16
Aylesbury Railway Station	15/09/2014	08:27:25	08:29:11	2	Y	00:01:46
Aylesbury Railway Station	15/09/2014	08:35:23	08:53:13	1	Y	00:17:50
Aylesbury Railway Station	15/09/2014	08:43:59	08:52:19	1	N	00:08:20
Buckingham Street	15/09/2014	11:10:02	11:17:46	1	Y	00:07:44
Buckingham Street	15/09/2014	11:12:58	11:18:54	1	Y	00:05:56
Aylesbury Railway Station	15/09/2014	14:09:29	14:12:27	1	Y	00:02:58
Aylesbury Railway Station	15/09/2014	15:11:49	15:13:21	1	Y	00:01:32
Aylesbury Railway Station	15/09/2014	15:14:03	15:14:29	1	Y	00:00:26
Market Square	15/09/2014	15:23:53	15:25:45	2	Y	00:01:52
Market Square	15/09/2014	15:24:17	15:31:45	1	Y	00:07:28
Market Square	15/09/2014	15:26:41	15:38:07	1	N	00:11:26
Market Square	15/09/2014	15:31:53	15:36:27	1	N	00:04:34
Market Square	15/09/2014	15:48:27	15:50:47	1	Y	00:02:20
Market Square	15/09/2014	15:48:29	15:48:57	1	Y	00:00:28
Market Square	15/09/2014	15:49:59	15:53:07	1	Y	00:03:08
Buckingham Street	15/09/2014	15:53:03	15:55:49	1	Y	00:02:46
Buckingham Street	15/09/2014	17:38:55	17:39:43	1	Y	00:00:48
Market Square	15/09/2014	17:45:41	17:46:35	1	Y	00:00:54
Buckingham Street	15/09/2014	17:45:55	17:47:59	1	Y	00:02:04
Buckingham Street	15/09/2014	17:45:55	17:47:59	1	Y	00:02:04
Buckingham Street	15/09/2014	17:48:19	17:49:33	1	Y	00:01:14
Buckingham Street	15/09/2014	17:49:59	17:52:01	1	Y	00:02:02
Kingsbury	15/09/2014	19:18:09	19:20:21	2	Y	00:02:12
Buckingham Street	15/09/2014	19:33:45	19:42:35	1	N	00:08:50
Buckingham Street	15/09/2014	19:43:25	19:46:29	1	Y	00:03:04
Buckingham Street	15/09/2014	20:08:51	20:12:17	1	N	00:03:26
Kingsbury	15/09/2014	20:12:09	20:25:01	1	Y	00:12:52
Market Square	15/09/2014	20:33:17	20:34:15	1	Y	00:00:58
Aylesbury Railway Station	15/09/2014	23:45:15	23:46:05	1	Y	00:00:50
Total				95		



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

3.7 Balance of Supply and Demand

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

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

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

Table 8 - Balance of Supply and Demand at the High Street rank

		Excess Supply	Equilibrium	Excess Demand
High Street	Friday to Saturday	0	24	0
	Saturday to Sunday	0	24	0
	Sunday to Monday	0	24	0
	Monday to Tuesday	0	24	0
	Total	0	96	0
	Total %	0.0%	100.0%	0.0%

Table 9 - Balance of Supply and Demand at the Railway Station rank

		Excess Supply	Equilibrium	Excess Demand
Railway Station	Friday to Saturday	2	22	0
	Saturday to Sunday	3	21	0
	Sunday to Monday	2	22	0
	Monday to Tuesday	1	23	0
	Total	8	88	0
	Total %	8.3%	91.7%	0.0%



Table 10 - Balance of Supply and Demand at the Buckingham Street rank

		Excess Supply	Equilibrium	Excess Demand
Buckingham Street	Friday to Saturday	10	13	1
	Saturday to Sunday	11	13	0
	Sunday to Monday	4	20	0
	Monday to Tuesday	8	16	0
	Total	33	62	1
	Total %	34.4%	64.6%	1.0%

Table 11 - Balance of Supply and Demand at the Market Square rank

		Excess Supply	Equilibrium	Excess Demand
Market Square	Friday to Saturday	21	0	3
	Saturday to Sunday	20	3	1
	Sunday to Monday	12	12	0
	Monday to Tuesday	14	9	1
	Total	67	24	5
	Total %	69.8%	25.0%	5.2%

Table 12 - Balance of Supply and Demand at the Kingsbury Rank

		Excess Supply	Equilibrium	Excess Demand
Kingsbury	Friday to Saturday	7	17	0
	Saturday to Sunday	6	18	0
	Sunday to Monday	2	22	0
	Monday to Tuesday	0	24	0
	Total	15	81	0
	Total %	15.6%	84.4%	0.0%

Table 13 - Summary of the Balance of Supply and Demand across all ranks

		Excess Supply	Equilibrium	Excess Demand
All ranks	Friday to Saturday	40	76	4
	Saturday to Sunday	40	79	1
	Sunday to Monday	20	100	0
	Monday to Tuesday	23	96	1
	Total	123	351	6
	Total %	25.6%	73.1%	1.3%

The most common condition of the ranks was equilibrium, with some excess supply. The occurrences of excess demand were relatively low.



4 PUBLIC CONSULTATION

4.1 Public consultation questionnaires

A public attitude survey was undertaken in Aylesbury. The questionnaire was designed for this study and implemented by a specialist survey contractor who used experienced staff to carry out the interviews with the public. The use of experienced surveyors enabled respondents to be guided through the questions. 204 on street surveys were completed.

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

Whilst 204 respondents provided feedback to the questionnaires, not all respondents answered all questions. Therefore, the totals in each table do not always add up to 204.

The questionnaire, together with the analysis of responses, is presented below.

	This brief questionnaire relates to Hackney Carriages and Private Hire Vehicles in the Aylesbury Vale Council area.																
	<p>There are two broadly defined types of vehicle, which operate for hire in Aylesbury Vale. These are Hackney Carriages and Private Hire Vehicles.</p> <p>Hackney Carriages have a "TAXI" sign on the roof and are black. Hackney Carriages can be hired at a Taxi Rank, or by hailing in the street, or by pre-booking.</p> <p>Private Hire Vehicles may only be hired by pre-booking.</p>																
1	<p>In the last three months, have you made one or more trips by Hackney Carriage or Private Hire Vehicle in Aylesbury Vale and, if yes, was this a Hackney Carriage or Private Hire vehicle?</p> <p>Yes Private Hire 1 Yes Hackney Carriage 2 Yes both types or don't know 3 No 4</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 60%;">Yes Private Hire 1</td> <td style="width: 20%; text-align: center;">18</td> <td style="width: 20%; text-align: center;">8.8%</td> </tr> <tr> <td>Yes Hackney Carriage 2</td> <td style="text-align: center;">73</td> <td style="text-align: center;">35.8%</td> </tr> <tr> <td>Yes both types or don't know 3</td> <td style="text-align: center;">13</td> <td style="text-align: center;">6.4%</td> </tr> <tr> <td>No 4</td> <td style="text-align: center;">100</td> <td style="text-align: center;">49.0%</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">204</td> <td style="text-align: center;">100.0%</td> </tr> </table> <p style="color: red; font-weight: bold; margin-top: 10px;"><i>If the answer is No, then go to Question 6 otherwise go to Q2</i></p>		Yes Private Hire 1	18	8.8%	Yes Hackney Carriage 2	73	35.8%	Yes both types or don't know 3	13	6.4%	No 4	100	49.0%	Total	204	100.0%
Yes Private Hire 1	18	8.8%															
Yes Hackney Carriage 2	73	35.8%															
Yes both types or don't know 3	13	6.4%															
No 4	100	49.0%															
Total	204	100.0%															



2	How frequently do you travel by Hackney Carriage, as opposed to Private Hire Vehicle?		
	Rarely (e.g. less than twice a year) 1		
	Very Occasionally (e.g. two to five trips a year) 2		
	Occasionally (e.g. six to ten trips per year) 3		
	Fairly often (e.g. up to five trips per month) 4		
	Frequently (e.g. more than one trip per week) 5		
	Never 6		
	Rarely (e.g. less than twice a year) 1	18	8.8%
	Very Occasionally (e.g. two to five trips a year) 2	27	13.2%
	Occasionally (e.g. six to ten trips per year) 3	20	9.8%
Fairly often (e.g. up to five trips per month) 4	8	3.9%	
Frequently (e.g. more than one trip per week) 5	5	2.5%	
Never 6	126	61.8%	
Total	204	100.0%	

3	What was the purpose of your last trip by Hackney Carriage		
	Work or education 1		
	Shopping 2		
	Leisure 3		
	Hospital / medical 4		
	Link to other transport mode 5		
	Personal business 6		
	Other 7		
	Work or education 1	17	16.3%
	Shopping 2	35	33.7%
Leisure 3	33	31.7%	
Hospital / medical 4	10	9.6%	
Link to other transport mode 5	3	2.9%	
Personal business 6	5	4.8%	
Other 7	1	1.0%	
Total	104	100.0%	



4	<p>Regarding your last trip by Hackney Carriage OR Private Hire Vehicle, how did you obtain your Hackney Carriage or Private Hire Vehicle? At a rank 1 Go to Q4a Hailed in the street 2 Go to Q4b By telephone 3 Go to Q4c</p> <table border="1" data-bbox="456 465 1177 633"> <tr> <td>At a rank 1</td> <td>60</td> <td>57.7%</td> </tr> <tr> <td>Hailed in the street 2</td> <td>17</td> <td>16.3%</td> </tr> <tr> <td>By telephone 3</td> <td>27</td> <td>26.0%</td> </tr> <tr> <td>Total</td> <td>104</td> <td>100.0%</td> </tr> </table>	At a rank 1	60	57.7%	Hailed in the street 2	17	16.3%	By telephone 3	27	26.0%	Total	104	100.0%						
At a rank 1	60	57.7%																	
Hailed in the street 2	17	16.3%																	
By telephone 3	27	26.0%																	
Total	104	100.0%																	
4a	<p>If hired from a rank – How long did you have to wait for a Hackney Carriage at the rank? _____ minutes Go to Q5</p> <table border="1" data-bbox="456 837 962 1084"> <tr> <td>No wait time</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Up to a minute</td> <td>60</td> <td>57.7%</td> </tr> <tr> <td>Up to 5 minutes</td> <td>44</td> <td>42.3%</td> </tr> <tr> <td>Up to 10 minutes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Over 10 minutes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Total</td> <td>104</td> <td>100.0%</td> </tr> </table>	No wait time	0	0.0%	Up to a minute	60	57.7%	Up to 5 minutes	44	42.3%	Up to 10 minutes	0	0.0%	Over 10 minutes	0	0.0%	Total	104	100.0%
No wait time	0	0.0%																	
Up to a minute	60	57.7%																	
Up to 5 minutes	44	42.3%																	
Up to 10 minutes	0	0.0%																	
Over 10 minutes	0	0.0%																	
Total	104	100.0%																	
4b	<p>If hailed on the street- How long did it take you to hail a Hackney Carriage from the time you started looking for one? _____ minutes Go to Q5</p> <table border="1" data-bbox="456 1223 962 1469"> <tr> <td>No wait time</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Up to a minute</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Up to 5 minutes</td> <td>15</td> <td>100.0%</td> </tr> <tr> <td>Up to 10 minutes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Over 10 minutes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Total</td> <td>15</td> <td>100.0%</td> </tr> </table>	No wait time	0	0.0%	Up to a minute	0	0.0%	Up to 5 minutes	15	100.0%	Up to 10 minutes	0	0.0%	Over 10 minutes	0	0.0%	Total	15	100.0%
No wait time	0	0.0%																	
Up to a minute	0	0.0%																	
Up to 5 minutes	15	100.0%																	
Up to 10 minutes	0	0.0%																	
Over 10 minutes	0	0.0%																	
Total	15	100.0%																	
4c	<p>If hired by telephone- Did you require the Hackney Carriage or Private Hire Vehicle immediately, or did you pre-book it for another time? Immediately 1 Go to Q4d Not immediately 2 Go to Q4e</p> <table border="1" data-bbox="456 1641 1136 1765"> <tr> <td>Immediately 1 Go to Q4d</td> <td>22</td> <td>81.5%</td> </tr> <tr> <td>Not immediately 2 Go to Q4e</td> <td>5</td> <td>18.5%</td> </tr> <tr> <td>Total</td> <td>27</td> <td>100.0%</td> </tr> </table>	Immediately 1 Go to Q4d	22	81.5%	Not immediately 2 Go to Q4e	5	18.5%	Total	27	100.0%									
Immediately 1 Go to Q4d	22	81.5%																	
Not immediately 2 Go to Q4e	5	18.5%																	
Total	27	100.0%																	



