

Portsmouth – Hackney Carriage Unmet Demand Survey

Final Report

March 2017





EXECUTIVE SUMMARY

Key points

This study has been conducted by Vector Transport Consultancy on behalf of Portsmouth City Council.

Hackney Carriages are regulated by local authorities. The Department for Transport has developed guidance documentation entitled TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE. The guidance addresses a wide range of licensing considerations and issues and provides recommendations on good practice. Within the licensing aspects considered, is the choice of whether to implement and maintain a restriction in the quantity of Hackney Carriages licences.

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages. The minimum interval between successive surveys is recommended to be no more than three years.

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

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

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

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

Surveys were undertaken at taxi ranks in Portsmouth, for four days, from a Thursday morning to the early hours of the following Monday 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.

The busiest ranks were the Portsmouth and Southsea Railway Station, Gunwharf Quays and Guildhall ranks. Each of these ranks handled an estimated weekly number of hires in excess of two thousand. Activity at the Guildhall rank was heavily concentrated on Friday and Saturday nights. The rank at Portsmouth and Southsea Railway Station was active throughout station operating hours and beyond, with activity continuing after the station had closed. The rank at Gunwharf Quays was active throughout the day and evening, until the adjacent retail and catering outlets and licensed premises closed for the night.

There were 99 incidences of passengers waiting at ranks. The waiting incidences involved 736 passengers. Incidences of passenger waiting were spread throughout the



period observed and occurred at several of the taxi ranks. There were two types of passenger waiting observed.

Occasional passenger waiting occurred from time to time at various ranks and at various times of day. These occasions generally related to individuals or small groups of passengers travelling together. Generally, on these occasions, passengers waited for a short period before a Hackney Carriage arrived at the rank to pick them up.

Continuous queues of passengers were observed at times. These were queues which formed and the passengers who were waiting initially were joined by additional waiting passengers, before a Hackney Carriage arrived to pick up the initial passengers. Such continuous queues remained in evidence when the rate of arriving Hackney Carriages was not sufficient to clear the queues of passengers, before more passengers arrived to join the queue.

The majority of incidences of passenger waiting occurred as occasional passenger waiting occurrences. However, these incidences accounted for a relatively small proportion (23%) of all passengers who had to wait. The majority of passengers who had to wait for Hackney Carriages were observed in continuous queues. A small proportion of passengers waited in continuous queues at Fratton Station on Friday and Saturday nights. A small number of continuous passenger queues formed at Fratton Railway Station for several brief periods, when the number of passengers arriving on trains exceeded the available capacity in waiting Hackney Carriages. These continuous queues tended to be relatively brief, as additional Hackney Carriages soon arrived to collect waiting passengers. The majority of passengers waiting in continuous queues occurred at the Albert Road rank, on Saturday night. Queues formed after 23:00 hours and remained in place almost continuously for almost three hours. During this period the volume of passengers and Hackney Carriages passing through the rank was high. As a consequence, despite the continuous passenger queueing observed, the average wait time per passenger was rarely more than four minutes and the average wait time was 2.3 minutes.

A total of 18,176 passengers were observed. The number of passengers who had to wait at the ranks for Hackney Carriages equates to 4.0% of all passengers.

Volumes at the ranks are summarised in the following table as estimated equivalent weekly volumes.

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
Fratton Station	128	1,406	1,534	2,025	1.4
Derby Road	102	14	116	14	1.0
Railway Station	72	2,399	2,471	2,930	1.2
Hard Interchange	375	1,292	1,667	2,337	1.8
Paradise Street	61	607	668	887	1.5
Commercial Road	49	672	721	1,116	1.7
Osborne Road	162	1,365	1,527	2,789	2.0
Guildhall Walk	138	2,148	2,286	5,028	2.3
Edinburgh Road	94	513	607	827	1.6
Gunwharf Quays	84	2,472	2,556	4,821	2.0
Albert Road	63	882	945	1,989	2.3
Continental Ferry Port	134	277	411	552	2.0
Cosham High Street	16	16	32	18	1.1
Cosham Railway Station	52	253	305	317	1.3
London Road	40	27	67	38	1.4
Total	1,570	14,343	15,913	25,688	1.8



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.

Consultation feedback suggests that many Hackney Carriages work with / for Private Hire operators, as well as undertaking rank hire work.

Public consultation was undertaken through questionnaire surveys conducted on street and an online questionnaire. Stakeholder consultation was undertaken with minority group representatives, local businesses, hotels, licensed premises, visitor attractions, the police transport providers and officers of Portsmouth Council.

The consultation feedback indicated that:

- The Hackney Carriage fleet in Portsmouth is generally well regarded. However, there was consistent feedback from different sources that a minority of drivers have poor knowledge of routes and locations and some have poor language skills.
- Consultation feedback from stakeholders, the public and the trade suggests that a minority of Hackney Carriage drivers over charge customers and offer poor understanding of customers needs and provide poor levels of customer service. However, it is felt that the majority offer high quality services.
- The storage capacity of some ranks is often insufficient to accommodate all of the hackney carriages waiting for fares.
- There is some desire for additional new ranks and increased capacity at existing ranks.
- The Hackney Carriage trade also indicated a degree of frustration at a perceived lack of enforcement action in Portsmouth. This related in particular to the actions of a minority of drivers who over charged passengers and regarding private vehicles parked on ranks during operational periods.
- There were no significant issues raised regarding availability of wheelchair accessible vehicles, at ranks or through pre-booking. Many care homes use regular suppliers and there appears to be competition amongst the main operators to supply care premises. It is anticipated that private individuals also benefit from the level of service provided to those requiring the services of wheelchair accessible vehicles and disabled travellers, Thus leading to few issues raised. However, no confirmation was received directly through consultation feedback to corroborate this view.
- Some issues of a minority of drivers not appreciating the needs of elderly or mobility impaired travellers and providing poor customer service were raised.

Observations

Not all Hackney Carriage drivers work full time. Some work for shorter periods, a few days a week, others work long hours (12 hours + per day) up to 7 days a week, on occasions. Drivers were asked how many hours they worked each day. The average working week was 54.8 hours per week.

Some individuals own single or multiple Hackney Carriage vehicle licences and rent these licensed vehicles to drivers for a weekly fee. A small proportion of the drivers interviewed or who returned survey forms, resented the ownership of licensed vehicles by non-drivers and felt that owners should also be drivers. However, few the drivers, who rent licensed vehicles, advocated raising the limit in numbers so that they could get a vehicle licence for themselves and not have to pay a weekly fee for the licensed vehicle.



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 1.9. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

Conclusions and recommendations

The primary purpose of this study was to determine whether there is evidence of significant unmet demand.

Whilst occurrences of passenger waiting were observed on Saturday night, during the period of peak demand, this was evaluated in the context of overall demand and the duration of passenger waiting. Having evaluated the level of passenger waiting, the evidence gathered suggests that there is **no significant unmet demand**.

Therefore, the conclusion of this survey is that there is **no significant unmet demand**.



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1 STUDY OBJECTIVES

1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Portsmouth 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
- Consultation with the trade
- Consultation with major stakeholders
- Comparison of licensed vehicle fleet size and composition, with other local authorities
- Assessment of unmet demand
- Conclusions



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 Portsmouth 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 word taxi, except when reporting on consultation feedback, where the word taxi has been used by the consultee.

Portsmouth 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 significant 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 significant 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.

2.7 Portsmouth Overview

Portsmouth is the second largest city in Hampshire, with a population of 269,593 (2016 start of year estimate). Portsmouth is a busy cruise port in the UK, with many cruises starting and finishing in Portsmouth. Hence, many cruise passengers travel to and from Portsmouth, using the public transport system and licensed vehicles.

There is a university in Portsmouth (Portsmouth University) with a student roll of approximately 23,000 students (2017). Given that the student population is more than 8% of the overall population, this has resulted in a relatively busy and vibrant night time economy, which is active during the week as well as at weekends. The Naval Base in Portsmouth employs over 17,000 people which will contribute to local economy.

2.8 Background to the hackney carriage market in Portsmouth.

During the survey, there were 234 Hackney Carriages licensed by Portsmouth City Council. Hackney Carriages licensed consist of a mixture of saloon and estate cars and purpose built taxi type vehicles. All Hackney Carriages are silver in colour.

2.9 Hackney Carriage fares

Hackney Carriage fares are regulated by the Local Authority. In Portsmouth there are five tariffs across the following periods:



Tariff 1 – Daytime 7.00 am to 10.00 pm

Tariff 2 – Night time and Sundays 10.00 pm to 7.00 am

Tariff 3 – Bank and Public Holidays, 7.00 am to 10.00 pm, plus 6.00 pm to midnight on Christmas Eve and New Year's Eve.

Tariff 4 – Christmas from midnight (12.00am), Boxing day and New Year's morning between midnight and 6.00am.

The taxi fare is made up of several elements, comprising the following:

The initial “flag drop” charge for engaging the vehicle. This charge includes an initial travel distance allowance.

Subsequent distance based charges for distances specified in the published maximum table of fares.

Waiting time charge for periods when the vehicle is stationary or moving slowly.

The charge for each element of the tariff is specified in a Maximum Table of Fares, published by the Local Authority and displayed in each Hackney Carriage. A copy of the Maximum Table of Fares is presented in Figure 1



Taxi fares

(inclusive of VAT where applicable) wef 13 December 2010

Fares are shown for time, distance and approved extras



TARIFF 1		DAYTIME & BASIC FARE		For hirings between 0700 and 2200 hours		
£2.20		(minimum charge) for the first 300 yards (274.32 metres) or 51.43 seconds or part thereof				
20p		for each additional 200 yards (182.88 metres) or 51.43 seconds or part thereof until the fare reaches £12.60				
20p		thereafter for each 155 yards (141.73 metres) or 36 seconds or part thereof				
TARIFF 2		NIGHT TIME & SUNDAYS		For hirings between 2200 and 0700 hours		
£2.60		(minimum charge) for the first 188 yards (171.90 metres) or 42.35 seconds or part thereof				
20p		for each additional 188 yards (171.90 metres) or 40 seconds or part thereof until the fare reaches £13.80				
20p		thereafter for each 155 yards (141.73 metres) or 36 seconds or part thereof				
TARIFF 3		BANK AND PUBLIC HOLIDAYS				
For hirings on Bank and public holidays the fare will be at Tariff 1 rate plus 50%						
To include 1800 – 2400 on Christmas Eve, 0000 – 0600 on 27 December, 1800 – 2400 New Year's Eve and 0600 on New Year's Day through to 0600 on 2 January <i>Note -Tariff 1 (progressive after 6 miles) and night/Sunday rates will not apply</i>						
TARIFF 4		DOUBLE HOLIDAY CHARGES				
For hirings on Christmas Day, Boxing Day and between 0000–0600 on the morning of New Year's Day Tariff 1 rate plus 100% <i>Note –Tariff 1 (progressive after 6 miles) and night/Sunday rates will not apply</i>						
APPROVED EXTRA CHARGES						
HM Naval Base/Dockyard entry		60p		Carriage of 5 passengers		50p
Fouling of vehicle by passenger or animal		£40		Carriage of 6 passengers		£1.00
Carriage of 2 – 4 passengers and ALL luggage		20p (max)		Carriage of 7 passengers		£1.50
				Carriage of 8 passengers		£2.00

Card payment: Some taxis accept credit/debit cards for which a charge of £1 or 12.5% of the metered fare will be payable

Excessive loads/luggage: Will be agreed by negotiation between the driver and passenger(s) prior to the commencement of the journey but will not exceed a maximum charge of £10

How are the fares calculated?

The taxi fares are the **maximum** a driver may demand for the hire of the vehicle. The meter works out the fare by charging for distance travelled, time taken and automatically recognises night time, Sundays and Bank Holidays.

The daytime basic fare first mile represents **£3.80**, each subsequent mile is approximately **£1.80**. After 6 miles or **£12.60** higher fares apply. Waiting time on Tariff 1 rate is **£14.00** per hour, and **£18.00** per hour on Tariff 2.

You will pay more on Bank Holidays and other special dates. Extra charges apply where stated.

Good/bad service?

Tell us! We want to help. Make a note of the date, time, driver's badge number and plate number of the car and contact us:

The Licensing Service,
Civic Offices, Guildhall Square,
Portsmouth PO1 2AL

Tel: 023 9283 4830/4073/4981

Email: licensing@portsmouthcc.gov.uk

PLEASE NOTE THE DRIVER MAY REQUEST A DEPOSIT OR FULL PRE-PAYMENT FOR SOME JOURNEYS, E.G. FOR OUT OF TOWN TRIPS. REFUSAL TO PAY MAY RESULT IN A PROSECUTION

Revised April 2013

The driver must carry an assistance dog at no extra charge – Section 168 Equality Act 2010

www.portsmouth.gov.uk

Figure 1 - Maximum Table of Fares



Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The higher the ranking, the more expensive the journey, compared with other authorities. The March 2017 table indicated that the fares in Portsmouth were ranked 205 out of 365 authorities listed.

A comparison of the fares ranking of neighbouring authorities is presented in Table 2

Table 2 - Comparison of Hackney Carriage fares ranks in adjacent authorities

Local Authority	Rank
Salisbury	12
Basingstoke and Deane	31
Bournemouth	32
Poole	38
Bath and North East Somerset	49
Southampton	98
New Forest	110
Test Valley	134
Portsmouth	205
Fareham	248

Portsmouth have below average Hackney Carriage fares, assuming rank 205 out of 365 represents an average position for fares.

2.10 Hackney Carriage “plate premium”

Where local Hackney Carriage markets are subject to entry regulation, it is commonly the case that a premium is associated with Hackney Carriage licences. This premium is paid when Hackney Carriage licences are transferred. The premium is difficult to assess accurately as the transfer of licences are generally private transactions and also involves a transaction in respect of the vehicle to which the licence is associated. The perceived value of a licence is also affected by the perceived cost of a vehicle it is associated with and the premium over and above the market value of such a vehicle, if it did not have a Hackney Carriage licence.

A further complication is that anecdotal perception of ‘plate values’ are often based on the advertised price of a licensed vehicle offered for sale. However, the advertised asking price is not necessarily the price agreed when a licence is eventually sold.

Not with standing the difficulties in obtaining accurate data with respect to “plate premium” values, anecdotal evidence from licensing officers and the trade, suggest that the premium in Portsmouth is around £20k to 25k.

The existence of a “plate premium” is not necessarily an indicator of significant unmet demand. A licence value may exist as a result of high fare level, or even lack of alternative employment opportunities for those involved in the trade.



2.11 Portsmouth Local Transport Plan 3

Portsmouth City Council have published the Local Transport Plan 3, which sets out strategies and policies to address the transport challenges faced by the local area. The plan has a forecast horizon to 2031.

The Local Transport Plan process considers how transport provision for the area can be developed in order to address overarching objectives such as economic growth, mitigating environmental impact, accessibility, safety and health.

The Plan recognises that taxis play a part in the public transport system providing an alternative to bus and rail travel in some circumstances, such as in rural areas, where more frequent bus services are not viable. Innovations such as taxi sharing are also considered within measures to complement other public transport services.

The plan recognises the importance that appropriate transport interchange plays in providing integrated transport between different transport modes. As such, the interchange of rail, bus, ferry and air services, with taxis is recognised and provision made to facilitate such interchange.



3 BENCHMARKING

3.1 Introduction

In order to compare the current level of taxi provision in Portsmouth, we have benchmarked Portsmouth against all authorities in the region (as defined by the Department for Transport).

3.2 Comparison of authorities in the region

A comparison of the proportion of licensed vehicles, per head of population can inform the view of the licensed vehicle provision within Portsmouth City as a whole. The following figure presents the proportion of licensed vehicles per 1000 people in Portsmouth City with all other authorities in the South East of England region. Licensed Vehicle numbers are based on March 2015 figures and Mid 2014 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. These are the authorities which do not limit the number of Hackney Carriages, which are to the right of the chart and those which do limit the number of Hackney Carriages, which are on the left of the chart. These groups are further sorted in order of the total proportion of population to Hackney Carriages.

The statistics for Portsmouth are: 1.1 Hackney Carriages per 1000 people and 4.7 Private Hire Vehicles per 1000 people. These proportions combine to form a total of 5.8 licensed vehicles per 1000 people.

The proportion of licensed vehicles in Portsmouth is towards the higher end of the range of all the licensing authorities which do not limit the number of hackney carriages.



Table 3 - Summary of South East Region Licensed Vehicle proportions

Licensing Area	Mid 2014 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Dover [Limited]	113,066	69	127	196	0.6	1.1	1.7
Maidstone [Limited]	161,819	48	254	302	0.3	1.6	1.9
Test Valley [Limited]	119,332	42	192	234	0.4	1.6	2.0
Tunbridge Wells [Limited]	116,105	108	123	231	0.9	1.1	2.0
West Berkshire [Limited]	155,732	178	143	321	1.1	0.9	2.1
Mid Sussex [Limited]	144,377	154	171	325	1.1	1.2	2.3
Hastings [Limited]	91,093	48	268	316	0.5	2.9	3.5
Southampton [Limited]	245,290	283	590	873	1.2	2.4	3.6
Brighton and Hove [Limited]	281,076	555	452	1,007	2.0	1.6	3.6
Milton Keynes [Limited]	259,245	199	765	964	0.8	3.0	3.7
Aylesbury Vale [Limited]	184,560	62	625	687	0.3	3.4	3.7
Thanet [Limited]	138,410	108	458	566	0.8	3.3	4.1
Havant [Limited]	122,210	40	529	569	0.3	4.3	4.7
Slough [Limited]	144,575	107	587	694	0.7	4.1	4.8
Oxford [Limited]	157,997	107	697	804	0.7	4.4	5.1
Portsmouth [Limited]	209,085	234	981	1,215	1.1	4.7	5.8
Reading [Limited]	160,825	216	724	940	1.3	4.5	5.8
Crawley [Limited]	109,883	123	559	682	1.1	5.1	6.2
Horsham [No Limit]	134,158	50	149	199	0.4	1.1	1.5
Ashford [No Limit]	123,285	94	97	191	0.8	0.8	1.5
Wokingham [No Limit]	159,097	84	177	261	0.5	1.1	1.6
Swale [No Limit]	140,836	192	54	246	1.4	0.4	1.7
Isle of Wight [No Limit]	139,105	195	48	243	1.4	0.3	1.7
Rother [No Limit]	92,130	121	46	167	1.3	0.5	1.8
Spelthorne [No Limit]	98,106	82	97	179	0.8	1.0	1.8
Arun [No Limit]	154,414	251	32	283	1.6	0.2	1.8
Gravesham [No Limit]	105,261	167	42	209	1.6	0.4	2.0
Surrey Heath [No Limit]	87,533	108	70	178	1.2	0.8	2.0
Basingstoke and Deane [No Limit]	172,870	68	285	353	0.4	1.6	2.0
Medway [No Limit]	274,015	377	186	563	1.4	0.7	2.1
Waverley [No Limit]	122,860	190	69	259	1.5	0.6	2.1
Dartford [No Limit]	102,234	87	129	216	0.9	1.3	2.1
Winchester [No Limit]	119,218	126	139	265	1.1	1.2	2.2
Gosport [No Limit]	84,287	71	118	189	0.8	1.4	2.2
South Bucks [No Limit]	68,512	69	85	154	1.0	1.2	2.2
West Oxfordshire [No Limit]	108,158	149	96	245	1.4	0.9	2.3
Adur [No Limit]	63,176	68	77	145	1.1	1.2	2.3
New Forest [No Limit]	178,907	133	279	412	0.7	1.6	2.3
Chichester [No Limit]	115,527	55	218	273	0.5	1.9	2.4
Bracknell Forest [No Limit]	118,025	85	202	287	0.7	1.7	2.4
Rushmoor [No Limit]	95,296	144	88	232	1.5	0.9	2.4
Worthing [No Limit]	106,863	68	193	261	0.6	1.8	2.4
Mole Valley [No Limit]	86,234	114	101	215	1.3	1.2	2.5
Cherwell [No Limit]	144,494	144	217	361	1.0	1.5	2.5
Sevenoaks [No Limit]	117,811	206	94	300	1.7	0.8	2.5
Vale of White Horse [No Limit]	124,852	233	85	318	1.9	0.7	2.5
Fareham [No Limit]	114,331	221	72	293	1.9	0.6	2.6
East Hampshire [No Limit]	117,483	103	210	313	0.9	1.8	2.7
Runnymede [No Limit]	84,584	140	89	229	1.7	1.1	2.7
Shepway [No Limit]	109,452	261	41	302	2.4	0.4	2.8
Canterbury [No Limit]	157,649	276	162	438	1.8	1.0	2.8
Wealden [No Limit]	154,767	161	319	480	1.0	2.1	3.1
Lewes [No Limit]	100,229	224	88	312	2.2	0.9	3.1
Tandridge [No Limit]	85,374	206	65	271	2.4	0.8	3.2
Chiltern [No Limit]	93,972	158	149	307	1.7	1.6	3.3
Wycombe [No Limit]	174,878	94	484	578	0.5	2.8	3.3
Hart [No Limit]	93,325	225	85	310	2.4	0.9	3.3
Guildford [No Limit]	142,958	161	348	509	1.13	2.43	3.56
Elmbridge [No Limit]	132,769	162	322	484	1.2	2.4	3.6
Tonbridge and Malling [No Limit]	124,426	197	286	483	1.6	2.3	3.9
South Oxfordshire [No Limit]	137,015	374	207	581	2.7	1.5	4.2
Eastleigh [No Limit]	128,877	106	449	555	0.8	3.5	4.3
Eastbourne [No Limit]	101,547	106	379	485	1.0	3.7	4.8
Epsom and Ewell [No Limit]	78,318	63	346	409	0.8	4.4	5.2
Woking [No Limit]	99,426	132	486	618	1.3	4.9	6.2
Reigate and Banstead [No Limit]	143,094	78	930	1,008	0.5	6.5	7.0
Windsor and Maidenhead [No Limit]	147,400	177	913	1,090	1.2	6.2	7.4

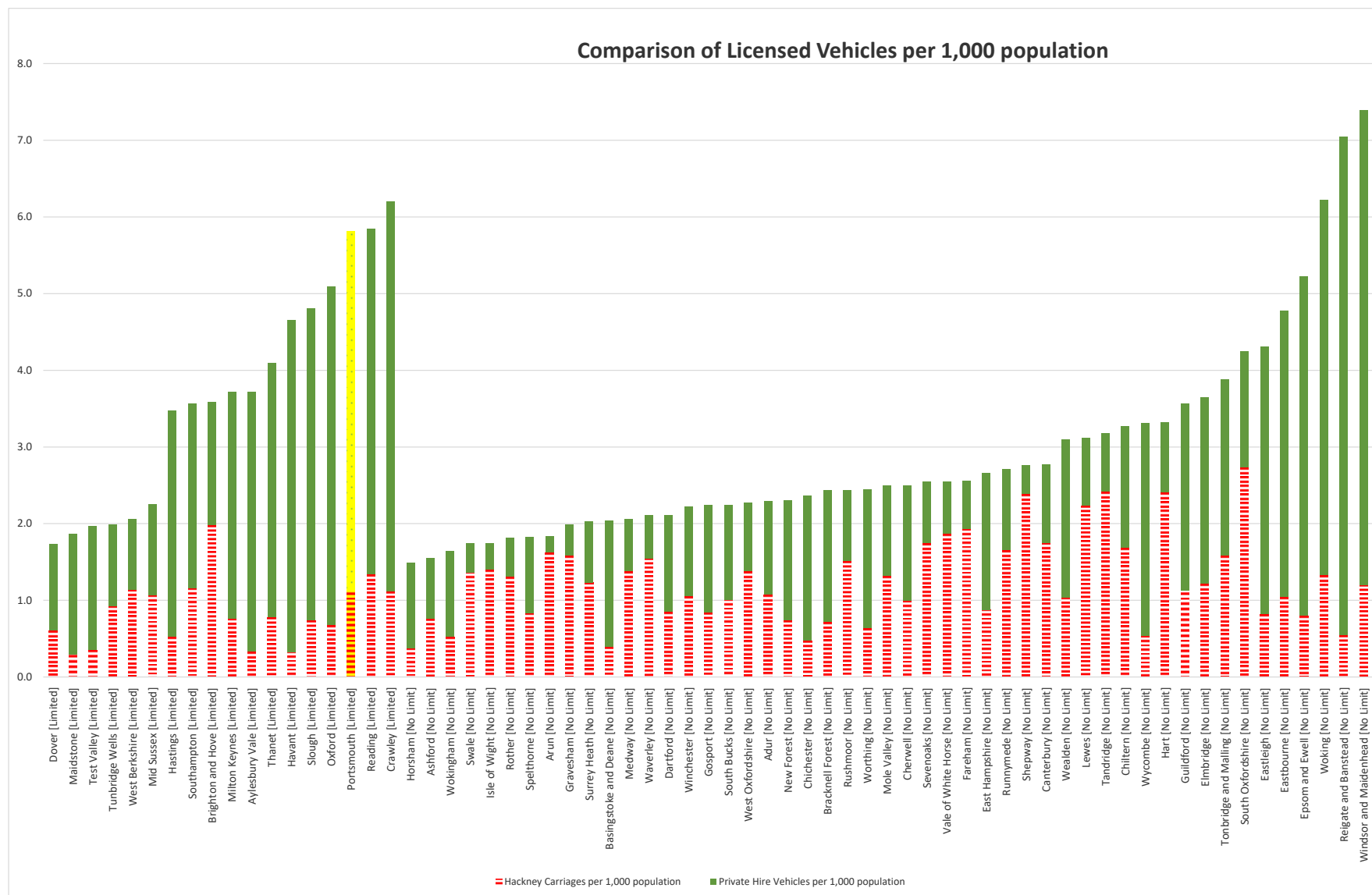


Figure 2 – Licensed vehicles per 1,000 population in South East Region



3.3 Rail Passenger growth

The volume of hires which Hackney Carriage drivers, waiting on the station ranks, can expect, clearly depends on the volume of passengers passing through the station.

Figure 3 illustrates historic passenger numbers passing through railway stations in Portsmouth. In recent years, there has been growth in the number of passengers passing using most of the stations. However, the passenger numbers passing through Portsmouth & Southsea Railway Station have dropped over the last three years.