4d	<p>If you telephoned for an immediate booking, how long did it take for the Hackney Carriage or Private Hire Vehicle to arrive?</p> <p>_____ minutes Go to Q5</p> <table border="1" data-bbox="456 389 963 638"> <tr> <td>No wait time</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Up to a minute</td> <td>22</td> <td>81.5%</td> </tr> <tr> <td>Up to 5 minutes</td> <td>5</td> <td>18.5%</td> </tr> <tr> <td>Up to 10 minutes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Over 10 minutes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Total</td> <td>27</td> <td>100.0%</td> </tr> </table>	No wait time	0	0.0%	Up to a minute	22	81.5%	Up to 5 minutes	5	18.5%	Up to 10 minutes	0	0.0%	Over 10 minutes	0	0.0%	Total	27	100.0%
No wait time	0	0.0%																	
Up to a minute	22	81.5%																	
Up to 5 minutes	5	18.5%																	
Up to 10 minutes	0	0.0%																	
Over 10 minutes	0	0.0%																	
Total	27	100.0%																	
4e	<p>If pre booked for another time, how close to the booked time did the Hackney Carriage or Private Hire Vehicle arrive?</p> <p>-_____minutes early, or, On time 99 , or, +_____minutes late</p> <p>(use negative numbers to denote early arrival and positive numbers to denote late arrival) Go to Q5</p> <table border="1" data-bbox="456 842 963 1088"> <tr> <td>No wait time</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Up to a minute</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Up to 5 minutes</td> <td>10</td> <td>45.5%</td> </tr> <tr> <td>Up to 10 minutes</td> <td>9</td> <td>40.9%</td> </tr> <tr> <td>Over 10 minutes</td> <td>3</td> <td>13.6%</td> </tr> <tr> <td>Total</td> <td>22</td> <td>100.0%</td> </tr> </table>	No wait time	0	0.0%	Up to a minute	0	0.0%	Up to 5 minutes	10	45.5%	Up to 10 minutes	9	40.9%	Over 10 minutes	3	13.6%	Total	22	100.0%
No wait time	0	0.0%																	
Up to a minute	0	0.0%																	
Up to 5 minutes	10	45.5%																	
Up to 10 minutes	9	40.9%																	
Over 10 minutes	3	13.6%																	
Total	22	100.0%																	
5	<p>Regarding your last trip by Hackney Carriage or Private Hire Vehicle, did you consider this trip to represent good value for money?</p> <p>Yes 1 No 2</p> <table border="1" data-bbox="456 1229 841 1355"> <tr> <td>Yes 1</td> <td>63</td> <td>60.6%</td> </tr> <tr> <td>No 2</td> <td>41</td> <td>39.4%</td> </tr> <tr> <td>Total</td> <td>104</td> <td>100.0%</td> </tr> </table>	Yes 1	63	60.6%	No 2	41	39.4%	Total	104	100.0%									
Yes 1	63	60.6%																	
No 2	41	39.4%																	
Total	104	100.0%																	



6	With respect to the standard of Hackney Carriages , in Aylesbury Vale. How would you rate the following aspects, using the ratings; Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):		
6A	Vehicle Cleanliness		
	Very Poor	7	3.4%
	Poor	14	6.9%
	Neutral	34	16.7%
	Good	123	60.3%
	Very Good	26	12.7%
	Total	204	100.0%
6B	Driver Helpfulness		
	Very Poor	7	3.4%
	Poor	9	4.4%
	Neutral	38	18.6%
	Good	116	56.9%
	Very Good	34	16.7%
	Total	204	100.0%
6C	Driver appearance		
	Very Poor	7	3.4%
	Poor	7	3.4%
	Neutral	33	16.2%
	Good	125	61.3%
	Very Good	32	15.7%
	Total	204	100.0%



7	With respect to the standard of Private Hire Vehicles , in Aylesbury Vale. How would you rate the following aspects, using the ratings; Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):		
7A	Vehicle Cleanliness		
	Very Poor	127	62.3%
	Poor	77	37.7%
	Neutral	0	0.0%
	Good	0	0.0%
	Very Good	0	0.0%
	Total	204	100.0%
7B	Driver Helpfulness		
	Very Poor	15	7.4%
	Poor	11	5.4%
	Neutral	28	13.7%
	Good	137	67.2%
	Very Good	13	6.4%
	Total	204	100.0%
7C	Driver appearance		
	Very Poor	0	0.0%
	Poor	15	7.4%
	Neutral	49	24.0%
	Good	99	48.5%
	Very Good	41	20.1%
	Total	204	100.0%
THE FOLLOWING QUESTIONS RELATE TO HACKNEY CARRIAGES ONLY, NOT PHVs			



8	<p>What is the principal factor which limits your use of Hackney Carriages? Please choose the most relevant factor for you:</p> <p>Cost 1 Waiting time 2 Usually cycle or walk 3 Use the bus instead 4 No need to use Hackney Carriages 5 Drivers don't know the route 6 The nearest taxi ranks are too far away 7 I generally use a car 8 I use Private Hire Vehicles 9 Other 10 (Please record the other reason if available)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Cost 1</td><td style="text-align: right;">15</td><td style="text-align: right;">7.4%</td></tr> <tr><td>Waiting time 2</td><td style="text-align: right;">0</td><td style="text-align: right;">0.0%</td></tr> <tr><td>Usually cycle or walk 3</td><td style="text-align: right;">39</td><td style="text-align: right;">19.1%</td></tr> <tr><td>Use the bus instead 4</td><td style="text-align: right;">113</td><td style="text-align: right;">55.4%</td></tr> <tr><td>No need to use Hackney Carriages 5</td><td style="text-align: right;">37</td><td style="text-align: right;">18.1%</td></tr> <tr><td>Drivers don't know the route 6</td><td style="text-align: right;">0</td><td style="text-align: right;">0.0%</td></tr> <tr><td>The nearest taxi ranks are too far away 7</td><td style="text-align: right;">0</td><td style="text-align: right;">0.0%</td></tr> <tr><td>I generally use a car 8</td><td style="text-align: right;">0</td><td style="text-align: right;">0.0%</td></tr> <tr><td>I use Private Hire Vehicles 9</td><td style="text-align: right;">0</td><td style="text-align: right;">0.0%</td></tr> <tr><td>Other 10</td><td style="text-align: right;">0</td><td style="text-align: right;">0.0%</td></tr> <tr><td>Total</td><td style="text-align: right;">204</td><td style="text-align: right;">100.0%</td></tr> </table>	Cost 1	15	7.4%	Waiting time 2	0	0.0%	Usually cycle or walk 3	39	19.1%	Use the bus instead 4	113	55.4%	No need to use Hackney Carriages 5	37	18.1%	Drivers don't know the route 6	0	0.0%	The nearest taxi ranks are too far away 7	0	0.0%	I generally use a car 8	0	0.0%	I use Private Hire Vehicles 9	0	0.0%	Other 10	0	0.0%	Total	204	100.0%
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Other 10	0	0.0%																																
Total	204	100.0%																																
9	<p>Have you experienced problems in obtaining a Hackney Carriage in Aylesbury Vale in the last three months?</p> <p>Yes 1 Go to Q9a No 2 Go to Q10</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Yes 1</td><td style="text-align: right;">7</td><td style="text-align: right;">3.4%</td></tr> <tr><td>No 2</td><td style="text-align: right;">197</td><td style="text-align: right;">96.6%</td></tr> <tr><td>Total</td><td style="text-align: right;">204</td><td style="text-align: right;">100.0%</td></tr> </table>	Yes 1	7	3.4%	No 2	197	96.6%	Total	204	100.0%																								
Yes 1	7	3.4%																																
No 2	197	96.6%																																
Total	204	100.0%																																



9a	If yes, for what reason? _____		
9b	If yes, Where did this problem occur?		
9c	If yes, approximately what time of day and day of week did this occur?		
	LACK OF AVAILABILITY	TOWN CENTRE	SATURDAY
	LACK OF AVAILABILITY	TOWN CENTRE	WEEKNIGHT
	LACK OF AVAILABILITY	STATION	FRIDAY 12PM
	DRIVER REFUSED FARE; IT WAS TOO LOW	TOWN CENTRE	SATURDAY 4PM
	TAXI WENT TO WRONG DESTINATION, LED TO DELAY	AT FRIEND'S HOUSE	SATURDAY
	LACK OF AVAILABILITY	HIGH STREET	FRIDAY 12PM
	LACK OF AVAILABILITY	TESCO	THURSDAY
10	What method do you use most often to obtain a Hackney Carriage (NOT PRIVATE HIRE!)? Phone booking 1 Hailed 2 At Rank 3 Never use Hackney Carriages 4		
	Phone booking 1	24	11.8%
	Hailed 2	48	23.5%
	At Rank 3	130	63.7%
	Never use Hackney Carriages 4	2	1.0%
	Total	204	100.0%
11	How would you assess the availability of Hackney Carriages in Aylesbury Vale ? Very good 5 Good 4 Average 3 Poor 2 Very poor 1 Don't know 6		
	Very Poor	0	0.0%
	Poor	6	2.9%
	Neutral	27	13.2%
	Good	85	41.7%
	Very Good	86	42.2%
	Don't Know	0	0.0%
	Total	204	100.0%



12	<p>If the cost of Hackney Carriage fares was to increase by 10%, do you think this would lead to you using Hackney Carriages less frequently?</p> <p>Yes 1 No 2</p> <table border="1" data-bbox="456 427 839 548"> <tr> <td>Yes 1</td> <td>188</td> <td>92.2%</td> </tr> <tr> <td>No 2</td> <td>16</td> <td>7.8%</td> </tr> <tr> <td>Total</td> <td>204</td> <td>100.0%</td> </tr> </table>	Yes 1	188	92.2%	No 2	16	7.8%	Total	204	100.0%
Yes 1	188	92.2%								
No 2	16	7.8%								
Total	204	100.0%								
13	<p>If the cost of Hackney Carriage fares was to decrease by 10%, do you think this would lead to you using Hackney Carriages more frequently?</p> <p>Yes 1 No 2</p> <table border="1" data-bbox="456 725 839 848"> <tr> <td>Yes 1</td> <td>194</td> <td>95.1%</td> </tr> <tr> <td>No 2</td> <td>10</td> <td>4.9%</td> </tr> <tr> <td>Total</td> <td>204</td> <td>100.0%</td> </tr> </table>	Yes 1	194	95.1%	No 2	10	4.9%	Total	204	100.0%
Yes 1	194	95.1%								
No 2	10	4.9%								
Total	204	100.0%								
14	<p>Are there any locations where you would like a new Taxi Rank?</p> <p>Yes 1 Go to Q14a No 2 Go to Q15</p> <table border="1" data-bbox="456 987 839 1108"> <tr> <td>Yes 1</td> <td>5</td> <td>2.5%</td> </tr> <tr> <td>No 2</td> <td>199</td> <td>97.5%</td> </tr> <tr> <td>Total</td> <td>204</td> <td>100.0%</td> </tr> </table>	Yes 1	5	2.5%	No 2	199	97.5%	Total	204	100.0%
Yes 1	5	2.5%								
No 2	199	97.5%								
Total	204	100.0%								
14a	<p>If the answer above was yes, please specify.</p> <table border="1" data-bbox="456 1184 1275 1424"> <tr> <td>NEAR RETAIL PARK</td> </tr> <tr> <td>NEAR RETAIL PARK</td> </tr> <tr> <td>CLOSER TO MY HOUSE (REFUSED TO SAY WHEREABOUTS HE LIVED!)</td> </tr> <tr> <td>NEXT TO BUS STOP</td> </tr> <tr> <td>RETAIL PARK</td> </tr> </table>	NEAR RETAIL PARK	NEAR RETAIL PARK	CLOSER TO MY HOUSE (REFUSED TO SAY WHEREABOUTS HE LIVED!)	NEXT TO BUS STOP	RETAIL PARK				
NEAR RETAIL PARK										
NEAR RETAIL PARK										
CLOSER TO MY HOUSE (REFUSED TO SAY WHEREABOUTS HE LIVED!)										
NEXT TO BUS STOP										
RETAIL PARK										
15	<p>Are there any existing Taxi ranks that you would use more often if Hackney Carriages were more reliably found there?</p> <p>Yes 1 Go to Q15a No 2 Go to Q16</p> <table border="1" data-bbox="456 1666 839 1789"> <tr> <td>Yes 1</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No 2</td> <td>204</td> <td>100.0%</td> </tr> <tr> <td>Total</td> <td>204</td> <td>100.0%</td> </tr> </table>	Yes 1	0	0.0%	No 2	204	100.0%	Total	204	100.0%
Yes 1	0	0.0%								
No 2	204	100.0%								
Total	204	100.0%								
15a	<p>If the answer above was yes, please specify.</p>									



16	<p>Have you wanted to hire a Hackney Carriage in the last three months at a rank or by hailing and given up or made alternative arrangements for travel because none were available?</p> <p>Yes 1 Go to Q16a No 2 Go to Q17</p> <table border="1" data-bbox="456 427 898 555"> <tr> <td>Yes 1</td> <td>8</td> <td>3.9%</td> </tr> <tr> <td>No 2</td> <td>196</td> <td>96.1%</td> </tr> <tr> <td>Total</td> <td>204</td> <td>100.0%</td> </tr> </table>	Yes 1	8	3.9%	No 2	196	96.1%	Total	204	100.0%	
Yes 1	8	3.9%									
No 2	196	96.1%									
Total	204	100.0%									
16a	<p>If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?</p> <table border="1" data-bbox="456 728 994 925"> <thead> <tr> <th>Location</th> <th>Occurrences</th> </tr> </thead> <tbody> <tr> <td>HIGH STREET</td> <td>3</td> </tr> <tr> <td>DON'T RECALL</td> <td>2</td> </tr> <tr> <td>BUCKINGHAM STREEY</td> <td>3</td> </tr> </tbody> </table>	Location	Occurrences	HIGH STREET	3	DON'T RECALL	2	BUCKINGHAM STREEY	3		
Location	Occurrences										
HIGH STREET	3										
DON'T RECALL	2										
BUCKINGHAM STREEY	3										
17	<p>Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last three months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time?</p> <p>[Remember, this relates to Hackney Carriages not Private Hire, check for understanding]</p> <p>Yes 1 Go to Q17a No 2 Go to Q18</p> <table border="1" data-bbox="456 1234 841 1361"> <tr> <td>Yes 1</td> <td>3</td> <td>1.5%</td> </tr> <tr> <td>No 2</td> <td>201</td> <td>98.5%</td> </tr> <tr> <td>Total</td> <td>204</td> <td>100.0%</td> </tr> </table>	Yes 1	3	1.5%	No 2	201	98.5%	Total	204	100.0%	
Yes 1	3	1.5%									
No 2	201	98.5%									
Total	204	100.0%									
17a	<p>If the answer to the previous question is yes, how long approximately was the wait time quoted?</p> <p>_____minutes or No Availability (Code 999 minutes if no availability)</p> <p>No wait times were given</p>										
18	<p>Are there any features of Hackney Carriage services in Aylesbury Vale that you feel are particularly good? If so, please tell us what features.</p> <table border="1" data-bbox="456 1803 1442 2007"> <thead> <tr> <th>Feature</th> <th>Occurrences</th> </tr> </thead> <tbody> <tr> <td>FAIRLY EASY TO GET A TAXI, WHICH IS HANDY</td> <td>1</td> </tr> <tr> <td>EASINESS OF GETTING A TAXI</td> <td>1</td> </tr> <tr> <td>FRIENDLY DRIVERS</td> <td>6</td> </tr> <tr> <td>HELPFUL DRIVERS WITH CLEAN TAXIS</td> <td>1</td> </tr> </tbody> </table>	Feature	Occurrences	FAIRLY EASY TO GET A TAXI, WHICH IS HANDY	1	EASINESS OF GETTING A TAXI	1	FRIENDLY DRIVERS	6	HELPFUL DRIVERS WITH CLEAN TAXIS	1
Feature	Occurrences										
FAIRLY EASY TO GET A TAXI, WHICH IS HANDY	1										
EASINESS OF GETTING A TAXI	1										
FRIENDLY DRIVERS	6										
HELPFUL DRIVERS WITH CLEAN TAXIS	1										



19	<p>What would encourage you to use Hackney Carriages more frequently?</p> <table border="1"> <thead> <tr> <th>Feature</th> <th>Occurrences</th> </tr> </thead> <tbody> <tr> <td>LOWER FARES</td> <td>3</td> </tr> <tr> <td>LESS FOREIGN DRIVERS</td> <td>1</td> </tr> <tr> <td>BETTER DRIVER TRAINING</td> <td>1</td> </tr> </tbody> </table>	Feature	Occurrences	LOWER FARES	3	LESS FOREIGN DRIVERS	1	BETTER DRIVER TRAINING	1							
Feature	Occurrences															
LOWER FARES	3															
LESS FOREIGN DRIVERS	1															
BETTER DRIVER TRAINING	1															
20	<p>Are there any features of Hackney Carriage services in Aylesbury Vale that you feel are UNSATISFACTORY? If so, please tell us what features.</p> <p>No features were identified.</p>															
21	<p>Would you like to see any improvements to Hackney Carriage services in Aylesbury Vale? If so, what improvements would you like to see?</p> <p>No improvements were identified.</p>															
22	<p>Are you a permanent resident in Aylesbury Vale Council area?</p> <p>Yes 1 No, I am a visitor (on business / personal business) 2 No, I am a Tourist 3 No, I am a visitor for another purpose 4</p> <table border="1"> <tbody> <tr> <td>Yes 1</td> <td>199</td> <td>97.5%</td> </tr> <tr> <td>No, I am a visitor (on business / personal business) 2</td> <td>5</td> <td>2.5%</td> </tr> <tr> <td>No, I am a Tourist 3</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No, I am a visitor for another purpose 4</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Total</td> <td>204</td> <td>100.0%</td> </tr> </tbody> </table>	Yes 1	199	97.5%	No, I am a visitor (on business / personal business) 2	5	2.5%	No, I am a Tourist 3	0	0.0%	No, I am a visitor for another purpose 4	0	0.0%	Total	204	100.0%
Yes 1	199	97.5%														
No, I am a visitor (on business / personal business) 2	5	2.5%														
No, I am a Tourist 3	0	0.0%														
No, I am a visitor for another purpose 4	0	0.0%														
Total	204	100.0%														
23	<p>Is the respondent Male 1 or Female 2</p> <table border="1"> <tbody> <tr> <td>Male</td> <td>96</td> <td>47.1%</td> </tr> <tr> <td>Female</td> <td>108</td> <td>52.9%</td> </tr> <tr> <td>Total</td> <td>204</td> <td>100.0%</td> </tr> </tbody> </table>	Male	96	47.1%	Female	108	52.9%	Total	204	100.0%						
Male	96	47.1%														
Female	108	52.9%														
Total	204	100.0%														
	Thank the respondent for their patience and cooperation.															



4.2 Comments on results

Just over half of the respondents had used a Hackney Carriage or Private Hire Vehicles in the last three months. However, the majority of respondents never used Hackney Carriages (as opposed to Private Hire Vehicles) and the most common reasons were, that they used other modes of travel or had no need. However, cost was raised as an issue.

Most people seemed to be able to obtain a Hackney Carriage when they wanted one, whether this was by booking or through rank hire or hailing. The majority of respondents felt that availability was good or very good. Respondents seemed to indicate that they would be sensitive to a change in fares. Both an increase or a decrease.

The majority of respondents would normally obtain a Hackney Carriage at a rank.

Shopping and leisure were the principal travel purposes associated with using Hackney Carriages.

Hackney Carriages were generally perceived to be clean, with helpful drivers who had a good appearance. Over 70% of respondents felt that these attributes were good or very good. Private Hire Vehicles were generally perceived to have helpful drivers with good appearance. However, Private Hire Vehicle cleanliness was generally felt to be poor or very poor.

The proportion of respondents who had given up trying to hire a Hackney Carriage at a rank or by hailing, was very low at 3.9%. This factor is an indicator of the level of latent unmet demand and the low value indicates that there is very little latent unmet demand.



5 TRADE CONSULTATION

5.1 Background

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

5.2 Taxi trade consultation

Members of the Private Hire and Hackney Carriage trades were asked for feedback on any issues they wanted to raise with respect to the trade Aylesbury. Business owners and operators were invited to a consultation day, to explore the issues which affect the trade and to develop proposals to address these issues. In addition face to face discussions were held with a sample of drivers, at taxi ranks, in Aylesbury.

The Hackney Carriage licenses in Aylesbury are issued for two separate areas. The central area is within in Aylesbury town. The outer area covers the remainder of Aylesbury Vale District. The Hackney Carriages in the central zone have white Hackney Carriage license plates, whilst those in the outer zone have red license plates.

5.3 Hackney Carriage consultation

Aylesbury Central Zone consultation

Trade representatives from the central zone provided feedback on a range of issues. The comments received from Central Zone (white plate) representatives are summarised as follows:

The two zone system was created to ensure that the red plate Hackney Carriages would be available to cater for the villages and not all Hackney Carriages would be concentrated in Aylesbury.

The number of white plates currently in operation is more than adequate for current demand.

In recent years, some businesses have moved out of town, reducing some of the town centre demand.

Traffic congestion during the morning peak hour (8:00 to 9:00) is very heavy. There is a lot of through traffic which leads to congestion.

Wait time at the ranks, for Hackney Carriages can be over an hour at times.

Technology and other travel measures are affecting the trade. Combined train and bus tickets have had an impact on demand from rail passengers. Private



Hire Apps on mobile phones and increased ownership of mobile phones have also had an impact on rank hire.

Typical fares are low, typically of the order of £4.50. Most fares are short journeys, within the extents of Aylesbury.