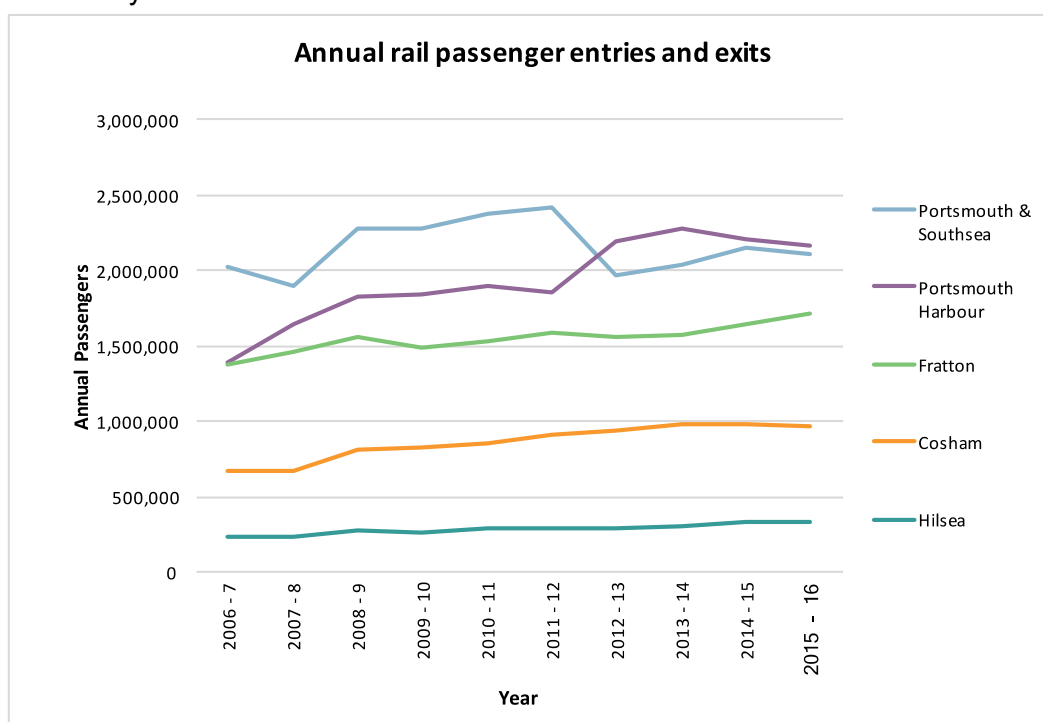


Figure 3 - Portsmouth Central Railway Station, Annual Passengers

3.4 Licensed Vehicle Mileage

A useful indicator of levels of activity amongst the Hackney Carriage and Private Hire trade is analysis of the average daily mileage which vehicles undertake, between vehicle tests. The mileage data from the last two vehicle tests for each Hackney Carriage and Private Hire Vehicle was analysed to determine the distribution of average annual mileage. The tests were generally either six months or 12 months apart. There was not data available for all vehicles, as some vehicles had been replaced between tests and had no comparable mileage reading from an earlier test. However, data was available for the majority of vehicles.

Figure 4 presents a distribution of average annual mileage for the majority of vehicles in the Hackney Carriage fleet.

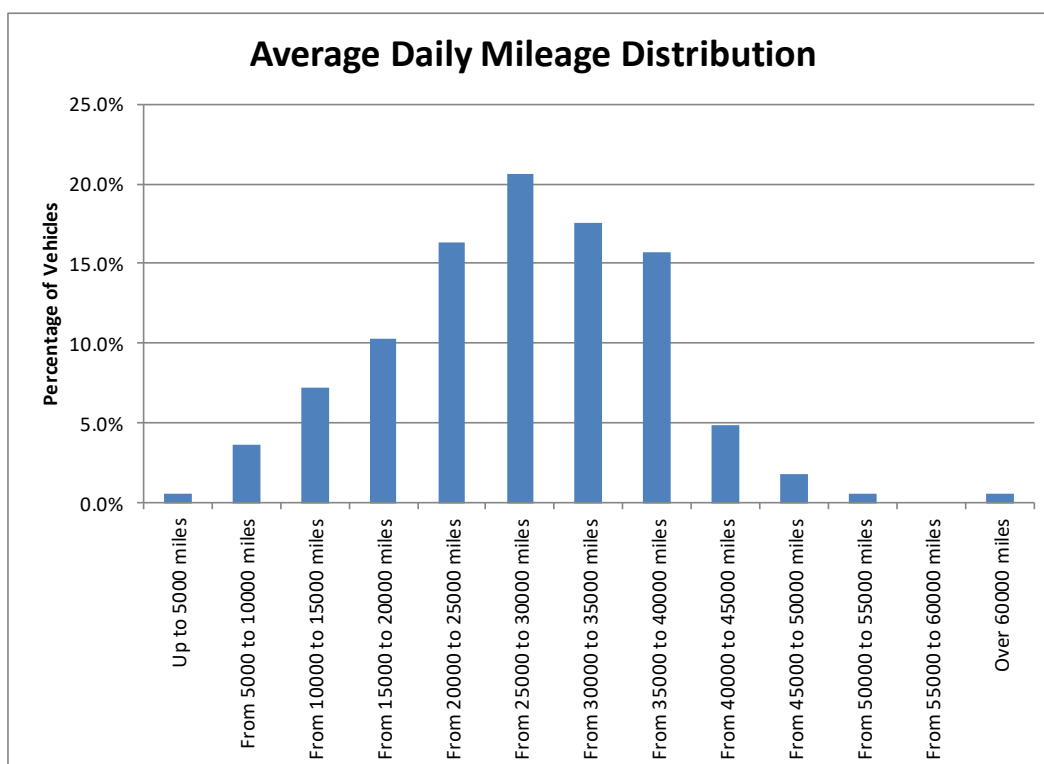


Figure 4 - Average annual mileage per Hackney Carriage

Table 4 - Average annual mileage per Hackney Carriage Vehicle

Average Annual Mileage.	
Up to 5000 miles	0.6%
From 5000 to 10000 miles	3.6%
From 10000 to 15000 miles	7.3%
From 15000 to 20000 miles	10.3%
From 20000 to 25000 miles	16.4%
From 25000 to 30000 miles	20.6%
From 30000 to 35000 miles	17.6%
From 35000 to 40000 miles	15.8%
From 40000 to 45000 miles	4.8%
From 45000 to 50000 miles	1.8%
From 50000 to 55000 miles	0.6%
From 55000 to 60000 miles	0.0%
Over 60000 miles	0.6%

The most common annual mileage was 25,000 to 30,000 miles per annum. This represents a fairly common level of travel for a single shift vehicle working 5 to 6 days per week. There were relatively few vehicles travelling more than 40,000 miles per annum. At that level, vehicles are likely to be used by more than one driver and on the road for extensive periods each day.



There were relatively few vehicles travelling less than 15,000 miles per annum. Some of the lower mileage vehicles may be used part time, such as focussing on the busier evening periods during the week and/ or Friday and Saturday nights.

Figure 5 presents a distribution of average annual mileage for the majority of vehicles in the Private Hire fleet.

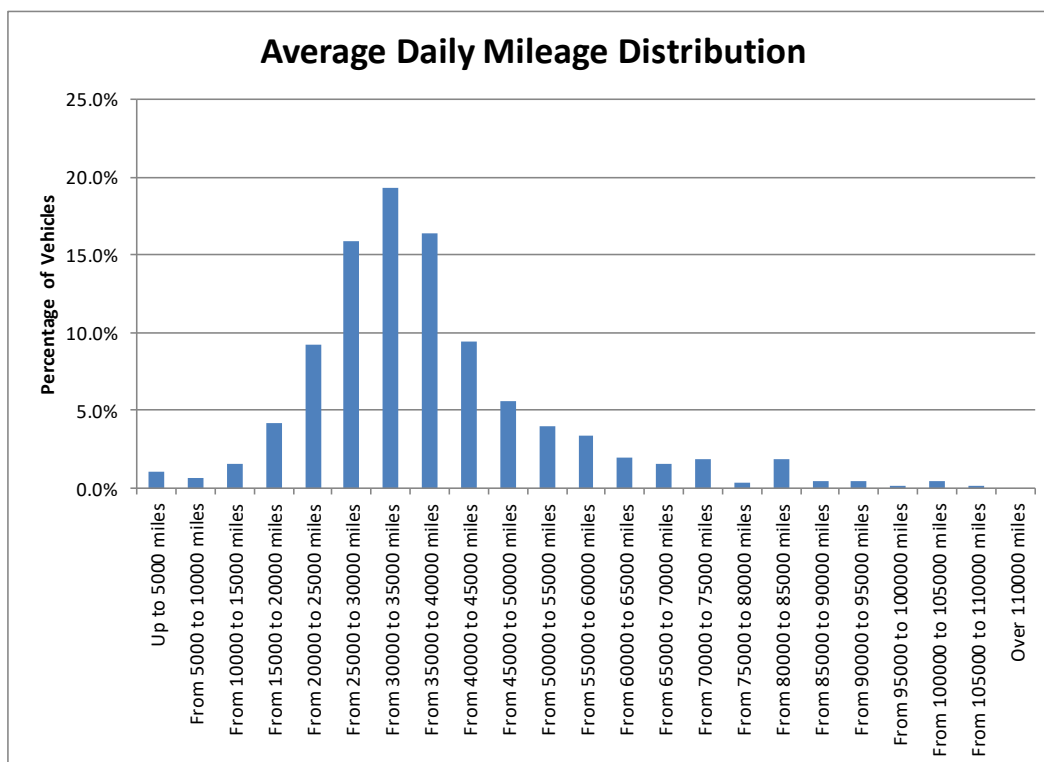


Figure 5 - Average annual mileage per Private Hire Vehicle



Table 5 - Average annual mileage per Private Hire Vehicle

Average Annual Mileage.	
Up to 5000 miles	1.1%
From 5000 to 10000 miles	0.6%
From 10000 to 15000 miles	1.5%
From 15000 to 20000 miles	4.2%
From 20000 to 25000 miles	9.3%
From 25000 to 30000 miles	15.9%
From 30000 to 35000 miles	19.3%
From 35000 to 40000 miles	16.4%
From 40000 to 45000 miles	9.4%
From 45000 to 50000 miles	5.6%
From 50000 to 55000 miles	4.0%
From 55000 to 60000 miles	3.4%
From 60000 to 65000 miles	2.0%
From 65000 to 70000 miles	1.5%
From 70000 to 75000 miles	1.9%
From 75000 to 80000 miles	0.3%
From 80000 to 85000 miles	1.9%
From 85000 to 90000 miles	0.5%
From 90000 to 95000 miles	0.5%
From 95000 to 100000 miles	0.2%
From 100000 to 105000 miles	0.5%
From 105000 to 110000 miles	0.2%
Over 110000 miles	0.0%

The shape of the Private Hire Vehicle mileage distribution graph is similar to that for Hackney Carriages but skewed further to the right, indicating that mileage was generally higher for Private Hire Vehicles. The most common annual mileage was 30,000 to 35,000 miles per annum, which was higher than that for Hackney Carriages. There was a small proportion of the fleet which covered over 40,000 miles per annum. Whilst this proportion was relatively small, some of the mileages recorded suggests that many of these vehicles are used by multiple drivers and driven for extensive hours each day. A handful of vehicles exceeded 80,000 miles per annum, which may indicate that these vehicles are used round the clock, on a three shift basis.

The mileage data corroborates feedback from the Hackney Carriage trade that relatively few Hackney Carriage vehicles are used on a multi-shift basis. However, trade feedback suggests that some vehicles are driven by more than one driver, with an additional driver working part time, for example, covering Friday and Saturday nights.



4 TAXI RANK SURVEYS

4.1 Current taxi ranks

Seventeen locations were surveyed.

These locations were:

- Portsmouth Railway Station
- Gunwharf Quays
- Derby Road
- Edinburgh Road
- Paradise Street
- Hard Interchange
- Osbourne Road
- Commercial Road
- Guildhall Walk
- Fratton Station
- Cosham Station
- Cosham High Street
- London Road
- Continental Ferry Port
- Albert Road
- Port Solent
- Queen Alexandra Hospital

Several of the locations observed are not formal taxi ranks. In addition to the rank on Edinburgh Road, the stretch of roadway between the rank and along Commercial road, to the junction with Stanhope Road, was observed. This observation was intended to assess the volume of Hackney Carriages and Private Hire Vehicles which waited on this stretch of road, waiting for fares. Additionally, the locations at Queen Alexandra Hospital and Port Solent were observed to assess the volume of hires which were undertaken by licensed vehicles at these locations.

4.2 Rank surveys

The ranks were surveyed continuously from 7.00 on Thursday 27th October 2016 to 7.00 on Monday 31st October 2016. The camera at Queen Alexandra Hospital was installed later than the other locations and was surveyed from 7.00 on Thursday 3rd November 2016 to 7.00 on Monday 7th November 2016.

4.3 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.



Portsmouth & Southsea Railway Station

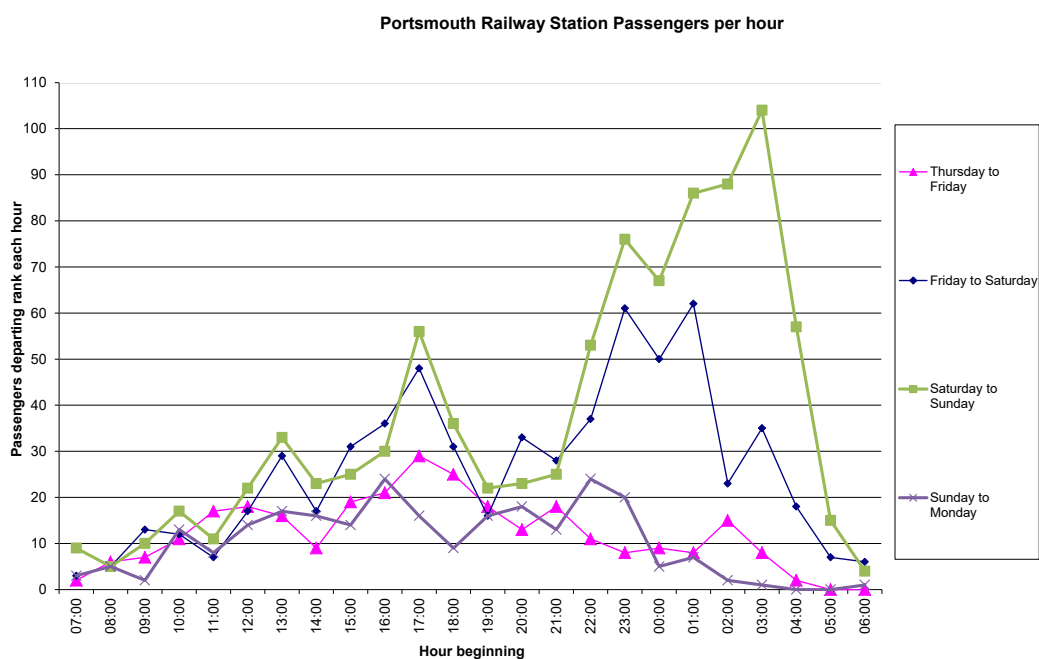


Figure 6 – Portsmouth & Southsea Railway Station Passengers Per Hour

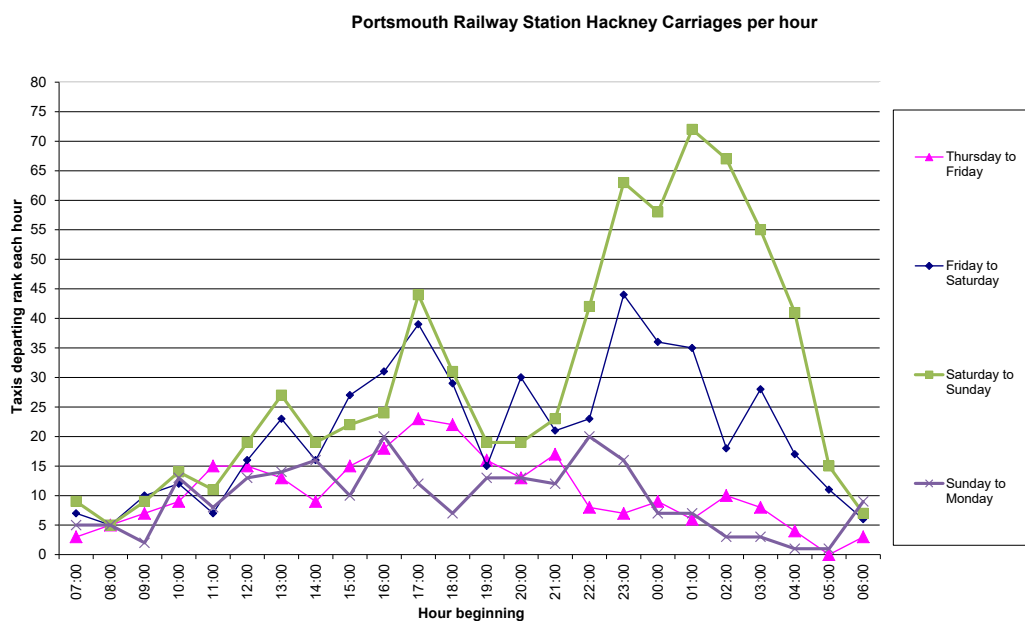


Figure 7 - Portsmouth & Southsea Railway Station Hackney Carriages Per Hour

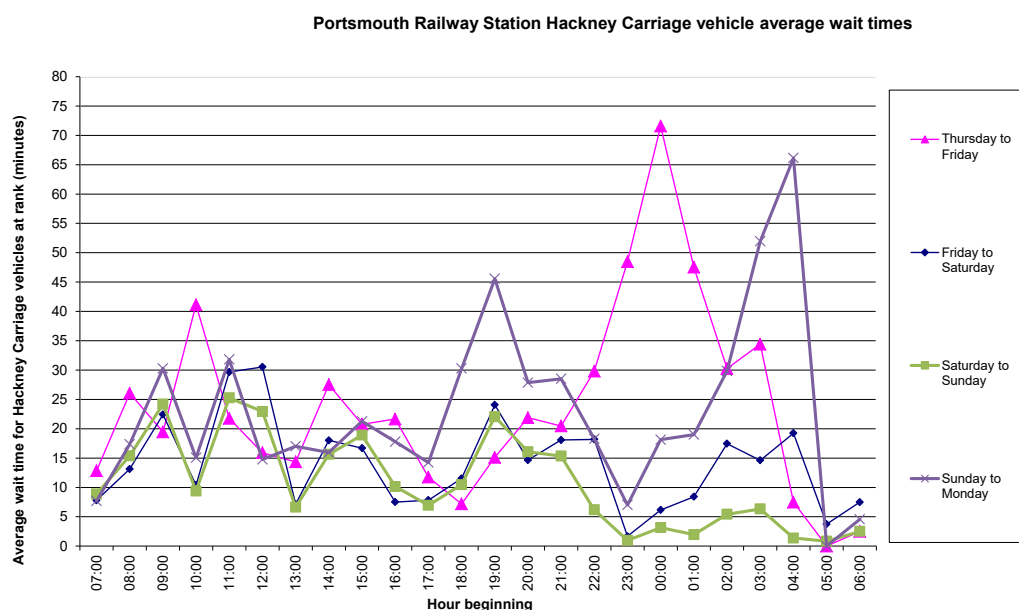


Figure 8 - Portsmouth & Southsea Railway Station Hackney Carriage Average Wait Times

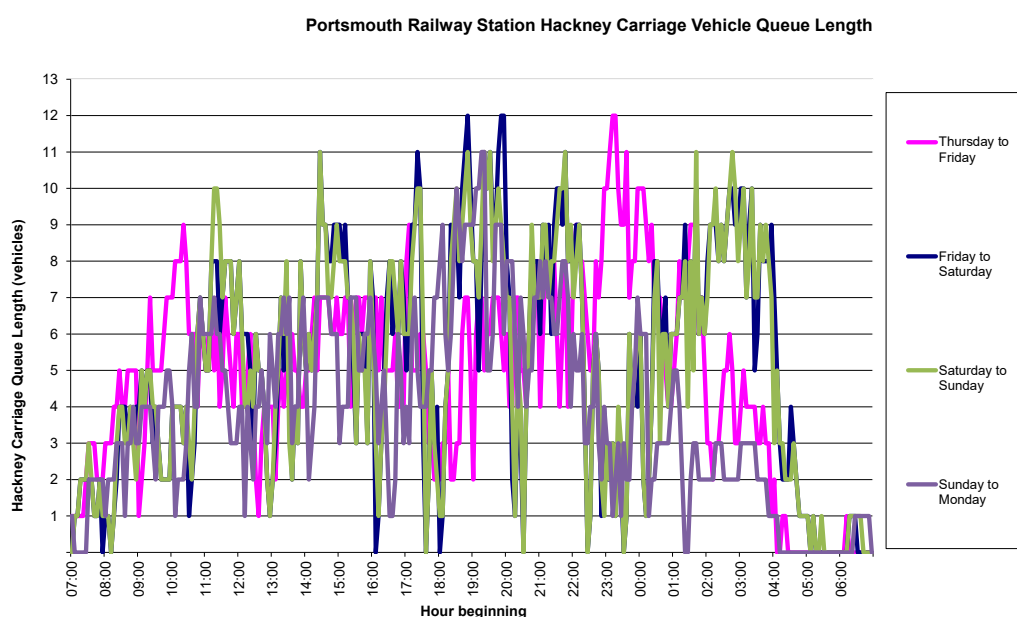


Figure 9 - Portsmouth & Southsea Railway Station Hackney Carriage Queue Length

The rank was active for almost 24 hours each day. There were generally several hackney carriages waiting at the rank at all times. Long after the last train has departed from this rank, Hackney Carriages continue to queue up and serve the night time economy. This rank was well used and always had Hackney Carriages queuing at it, serving all times of the day, There was no passenger waiting observed at this rank.



Gunwharf Quays

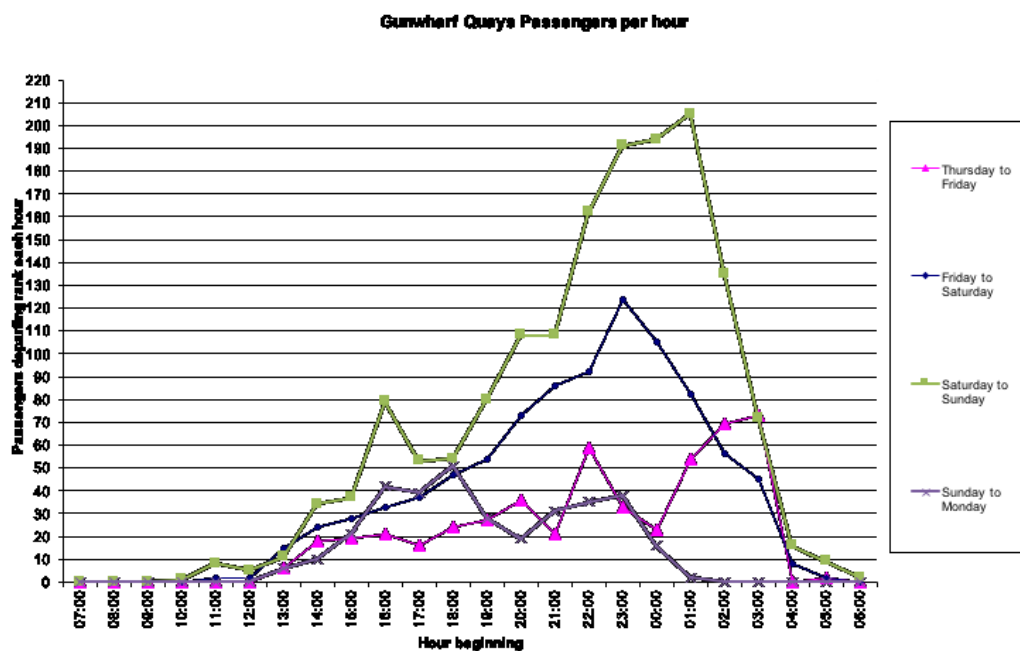


Figure 10 - Gunwharf Quays Passengers Per Hour

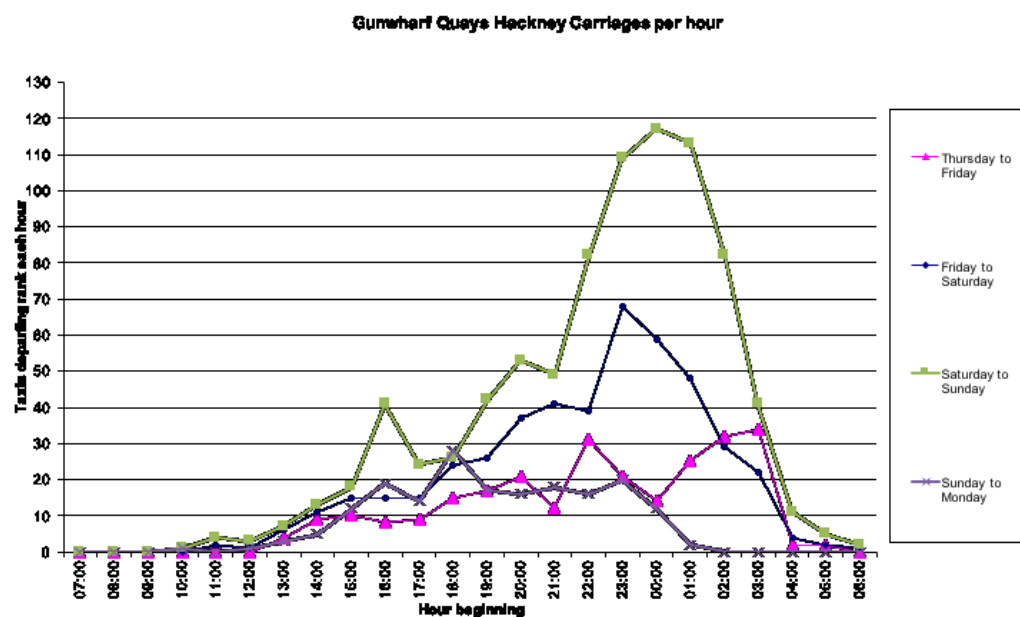


Figure 11 - Gunwharf Quays Hackney Carriages Per Hour

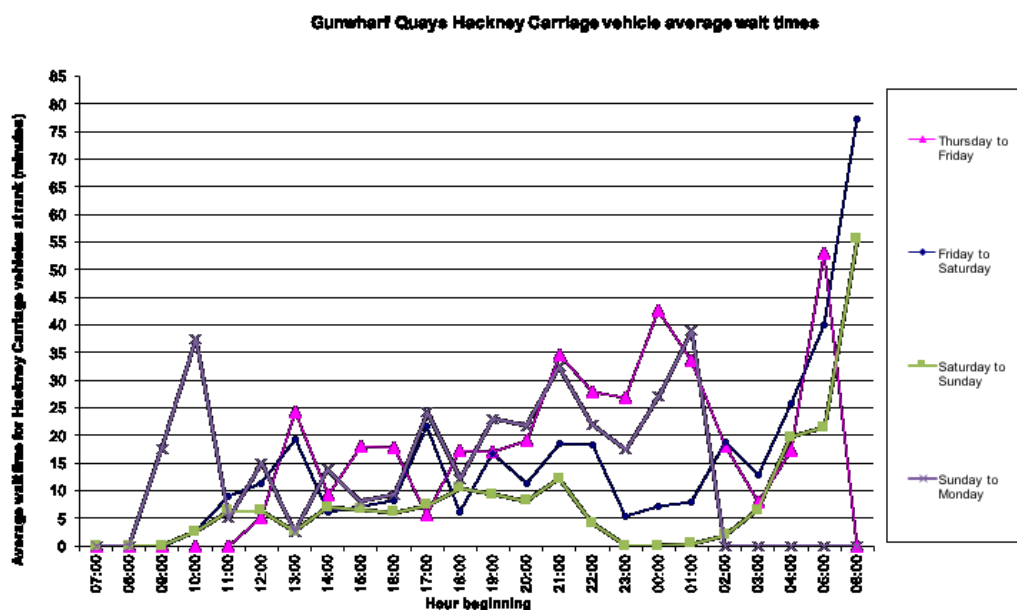


Figure 12 - Gunwharf Quays Hackney Carriage Average Wait Times

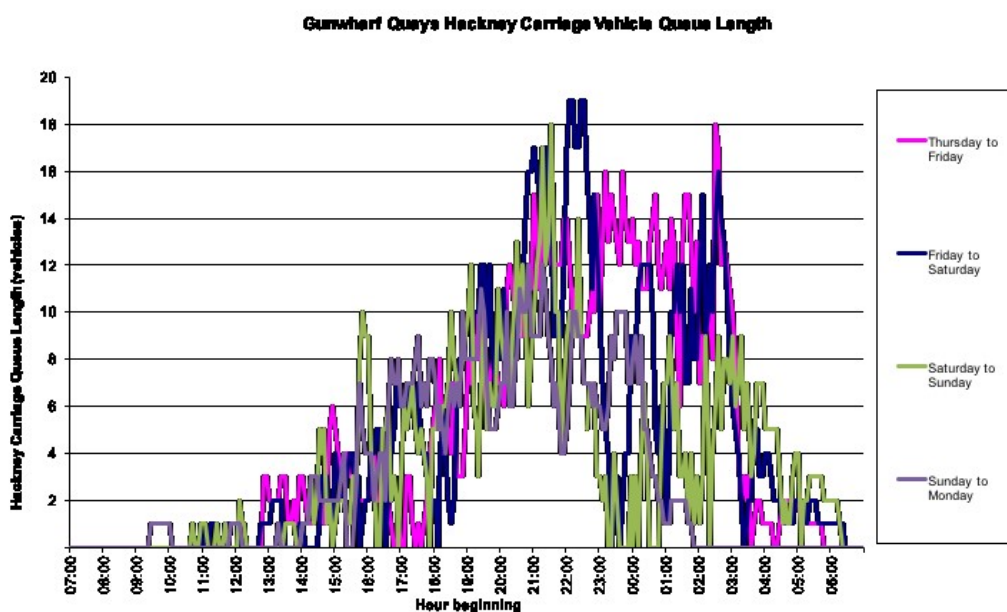


Figure 13 - Gunwharf Quays Hackney Carriage Queue Length

The Gunwharf Quays rank was active from late morning until the early hours, each day. The rank served demand associated with day time retail and the night time economy, peaking on a Saturday night.



Derby Road

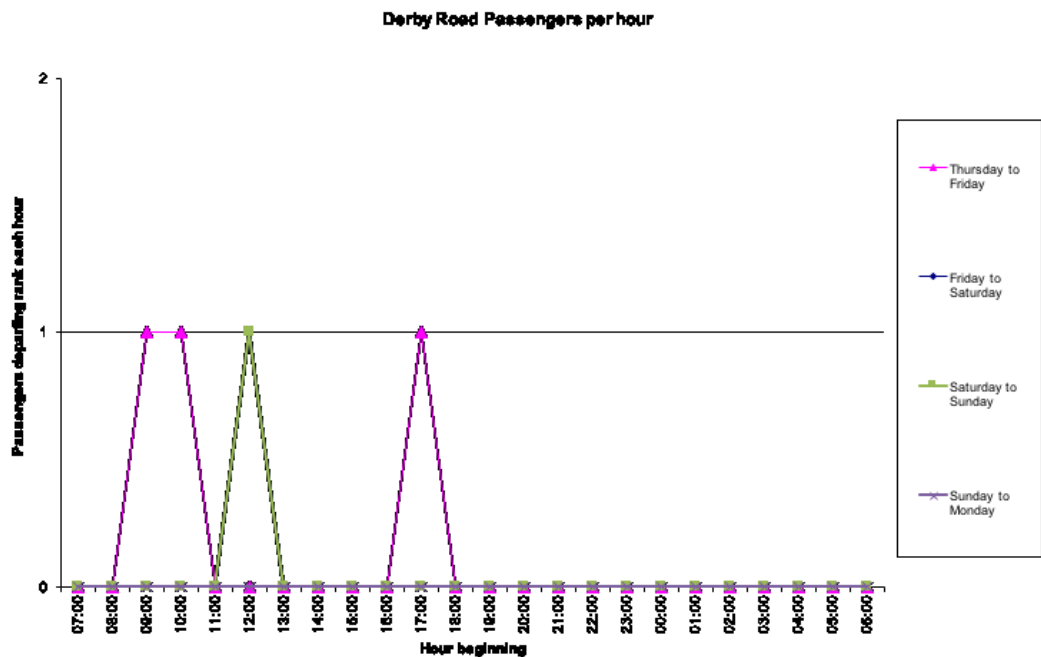


Figure 14 - Derby Road Passengers Per Hour

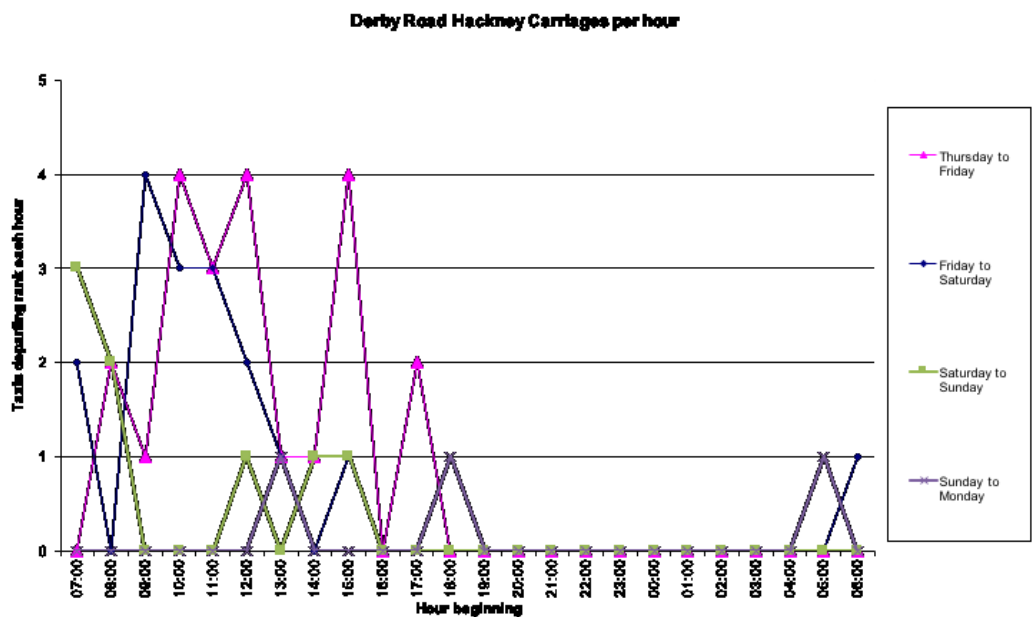


Figure 15 - Derby Road Hackney Carriages Per Hour

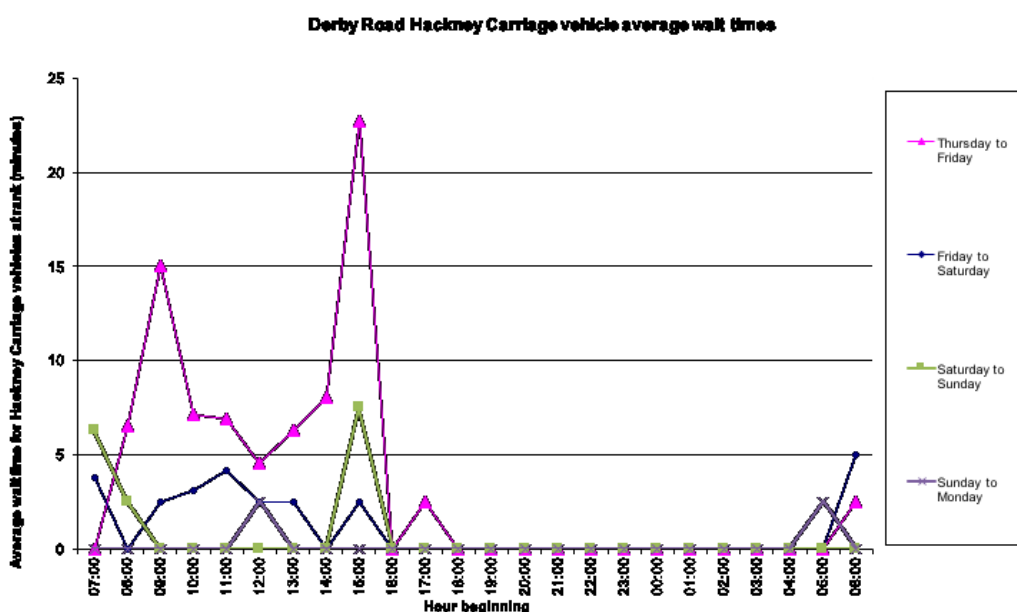


Figure 16 - Derby Road Average Hackney Carriage Wait Times

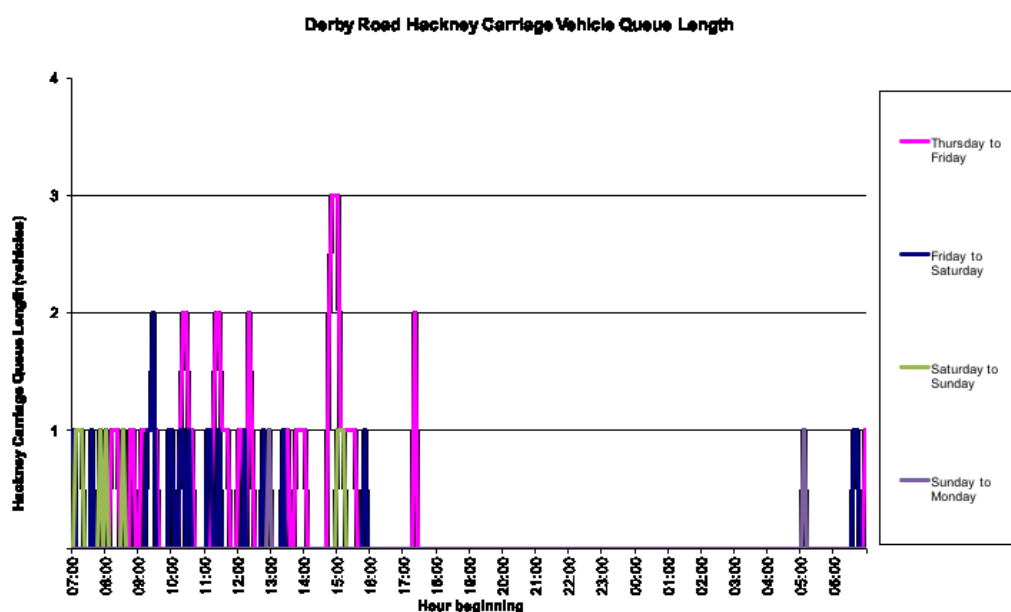


Figure 17 - Derby Road Hackney Carriage Queue Length

The rank served daytime demand. Derby Road was a fairly quiet rank with few passenger pick-ups. This rank was used in the daytime with the average wait time being short and only a hand full of passenger pick-ups over the four days.

The rank is located adjacent to a public toilet. The rank may have been used by drivers seeking a comfort break and hence many of the vehicles left the rank empty.



Edinburgh Road

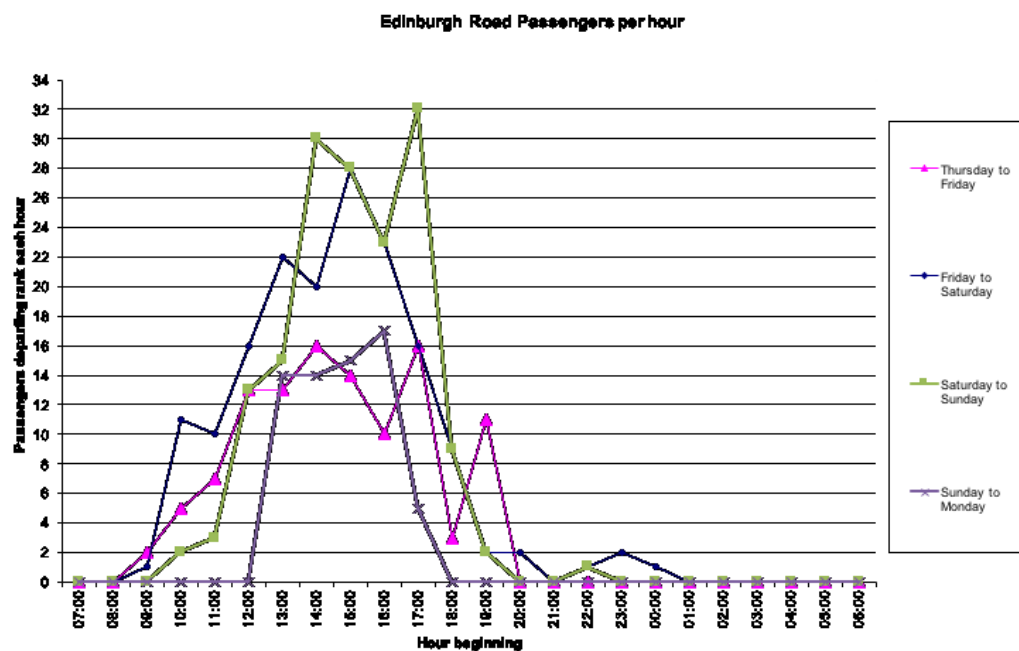


Figure 18 – Edinburgh Road Passengers Per Hour

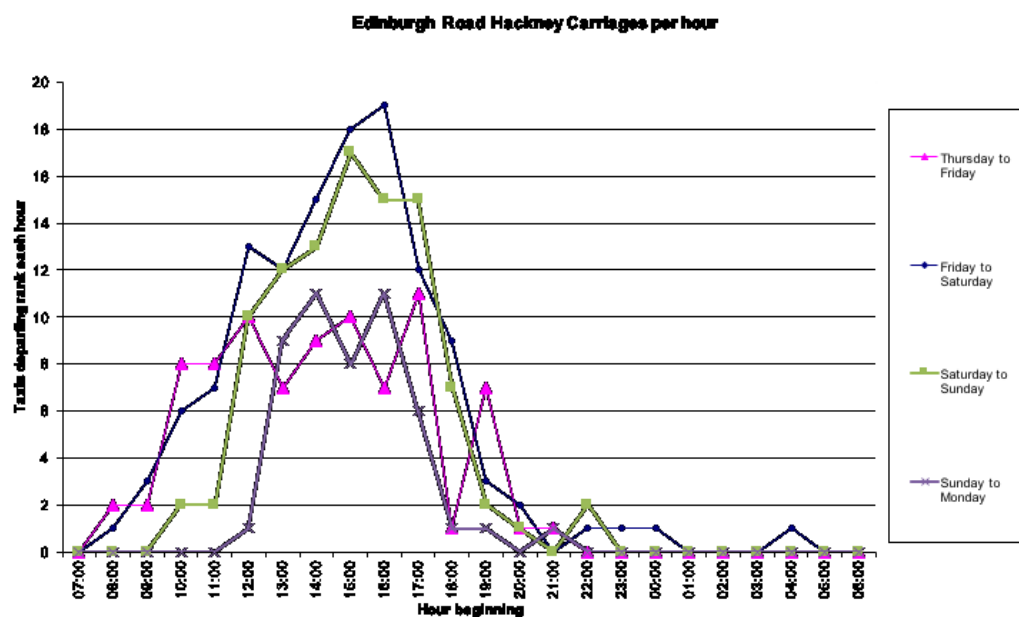


Figure 19 - Edinburgh Road Hackney Carriages Per Hour

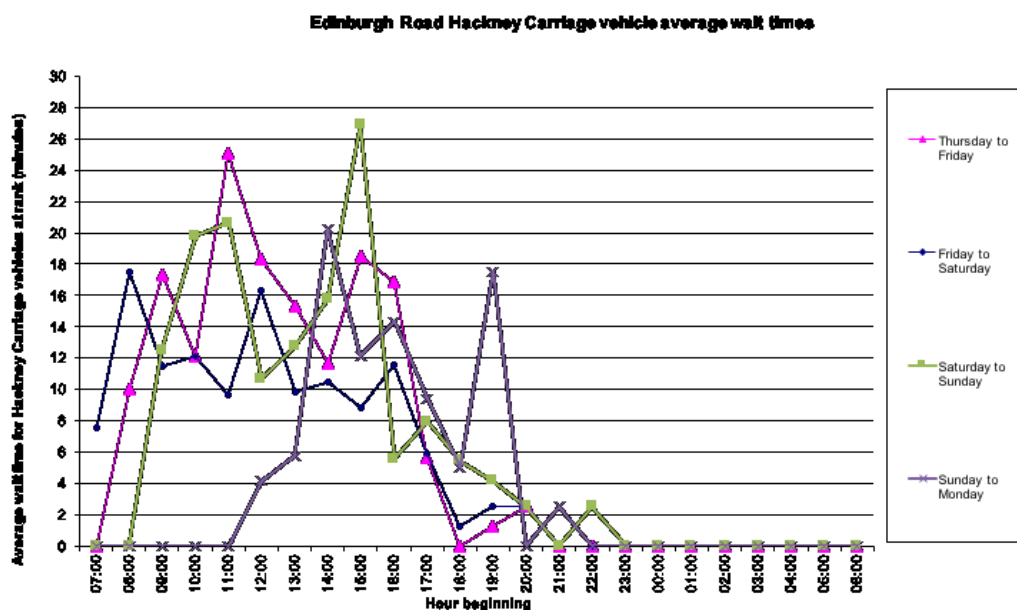


Figure 20 - Edinburgh Road Hackney Carriage Average Wait Times

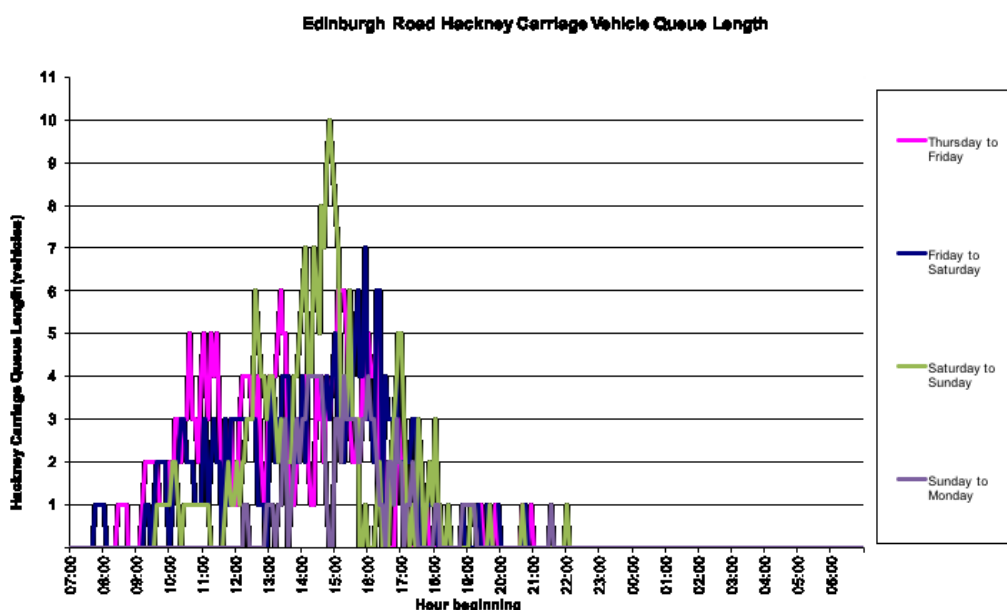


Figure 21 - Edinburgh Road Hackney Carriage Queue Length

The Edinburgh Road rank serves retail demand. It was active during daytime hours. The highest demand was seen on Friday and Saturday.

There is a marked rank on Fountain Street, which acts as a feeder rank for the Edinburgh Road rank. The rank on Fountain Street was also observed and data from any waiting Hackney Carriages was added to the Edinburgh Road rank data and the combined rank was treated as a single rank for the purpose of rank assessment.