The original 50 plates were issued as an 'off the top of the head' figure.

The number of red plate Hackney Carriages (outer zone) dropped after 2008 when vehicle type restrictions meant that all Hackney Carriages had to be wheel chair accessible.

There is no great volume of Private Hire vehicles registered in other areas, operating within Aylesbury.

Some drivers are earning less than they did 20 years ago.

The town has expanded in recent years but this hasn't led to more business. Newcomers struggle to cover costs and generate a living income.

There are problems with Private Hire Vehicles plying and touting in the centre of town. Private Hire Vehicles wait outside venues hoping to pick up hires which have not been pre-booked. Or drive slowly around town offering to pick up pedestrians.

Police move on Hackney Carriages if they wait outside clubs and takeaways, but do not move on Private Hire Vehicles.

Licensing income is not spent on enforcement. Marshalls are needed for Thursday, Friday and Saturday nights. More enforcement is required to stop bad practices.

The white plate Hackney Carriages operate a cooperative with an operators license. As an operator, they accept telephone bookings for the town Hackney Carriages, as well as picking up fares from the ranks.

The Fare for All scheme has been developed for catering for disabled users. This has defined a code of practice to ensure disabled users are not discriminated against with respect to the fares charged.

From the station, the hospital (Stoke Mandeville) and prison are common destinations.

Some customers arrive at the station rank thinking all fares within Aylesbury are £3. This is the fare advertised by some taxi (Private Hire) firms online.

Aylesbury has expanded to cater for London expansion. So, there are lots of commuters into London. However, commuters tend to have combined rail / bus passes.

35% of the new population work in London.



Red plate Hackney Carriages cover all the out of town stations. These include Aylesbury Parkway, Stoke Mandeville and Wendover,

Not all of the white plate Hackney Carriages were operating during the rank surveys. 8 were not operating.

There are no signs into town to indicate where taxi ranks are located.

Licensing fees in Aylesbury are higher than in surrounding areas.

There is very little hailing demand.

Aylesbury outer zone consultation

Trade representatives from the Outer Zone (red plates) attended a consultation meeting. Also in attendance were representatives from the GMB union, who had been invited by the red plate trade representatives.

The following issues were identified and points raised:

There are 11 red plates.

There is confusion over public perception of which taxis can operate where. The public don't understand why they cannot hire a red plate Hackney Carriage in town.

The red plate Hackney Carriages are licensed to the same vehicle standards as the white plate vehicles and have the same outgoings as white plates. But they don't have access to town centre work, so it is not a level playing field.

Now, with UBER and mobile applications, there is more competition from Private Hire.

Population growth is high but there has been no growth in either red or white plate Hackney Carriages.

The number of Private Hire Vehicles in operation has increased. This indicates growth in demand. This growth should apply to Hackney Carriages as well as Private Hire Vehicles.

The GMB representative tables several proposals, summarised as follows:

Licensed vehicles should be issued with number plates, which have licensing stickers and RFID tags. The tags can be mounted on the plate when the vehicle is in use for licensed purposes and removed if the vehicle is used for private purposes. This way, passengers can see if the vehicle is on duty and has valid certification for hire purposes. The proposals would help to protect vulnerable people from getting into the wrong vehicle. Vehicles would then not require advertising stickers on doors.

The red plate drivers have a social conscience regarding vulnerable people. White plates are missing vulnerable users, e.g. ignoring wheel chairs.

New stations at Winslow and Aylesbury Vale Parkway, plus the new East – West rail link will lead to increased demand in the future.



Red plates are type approved. They are not always suitable for all users. Of the 5% of journeys which carry disabled passengers, 15% are wheel chair users. Most disabled people with mobility problems cannot get in and out of taxi type vehicles.

Typically a driver may pick up 1 wheel chair per month. Drivers are expected to assist passengers. This can lead to health and safety issues for drivers dealing with heavy people. Most drivers have caused damage to themselves when helping some passengers.

The trade needs a roadmap for investing in new technology. For example, Euro 5 could be subject to future requirements for upgrades. So drivers could invest in new technology and improvements, only to find that regulations change shortly afterwards.

Licensing have responsibility to protect the general public. The trade need the correct tool to do the job, but changes in regulation can lead to hardship as costs of upgrades are not necessarily recovered through fares. The trade needs certainty that new directives will not force the need for new vehicles before the normal replacement cycle.

Wheel chair users don't travel in the hope of hailing a wheel chair accessible vehicle. Almost all book, except at the railway station.

All taxi associations should provide collective wheel chair provision within the fleet, sufficient to cover requirements, rather than all providing full cover with all vehicles being wheel chair accessible.

There is no reason that Private Hire should not have a requirement to provide a proportion of wheel chair accessible vehicles if the fleet size meets certain size criteria.

Not all wheel chair accessible vehicles can cater for all wheel chairs.

Some users need lower floor levels, of saloon cars, to get in and out, rather than the high floor level of taxi type vehicles.

Funding is needed for greener vehicles, to meet public expectations.

When picking up vulnerable people, divers may need to assist passengers to the vehicle, from the door of the property. This may require the driver to leave the vehicle unattended to assist. The vehicle could be ticketed when this happens. There needs to be some level of dispensation for drivers in such circumstances.

Private Hire Operators need to be fit for purpose and operating equitably regarding drivers. Operators should not be able to just drop drivers with no notice or no reason. Need processes in place to protect drivers . Drivers invest in vehicles and this investment should be protected.

Taxi fares are low. Hackney Carriages and Private Hire can cost less than the bus.



Private Hire drivers are claiming benefits and creating artificially low fares. This leads to low quality in the Private Hire fleet. There is a perception that Private Hire Vehicles are not very roadworthy.

There should be a 6 month MOT for PHV. This should apply to all PHV, not just those over 6 years old. This will force an increase in quality and an increase in fares.

Passengers perceive no residual personal benefit from travel, so want as low a cost as possible.

The number of incidences of attacks and failure to pay are too high. The Police and the Council need to work together to educate the public.

Police need training regarding touting and other illegal activity. Failure to pick up illegal touting and plying for hire is a danger to the public and is theft of trade from Hackney Carriages. Hackney Carriage drivers need the same protection as members of the public with respect to theft and abuse.

Abuse is so commonplace that sometimes drivers don't inform the police, regarding it as a waste of time.

Police don't prosecute, often citing offences as civil matters. Police are happy to prosecute drivers but not assaults or robberies.

Council are happy to take fees but not to help to improve the trade.

The trade would like a consultation voice with the Council licensing people, for example a monthly liaison group meeting.

There is no scope for red plate Hackney Carriages to work with mobile apps. There are not enough white plates at certain times.

There are no ranks at supermarkets at present. Supermarkets are currently serviced by out of area Private Hire.

The 2011 Health Check report suggested the removal of zones for the Paralympics.

Railway stations are operated with Private Hire. Parkway needs LTI vehicles.

Private Hire operators increasing in rural areas using mobile apps.

Dead mileage for Hackney Carriages is an issue with respect to environmental impact. Private Hire Vehicles have less dead mileage, due to smart technology, using GPS and mobile apps.

There needs to be an overall increase in the fleet to deal with unmet demand.

The cap on white plates is kept to maintain the status quo.



There is no flexibility on vehicles. For example, the E7 is not nice for passengers. The trade needs flexibility to use more comfortable and cheaper vehicles.

There should be a facility for good CCTV and emergency button for drivers. The public should then be educated that CCTV is there for the protection of the public and drivers.

The Taxi test is booked a year in advance. There is no reminder and no scope for variation, for example a puncture on the way to the test centre. The re-booking fee, at £75 is high. The vehicle may not be driven before the re-booked test. Sometimes plates are delayed after the test. A clear English list of licensing and testing requirements is needed.

On street checks are carried out on vehicles, even if they have been recently passed by the annual test. There should be a means of avoiding on street tests if the vehicle has recently been inspected. On street inspections should not be undertaken on Friday and Saturday nights as these are the peak times for earning income.

Some drivers also take jobs for Private Hire Operators, i.e. work as Private Hire Drivers for some of the time.

Tuk Tuk and peddicabs require clearer legislation to prevent unlicensed operation. There is nothing in current local legislation to prevent pedicab operation, hence there is no protection for the public.

Protection is needed for the existing taxi fleet from outside mobile apps. Need protection from apps which take away business.

Shared journey apps should be banned. Journey sharing places the public at risk. There is no protection from other passengers. This would include trip sharing apps such as Bla Bla Car.

Who enforces out of area operators? We need more enforcement and officers. There is not enough staff in licensing and enforcement in the Council.

Operators should all be UK based and resident in the UK. There needs to be transparency regarding background, for tax, money laundering and employment purposes. Owners of Private Hire companies should not be overseas domiciled.

Between 7.30 and 9.30 am, the white plates are away from the ranks on school runs.

Arrests for failure to pay should be publicised.

Drivers should be encouraged to report offences.

A system of bans from taxis should be implemented. Offender prosecuted for assault or non-payment should be publicised and pictures used to publicise a list of barred people. Pubs operate a similar system.



White plates currently have a value of £60,000 - £70,000. The Council should open up plate licensing so no plate value is retained.

The rural service would not disappear if zones were scrapped and plates merged.

There would be an environmental benefit to merging, with less dead mileage.

Winslow station should have a public taxi rank.

The rank at the bus station is too far away from the buses. Private Hire are working closer and picking up passengers. The existing rank is too small and is across the road from the buses. It is too dangerous for old people to cross the road. The current rank position is good for shoppers. Another two ranks are needed at the station, outside the Masonic Centre.

The trade need toilets and plug in facilities for electric vehicles.

The Council should provide disability training for Hackney Carriage drivers and disability training for Private Hire drivers should be mandatory.

In summary, the red plate representatives want an immediate merger of the zones and an increase in the number of plates, appropriate to the level of demand. In addition, more flexibility in the type of vehicles which may operate as Hackney Carriages would improve the service to the public.

5.4 Private Hire feedback

Feedback was invited from Private Hire representatives. This was received through face to face feedback during the consultation day and through email.

The following points and issues were raised:

Private Hire plates cost the same as Hackney Carriage plates.

There is public confusion between white, red and yellow [Private Hire] plates.

During the weekend, Private Hire Vehicles ply for hire in town.

Private Hire business is built on word of mouth so customer service is paramount.

Some Private Hire are known to over charge, based on circumstances.

A Hackney Carriage driver badge is a dual purpose badge. The cost is the same for a Hackney Carriage and for a Private Hire driver badge. Why have differences between Hackney Carriage and Private Hire badges?

Private Hire Vehicles are restricted in type. Private Hire vehicles cannot be taxi type vehicles.

Hackney Carriages turn down small fares.



Police encourage Private Hire to pick up un-booked fares at certain times.

For the 2005 taxi survey, the Hackney Carriage operator was not answering the phone and not taking pre-booked work. Only did rank work for the duration of the survey.

There are not enough Hackney Carriages to satisfy peak demand or for public safety.

Why is there no allowance for waiting or for bus lane use by Private Hire Vehicles?

At the weekend, white plate Hackney Carriages form unofficial ranks outside clubs.

Additional ranks and feeder ranks are required at clubs and theatre.

Customers know the white plate drivers and sometimes at a rank, will avoid a particular driver, because of bad experiences in the past.

White Hackney Carriage plates currently change hands for £24,000.

Hackney Carriages should be encouraged to pick up at bus stops.

There is very little hailing activity, the public need to be educated that Hackney Carriages can be hailed.

There should just be one Hackney Carriage zone.