Paradise Street

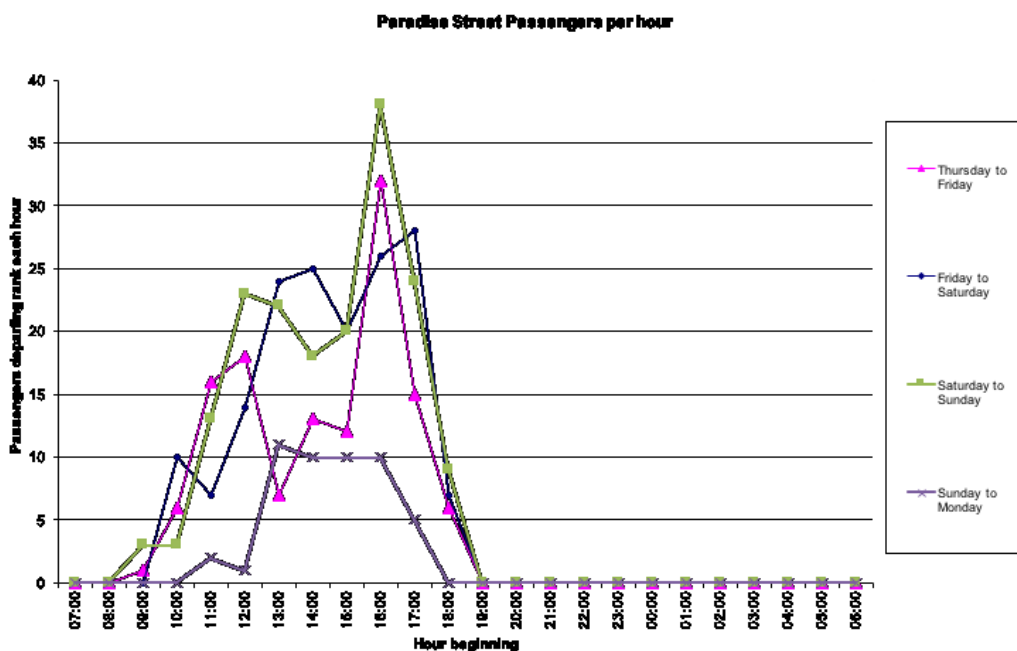


Figure 22 - Paradise Street Passengers Per Hour

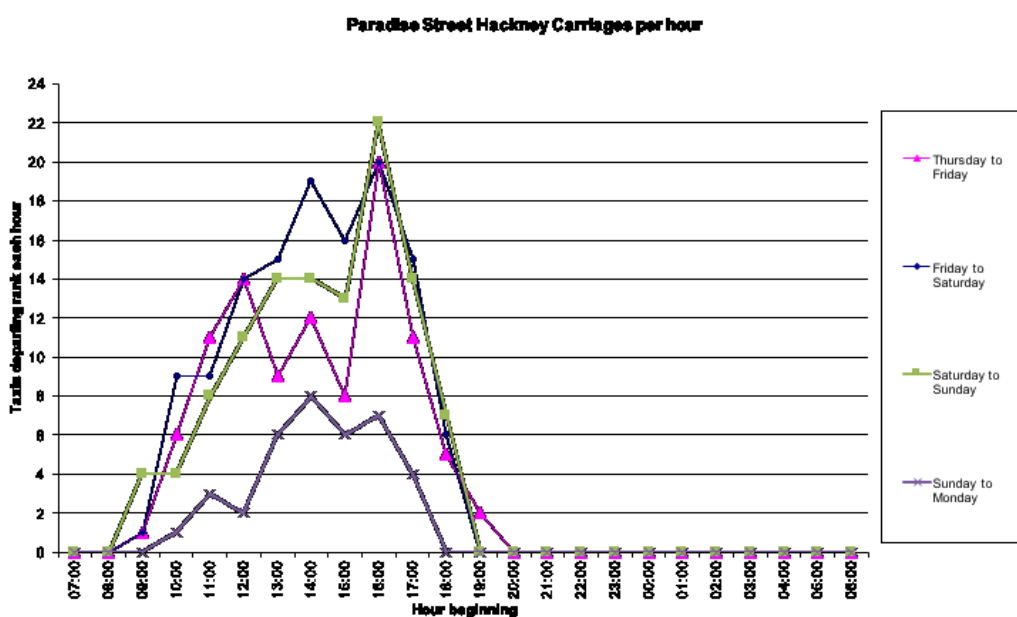


Figure 23 - Paradise Street Hackney Carriages Per Hour

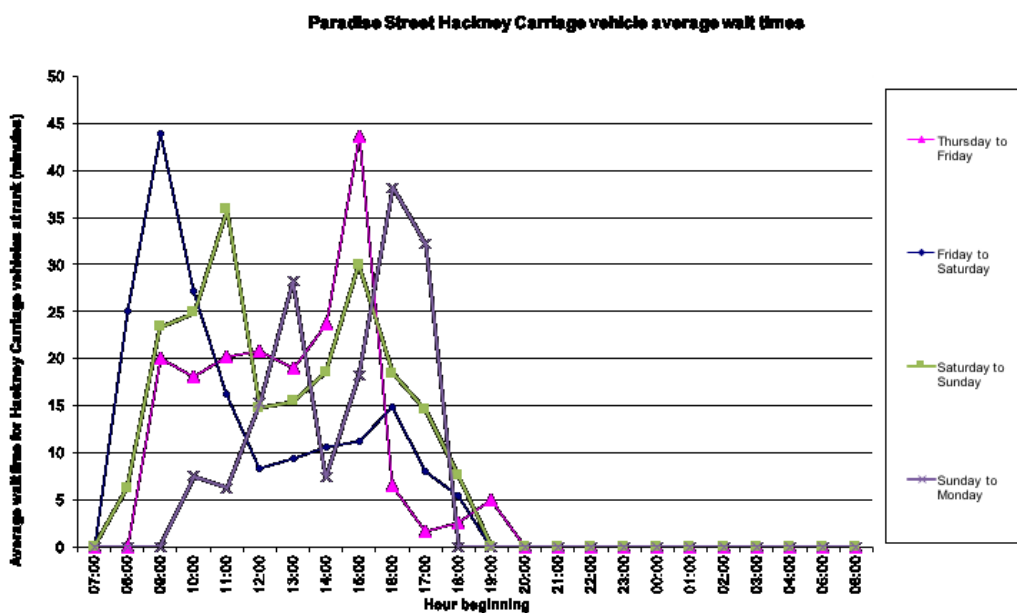


Figure 24 - Paradise Street Hackney Carriage Average Wait Times

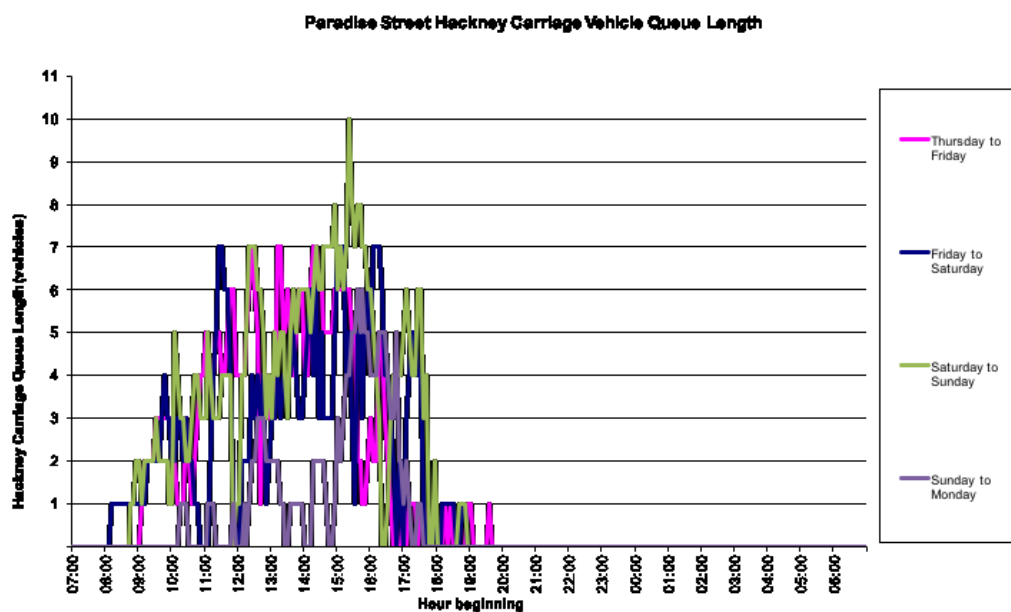


Figure 25 - Paradise Street Hackney Carriage Queue Length

The Paradise Street rank is situated to meet the retail demand, primarily from the adjacent Tesco supermarket. As such, activity occurred during shop opening hours.



Hard Interchange

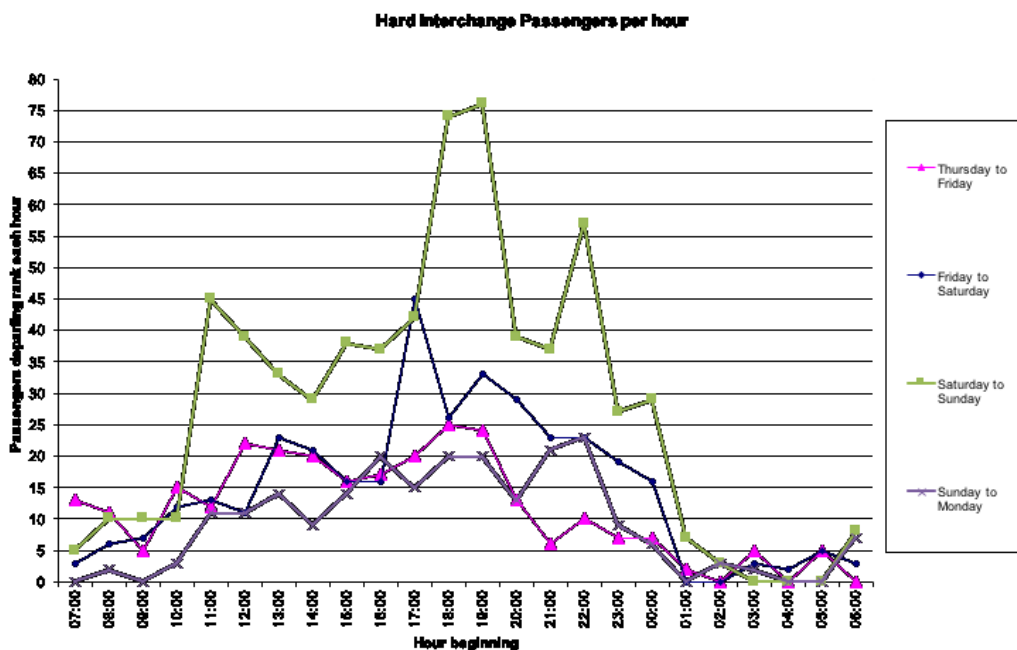


Figure 26 – Hard Interchange Passengers Per Hour

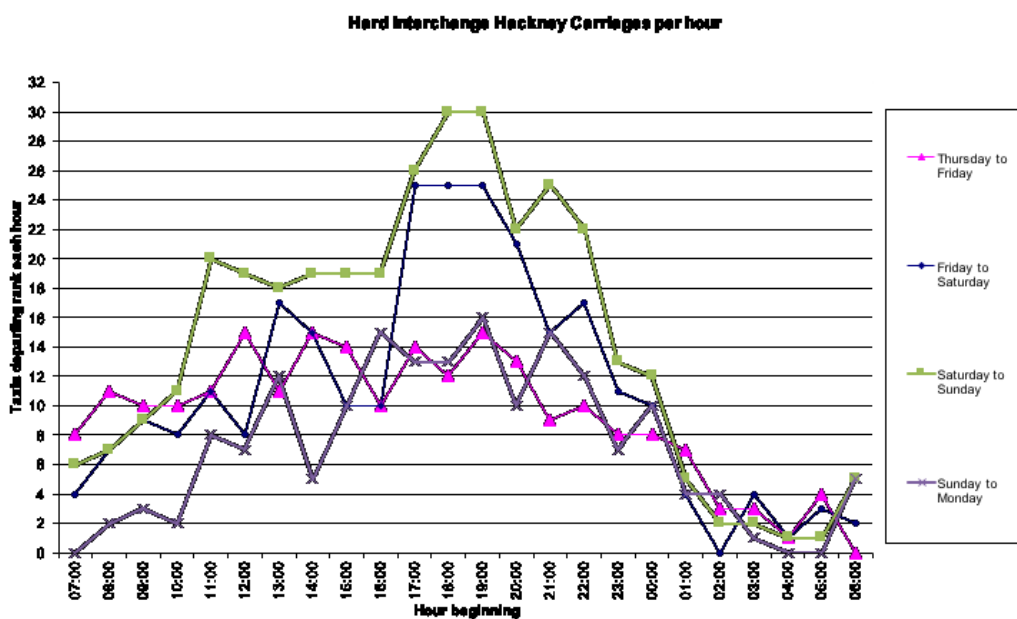


Figure 27 - Hard Interchange Hackney Carriages Per Hour

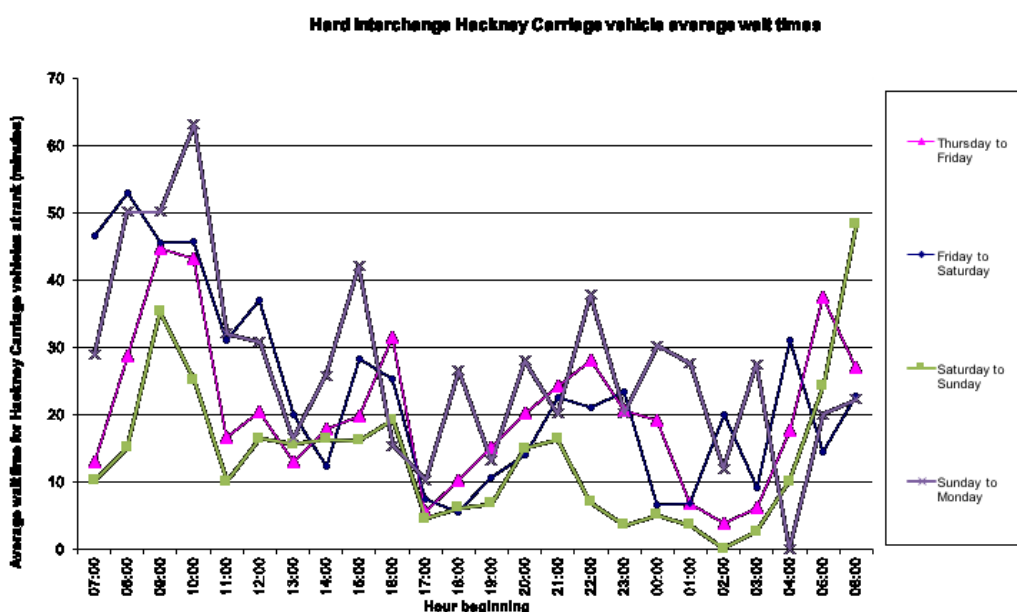


Figure 28 - Hard Interchange Hackney Carriage Average Wait Times

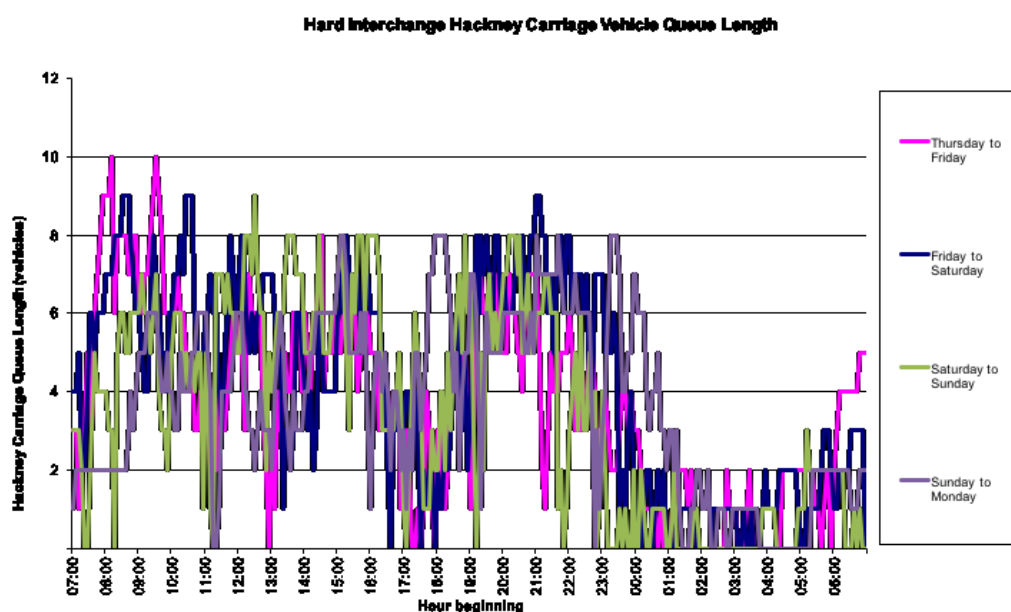


Figure 29 - Hard Interchange Hackney Carriage Queue Length

The rank was active for almost 24 hours each day. There were hackney carriages waiting at the rank at virtually all times. Consequently, no passenger waiting was observed. The rank is the closest to Portsmouth Harbour Railway Station and services demand associated with the station, in addition to daytime retail visitor demand and night time economy demand.



Osbourne Road

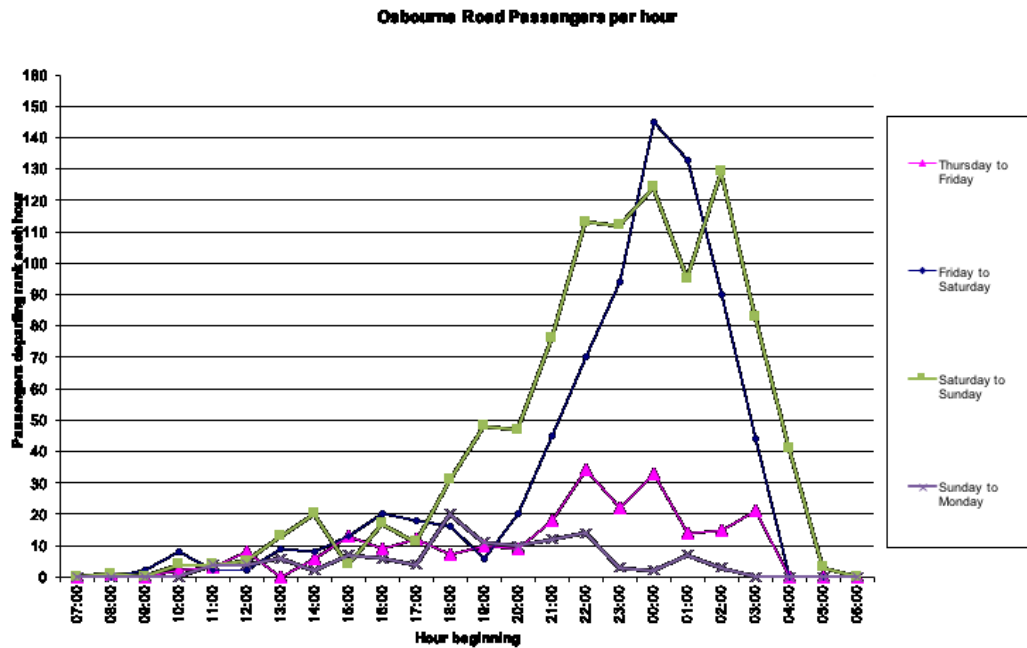


Figure 30 - Osbourne Road Passengers Per Hour

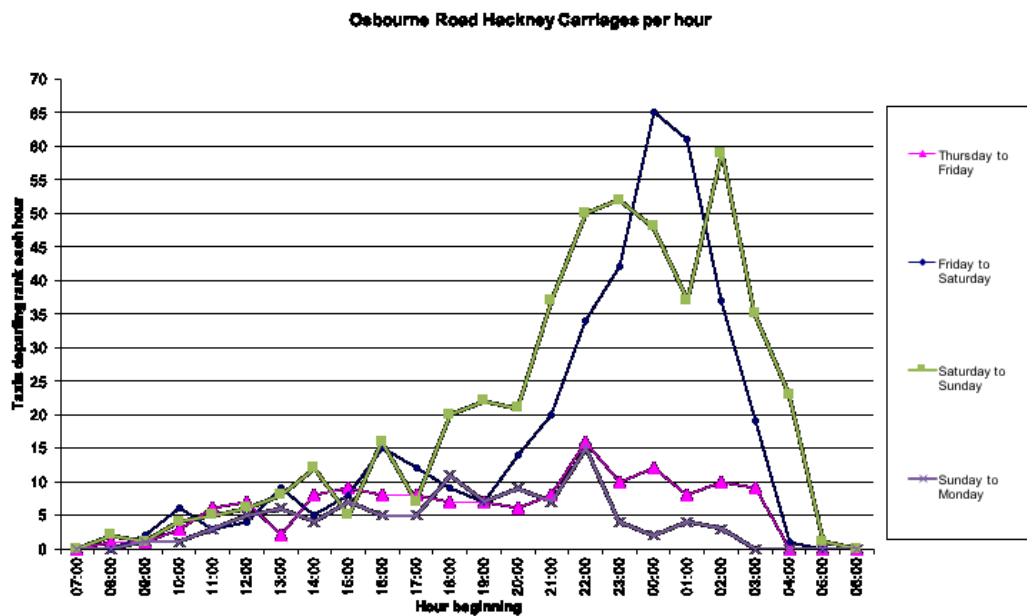


Figure 31 - Osbourne Road Hackney Carriages Per Hour

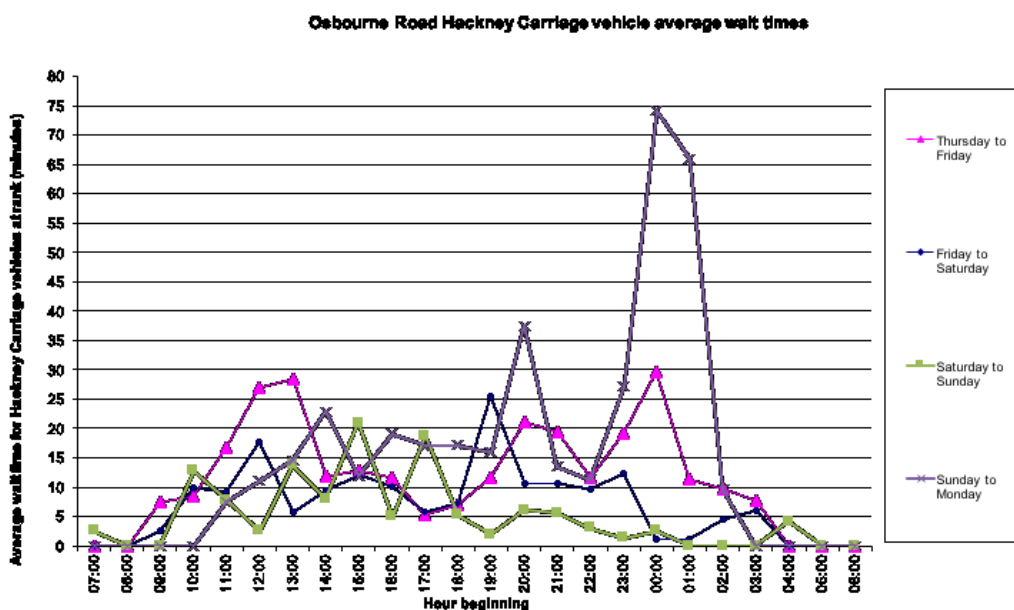


Figure 32 - Osbourne Road Hackney Carriage Average Wait Times

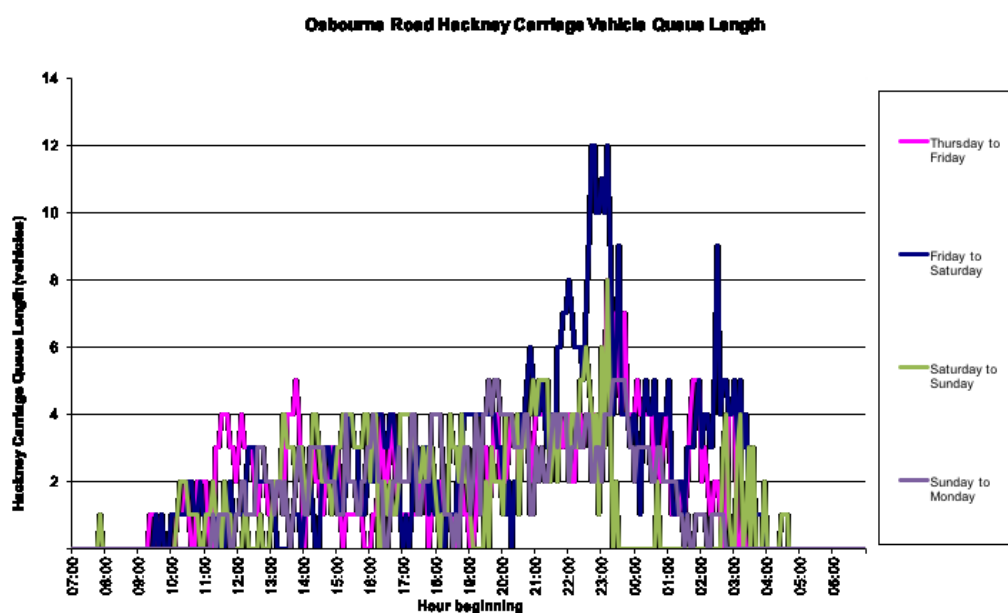


Figure 33 - Osbourne Road Hackney Carriage Queue Length

Osbourne Road taxi rank peaked in the evening especially on Friday and Saturday around 21:30 – 02:00. Evenings were the busiest times at this rank, but there was activity throughout the whole day. There was generally a sufficient number of hackney carriages at the rank to provide for passengers. The marked taxi rank on Portland Road acts as a feeder rank for the Osbourne Road Rank. The rank on Portland Road was also observed and the data from Portland Road was incorporated in the Osbourne Road rank results.



Commercial Road

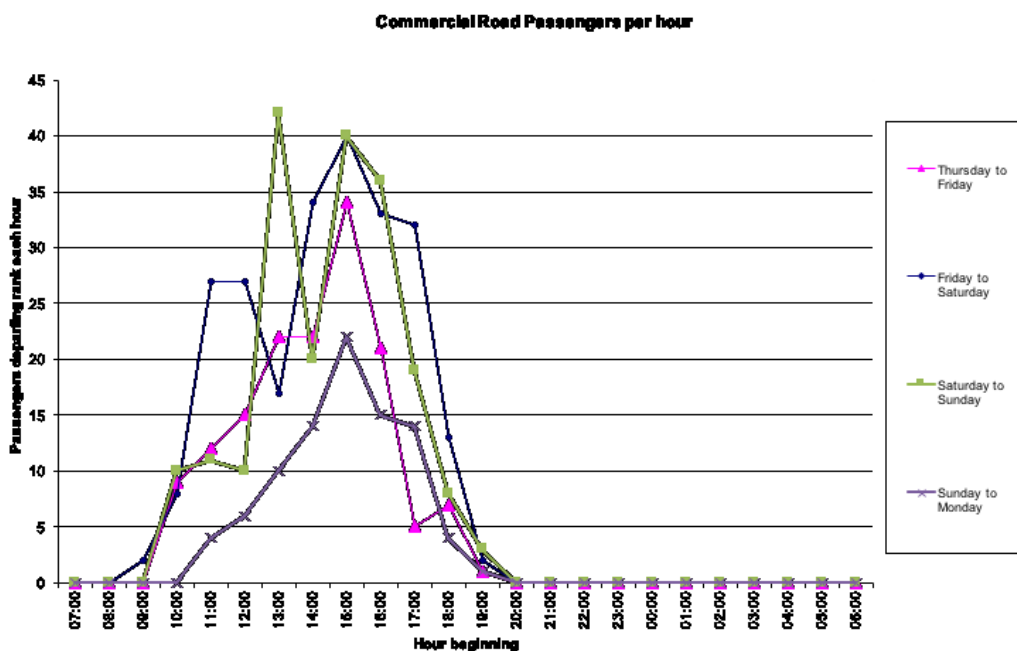


Figure 34 - Commercial Road Passengers Per Hour

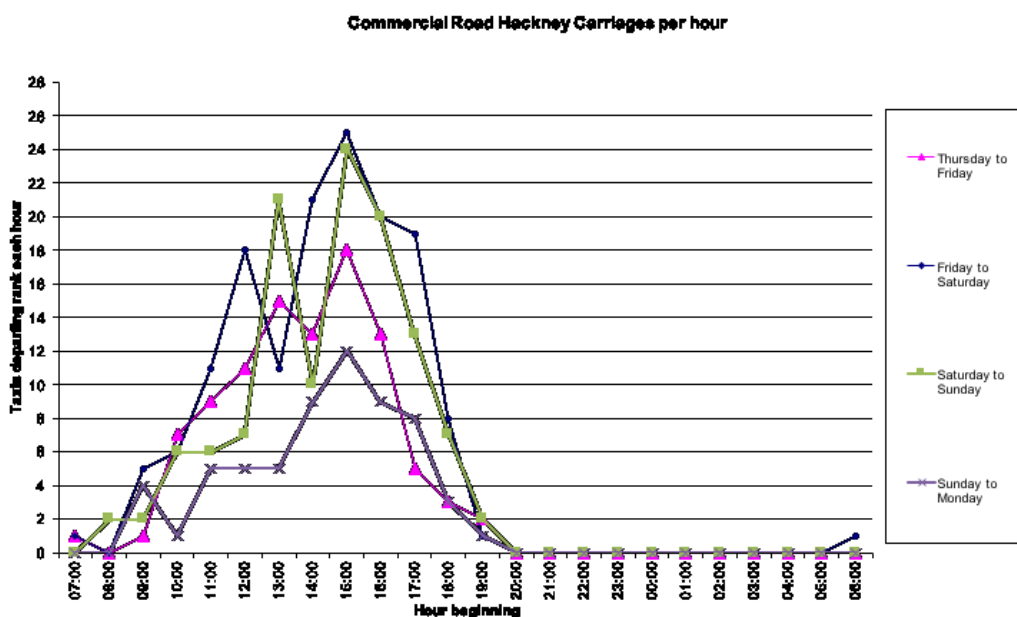


Figure 35 - Commercial Road Hackney Carriages Per Hour

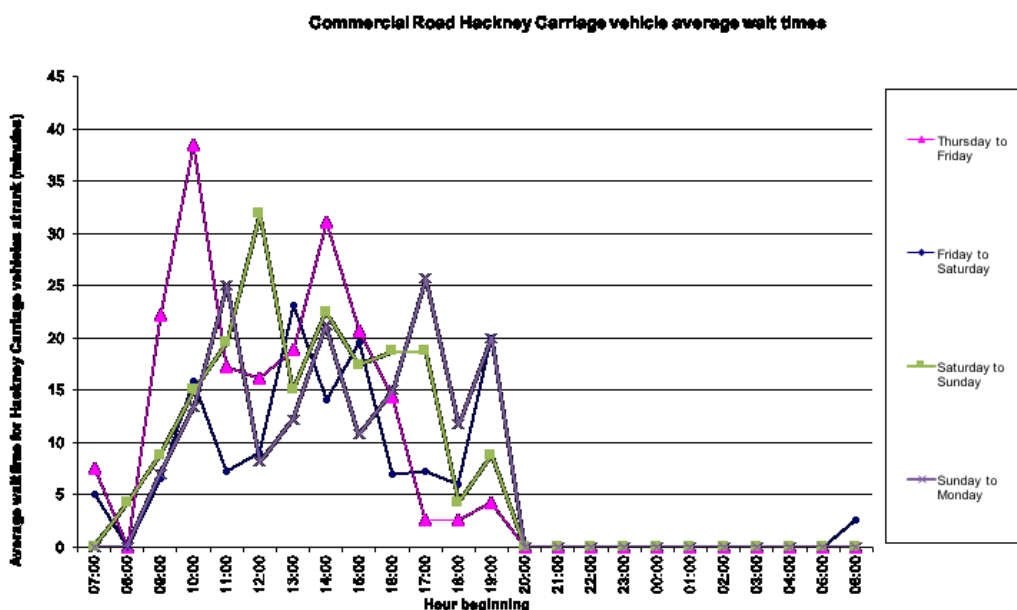


Figure 36 - Commercial Road Hackney Carriage Average Wait Times

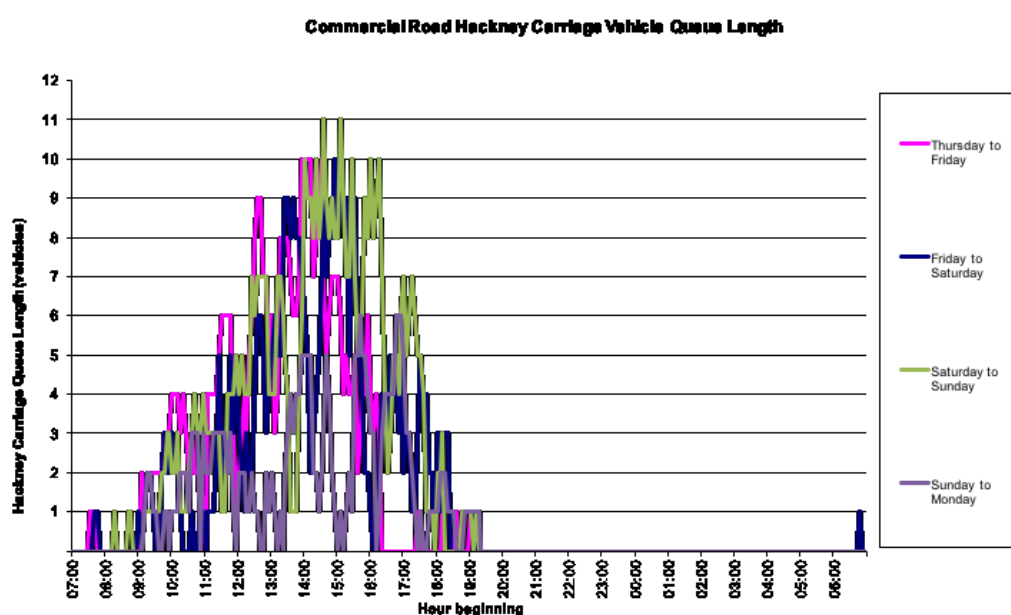


Figure 37 - Commercial Road Hackney Carriage Queue Length

Commercial Road is active during the day until around 20:00. There was a steady increase of passengers per hour, each day until the peak during mid afternoon. Generally, there were sufficient vehicles available for passengers.

The front part of the rank is located between two kerbed areas of pavement. As such, the vehicles at the head of the rank in positions 2, 3 and 4 are not able to easily leave the rank, without other vehicles in front or behind, having to move. This feature may make the rank less attractive to some drivers who anticipate a high probability of receiving a booking, whilst waiting on the rank. The proportion of Hackney Carriages which left this rank empty was lower than the average



across all ranks. This may be a feature of the kerb constraints at the head of this rank.

Guildhall Walk

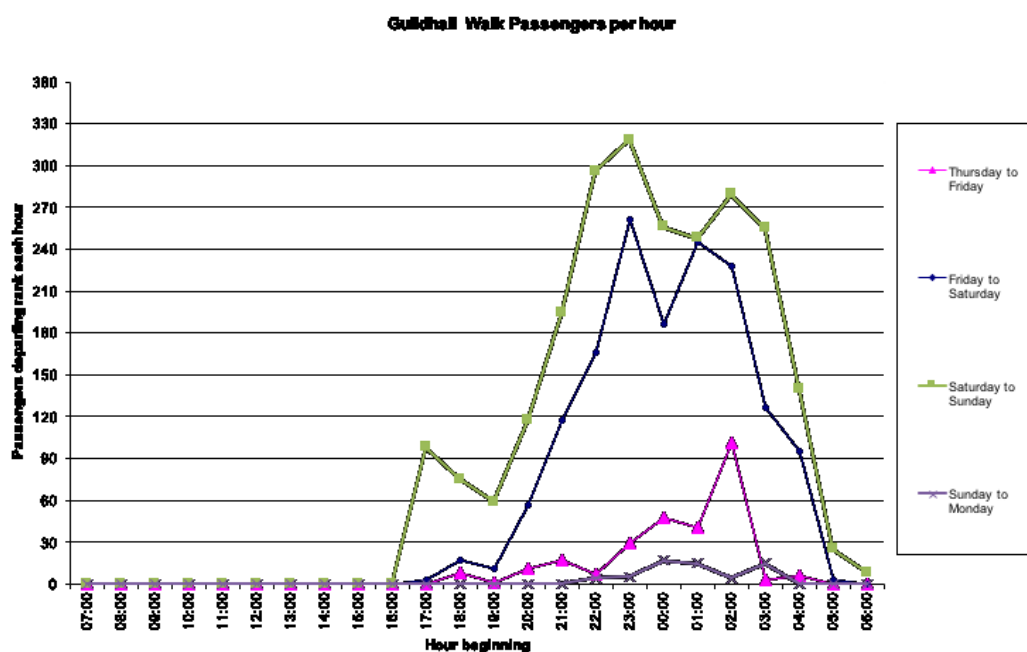


Figure 38 - Guildhall Walk Passengers Per Hour

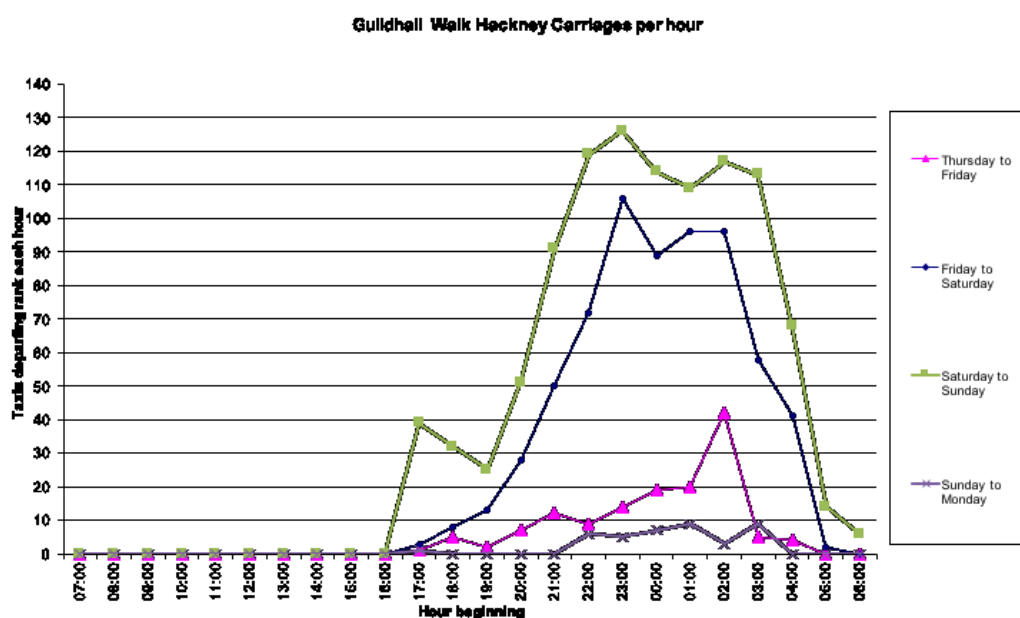


Figure 39 - Guildhall Walk Hackney Carriages Per Hour

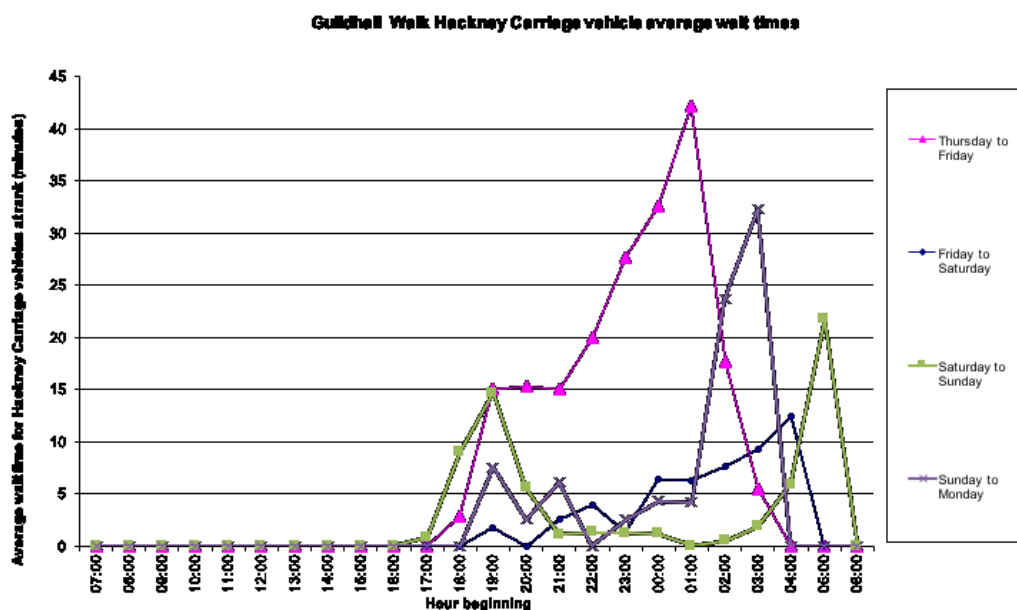


Figure 40 - Guildhall Walk Hackney Carriage Average Wait Times

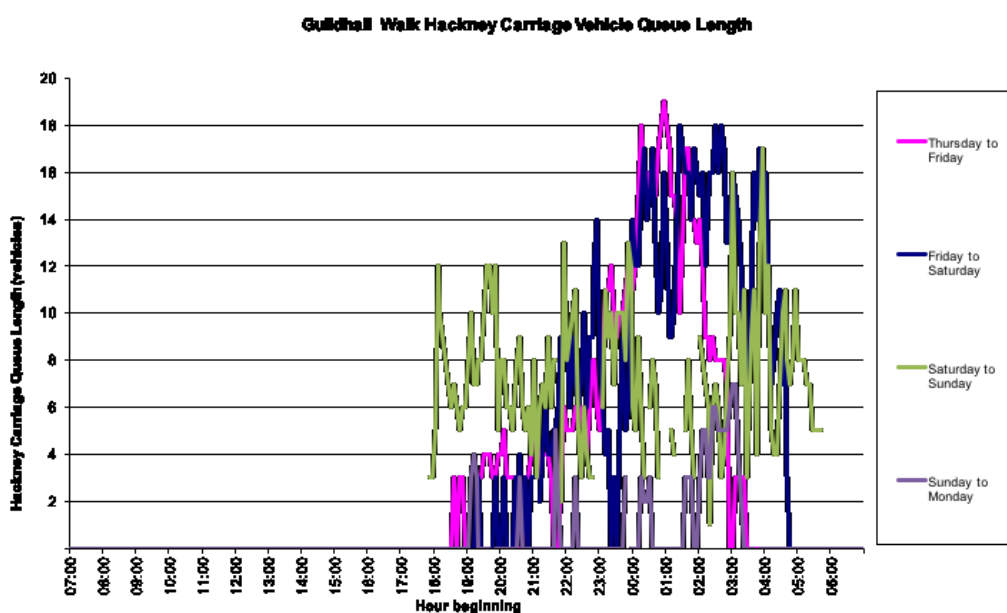


Figure 41 - Guildhall Walk Hackney Carriage Queue Length

The rank at Guildhall Walk was active at night and served demand associated with the night time economy. The majority of activity was concentrated in the late night hours of Friday and Saturday nights, the level of demand was high, during these periods. The rank was well serviced by Hackney Carriages at all active times. There was no passenger waiting observed at this rank. On the Saturday night, over 120 hires per hour were observed between 21:00 to 04:00 hours.



Fratton Station

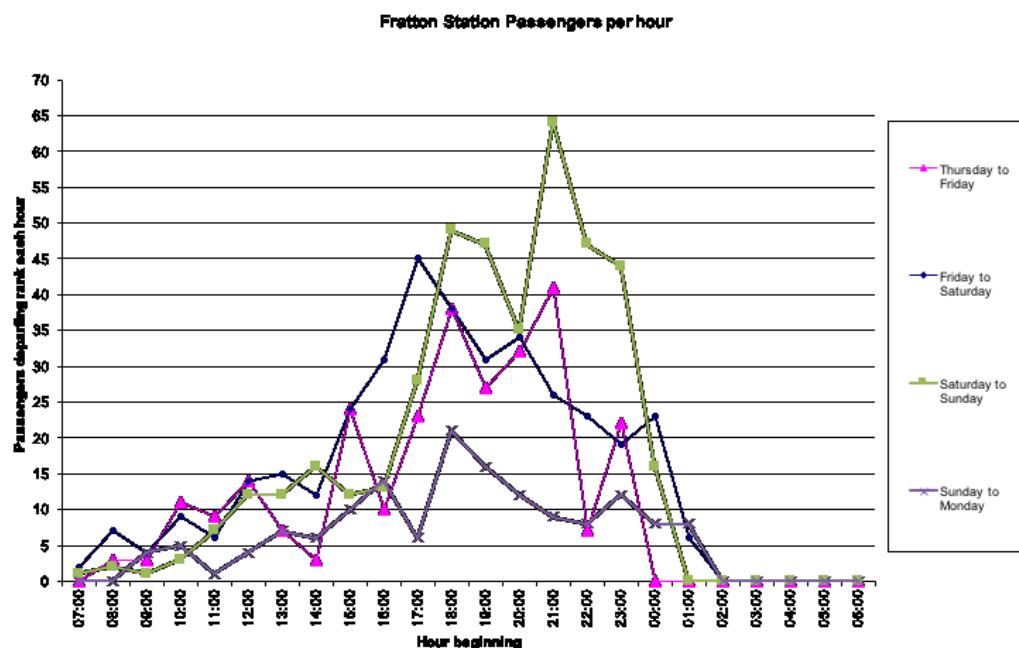


Figure 42 - Fratton Station Passengers Per Hour

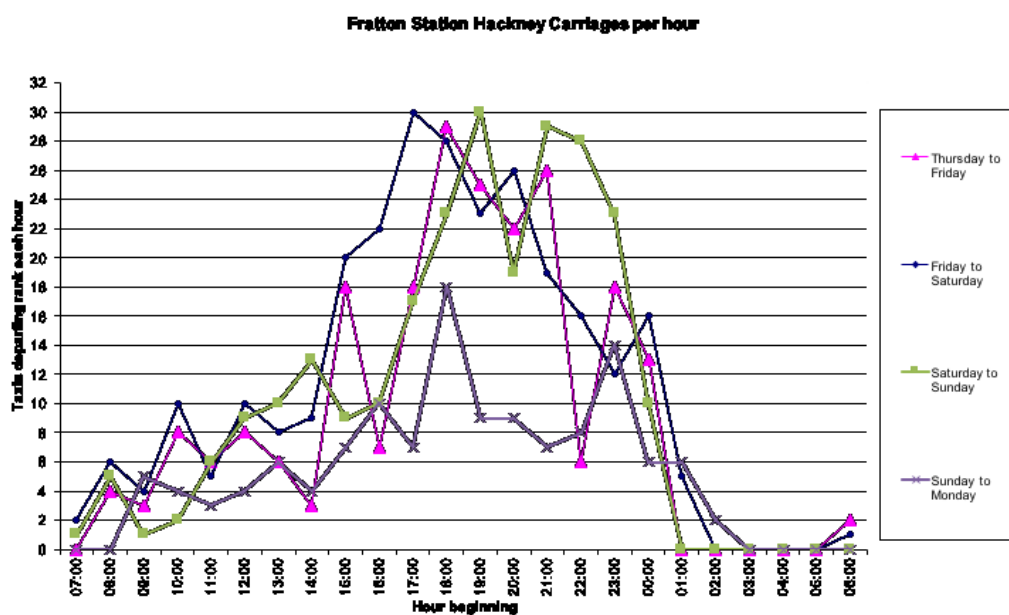


Figure 43 - Fratton Station Hackney Carriages Per Hour

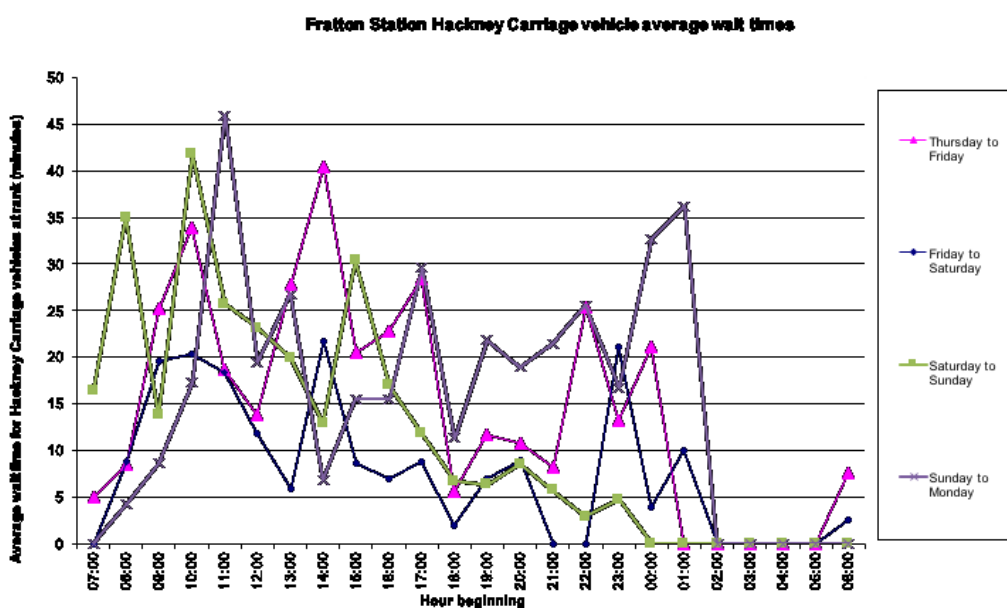


Figure 44 - Fratton Station Hackney Carriage Average Wait Times

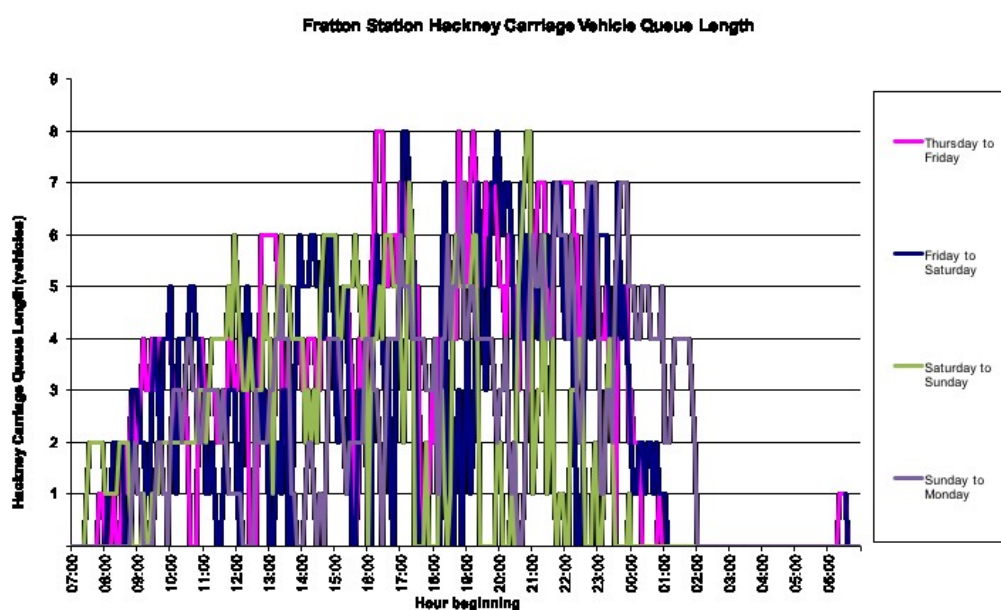


Figure 45 - Fratton Station Hackney Carriage Queue Length

Demand at Fratton Station peaked at night and the levels of demand on Thursday night was similar to Friday and Saturday night levels of demand. Demand was primarily associated with train arrivals. There were several occasions when the demand from passengers arriving on one or more trains within a short period, exceeded the number of available Hackney Carriages. Persistent passenger queues formed for relatively brief periods as passengers had to wait for Hackney Carriages to return to the rank and pick up passengers.