If there were no limit, around 25% of Private Hire drivers would move to Hackney Carriage.

All vehicles should be fitted with CCTV.

All Private Hire operators are forced to reduce fares to match discounters.

There is no choice at the ranks as to which vehicle a passenger wants to take.

Police are not interested in failure to pay crimes.

Drivers don't charge up front for journeys, except for long journeys. This practice should change and for pre-booked agreed fares, payment in advance should be normal.

It is estimated that 50% of white plate work is Private Hire, through the 5 twos operator. White plate Hackney Carriages on private hire trips, don't use the meter.

Lots of white plates do school contracts.

Owner drivers [Private Hire] pick and choose hours.



Keeping the restrictions is the best way forward for Aylesbury due to a number of reasons; mainly the rank space and the proposed pedestrianised zones in the town centre. We already have limited movement around the town, I have witnessed gridlocks on many occasions due to Taxi Drivers parking badly. If restrictions were lifted there is a lot of interest amongst Drivers to become Hackney Carriage Drivers. This will in turn lead to congestion, difficult to get around and less work for everybody. I have seen hackneys do about two or three runs each on a Friday/Saturday night and the towns empty.

If restrictions were lifted I feel it would also have an adverse affect on the Private Hire trade especially the night time trade. We have a major problem with Drivers already touting and illegally plying for hire, whilst the local authority are trying their best to curb this problem, by patrolling the streets during weekends, I feel a great deal more can be done. To counter this problem the local authority needs to target hot spots such as Lloyds Bank, Bon Appetite, Sainsburys, Aylesbury Library and JFC. The individuals that have been reported by the Hackney Carriage drivers should be issued warnings or at the least summoned for an interview to follow up on the complaint. Problem Drivers are easily identified as it is mainly the same individuals and are well known by all for this practise, if a pattern emerges call the Driver in. Hopefully, this will hand some of the trade back to the Hackney Carriage Drivers who are entitled to this work and reduce the illegal plying for hire.

The Hackney trade are suffering at the hands of the Private Hire trade especially on how easy it is to pick-up a 'flyer' in Aylesbury. By keeping restrictions in place it benefits the Private Hire trade, with more fares and there is more control on Drivers behaving badly and easier for the Council to enforce any rules.

I would also like to mention whilst improvements have been made by Licensing department with regards to Online applications there needs to be more dedicated staff to the Taxi Trade to deal with day to day enquiries. The taxi plate system needs to be change. Sometimes Drivers have to wait too long for their plates to be made which leads to them missing trade, as the Plate has not been issued. The plate should be issued on the initial application and thereafter a paper license and disc to display in the vehicle. Hopefully this will speed up the applications. Drivers usually expect their plate to be ready the next day.

Because of the restricted number of plates, the Taxi operation in Aylesbury is only a benefit to the Operators not the public.

Lack of Taxis are putting members of the public at risk from unauthorised and illegal cabs.

Any Operator with a vehicle up to 12 months old, meeting the AVDC requirements for limited mobility accessibility, should be able to apply for a Hackney plate. (Unlimited numbers, better for the public)

AVDC report they are required to build another 26,890 new homes by 2026. These homes will need a realistic service.

Berryfields and Buckingham Park are already the size of a small town on the outskirts of Aylesbury



50 Hackneys allowed currently and they all operate under one company, Surely this is a monopoly

Mainly Asian drivers so during religious festivals no Taxis available (A month during Ramadan). This applies to private hire companies also.

These Hackneys are also used as Private Hire vehicles.

Age of taxis to be limited to 6 years Maximum no exceptions

Aylesbury Vale is home of the Paralympics, but some Hackneys are not wheelchair friendly.

Because of the age of vehicles, some side loading ramps do not work.

Drivers do not carry manual ramps.

Straps and restraints not maintained for use by wheelchairs.

For a Hackney to be licenced to trade in AVDC, all of the wheelchair accessible functions should be operational or the vehicle should be off the road.

Barnstaple North Devon deregulated hackneys years ago and now it is a trade that functions for the public not for the hackney owners.

We must not forget that the main difference between private hire and hackney is the authorisation to pick up off street. There is not a culture of flagging down a taxi in Aylesbury, you are expected to go to a rank and queue.

The Town does not need more Ranks, it needs more Hackneys spread out across town so you can flag a taxi as required. (Taxis make their own ranks outside the busiest places. Mendoza in High Street. White Hart Exchange Street, etc.)

I regularly see queues of people in the Town Centre at night trying to find A Taxi.

What about the whole of the Vale. This includes Buckingham, Winslow, and Wendover. Where are their Hackneys?

Less legally minded private hire vehicles can easily be seen plying for this trade and regularly park in or near empty ranks.

For the sake of public safety and service to the public, more plates are urgently needed.



6 STAKEHOLDER CONSULTATION

6.1 Background

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

6.2 Stakeholders

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

The following bodies or representatives were contacted:

- Councillors
- Town Councils
- University of Bedfordshire, Aylesbury Campus
- Aylesbury Area Disabled Club
- Buckinghamshire Disability Service (BuDS)
- Rehabilitation, Education & Community Homes Ltd REACH
- Enrych Buckinghamshire
- The Freemantle Trust
- Aylesbury Town Centre Partnership
- Town Centre Manager
- Aylesbury Town Council
- Age UK
- Police
- Stoke Mandeville hospital.
- Chiltern Railways
- Arriva
- Bars and Clubs: Niche, Mirage, Fever, Bell Hotel, Green Man, Kings Head.
- Supermarkets: Morrisons, Station Way; Tesco Extra; Sainsburys, Buckingham Street.
- Hotels: Travelodge, Premier Inn, Holiday Inn,

Feedback was sought through a combination of telephone calls, emails and visits. Whilst some consultees did not respond, we did receive feedback from 19 consultees. Most of these were from those we contacted directly by telephone or face to face contact.



6.3 Feedback received

Feedback received from elderly, disabled or mobility impaired representatives suggested that services from Hackney Carriage vehicles generally met the requirements of those who relied upon licensed vehicles for transport. However, this is as a result of work undertaken to improve services and address issues which have arisen in the past.

Issues which have been addressed include; some vehicles not carrying a wheel chair ramp, some drivers not wanting to pick up disabled users, some drivers not wanting to pick up wheel chairs, some drivers applying higher charges for carrying disabled or wheel chair users.

The 'Fair4 All' scheme has been developed to ensure that disabled people receive fair and good quality service when using Hackney Carriages and Private Hire Vehicles belonging to the scheme.

The Fair4 All scheme sets out a quality standard to be applied to the carriage of people with disabilities. All drivers who display the Fair4 All stickers in their vehicles will have been trained to an approved level in disability awareness.

Feedback from the night time economy indicated that they were not aware of any issues with availability of licensed vehicles. There is a fairly high level of awareness, amongst the night time economy respondents, of the differences between Hackney Carriages and Private Hire Vehicles, but they generally felt that members of the public didn't always draw a distinction. It was felt that most customers book taxis on mobile phones, but many were seen responding to offers from Private Hire Vehicles, for on the spot hires, without appearing to pre-book. At closing times, some people would attempt to flag down a taxi, not necessarily distinguishing between Private Hire Vehicles or Hackney Carriages. There was a perceived issue with Private Hire Vehicles ranking outside bars, takeaways and clubs and plying for hire whilst driving around the town centre. The queues of waiting Private Hire Vehicles, at peak times, can cause traffic congestion and sometimes the people waiting on pavements (outside the venues) can feel harassed.

It is rare for licensed premises or hotels to book a taxi on behalf of clients. There is generally information available with operator contact details and clients will generally call these numbers themselves.

All of the supermarkets had Freephone telephone to connect to a Private Hire operator, for shoppers who wanted to hire a Private Hire Vehicle.

Councillors and Town / Parish Councils from all of Aylesbury Vale District were invited to comment. The feedback received included the following comments:

"One observation from me is that Market Square in the centre of Aylesbury is meant to be car free for the safety and freedom of pedestrians. Nearly every time I go into Aylesbury I see AVDC licensed taxis ignoring the signs and driving through Market Square as a short cut. This is dangerous and annoying flying in the face of everything local Cllrs are trying to achieve to make Aylesbury a safer and place to meet and shop. They should have their licenses revoked and be prosecuted for ignoring road signs."



Buckingham Town Council provided the following response “Whilst Members agreed that taxis providers form a very important service in and around the town for varying elements of the community, the Town Clerk responded with the following comments.

1. Taxis whether they are private hire or hackney carriage often loiter in the town centre in disabled bays and at the bus stops rather than (for hackney carriages) the recognised taxi rank next to the Community Centre.
2. A gentle reminder of vehicular courtesy, driving performance and speed limits in the town was felt to be in order.
3. Consideration of the disabled or infirm when despatching suitable vehicles – difficulty with minibus vehicles. Ensure drivers are trained in assisting the disabled passenger.
4. Suggest taxi firms look into technology now available such as gps tracking systems to a) avoid taxis loitering in areas they shouldn't be and b) aid in the implementation of online booking systems.
5. New housing developments – look into providing taxi parking to be a consideration.”

Police comments were favourable. The trade works well, serving the local community needs and responding to issues in a positive manner, when such issues should arise..

The supermarkets consulted all have free phones to Private Hire operators, for customers to book a Private Hire Vehicle. None of the shop representatives felt there was a particularly high demand for taxis at the supermarkets.

No bus or rail related representatives commented on any issues.



7 COMPARISON OF LICENSED VEHICLE FLEET SIZE

7.1 Comparison

A comparison of the proportion of licensed vehicles, per head of population can inform the view of the licensed vehicle provision within Aylesbury Vale as a whole. The following figure presents the proportion of licensed vehicles per 1000 people in Aylesbury Vale District with all other authorities in the South East of England region. Licensed Vehicle numbers are based on March 2013 figures and Mid 2012 population data.

The data is presented in a table and graphically, in a stacked bar chart. The height of each bar represents the number of licensed vehicles per 1000 people. Each bar is broken down as Hackney Carriages and Private Hire Vehicles.

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

The statistics for Aylesbury Vale are: 0.3 Hackney Carriages per 1000 people and 3.7 Private Hire Vehicles per 1000 people. These proportions combine to form a total of 4.0 licensed vehicles per 1000 people.

The proportion of licensed vehicles in Aylesbury Vale is towards the middle of the range of all the licensing authorities which limit the number of hackney carriages. However, with a proportion of 0.3 Hackney Carriages per 1,000 population, Aylesbury Vale has the lowest proportion of Hackney Carriages per 1,000 population, along with three other authorities which share the same proportion.

It is worth noting that the data incorporates both central zone and outer zone Hackney Carriages. Aylesbury town (central zone) is served by 50 Hackney Carriages. The outer zone is served by 11 Hackney Carriages. The population of the outer zone is greater than that of Aylesbury town, however the population in the outer zone is more widely dispersed.