Cosham Railway Station

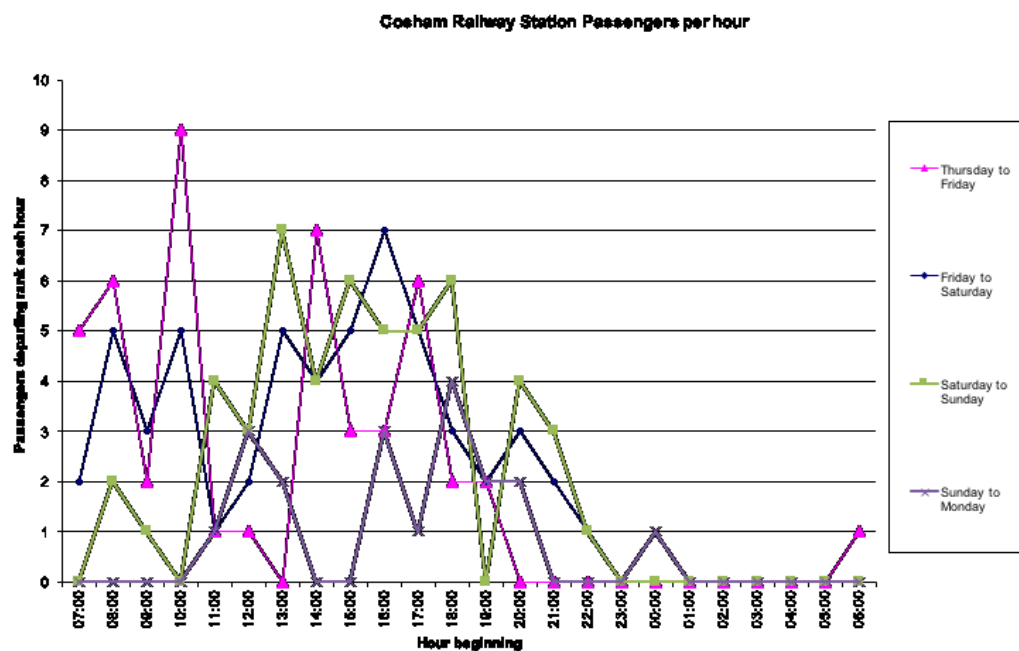


Figure 46 – Cosham Railway Station Passengers Per Hour

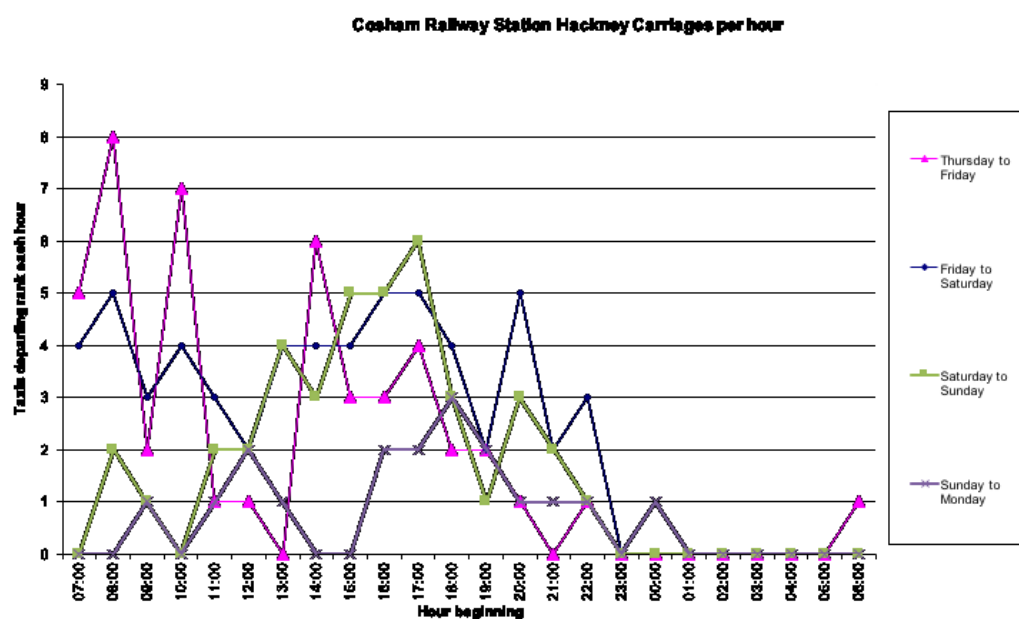


Figure 47 – Cosham Railway Station Hackney Carriages Per Hour

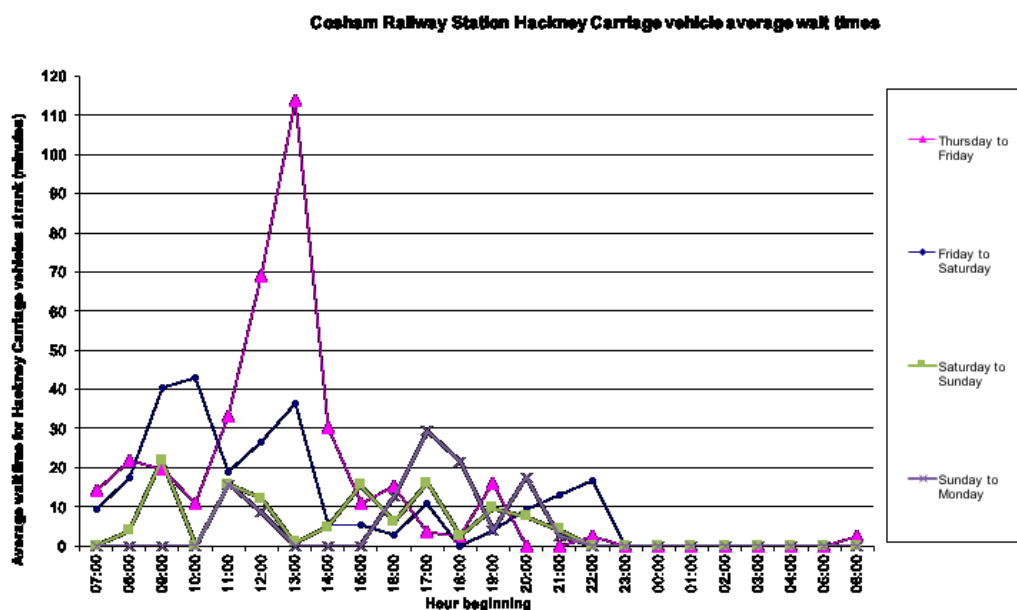


Figure 48 - Cosham Railway Station Hackney Carriage Average Wait Times

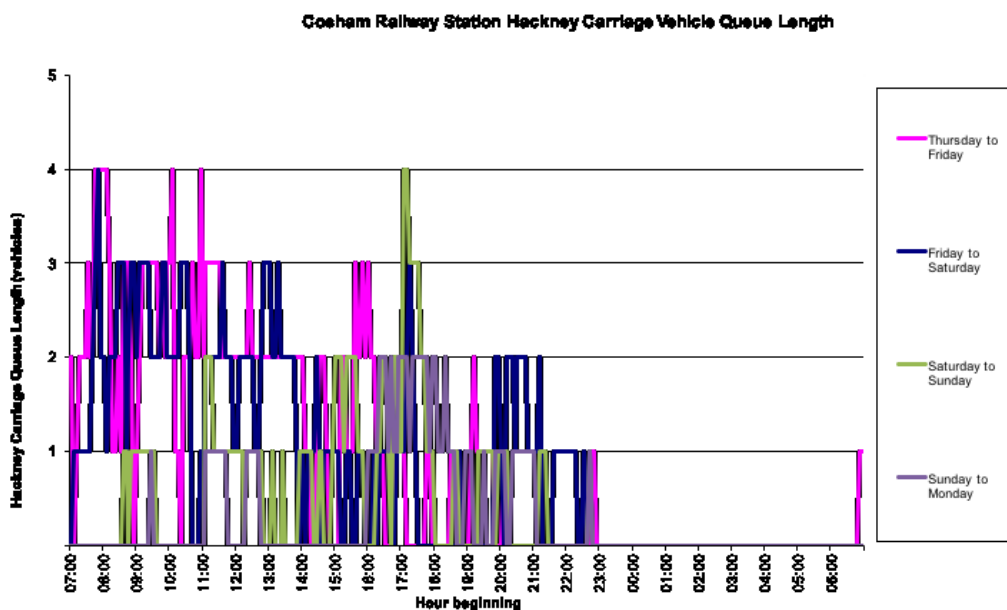


Figure 49 – Cosham Railway Station Hackney Carriage Queue Length

Cosham Railway Station experienced consistent but low levels of demand throughout each day and into the evening. This was a relatively quiet rank, with a demand peak of 9 passengers per hour.



Cosham High Street

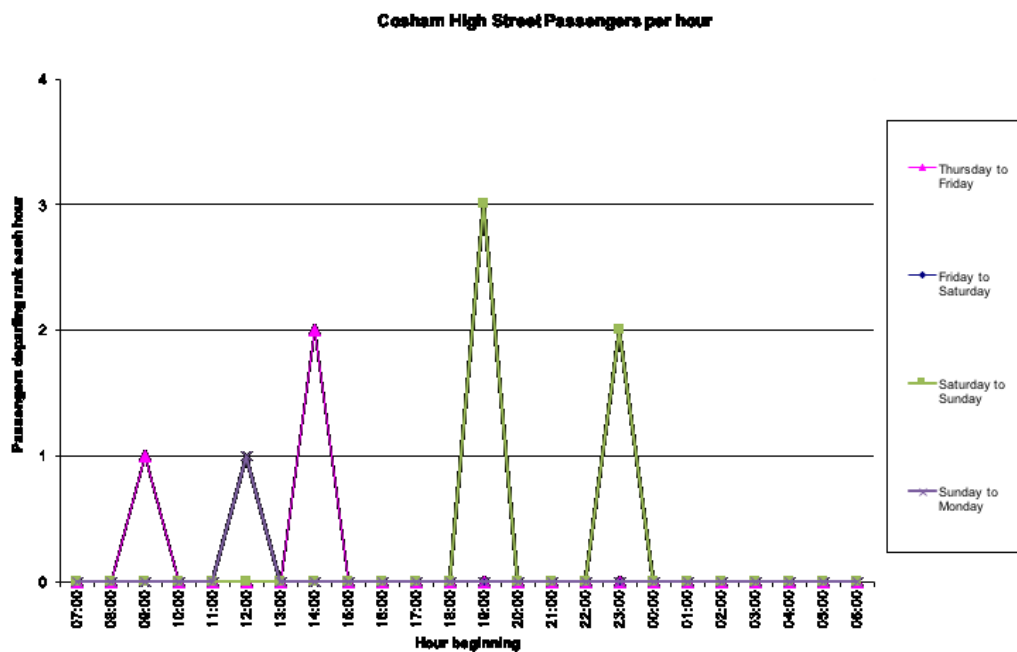


Figure 50 – Cosham High Street Passengers Per Hour

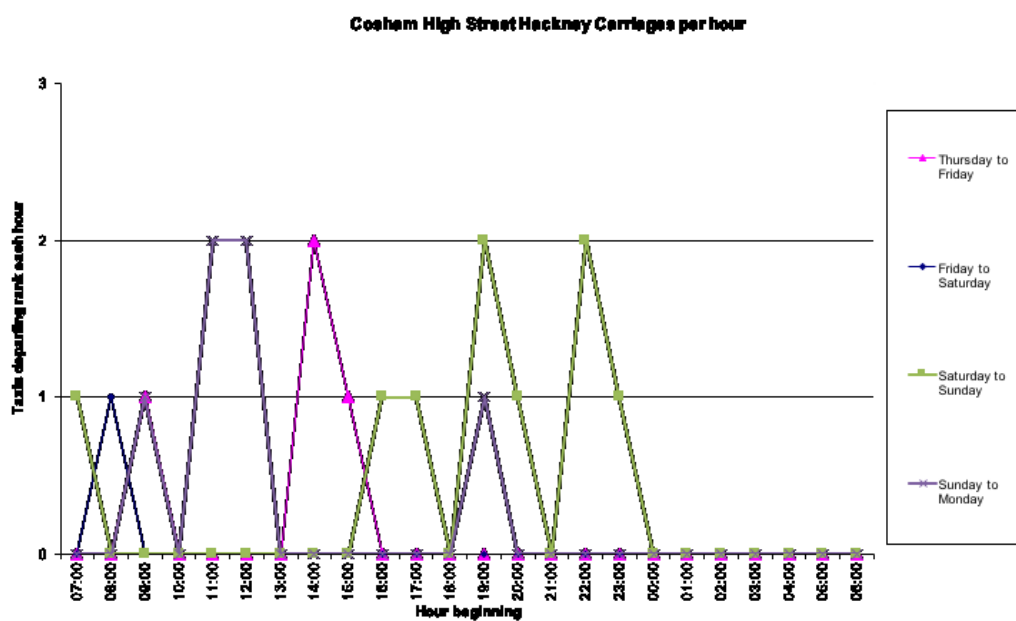


Figure 51 - Cosham High Street Hackney Carriages Per Hour

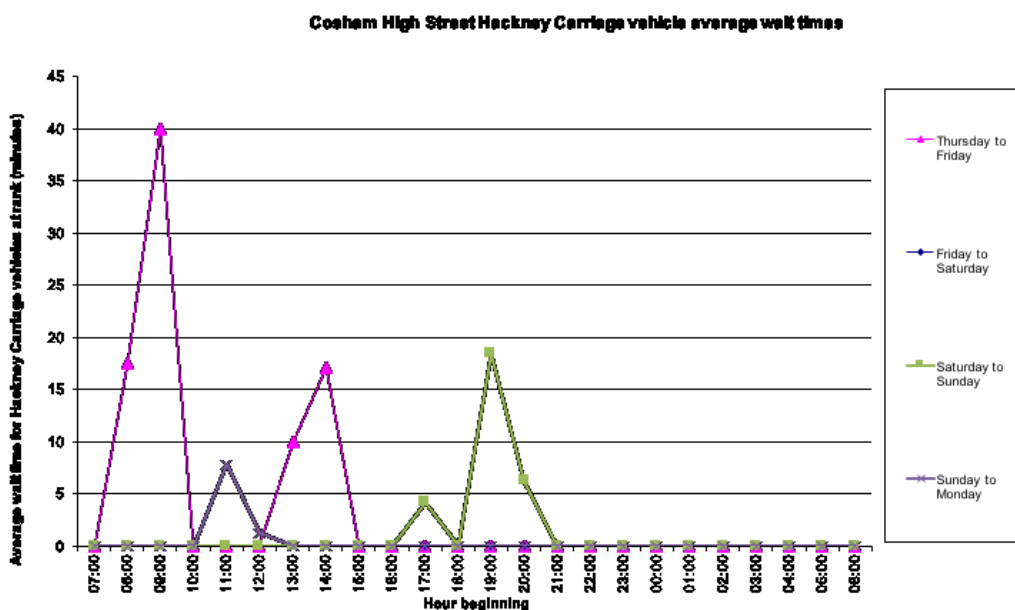


Figure 52 - Cosham High Street Hackney Carriage Average Wait Times

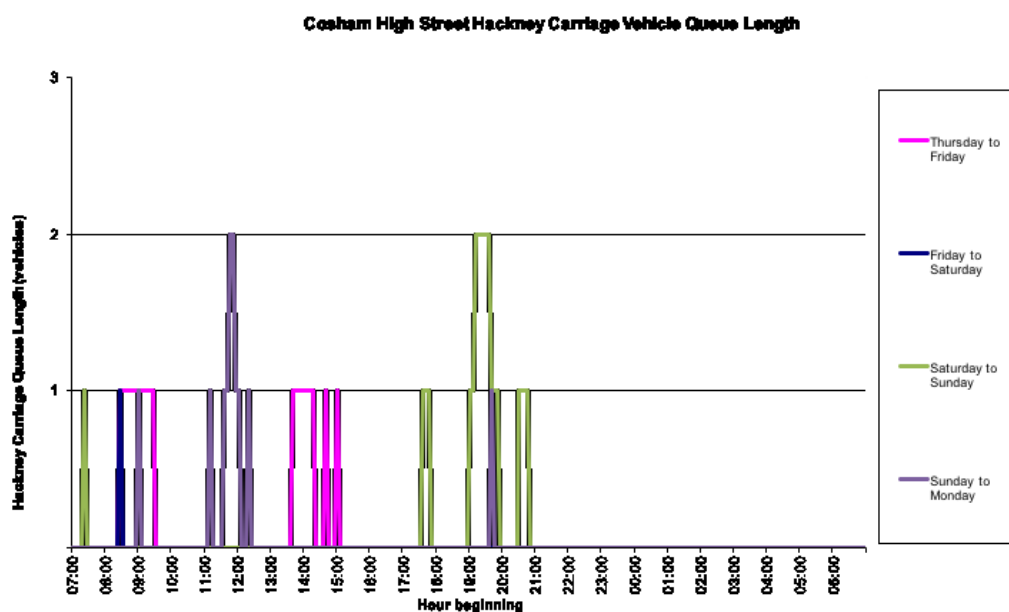


Figure 53 - Cosham High Street Hackney Carriage Queue Length

Cosham High Street was a particularly quiet rank, peaking at three passengers per hour on Saturday night. The rank was attended irregularly, generally by a single Hackney Carriage, but occasionally by two Hackney Carriages.



London Road

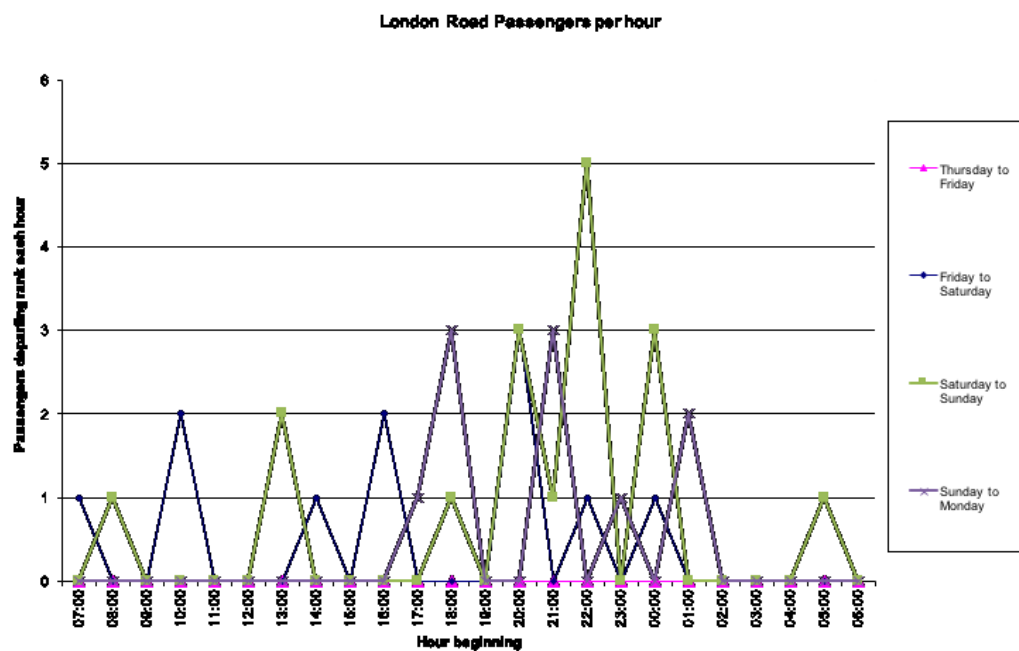


Figure 54 - London Road Hackney Carriages Per Hour

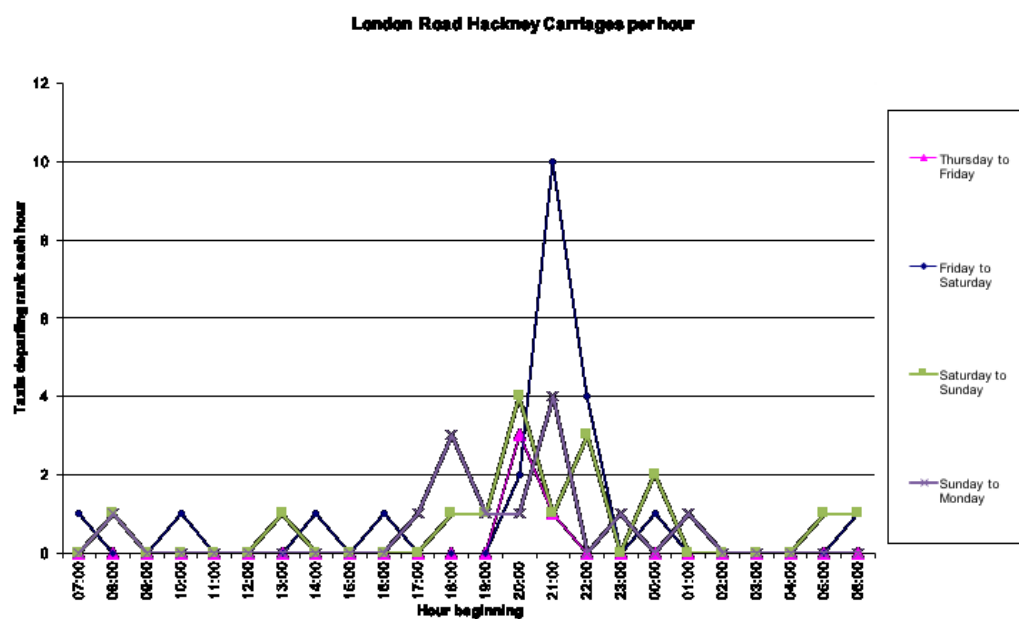


Figure 55 - London Road Hackney Carriages Per Hour

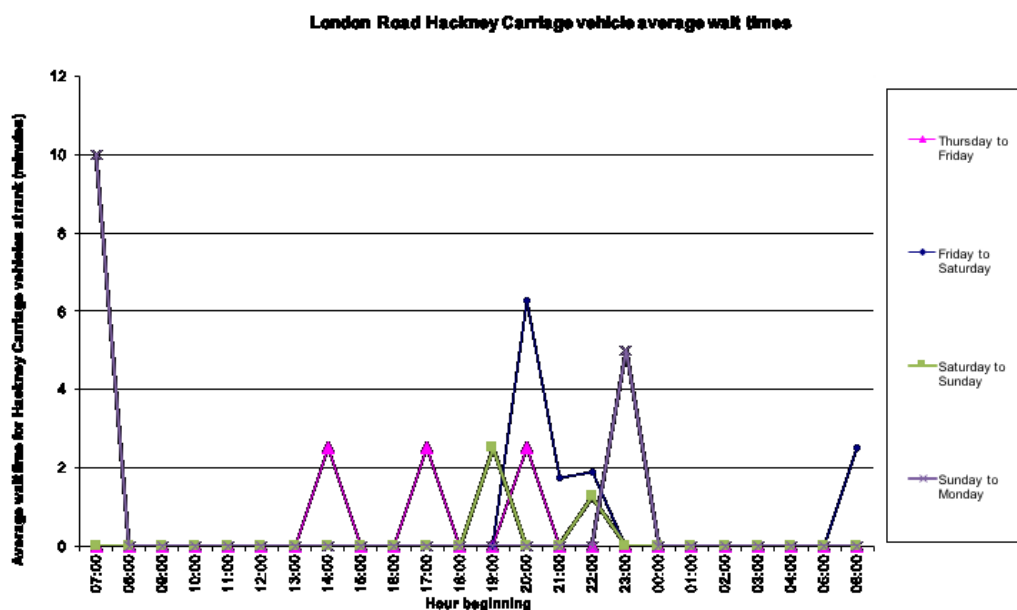


Figure 56 - London Road Hackney Carriage Average Wait Times

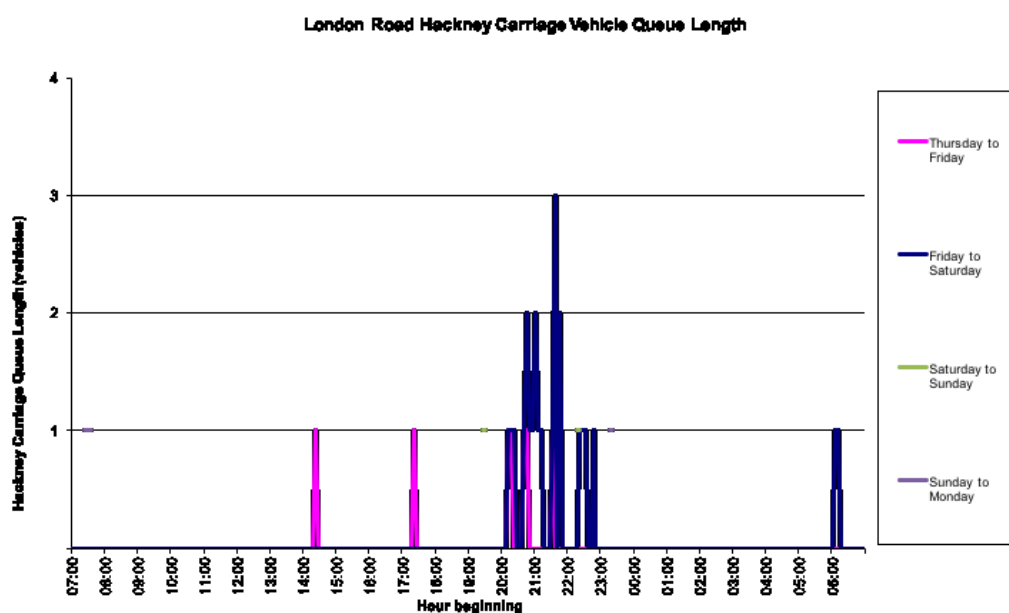


Figure 57 - London Road Hackney Carriage Queue Length

London Road experienced low levels of demand from Friday to Sunday. There were infrequent hires at the rank on each of the active days. The rank was also used from time to time by Hackney Carriages which would wait on the rank for a few minutes, before moving on. Many of the hires from the rank appeared to have been pre-booked.



Continental Ferry Port

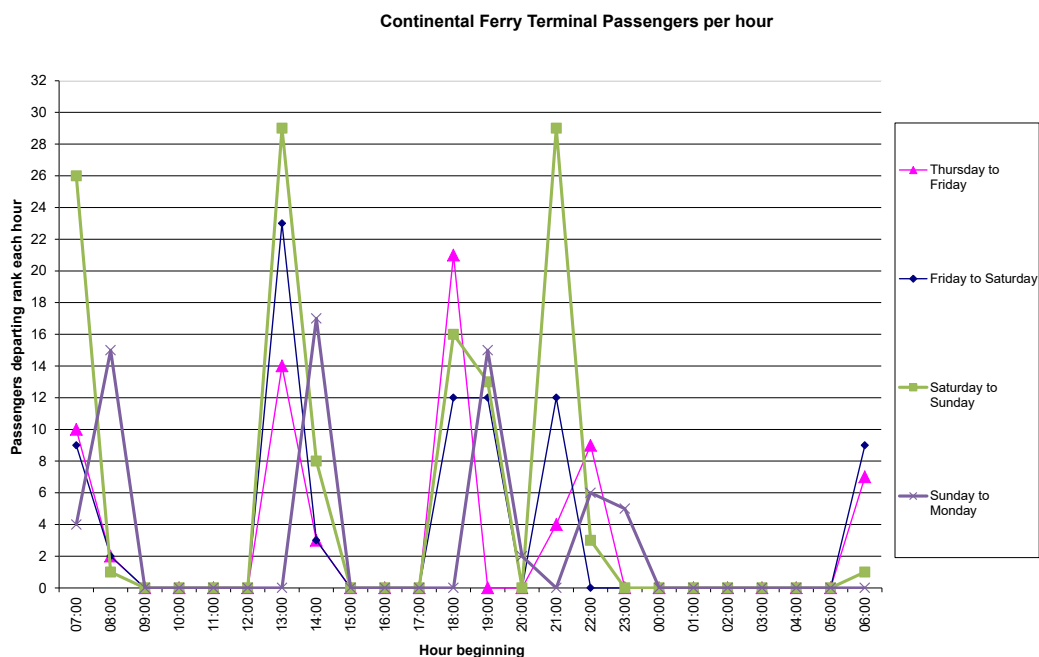


Figure 58 - Continental Ferry Port Passengers Per Hour

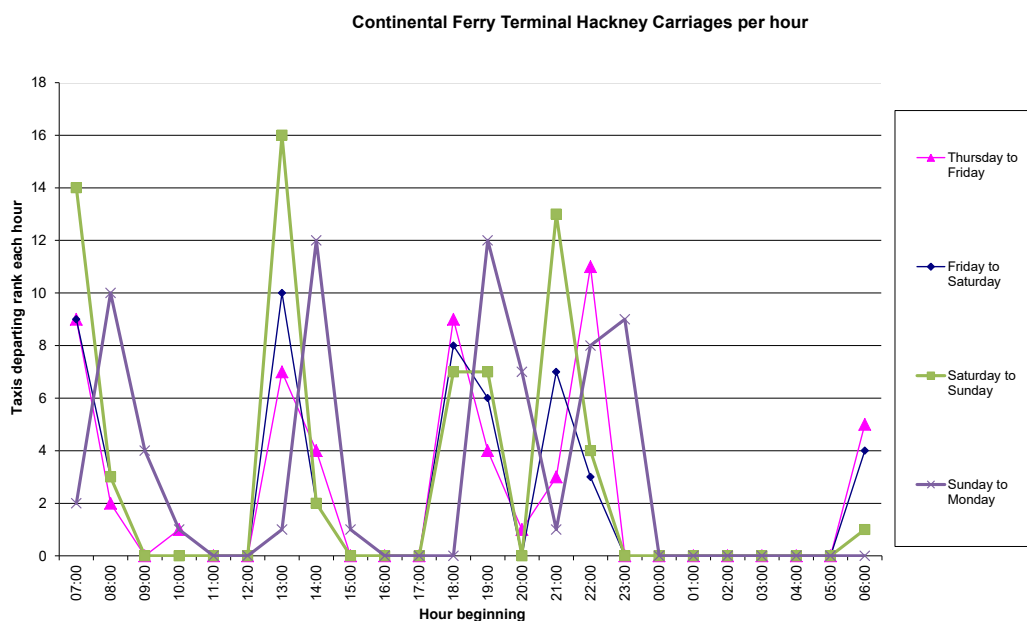


Figure 59 - Continental Ferry Port Hackney Carriages Per Hour

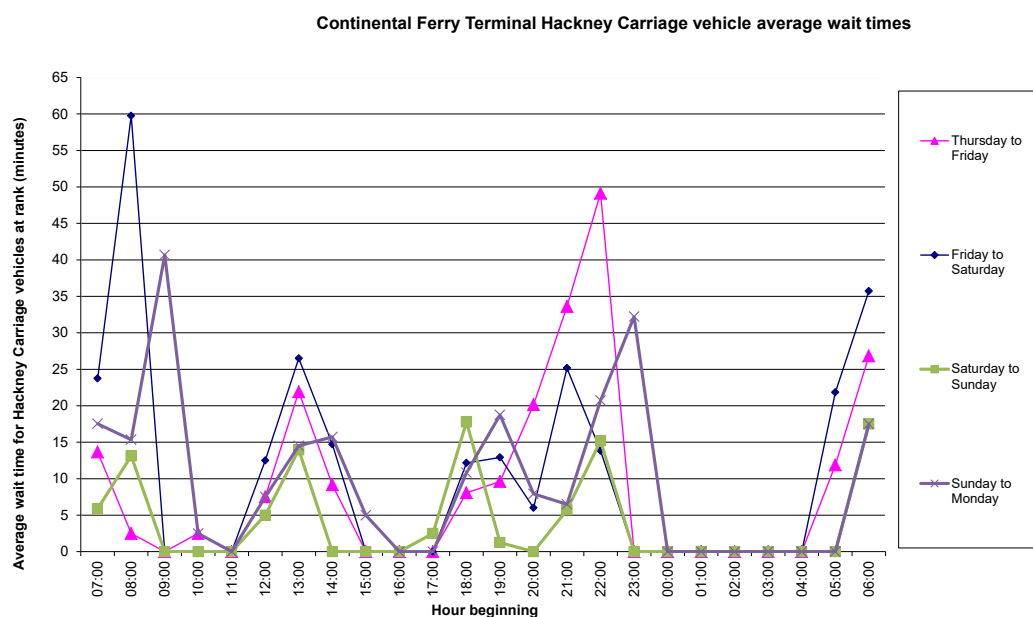


Figure 60 - Continental Ferry Port Hackney Carriage Average Wait Times

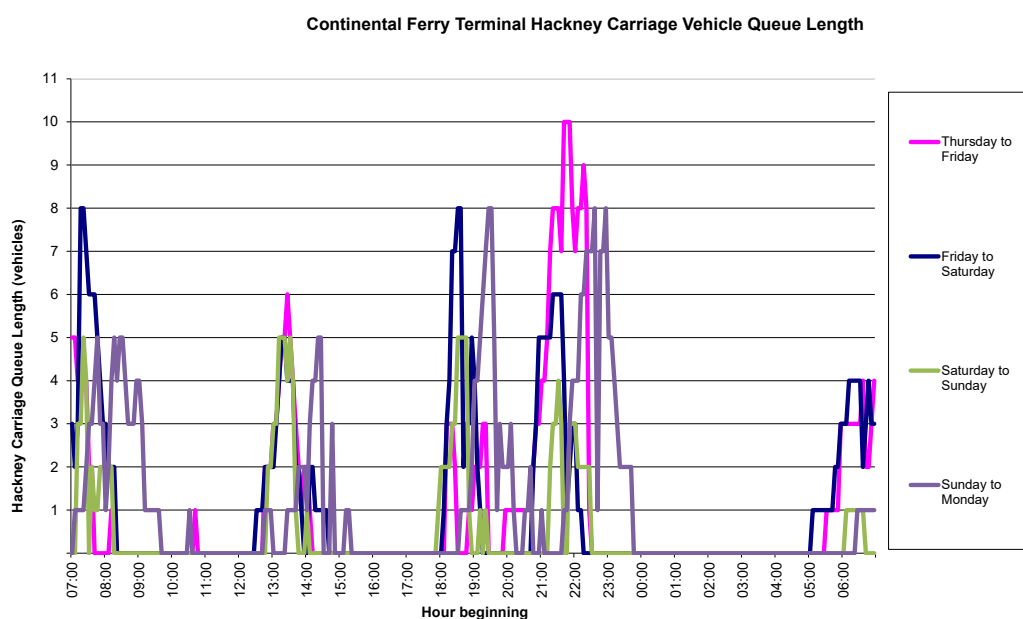


Figure 61 - Continental Ferry Port Hackney Carriage Queue Length

Activity at Continental Ferry Port was associated with arriving ferries. Typically, drivers would arrive at the rank up to an hour prior to the arrival of a ferry. The profile of passenger demand followed the schedule of ferry arrival times each day.



Albert Road

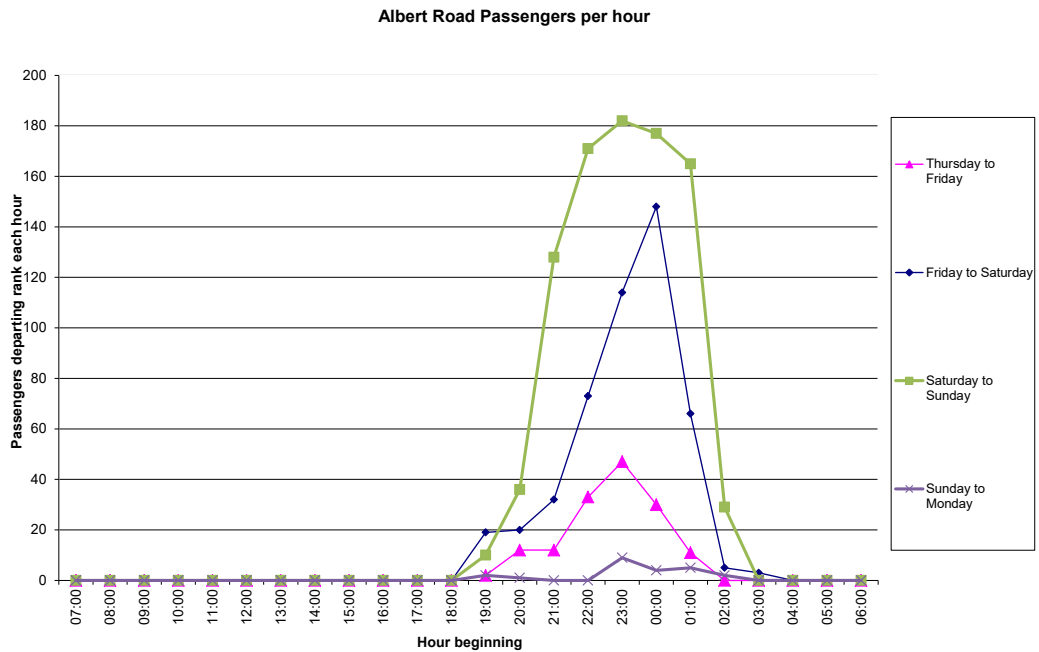


Figure 62 - Albert Road Passengers Per Hour

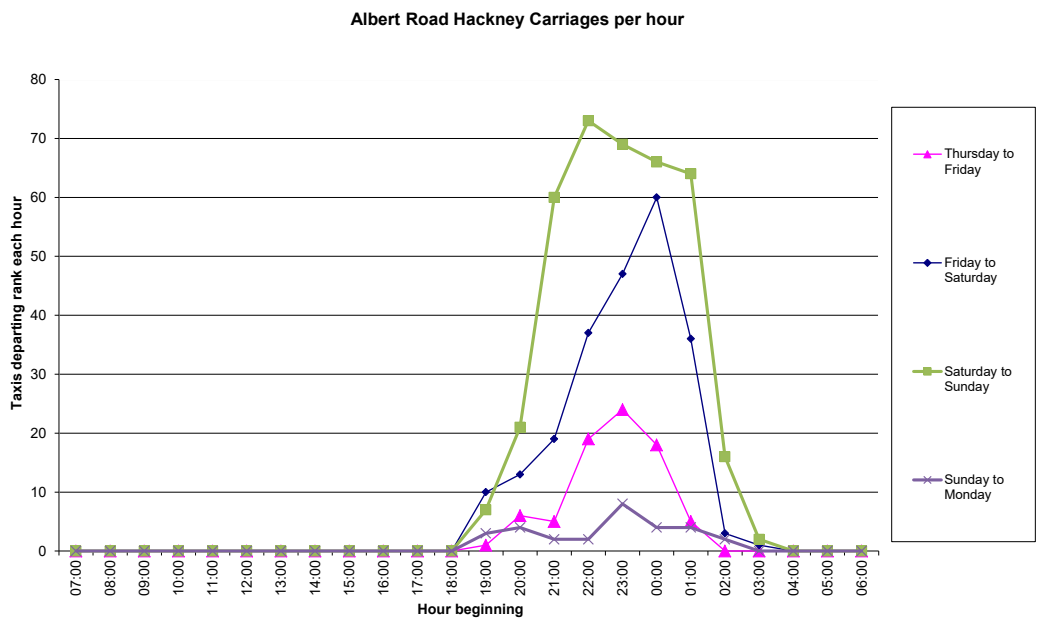


Figure 63 - Albert Road Hackney Carriages Per Hour

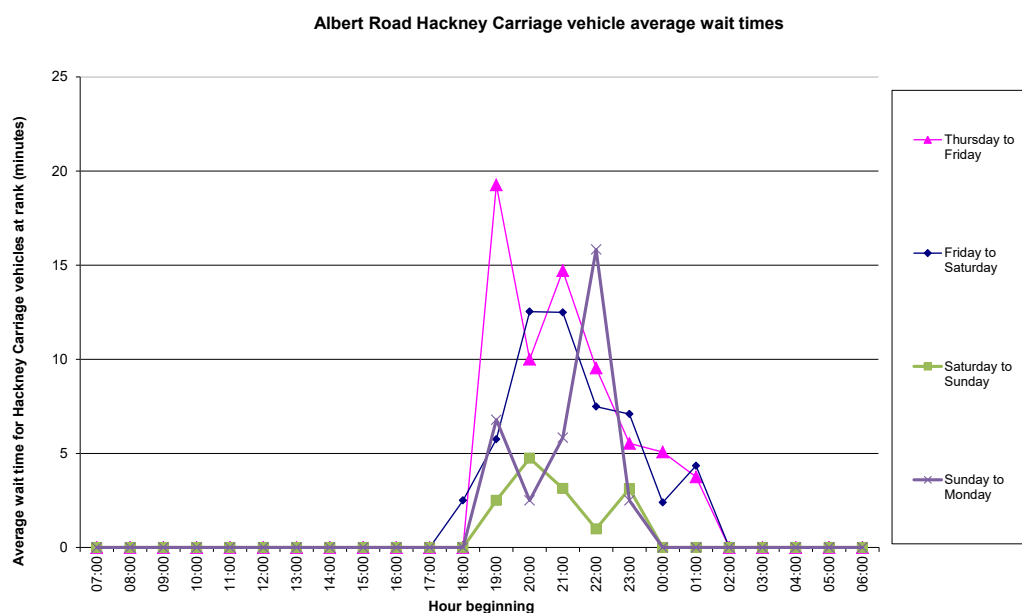


Figure 64 - Albert Road Hackney Carriage Average Wait Times

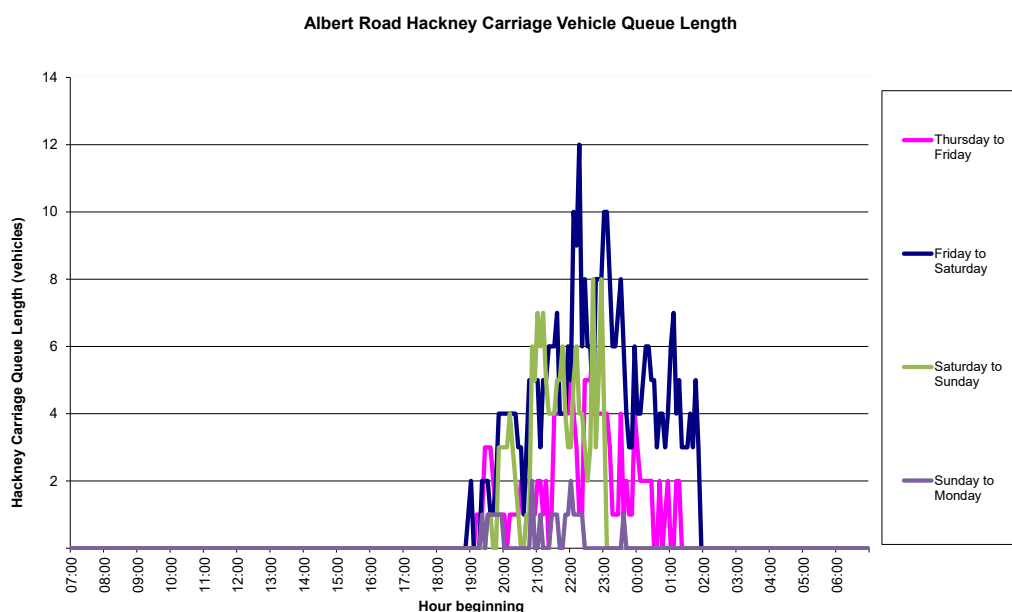


Figure 65 - Albert Road Hackney Carriage Queue Length

Activity at the Albert Road rank was focused around the night time economy. The rank was particularly busy on Saturday night. Use of the rank is restricted to evenings after 18:00 hours. After 23:00 hours on Saturday night, a persistent passenger queue formed and remained in place for around three hours. During this time, passengers waited at the rank for Hackney Carriages to arrive at the rank and pick up passengers. Some passengers attempted to hail passing Private Hire Vehicles. Whilst most of the Private Hire Vehicles ignored the hail requests, some did stop and were hired by passengers, without apparently pre-booking. Although persistent passenger queuing was evident, the average passenger wait time during this period was less than three minutes per passenger.



On both Friday and Saturday evenings, parked vehicles were present on the rank, when the rank ceased as a parking bay and became a taxi rank. On both evenings, shortly after the rank became active, parking wardens were present and issued parking tickets to parked vehicles on the rank. The parked vehicles remained on the rank for several hours and whilst some vehicles left the rank, other parked vehicles were still present after 22:00 hours on both nights.

Hackney Carriages worked around the parked vehicles, waiting in spaces between vehicles on the rank, as the spaces became available. Otherwise, Hackney Carriages waited, at times, beyond the marked extents of the rank. The presence of parked vehicles on the rank on both evenings may have influenced the attractiveness of the rank to drivers and may have discouraged some drivers from working from this rank.

Port Solent

The car park outside the cinema at Port Solent was used by licensed vehicles as a common pickup point. Whilst this was not a formal rank, the car park was surveyed over the same period as the formal ranks to establish the volume of licensed vehicles which use the car park. The results are presented in the following tables separately for Private Hire Vehicles and Hackney Carriages.



Table 6 - Hackney Carriage volumes observed at Port Solent

Port Solent				
	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
Hour Beginning	Departing Hackney Carriages			
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00				
14:00				
15:00				
16:00				
17:00				
18:00				
19:00				
20:00		4	1	
21:00		4	3	
22:00	1	2		
23:00				
00:00	1	1	1	
01:00			2	
02:00				
03:00				
04:00				
05:00				
06:00				



Table 7 - Private Hire Vehicle volumes observed at Port Solent

Port Solent				
	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
Hour Beginning	Departing Private Hire Vehicles			
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00				
14:00				
15:00				
16:00				
17:00				2
18:00	2		4	8
19:00	6	8	6	1
20:00	5	9	6	1
21:00	5	12	10	5
22:00	14	17	22	
23:00	18	17	25	
00:00	4	17	13	
01:00		5	9	
02:00			4	
03:00				
04:00				
05:00				
06:00				

Port Solent was active from evening time until early morning. The majority of cars picking up from this area were Private Hire Vehicles, with the busiest periods occurring on Friday and Saturday. There was minimal vehicle waiting, with a maximum of three vehicles waiting in a queue. There were many private hire vehicles dropping off at Port Solent and leaving immediately. Very few Hackney Carriages passed through this location over the four days.



Queen Alexandra Hospital

Hospitals often generate significant demand for licensed vehicle services. Anecdotal evidence suggested that the pickup area at the main hospital entrance was frequently used by licensed vehicles to pick up passengers. Whilst this was not a formal rank, the pickup area at the hospital was surveyed over the same period as the formal ranks to establish the volume of licensed vehicles which use the car park. The results are presented in the following tables separately for Private Hire Vehicles and Hackney Carriages.

Table 8 - Hackney Carriage volumes observed at Queen Alexandra Hospital

Queen Alexandra Hospital				
	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
Hour Beginning	Departing Hackney Carriages			
07:00				
08:00				
09:00				
10:00				
11:00		1		
12:00				
13:00				
14:00		1		
15:00				
16:00				
17:00				
18:00				
19:00				
20:00		1		
21:00	1			
22:00	1			
23:00				
00:00				
01:00	1			
02:00				
03:00				
04:00				
05:00		1		
06:00				



Table 9 - Private Hire Vehicles observed at Queen Alexandra Hospital

Queen Alexandra Hospital				
	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
Hour Beginning	Departing Private Hire Vehicles			
07:00		4	3	
08:00	2	4	1	4
09:00		8	1	
10:00		6	1	
11:00		7	3	2
12:00		16	2	2
13:00		4	7	1
14:00		7	1	2
15:00		11	8	4
16:00		9	8	2
17:00		6	4	5
18:00	8	6	1	4
19:00	4	1	6	3
20:00	3	2	4	4
21:00	8		3	4
22:00	1		1	6
23:00	1	1	5	
00:00	1			2
01:00	4		2	
02:00			2	1
03:00		2	1	
04:00			1	1
05:00			1	
06:00			1	

This hospital drop off area had only a hand-full of Hackney Carriages passing through over the four days. There were Private Hire Vehicles waiting for much of the time observed. Observed passenger pick-ups were spread throughout the day, into the early evening. The hospital has a private hire booking Freephone available to patients.

Edinburgh Road & Commercial Road

The stretch of road between the rank on Edinburgh Road and Commercial Road plus the stretch of Commercial Road between Edinburgh Road and Stanhope Road, was surveyed at the same time as the formal ranks. These roads were known anecdotally to be favoured waiting locations for Private Hire and Hackney Carriages at night. There are several fast food outlets in the vicinity and this is a favoured location for people to move to after leaving late night venues.

The number of Hackney Carriages and Private Hire Vehicles observed, which picked up passengers, are presented in the following tables.



Table 10 – Hackney Carriages observed at Edinburgh Road & Commercial Road

Edinburgh Road & Commercial Road				
	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
Hour Beginning	Departing Hackney Carriages			
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00				
14:00				
15:00				
16:00				
17:00				
18:00				
19:00				
20:00		2		
21:00				
22:00		1	3	1
23:00		1	1	
00:00		1	4	
01:00		2	3	
02:00	1	4	4	
03:00		6	5	
04:00		4	3	
05:00	1	1		
06:00				



Table 11 - Private Hire Vehicles observed at Edinburgh Road & Commercial Road

Edinburgh Road & Commercial Road				
	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
Hour Beginning	Departing Private Hire Vehicles			
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00				
14:00				
15:00				
16:00				
17:00				
18:00				
19:00				
20:00		1	3	
21:00	2	1	4	
22:00		3	4	
23:00	2	3	9	
00:00	3	4	7	
01:00	2	5	6	
02:00	3	9	9	
03:00	2	12	18	1
04:00		4	15	
05:00	1	3	6	
06:00			1	

Activity was observed late at night, once bus service volumes had reduced. Private Hire Vehicles were observed from time to time stopping and waiting at various locations along the road. The preferred area seemed to be towards the Stanhope Road end of Commercial Road. Whilst both sides of the road were used to wait, the west side of the road was generally favoured.

Some of the Private Hire Vehicles which picked up passengers on Commercial Road appeared to be responding to hails from the roadside. The majority of vehicles waited by the side of the road before collecting passengers and departing. Many of the Private Hire Vehicles arrived and waited for a short period before passengers approached the vehicle and got in. Such hires generally appeared to have been pre-booked.

The majority of Hackney Carriage passenger pickups at this location appeared to have been pre-booked.



4.4 Summary of results

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

Table 12 Thursday Rank Summary Results

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Fratton Station	21	201	222	274	1.4	16
Derby Road	19	3	22	3	1.0	9
Railway Station	6	249	255	290	1.2	6
Hard Interchange	61	161	222	276	1.7	20
Paradise Street	9	90	99	126	1.4	16
Commercial Road	7	91	98	148	1.6	19
Osborne Road	23	123	146	237	1.9	15
Guildhall Walk	23	117	140	271	2.3	22
Edinburgh Road	16	68	84	110	1.6	13
Gunwharf Quays	12	254	266	501	2.0	21
Albert Road	8	70	78	147	2.1	7
Continental Ferry Port	23	33	56	70	2.1	20
Cosham High Street	1	3	4	3	1.0	19
Cosham Railway Station	8	39	47	48	1.2	16
London Road	4	0	4	0	0.0	2
Total	241	1,502	1,743	2,504	1.7	16

Table 13 Friday Rank Summary Results

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Fratton Station	12	260	272	369	1.4	10
Derby Road	16	1	17	1	1.0	3
Railway Station	16	490	506	625	1.3	12
Hard Interchange	46	216	262	355	1.6	19
Paradise Street	9	115	124	161	1.4	12
Commercial Road	5	142	147	235	1.7	12
Osborne Road	19	354	373	745	2.1	7
Guildhall Walk	15	647	662	1,516	2.3	5
Edinburgh Road	14	110	124	164	1.5	9
Gunwharf Quays	13	452	465	915	2.0	11
Albert Road	8	218	226	480	2.2	6
Continental Ferry Port	9	43	52	82	1.9	21
Cosham High Street	1	0	1	0	0.0	0
Cosham Railway Station	10	49	59	55	1.1	16
London Road	14	8	22	11	1.4	2
Total	207	3,105	3,312	5,714	1.8	10



Table 14 Saturday Rank Summary Results

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Fratton Station	8	237	245	409	1.7	10
Derby Road	7	1	8	1	1.0	4
Railway Station	6	709	715	897	1.3	8
Hard Interchange	44	299	343	655	2.2	12
Paradise Street	9	102	111	173	1.7	20
Commercial Road	7	113	120	199	1.8	17
Osborne Road	20	451	471	981	2.2	3
Guildhall Walk	21	1,003	1,024	2,368	2.4	2
Edinburgh Road	7	91	98	158	1.7	13
Gunwharf Quays	7	836	843	1,564	1.9	4
Albert Road	9	369	378	898	2.4	2
Continental Ferry Port	7	60	67	126	2.1	9
Cosham High Street	6	3	9	5	1.7	5
Cosham Railway Station	6	34	40	51	1.5	9
London Road	4	12	16	17	1.4	0
Total	168	4,320	4,488	8,502	2.0	6

Table 15 Sunday Rank Summary Results

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Fratton Station	24	105	129	151	1.4	20
Derby Road	3	0	3	0	0.0	0
Railway Station	26	204	230	248	1.2	0
Hard Interchange	41	133	174	223	1.7	24
Paradise Street	7	30	37	49	1.6	21
Commercial Road	9	53	62	90	1.7	16
Osborne Road	31	68	99	115	1.7	20
Guildhall Walk	10	30	40	60	2.0	11
Edinburgh Road	9	40	49	65	1.6	13
Gunwharf Quays	16	168	184	338	2.0	19
Albert Road	14	15	29	23	1.5	3
Continental Ferry Port	26	42	68	64	1.5	19
Cosham High Street	5	1	6	1	1.0	3
Cosham Railway Station	4	14	18	19	1.4	12
London Road	6	7	13	10	1.4	0
Total	231	910	1,141	1,456	1.6	15

A profile of all hires across all observed ranks is presented in Table 16



Table 16 - Daily profile of all Hackney Carriages leaving ranks with passengers

Hour Beginning	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
07:00	20	17	28	5
08:00	25	22	18	15
09:00	20	27	22	5
10:00	48	58	39	17
11:00	60	51	60	25
12:00	74	77	82	30
13:00	67	108	131	56
14:00	79	113	114	67
15:00	99	136	124	66
16:00	91	154	165	92
17:00	99	168	195	60
18:00	105	150	180	79
19:00	83	115	181	73
20:00	72	163	205	50
21:00	82	189	324	54
22:00	92	232	419	68
23:00	92	329	451	68
00:00	73	334	426	30
01:00	64	274	399	28
02:00	91	182	339	9
03:00	51	127	243	7
04:00	4	56	130	0
05:00	5	12	30	0
06:00	6	11	15	6
Total	1502	3105	4320	910

Daily hire profiles are also presented graphically in Figure 66

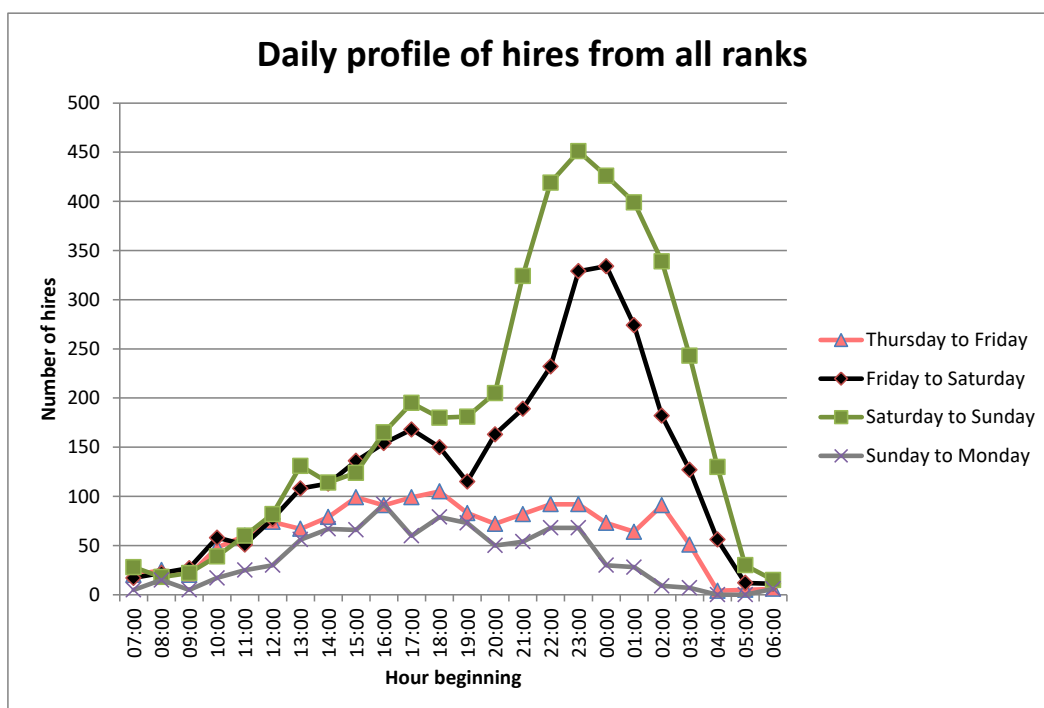


Figure 66 - Profile of daily hires from all ranks

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 Thursday) + Friday + Saturday + Sunday.