Table 14 - Comparison of Licensed Vehicle Proportions

Licensing Authority and Hackney Carriage cap status	Hackney Carriages per 1,000 population.	Private Hire Vehicles (PHVs) per 1,000 population.	Total Hackney Carriages and PHVs per 1,000 population.
Daventry [No Limit]	1	0.1	1.1
Kettering [No Limit]	0.6	0.6	1.2
Horsham [No Limit]	0.4	1	1.3
Gosport [No Limit]	0.7	0.9	1.5
Ashford [No Limit]	0.6	0.9	1.5
Swale [No Limit]	1.2	0.4	1.5
South Bucks [No Limit]	0.6	1	1.6
Rother [No Limit]	1.2	0.4	1.6
Isle of Wight [No Limit]	1.3	0.3	1.7
Wokingham [No Limit]	0.6	1.2	1.8
Surrey Heath [No Limit]	1.1	0.8	1.9
Waverley [No Limit]	1.4	0.5	1.9
Vale of White Horse [No Limit]	1.2	0.8	2
West Oxfordshire [No Limit]	1.1	0.8	2
Basingstoke and Deane [No Limit]	0.4	1.6	2
Arun [No Limit]	1.9	0.2	2.1
Chichester [No Limit]	0.4	1.7	2.1
East Northamptonshire [No Limit]	1.3	0.8	2.1
New Forest [No Limit]	0.7	1.5	2.2
Winchester [No Limit]	1	1.3	2.2
Spelthorne [No Limit]	0.8	1.4	2.2
Dartford [No Limit]	0.9	1.3	2.2
Rushmoor [No Limit]	1.6	0.7	2.3
Medway [No Limit]	1.6	0.7	2.3
Cherwell [No Limit]	0.9	1.6	2.4
Mole Valley [No Limit]	1.3	1.1	2.4
Tandridge [No Limit]	1.6	0.9	2.4
Wellingborough [No Limit]	0.7	1.7	2.4
Sevenoaks [No Limit]	1.7	0.8	2.5
East Hampshire [No Limit]	0.9	1.7	2.6
Fareham [No Limit]	2	0.5	2.6
Hart [No Limit]	1.7	0.9	2.6
Chiltern [No Limit]	1.5	1.2	2.7
Canterbury [No Limit]	1.6	1.1	2.7
Gravesham [No Limit]	2.2	0.5	2.7
Shepway [No Limit]	2.5	0.2	2.7
Worthing [No Limit]	0.7	2.1	2.7
Guildford [No Limit]	1	2	3
Lewes [No Limit]	2.5	0.5	3
Wycombe [No Limit]	0.5	2.7	3.2
Northampton [No Limit]	0.6	2.6	3.3
Tonbridge and Malling [No Limit]	1.6	2	3.6
Wealden [No Limit]	1.4	2.4	3.8
South Oxfordshire [No Limit]	3	1.3	4.3
Eastleigh [No Limit]	0.8	3.5	4.3
Elmbridge [No Limit]	1.1	3.2	4.3
Eastbourne [No Limit]	1	3.6	4.6
Epsom and Ewell [No Limit]	0.8	4.1	4.8
Reigate and Banstead [No Limit]	0.6	5.4	6
Woking [No Limit]	1.1	5.5	6.6
Windsor and Maidenhead [No Limit]	1	5.9	6.9
Test Valley [Limit]	0.3	1.2	1.5
Dover [Limit]	0.6	1	1.7
Maidstone [Limit]	0.3	1.4	1.7
West Berkshire [Limit]	1.2	0.8	2.1
Tunbridge Wells [Limit]	0.9	1.2	2.1
Bracknell Forest [Limit]	0.7	1.6	2.3
Mid Sussex [Limit]	1.1	1.2	2.3
Adur [Limit]	1.2	1.6	2.8
Corby [Limit]	1.8	1.1	2.9
Hastings [Limit]	0.5	2.9	3.4
Brighton and Hove [Limit]	2	1.6	3.5
Southampton [Limit]	1.2	2.4	3.6
Milton Keynes [Limit]	0.8	2.9	3.8
Aylesbury Vale [Limit]	0.3	3.7	4
Reading [Limit]	1.5	2.6	4.1
Havant [Limit]	0.3	3.8	4.1
Thanet [Limit]	0.8	3.3	4.1
Oxford [Limit]	0.7	3.7	4.4
Slough [Limit]	0.8	4.3	5.1
Portsmouth [Limit]	1.1	4.5	5.6
Crawley [Limit]	1.1	4.9	6.1

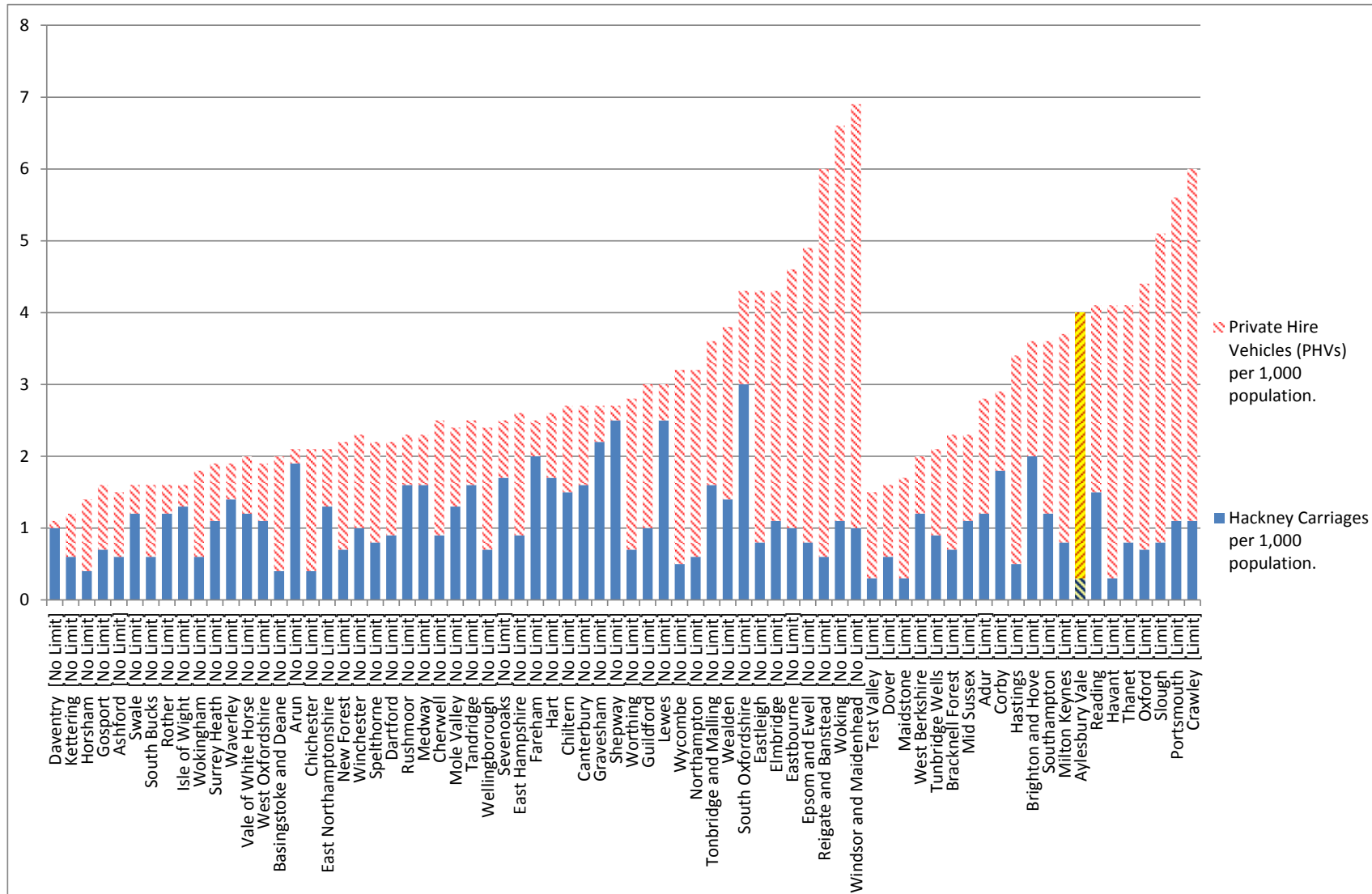


Figure 21 - Comparison of Licensed Vehicle Proportions



8 DETERMINATION OF UNMET DEMAND

8.1 Quantitative Assessment

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

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

where:

ISUD = Incidence of Significant Unmet Demand

APD = Average passenger delay across all time periods

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

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

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

SF = Seasonality Factor

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

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

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

8.2 Calculation of ISUD variables

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

The average delay in passenger minutes was 0.10 minutes (6 seconds).



PF There was a peak in demand across the taxi ranks surveyed. Between 23:00 to 02:00 on Friday and Saturday nights. However, this peak is not considered to be a sharp peak in demand. Therefore, the **PF value is 1.0**.

SSP Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, on Friday and Monday, Qualifying passenger queues were observed for 10 of the 22 hours. Therefore, **SSP value = 45.45**

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. **The GID value =5.1%**

SF Due to the nature of these surveys it is not possible to collect information throughout an entire year to assess the effects of seasonality. Experience has suggested that Hackney demand does exhibit a degree of seasonality and this is allowed for by the inclusion of a seasonality factor. The factor is set at a level to ensure that a marginal decision either way obtained in an “untypical” month will be reversed. This factor typically takes a value of 1 for surveys conducted in September to November and March to June, i.e. “typical” months. It takes a value of 1.2 for surveys conducted in January and February and the longer school holidays, where low demand the absence of contract work will bias the results in favour of the Hackney trade, and a value of 0.8 for surveys conducted in December during the pre-Christmas rush of activity. For this study, a factor of **1.0** is assumed.

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

The public consultation survey results indicate that 3.9% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.039**.

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

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

$$\text{ISUD} = 0.1 \times 1.0 \times 45.45 \times 5.1 \times 1.0 \times 1.039 = 24$$

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

8.3 Consideration of wider factors.

The ISUD value of 0 falls below the level which would suggest that the level of unmet demand is significant. This value is derived as one of the coefficients is zero, therefore, the overall index value would be zero, irrespective of other



coefficients. Whilst a powerful indicator, the ISUD value should not be taken in isolation. Other available evidence should also be considered.

The balance of supply and demand suggests that periods of excess demand are limited and the prevailing condition at the ranks is equilibrium or excess supply.

There is no evidence of Significant Unmet Demand.



9 CONSIDERATION OF EARLIER WORK

9.1 Outer zone assessment

The drivers of outer zone Hackney Carriages had commissioned a report titled 'Aylesbury Vale Red Plate Hackney Carriage Association, Review of options for licensing in Aylesbury Vale –the Red Plate view'

The report sets out some options for limiting the number of red plates and for enabling the red plate Hackney Carriages to access trade within Aylesbury town centre, i.e. within the inner zone.

From the report and feedback from the trade, it is clear that the red plate holders feel that there is more demand for Hackney Carriage services in Aylesbury town centre, than in the outer zone. The report recommends the implementation of a limit on the number of red plate Hackney Carriages, to protect the investment in vehicles made by the red plate vehicle owners. In addition, the report recommends that all Hackney Carriages would be allowed to accept hailed hires in any part of Aylesbury Vale, but Hackney Carriages would be limited to standing on the ranks in the respective licensing zones, i.e. red plate Hackney Carriages would not be allowed to wait on the taxi ranks in Aylesbury town centre and white plates would not be allowed to wait on taxi ranks in the outer zone. These measures would be followed by a transfer of red plate Hackney Carriages to become white plate Hackney Carriages, followed by an assessment of unmet demand across both zones, before any further measures could be considered.

The proposals address several issues, including meeting demand in the rural areas, potential impact through over ranking at the Aylesbury town centre ranks and addressing future demand levels.

The proposals would face some challenges with implementation. For example, would red plate Hackney Carriages be allowed to wait by the roadside in Aylesbury, at non-rank locations? Or, would red plate Hackney Carriages only be allowed to ply for hire, so long as the vehicles kept moving? Such factors would need to be considered and policies developed to address such issues. We are not aware of any existing arrangements where Hackney Carriages may ply for hire but may not use ranks, on public roads. We understand that it may not be feasible, within the existing taxi regulation legislation, to enable such a scheme.

The proposals recognise the potential impact on supply of Hackney Carriages to meet demand in the rural areas, should red plate Hackney Carriages be drawn in to Aylesbury town. The impact would need to be assessed. Whilst the report acknowledges that there was no evidence of unmet demand at the time of publication, this could change and would need to be assessed, should red plate Hackney Carriages be allowed to operate in central Aylesbury.



10 CONCLUSIONS

10.1 Unmet demand

Analysis of the taxi rank survey data indicates that there was some evidence of unmet demand, through the presence of passenger queues from time to time. However, the presence of queueing was periodic, rather than continuous, and was not sufficient to indicate the presence of Significant Unmet Demand. The ISUD coefficient is below the threshold which would indicate the presence of Significant Unmet Demand. Therefore, the conclusion is that there is **no Significant Unmet Demand**.

10.2 Additional issues identified

Touting and plying for hire by Private Hire Vehicles is seen as a significant issue in Aylesbury town centre. Some feedback indicated that the issues were caused by a minority of repeat offenders, rather than the majority of drivers. Some additional enforcement action has been requested to address such activities.

There is a clear desire for red plate drivers, who operate in the outer zone, to have access to the trade in Aylesbury town centre. They feel that there is sufficient demand to justify opening this section of the trade to them, rather than restricting the trade in Aylesbury to white plate Hackney Carriages. Some options for phased measures to facilitate access to the town centre trade have been developed in a report commissioned by the red plate owners. Consultation with the red plate representatives indicated that their preferred option was for the inner and outer zones to be merged and all Hackney Carriages would then be able to operate throughout Aylesbury Vale.

10.3 Conclusions and Recommendations

It is concluded that no additional Hackney Carriage licenses are required at this time, to service existing demand. Passenger queuing, whilst notable, was not significant or prevalent. There is no Significant Unmet Demand.

The white plate Hackney Carriages operate a well coordinated and controlled trade organisation. They own a licensed operator company, which accepts telephone bookings as well as rank hires. The organisation monitor the locations of drivers and assign drivers to ranks to cover demand. Whilst it could be considered that the presence of such an organisation could be restrictive, the approach adopted appears to be successful in meeting demand for rank hire in Aylesbury, relatively efficiently. The mix of telephone booking and rank hire work also addresses some of the cross zone issues, by potentially reducing dead mileage from trips out of the central zone. i.e. there is the opportunity to pick up a return trip from a telephone booking. The presence of such an organisation can provide a greater public benefit, than if the trade comprised of solely owner drivers, without any collective approach to the trade. Where the fleet consists largely of owner drivers, the supply of Hackney Carriages to meet demand tends to be less efficient and hence requires more Hackney Carriages to meet a given level of demand. This situation tends to lead to larger queues of Hackney



Carriages at ranks. The impact on organisational efficiency should be taken into account when considering potential options for increasing the number of Hackney Carriage licenses, or merging operations between zones.

The report commissioned by the red plate Hackney Carriage owners recommended that removal of the two zone licensing system would not be in the public interest. The recommendation was based on retaining the two zone system. We recommended that proposals for facilitating access to the Aylesbury town centre market, by red plate drivers, are considered further. However such considerations should also take into account the following issues.

- The potential for unmet demand in the rural zone, if red plate Hackney Carriages were to ply for hire in Aylesbury. Some form of unmet demand survey and estimate of license requirements would be needed. i.e. would demand in the rural areas be satisfied if some of the red plate Hackney Carriages were operating in Aylesbury, rather than in the rural areas?
- The practicalities and feasibility within existing legislation, of allowing plying for hire, without allowing ranking, either formally or informally, would need to be considered.
- The policy requirement for the proposals would need to be fully explored. For example, a policy would need to exclude any requirement to 'return to the nearest rank'.
- The potential impact on the organisational efficiency of the current arrangements would need to be assessed. Would 'deregulation' improve the public benefit?

It is recommended that trade issues with enforcement are addressed. The perceived lack of enforcement is a dominant issue and one which could give rise to further problems through frustration within the trade that no action is seen to be taken.



APPENDIX A RANK OBSERVATION RESULTS



Railway Station		Friday to Saturday					
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	6	3	9	3	1.0	9	
08:00	3	5	8	5	1.0	5	
09:00	2	9	11	10	1.1	14	
10:00	2	7	9	9	1.3	15	
11:00	2	5	7	6	1.2	16	
12:00	2	4	6	4	1.0	19	
13:00	5	3	8	4	1.3	2	
14:00	4	6	10	7	1.2	8	
15:00	2	8	10	9	1.1	6	
16:00	2	5	7	6	1.2	22	
17:00	1	14	15	15	1.1	15	
18:00	0	15	15	16	1.1	13	
19:00	3	21	24	21	1.0	12	
20:00	0	9	9	9	1.0	23	
21:00	2	5	7	5	1.0	25	
22:00	1	10	11	11	1.1	15	
23:00	1	11	12	12	1.1	23	
00:00	5	15	20	17	1.1	9	
01:00	6	9	15	12	1.3	13	
02:00	2	0	2	0	0.0	5	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	3	
Total	51	164	215	181	1.1	13	
Railway Station		Saturday to Sunday					
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	2	2	2	1.0	20	
08:00	3	1	4	1	1.0	10	
09:00	5	2	7	2	1.0	9	
10:00	1	5	6	6	1.2	13	
11:00	2	5	7	11	2.2	19	
12:00	1	6	7	6	1.0	13	
13:00	2	6	8	15	2.5	23	
14:00	2	12	14	21	1.8	6	
15:00	0	6	6	12	2.0	25	
16:00	6	5	11	9	1.8	29	
17:00	3	0	3	0	0.0	41	
18:00	2	11	13	20	1.8	38	
19:00	2	16	18	24	1.5	7	
20:00	2	17	19	31	1.8	7	
21:00	3	8	11	10	1.3	9	
22:00	7	5	12	10	2.0	16	
23:00	5	9	14	12	1.3	15	
00:00	2	20	22	26	1.3	11	
01:00	3	9	12	10	1.1	8	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	51	145	196	228	1.6	15	



Railway Station		Sunday to Monday					
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	2	0	2	0	0.0	12	
09:00	2	1	3	2	2.0	6	
10:00	2	1	3	1	1.0	12	
11:00	5	1	6	1	1.0	17	
12:00	2	7	9	10	1.4	15	
13:00	0	7	7	8	1.1	12	
14:00	2	6	8	10	1.7	16	
15:00	2	4	6	7	1.8	14	
16:00	3	12	15	19	1.6	8	
17:00	7	2	9	2	1.0	20	
18:00	3	9	12	10	1.1	16	
19:00	0	9	9	11	1.2	17	
20:00	4	4	8	5	1.3	24	
21:00	2	11	13	17	1.5	29	
22:00	1	15	16	26	1.7	10	
23:00	0	6	6	11	1.8	12	
00:00	2	3	5	3	1.0	33	
01:00	2	1	3	2	2.0	19	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	2	0	2	0	0.0	0	
06:00	0	0	0	0	0.0	8	
Total	43	99	142	145	1.5	16	
Railway Station		Monday to Tuesday					
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	2	4	6	4	1.0	21	
08:00	1	8	9	11	1.4	1	
09:00	4	11	15	14	1.3	9	
10:00	1	7	8	7	1.0	16	
11:00	1	6	7	7	1.2	26	
12:00	1	5	6	6	1.2	30	
13:00	1	8	9	14	1.8	35	
14:00	0	10	10	17	1.7	6	
15:00	1	8	9	9	1.1	6	
16:00	2	4	6	5	1.3	16	
17:00	2	7	9	11	1.6	15	
18:00	1	11	12	12	1.1	24	
19:00	1	16	17	18	1.1	13	
20:00	1	7	8	8	1.1	19	
21:00	2	6	8	7	1.2	17	
22:00	2	7	9	8	1.1	19	
23:00	3	9	12	9	1.0	19	
00:00	3	1	4	2	2.0	29	
01:00	3	0	3	0	0.0	29	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	8	
Total	32	135	167	169	1.3	17	



High Street		Friday to Saturday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	1	1	1	1.0	5
09:00	1	2	3	3	1.5	3
10:00	1	5	6	5	1.0	13
11:00	1	5	6	5	1.0	15
12:00	3	2	5	4	2.0	3
13:00	0	1	1	2	2.0	0
14:00	1	1	2	1	1.0	6
15:00	0	2	2	5	2.5	8
16:00	0	2	2	7	3.5	3
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	1	0	1	0	0.0	3
00:00	4	4	8	7	1.8	4
01:00	0	9	9	12	1.3	8
02:00	3	12	15	26	2.2	7
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	15	46	61	78	1.7	7
High Street		Saturday to Sunday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	5
10:00	0	5	5	10	2.0	14
11:00	0	5	5	8	1.6	14
12:00	1	10	11	14	1.4	8
13:00	0	2	2	2	1.0	7
14:00	1	2	3	8	4.0	10
15:00	3	4	7	6	1.5	15
16:00	0	1	1	1	1.0	49
17:00	0	3	3	5	1.7	38
18:00	2	0	2	0	0.0	9
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	5
22:00	0	0	0	0	0.0	0
23:00	3	1	4	2	2.0	9
00:00	0	17	17	22	1.3	3
01:00	0	19	19	32	1.7	3
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	11	69	80	110	1.6	9



High Street		Sunday to Monday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	0	0	0	0	0.0	#DIV/0!

High Street		Monday to Tuesday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	0	0	0	0	0.0	#DIV/0!



Buckingham Street		Friday to Saturday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	0
09:00	1	0	1	0	0.0	9
10:00	1	3	4	4	1.3	18
11:00	3	4	7	6	1.5	17
12:00	1	5	6	12	2.4	14
13:00	2	0	2	0	0.0	7
14:00	3	5	8	7	1.4	9
15:00	0	6	6	7	1.2	10
16:00	0	11	11	15	1.4	7
17:00	1	11	12	12	1.1	5
18:00	2	9	11	13	1.4	13
19:00	0	10	10	13	1.3	12
20:00	2	6	8	11	1.8	8
21:00	3	5	8	10	2.0	8
22:00	3	4	7	5	1.3	3
23:00	1	4	5	7	1.8	6
00:00	7	5	12	8	1.6	2
01:00	1	1	2	2	2.0	3
02:00	2	1	3	1	1.0	3
03:00	0	3	3	6	2.0	6
04:00	1	0	1	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	35	93	128	139	1.5	8
Buckingham Street		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	3	0	3	0	0.0	3
10:00	0	1	1	1	1.0	19
11:00	2	4	6	5	1.3	9
12:00	1	8	9	11	1.4	11
13:00	3	3	6	3	1.0	9
14:00	2	9	11	10	1.1	11
15:00	3	10	13	14	1.4	13
16:00	0	12	12	13	1.1	11
17:00	3	13	16	14	1.1	11
18:00	3	16	19	25	1.6	7
19:00	2	7	9	8	1.1	15
20:00	0	7	7	9	1.3	9
21:00	1	7	8	11	1.6	10
22:00	0	4	4	8	2.0	14
23:00	2	5	7	6	1.2	8
00:00	5	2	7	3	1.5	3
01:00	3	1	4	1	1.0	5
02:00	2	3	5	7	2.3	0
03:00	1	2	3	3	1.5	0
04:00	0	1	1	2	2.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	36	115	151	154	1.3	9



Buckingham Street		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	3	3	3	1.0	7
12:00	1	2	3	4	2.0	16
13:00	0	3	3	5	1.7	54
14:00	2	6	8	8	1.3	8
15:00	2	8	10	11	1.4	10
16:00	1	5	6	5	1.0	22
17:00	2	4	6	5	1.3	22
18:00	1	5	6	5	1.0	8
19:00	0	2	2	2	1.0	24
20:00	4	0	4	0	0.0	20
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	1	2	3	2	1.0	3
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	14	40	54	50	1.3	16
Buckingham Street		Monday to Tuesday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	5
10:00	3	1	4	1	1.0	18
11:00	1	3	4	3	1.0	16
12:00	2	2	4	2	1.0	41
13:00	2	4	6	5	1.3	57
14:00	3	3	6	5	1.7	10
15:00	4	5	9	8	1.6	22
16:00	1	8	9	9	1.1	7
17:00	0	9	9	10	1.1	13
18:00	1	5	6	8	1.6	13
19:00	1	3	4	3	1.0	9
20:00	1	1	2	1	1.0	0
21:00	1	0	1	0	0.0	8
22:00	3	0	3	0	0.0	20
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	24	44	68	55	1.3	19



Market Square		Friday to Saturday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	5	5	5	1.0	9
08:00	3	2	5	3	1.5	4
09:00	0	5	5	7	1.4	17
10:00	0	10	10	16	1.6	20
11:00	0	12	12	12	1.0	15
12:00	0	10	10	12	1.2	21
13:00	0	15	15	23	1.5	20
14:00	1	14	15	17	1.2	9
15:00	1	12	13	19	1.6	10
16:00	1	16	17	20	1.3	6
17:00	2	18	20	23	1.3	13
18:00	0	10	10	20	2.0	15
19:00	1	14	15	21	1.5	14
20:00	0	9	9	13	1.4	9
21:00	0	12	12	22	1.8	13
22:00	0	14	14	21	1.5	18
23:00	1	24	25	43	1.8	9
00:00	0	23	23	38	1.7	9
01:00	1	19	20	36	1.9	14
02:00	0	21	21	31	1.5	7
03:00	3	5	8	9	1.8	14
04:00	1	0	1	0	0.0	21
05:00	3	0	3	0	0.0	41
06:00	0	0	0	0	0.0	19
Total	18	270	288	411	1.5	12
Market Square		Saturday to Sunday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	2	3	2	1.0	16
08:00	3	1	4	1	1.0	11
09:00	1	2	3	3	1.5	16
10:00	0	4	4	5	1.3	44
11:00	2	10	12	13	1.3	27
12:00	0	14	14	16	1.1	11
13:00	0	17	17	26	1.5	9
14:00	0	22	22	34	1.5	8
15:00	0	14	14	21	1.5	20
16:00	0	15	15	32	2.1	17
17:00	0	17	17	21	1.2	17
18:00	1	10	11	11	1.1	26
19:00	0	9	9	14	1.6	9
20:00	1	18	19	36	2.0	7
21:00	0	7	7	10	1.4	22
22:00	0	15	15	23	1.5	21
23:00	0	34	34	58	1.7	7
00:00	0	30	30	50	1.7	8
01:00	0	43	43	75	1.7	3
02:00	0	18	18	33	1.8	12
03:00	1	16	17	29	1.8	8
04:00	3	3	6	3	1.0	19
05:00	0	2	2	2	1.0	37
06:00	0	0	0	0	0.0	58
Total	13	323	336	518	1.6	12



Market Square		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	25
08:00	2	1	3	1	1.0	44
09:00	3	0	3	0	0.0	19
10:00	2	2	4	2	1.0	12
11:00	2	3	5	4	1.3	17
12:00	3	6	9	9	1.5	15
13:00	0	7	7	11	1.6	9
14:00	1	4	5	5	1.3	16
15:00	0	10	10	23	2.3	7
16:00	0	8	8	13	1.6	13
17:00	2	11	13	13	1.2	13
18:00	2	8	10	10	1.3	8
19:00	0	5	5	6	1.2	15
20:00	5	6	11	10	1.7	10
21:00	3	3	6	3	1.0	7
22:00	3	3	6	5	1.7	6
23:00	2	3	5	5	1.7	14
00:00	0	3	3	4	1.3	34
01:00	0	1	1	1	1.0	20
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	17
05:00	4	0	4	0	0.0	28
06:00	0	0	0	1	0.0	24
Total	34	84	118	126	1.5	13
Market Square		Monday to Tuesday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	3	1	4	1	1.0	48
08:00	4	0	4	0	0.0	3
09:00	0	4	4	6	1.5	16
10:00	0	9	9	12	1.3	24
11:00	1	11	12	14	1.3	31
12:00	0	5	5	5	1.0	36
13:00	0	7	7	9	1.3	54
14:00	1	10	11	13	1.3	17
15:00	0	12	12	16	1.3	3
16:00	0	17	17	27	1.6	6
17:00	0	14	14	15	1.1	15
18:00	1	11	12	17	1.5	19
19:00	1	4	5	6	1.5	18
20:00	0	8	8	10	1.3	6
21:00	0	4	4	4	1.0	21
22:00	1	6	7	10	1.7	6
23:00	2	4	6	5	1.3	16
00:00	2	1	3	1	1.0	35
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	20
05:00	3	0	3	0	0.0	31
06:00	1	0	1	1	0.0	21
Total	20	128	148	172	1.3	18



Kingsbury		Friday to Saturday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	15
19:00	0	2	2	3	1.5	35
20:00	2	4	6	5	1.3	5
21:00	0	7	7	10	1.4	12
22:00	0	16	16	22	1.4	8
23:00	1	21	22	35	1.7	11
00:00	0	22	22	38	1.7	6
01:00	1	5	6	7	1.4	11
02:00	1	5	6	8	1.6	19
03:00	4	3	7	5	1.7	10
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	9	85	94	133	1.6	10
Kingsbury		Saturday to Sunday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	1	2	3	2	1.0	8
19:00	1	3	4	4	1.3	18
20:00	1	7	8	12	1.7	6
21:00	1	6	7	11	1.8	14
22:00	0	16	16	29	1.8	17
23:00	0	22	22	32	1.5	8
00:00	1	15	16	26	1.7	9
01:00	1	9	10	14	1.6	4
02:00	1	6	7	10	1.7	5
03:00	2	16	18	36	2.3	4
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	9	102	111	176	1.7	9



Kingsbury				Sunday to Monday			
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	2	2	2	1.0	17	
17:00	0	4	4	4	1.0	6	
18:00	3	2	5	3	1.5	9	
19:00	3	2	5	2	1.0	15	
20:00	1	2	3	3	1.5	18	
21:00	1	0	1	0	0.0	15	
22:00	2	0	2	0	0.0	5	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	1	0	1	0	0.0	3	
06:00	0	0	0	0	0.0	0	
Total	11	12	23	14	1.2	11	
Kingsbury				Monday to Tuesday			
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	0	
10:00	0	0	0	0	0.0	0	
11:00	0	0	0	0	0.0	0	
12:00	0	0	0	0	0.0	0	
13:00	0	0	0	0	0.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	3	1	4	1	1.0	8	
19:00	0	3	3	4	1.3	4	
20:00	1	2	3	2	1.0	3	
21:00	1	2	3	2	1.0	7	
22:00	2	1	3	1	1.0	27	
23:00	1	2	3	3	1.5	13	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	1	0	1	0	0.0	5	
06:00	0	0	0	0	0.0	0	
Total	9	11	20	13	1.2	10	



Total through all ranks		Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	6	8	14	8	1.0
08:00	7	8	15	9	1.1
09:00	4	16	20	20	1.3
10:00	4	25	29	34	1.4
11:00	6	26	32	29	1.1
12:00	6	21	27	32	1.5
13:00	7	19	26	29	1.5
14:00	9	26	35	32	1.2
15:00	3	28	31	40	1.4
16:00	3	34	37	48	1.4
17:00	4	43	47	50	1.2
18:00	2	34	36	49	1.4
19:00	4	47	51	58	1.2
20:00	4	28	32	38	1.4
21:00	5	29	34	47	1.6
22:00	4	44	48	59	1.3
23:00	5	60	65	97	1.6
00:00	16	69	85	108	1.6
01:00	9	43	52	69	1.6
02:00	8	39	47	66	1.7
03:00	7	11	18	20	1.8
04:00	2	0	2	0	0.0
05:00	3	0	3	0	0.0
06:00	0	0	0	0	0.0
Total	128	658	786	942	1.4
Total through all ranks		Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
07:00	1	4	5	4	1.0
08:00	6	2	8	2	1.0
09:00	9	4	13	5	1.3
10:00	1	15	16	22	1.5
11:00	6	24	30	37	1.5
12:00	3	38	41	47	1.2
13:00	5	28	33	46	1.6
14:00	5	45	50	73	1.6
15:00	6	34	40	53	1.6
16:00	6	33	39	55	1.7
17:00	6	33	39	40	1.2
18:00	9	39	48	58	1.5
19:00	5	35	40	50	1.4
20:00	4	49	53	88	1.8
21:00	6	28	34	42	1.5
22:00	7	40	47	70	1.8
23:00	10	71	81	110	1.5
00:00	8	84	92	127	1.5
01:00	7	81	88	132	1.6
02:00	3	27	30	50	1.9
03:00	4	34	38	68	2.0
04:00	3	4	7	5	1.3
05:00	0	2	2	2	1.0
06:00	0	0	0	0	0.0
Total	120	754	874	1186	1.6



Total through all ranks			Sunday to Monday		
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage
07:00	0	0	0	0	0.0
08:00	4	1	5	1	1.0
09:00	5	1	6	2	2.0
10:00	4	3	7	3	1.0
11:00	7	7	14	8	1.1
12:00	6	15	21	23	1.5
13:00	0	17	17	24	1.4
14:00	5	16	21	23	1.4
15:00	4	22	26	41	1.9
16:00	4	27	31	39	1.4
17:00	11	21	32	24	1.1
18:00	9	24	33	28	1.2
19:00	3	18	21	21	1.2
20:00	14	12	26	18	1.5
21:00	6	14	20	20	1.4
22:00	6	18	24	31	1.7
23:00	3	11	14	18	1.6
00:00	2	6	8	7	1.2
01:00	2	2	4	3	1.5
02:00	0	0	0	0	0.0
03:00	0	0	0	0	0.0
04:00	0	0	0	0	0.0
05:00	7	0	7	0	0.0
06:00	0	0	0	1	0.0
Total	102	235	337	335	1.4
Total through all ranks			Monday to Tuesday		
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage
07:00	5	5	10	5	1.0
08:00	5	8	13	11	1.4
09:00	5	15	20	20	1.3
10:00	4	17	21	20	1.2
11:00	3	20	23	24	1.2
12:00	3	12	15	13	1.1
13:00	3	19	22	28	1.5
14:00	4	23	27	35	1.5
15:00	5	25	30	33	1.3
16:00	3	29	32	41	1.4
17:00	2	30	32	36	1.2
18:00	6	28	34	38	1.4
19:00	3	26	29	31	1.2
20:00	3	18	21	21	1.2
21:00	4	12	16	13	1.1
22:00	8	14	22	19	1.4
23:00	6	15	21	17	1.1
00:00	5	2	7	3	1.5
01:00	3	0	3	0	0.0
02:00	0	0	0	0	0.0
03:00	0	0	0	0	0.0
04:00	0	0	0	0	0.0
05:00	4	0	4	0	0.0
06:00	1	0	1	1	0.0
Total	85	318	403	409	1.3