Estimated weekly volumes are presented below.

Table 17 Estimated Weekly Ranks Volumes

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
Fratton Station	128	1,406	1,534	2,025	1.4
Derby Road	102	14	116	14	1.0
Railway Station	72	2,399	2,471	2,930	1.2
Hard Interchange	375	1,292	1,667	2,337	1.8
Paradise Street	61	607	668	887	1.5
Commercial Road	49	672	721	1,116	1.7
Osborne Road	162	1,365	1,527	2,789	2.0
Guildhall Walk	138	2,148	2,286	5,028	2.3
Edinburgh Road	94	513	607	827	1.6
Gunwharf Quays	84	2,472	2,556	4,821	2.0
Albert Road	63	882	945	1,989	2.3
Continental Ferry Port	134	277	411	552	2.0
Cosham High Street	16	16	32	18	1.1
Cosham Railway Station	52	253	305	317	1.3
London Road	40	27	67	38	1.4
Total	1,570	14,343	15,913	25,688	1.8

The non rank locations surveyed exhibited varying levels of demand for licensed vehicles. The Queen Alexandria Hospital and Port Solent results were generally thought to be exclusively pre-booked hires. The passenger pickups on



Commercial Road and to a lesser extent Edinburgh Road (not the ranks on these roads) were thought to be a mix of pre-booked and not pre-booked hires.

4.5 Fleet deployment profile

Sample observations were undertaken, during each hour that each rank was active, to estimate the average time between a Hackney Carriage leaving the rank, following a hire and returning to the rear of the rank. This information, coupled with the hourly volume of hires, enables an estimate of how many Hackney Carriages were active, but not waiting at the rank. A representative estimate of the number of Hackney Carriages active but not at the rank, was calculated for each hour, for each active rank.

To illustrate this process, the following example is used. Say the average time taken to return to a rank, following a hire, is 18 minutes. At the rank, there are 5 hires per hour. Therefore, on average, a hire occurs every 12 minutes (5 per hour). In this example, at the start of the hour, the first hire occurs. After 12 minutes, the second hire occurs, at this point, the first vehicle hired has not yet returned to the rank. So, once the second hired vehicle has left the rank, two vehicles are travelling and not at the rank. After 18 minutes, the first vehicle returns to the rank, leaving one vehicle travelling and not at the rank. After 24 minutes total elapsed time, the next hire occurs and so, once again, two vehicles are travelling and not at the rank. This process continues and the number of vehicles travelling, having been hired, varies between one and two. An average number of vehicles active, away from the rank can thus be calculated as:

$$\frac{(\text{number of hires per period}) \times (\text{average return time, in minutes})}{(\text{length of period in minutes})}$$

$$\frac{= 5 \times 18}{60}$$

$$= 1.5 \text{ Hackney Carriages (average)}$$

This calculated number of Hackney Carriages active and away from the rank, can be added to the average number of Hackney Carriages waiting at the rank, to derive the number of Hackney Carriages working from each rank, in each hour.

The calculated number of Hackney Carriages working from each rank, was aggregated across all ranks, for each hour observed.

The number of Hackney Carriages working in each hour is presented in Figure 67. The proportion of the fleet working in each hour is presented in Figure 68.

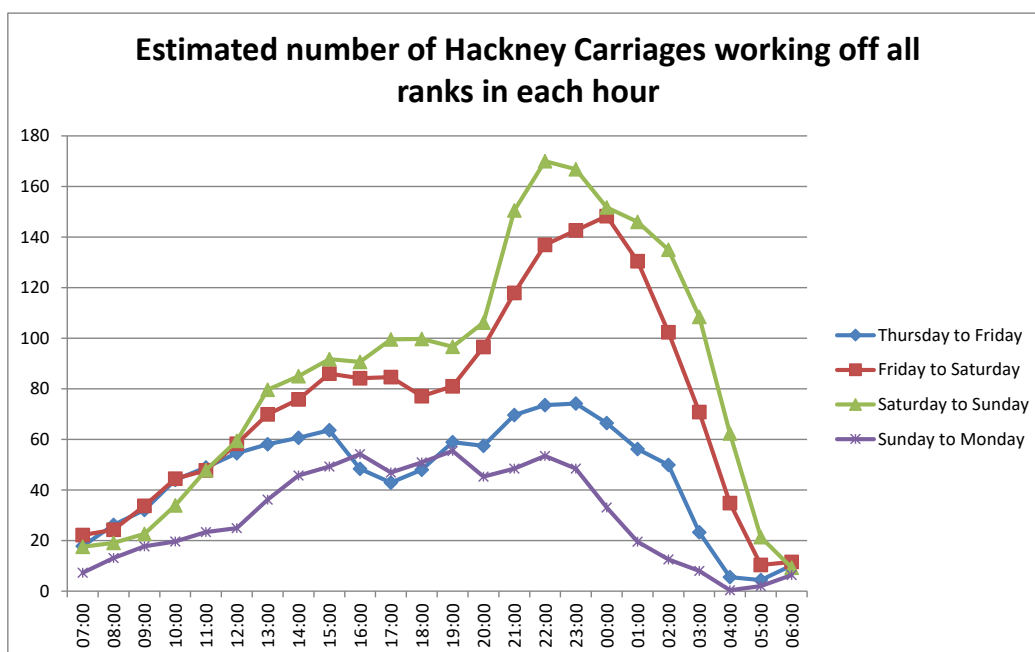


Figure 67 - Estimated number of Hackney Carriages working each hour

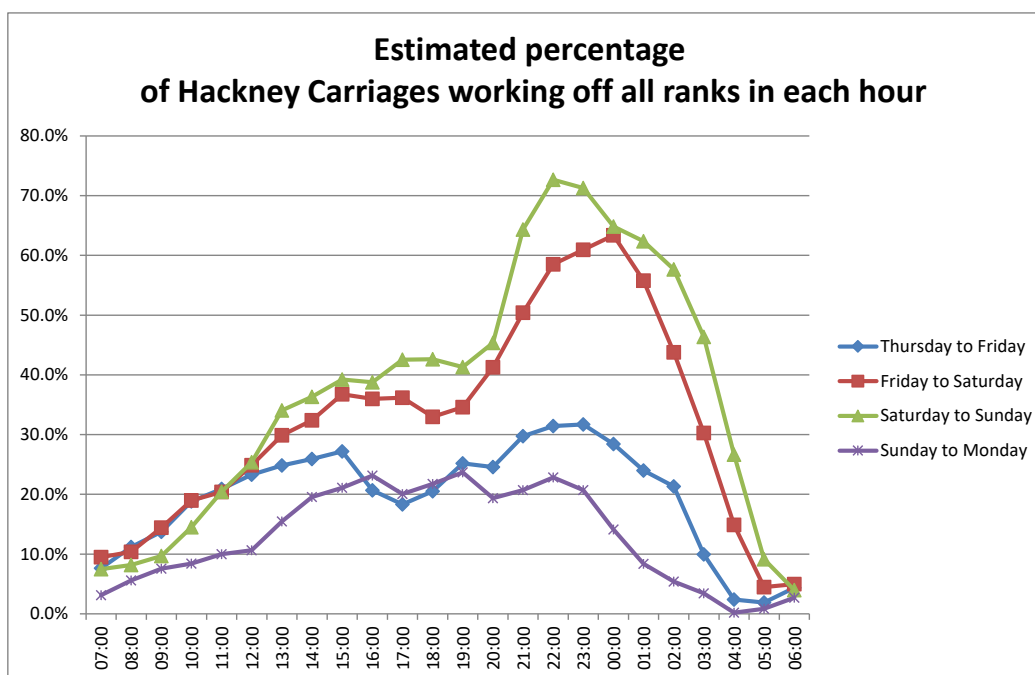


Figure 68 - Estimated proportion of the Hackney Carriage fleet working each hour

The greatest proportion of the fleet was operating on Saturday night. As one would expect given the daily demand profiles across all ranks, the peak level of fleet availability was on Saturday night, with a similar peak on Friday night. The Friday and Saturday deployment proportions are relatively high, by comparison with other licensing areas. The drop in the proportion of the fleet operating from the ranks on Saturday night, after 23:00 hours may suggest that some of the Hackney Carriages which had been operating from the ranks, were undertaking private hire



work, either through direct bookings by telephone with the driver, or through private hire circuits through a private hire operator.

4.6 Commentary on results

The most active ranks were Portsmouth and Southsea Railway Station, Gunwharf Quays and Guildhall ranks. Each of these ranks handled an estimated weekly number of hires in excess of two thousand.

The volume of activity on Friday and Saturday night was significantly higher than at other times. The night time economy trade is a significant component of overall demand for Hackney Carriages in Portsmouth.

4.7 Passenger queuing

The analysis of rank activity was based on recorded occurrences of passenger waiting. There were 99 occurrences of passenger waiting observed over the four day period. 738 passengers had to wait for a Hackney Carriage at the ranks. The aggregate wait time for these waiting passengers was 2,584 minutes. This is an average wait of 3.5 minutes (3 minutes 30 seconds) per waiting passenger. When the aggregate wait time is spread over all passengers, the average wait time was 0.14 minutes (8.5 seconds).

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

There were two types of passenger waiting observed. These were identified as either occasional waiting or persistent queuing.

Occasional passenger waiting occurred from time to time at various ranks and at various times of day. Occasional passenger waiting can be characterised as occasions when individuals or small groups of passengers travelling together arrived at a taxi rank and there were no Hackney Carriages waiting. Generally, on these occasions, passengers waited for a short period before a Hackney Carriage arrived at the rank to pick them up. When the queue of waiting passengers was cleared within a relatively short period of time, these events were deemed to be occasional waiting events.

Continuous queues of passengers were observed at times. These were queues which formed and the passengers who were waiting initially were joined by additional waiting passengers, before a Hackney Carriage arrived to pick up the initial passengers. Such continuous queues remained in evidence when the rate of arriving Hackney Carriages was not sufficient to clear the queues of passengers, before more passengers arrived to join the queue.

The majority of incidences of passenger waiting occurred as occasional passenger waiting occurrences. However, these incidences accounted for a relatively small proportion (23%) of all passengers who had to wait. The majority of passengers who had to wait for Hackney Carriages were observed in continuous queues. A small proportion of passengers waited in several incidences of relatively brief but continuous queues at Fratton Station on Friday and Saturday nights. Continuous passenger queues formed at Fratton Railway Station for several brief periods, when the number of passengers arriving on trains exceeded the available capacity



in waiting Hackney Carriages. These continuous queues tended to be relatively brief, as additional Hackney Carriages soon arrived to collect waiting passengers.

The majority of passengers waiting in continuous queues occurred at the Albert Road rank, on Saturday night. A queue formed after 23:00 hours and remained in place almost continuously for almost three hours. During this period the volume of passengers and Hackney Carriages passing through the rank was high. 497 (68%) of the 736 passengers observed waiting for Hackney Carriages waited in the continuous queue on Albert Road on Saturday night.

Whilst the passenger queue at the Albert Road rank accounted for a significant proportion of all passengers using the rank on Saturday night, the wait time per passenger was rarely more than four minutes and the average wait time was 2.3 minutes.

A total of 18,176 passengers were observed. The number of passengers who had to wait at the ranks for Hackney Carriages equates to 4.0% of all passengers.

Wheel Chair Users

Nine wheel chair hires at the ranks were observed during the four days of rank observation. In addition, a further five wheelchair hires were observed at the QA Hospital.

4.8 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 table.



Table 18 - Summary of the Balance of Supply and Demand across all ranks

Period		Excess Demand	Equilibrium	Excess Supply
Weekday	Day	1%	31%	68%
	Night	1%	31%	58%
Weekend	Day	1%	42%	57%
	Night	2%	28%	70%
Sunday	Day	0%	2%	58%

Periods of excess demand were low. For the majority of time across all ranks, there was excess supply of Hackney Carriages.



5 PUBLIC CONSULTATION

5.1 Public consultation questionnaires

A public attitude survey was undertaken in Portsmouth. 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.

405 on street surveys were completed. In addition, the questionnaire was also hosted online. A further 131 online questionnaires were also completed. Results are presented in this chapter.

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

Whilst 536 respondents provided feedback to the questionnaires, not all respondents answered all questions. Therefore, the totals in each table do not always add up to 536.

Respondents were asked to indicate the ways in which Private Hire Vehicles may be hired. 26% of respondents suggested illegitimate means of hire, such as hailing a passing vehicle or hiring a vehicle waiting in the street or in a car park. It is not uncommon for members of the public to be unaware of the distinction between Hackney Carriages and Private Hire Vehicles. Respondents who indicated illegitimate means of hire, were informed of the differences in the way in which vehicles may be hired. This approach also helped clarify the differences between vehicle types, for subsequent questions.

In the last three months, have you made one or more trips by Hackney Carriage or Private Hire Vehicle in Portsmouth and, if yes, was this a Hackney Carriage or Private Hire vehicle?		
Yes Private Hire	155	28.9%
Yes Hackney Carriage	201	37.5%
Yes both types or don't know	97	18.1%
No	83	15.5%
Total	536	

Regarding your last trip by Hackney Carriage OR Private Hire Vehicle, What kind of vehicle did you use?		
Purpose built taxi vehicle	135	26.2%
Saloon car	107	20.7%
Minibus / people carrier	8	1.6%
Don't recall	266	51.6%
Total	516	



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	89	50.3%
Hailed in the street	8	4.5%
By telephone	80	45.2%
Total	177	

Were you satisfied with the service you received?	Rank		Hail		Phone	
Yes	34	87.2%	5	100.0%	78	97.5%
No	5	12.8%	0	0.0%	2	2.5%
Total	39		5		80	

Regarding your last trip by Hackney Carriage or Private Hire Vehicle, at what time of day you obtain your Hackney Carriage or Private Hire Vehicle?		
Daytime, (before 6pm)	140	27.4%
Evening (Between 6pm and 10 pm)	264	51.7%
Night (after 10pm)	98	19.2%
Don't recall	9	1.8%
Total	511	

Regarding your last trip by Hackney Carriage or Private Hire Vehicle.						
How would you rate the following aspects						
	Very Poor	Poor	Neutral	Good	Very Good	Total
a) Vehicle quality	16	2	48	297	165	528
b) Driver quality	1	2	109	237	179	528
c) Value for money	3	40	50	274	163	530

Regarding your last trip by Hackney Carriage or Private Hire Vehicle.						
How would you rate the following aspects						
	Very Poor	Poor	Neutral	Good	Very Good	Total
a) Vehicle quality	3.0%	0.4%	9.1%	56.3%	31.3%	528
b) Driver quality	0.2%	0.4%	20.6%	44.9%	33.9%	528
c) Value for money	0.6%	7.5%	9.4%	51.7%	30.8%	530

Do you feel that there are enough Hackney Carriages in Portsmouth? i.e. the ones with the taxi sign on the roof which can be hired at a rank or by hailing.		
Yes	482	93.4%
No	34	6.6%
Don't know	0	0.0%
Total	516	



Could Hackney Carriage services be improved?		
Yes	56	10.6%
No	472	89.4%
Total	528	

The following improvements were suggested.

Drivers with better knowledge	51
Better English language skills for drivers	49
Cheaper	49
Better drivers	38
More wheel chair accessible vehicles	17
Better vehicles	16
More female drivers	9
More ranks	8
Better customer service from drivers	7
More of them	3
Shared taxis	2
More consideration for cyclists	1
More people carriers	1
More luggage capacity	1

Do you feel safe using Hackney Carriages during the day? (before 6.00 pm)		
Yes	489	91.2%
No	11	2.1%
At times	16	3.0%
Don't know	0	0.0%
Total	516	

Do you feel safe using Hackney Carriages at night? (after 6.00 pm).		
Yes 1	402	75.0%
No 2	31	5.8%
At times 3	31	5.8%
Don't know 4	11	2.1%
Total	475	

Few respondents gave a reason for feeling unsafe. Those who did, provided the following reasons:

If you do not feel safe using a Hackney Carriage some times, what would make you feel safer?
Use ranks rather than phone for a cab
Better driving
More British drivers
Less speeding - more careful driving



Portsmouth City Council has a policy of fitting video cameras in Hackney Carriages to record video, to improve safety. Do you agree with this policy?		
Yes	510	96.6%
No	18	3.4%
Total	528	

Are there any locations in Portsmouth where new taxi ranks are needed?		
Yes	31	5.9%
No	498	94.1%
Don't know	0	0.0%
Total	529	

Suggested locations for new ranks were:

Asda
 St Mary's Hospital
 Q A Hospital
 Near football ground for match days
 Full time rank on Albert Road
 Commercial Road, by HSBC
 Northend
 Aldi

Have you wanted to hire a Hackney Carriage in the last three months at a rank and given up or made alternative arrangements for travel because none were available?		
Yes	36	6.9%
No	488	93.1%
Total	524	

If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?		
Osbourne Road/Palmerston Road	7	19.4%
Derby Road	7	19.4%
Cosham	4	11.1%
Guildhall	4	11.1%
Gunwharf Quay	4	11.1%
The Hard	3	8.3%
Clarence Esplanade	3	8.3%
Town Centre	2	5.6%
Edinburgh Road	1	2.8%
Fratton Station	1	2.8%
Total	36	



Have you wanted to hire a Hackney Carriage in the last three months by flagging down and given up or made alternative arrangements for travel because none were available?		
Yes	11	2.1%
No	514	97.9%
Total	525	

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

None of those who responded yes, could recall the locations.

The proportion of respondents who had given up trying to hire a Hackney Carriage by flagging down or at a rank, is used in the ISUD calculation. Of the eleven people who indicated that they had given up trying to flag down a Hackney Carriage, eight had also indicated the same for hiring at a rank. Three respondents had not indicated that they had given up at a rank. So this total is added to the rank total to indicate 39 people (7.3%) of people had given up trying to hire a Hackney Carriage.

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		
Yes	3	0.7%
No	402	99.3%
Total	405	

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

None available	1
60 minutes	2

Are there any features of Hackney Carriage services in Portsmouth that you feel are particularly good? If so, please tell us what features.	
Drivers	2
Good availability	5
Silver livery on cars	2

Are you a University student or permanent resident in Portsmouth?		
Yes, permanent resident	470	89.5%
Yes, University Student	52	9.9%
No	3	0.6%
Total	525	

Is the respondent Male or Female



Male	257	49.0%
Female	267	51.0%
Total	524	

What is the employment status of the respondent?

Full time employed	313	60.7%
Part time employed	58	11.2%
Unemployed	28	5.4%
Student / pupil	52	10.1%
Retired	54	10.5%
Housewife / House husband	11	2.1%
Other	0	0.0%
Total	516	

5.2 Comments on results

The majority of respondents indicated that they had made one or more trips in a licensed vehicle in Portsmouth. Most people don't recall which type of taxi vehicle they last used, but of those that do, there is a slight majority in Hackney Carriages.

Rank hire was the most common means of obtaining a licensed vehicle, but there was little difference between this and hiring by telephone. Across all services in which a taxi can be hired, customer satisfaction was high.

Respondents were asked to rate vehicle quality, driver quality and value for money. The majority of respondents felt that each aspect was good or very good.

The majority of respondents felt that there are sufficient Hackney Carriages in Portsmouth. Respondents were asked if Hackney Carriage services could be improved and if so, what improvements were suggested. 10.6% of respondents indicated that some improvements could be made. The most common suggestion was to have driver with better knowledge of the area. The least common suggestion made, was joint between, having more consideration for cyclists, more people carriers and having more luggage space.

Almost all respondents felt safe using Hackney Carriages during the day. However, a small minority of users did not always feel safe using Hackney Carriages at night. Few provided any reason or basis for feeling unsafe.

A majority of respondents agreed with video cameras in Hackney Carriages.

The proportion of respondents who indicated that they had given up trying to hire a Hackney Carriage at a rank or by flagging down was 7.3%. This proportion is taken as an indicator of latent unmet demand. The low value suggests that there is little latent unmet demand.

Despite the generally high rating of driver quality, the most common features identified as potential improvements included better driver knowledge and better English language skills from drivers.



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 proportion of respondents who indicated that they had tried to hail a Hackney Carriage in the last three months, was low. This accords with trade feed back.



6 TRADE CONSULTATION

6.1 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.

6.2 Taxi trade consultation

Members of the Hackney Carriage trade were asked for feedback on any issues they wanted to raise with respect to the trade in Portsmouth. Trade representatives were invited to a consultation day, to explore the issues which affect the trade and to develop proposals to address these issues. In addition, a driver survey was undertaken through postal self-completion questionnaires. 533 questionnaires were posted to licensed Hackney Carriage drivers. A freepost return envelope was included with each questionnaire. In addition to the postal return questionnaire, drivers were also offered the opportunity to complete the questionnaire online and the postal questionnaire included a link to the online version.

Not everyone is keen to fill in paper or online forms. In order to gather a wider cross section of opinion, additional face to face discussions were held with drivers, at taxi ranks, in Portsmouth.

155 Completed questionnaires were received, including 4 online returns.

Licensed drivers were asked to indicate which type of vehicle they drove. Responses were broken down as follows. Hackney Carriage Drivers: 124, Didn't normally drive (some owners are licensed drivers but don't drive on a daily basis): 27. 4 drivers (3.0%) indicated that they drove both Hackney Carriages and Private Hire Vehicles.

Responses to the questionnaire were disaggregated by the type of driver. Not all drivers responded to all questions. Therefore, the total responses to each question do not always add up to 155.

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

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	90	26	3
No	34	1	1

Drivers were asked how long they had been involved in the Licensed Vehicle trade in Portsmouth. Responses were



	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
0 to 2 years	12	4	1
3 to 5 years	26	5	0
6 to 10 years	35	6	1
11 to 15 years	19	3	0
16 to 20 years	6	1	1
Over 20 years	27	7	1

Almost a third of Hackney Carriage drivers had over 20 years experience. More than half of the Private Hire drivers had 10 years or less experience.

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

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	31	0	3
No	93	23	0

Approximately a quarter of Hackney Carriages also subscribe to a radio circuit.

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

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Purpose built taxi vehicle	24	6	0
Saloon car	85	8	4
Minibus / people carrier (wheel chair accessible)	11	2	1
Minibus / people carrier (not wheel chair accessible)	5		0

Drivers were asked about the number of hours they worked in a typical week. Each driver was asked to indicate how many hours they worked during day time and night time, for each day of the week. When the total hours worked each week per driver, were analysed, the results indicated that Hackney Carriage drivers worked an average of 54.8 hours per week.

The number of daytime hours and night time hours worked each day of the week, were analysed, by driver type. Average day time hours worked are indicated in Figure 69.

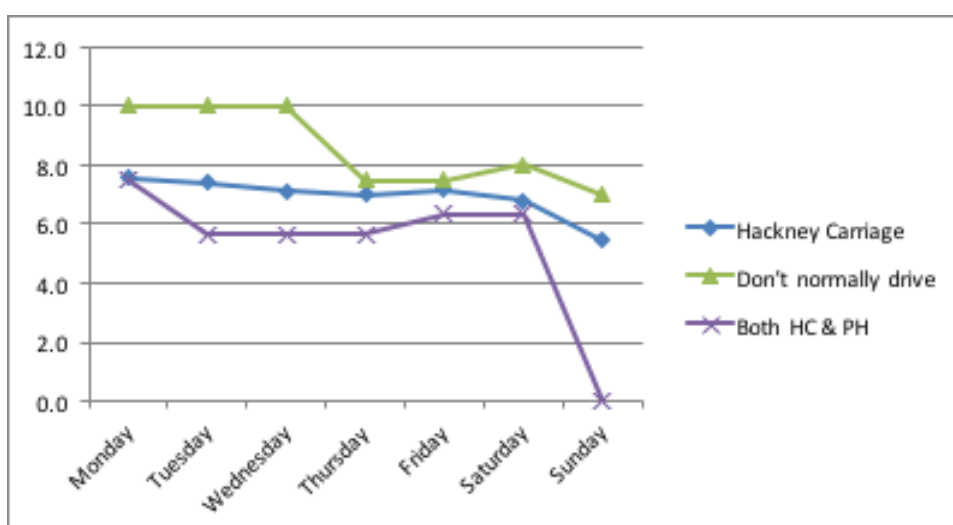


Figure 69 - Average day time hours worked each day

Similarly, the average night time hours worked each day of the week are indicated in Figure 70.

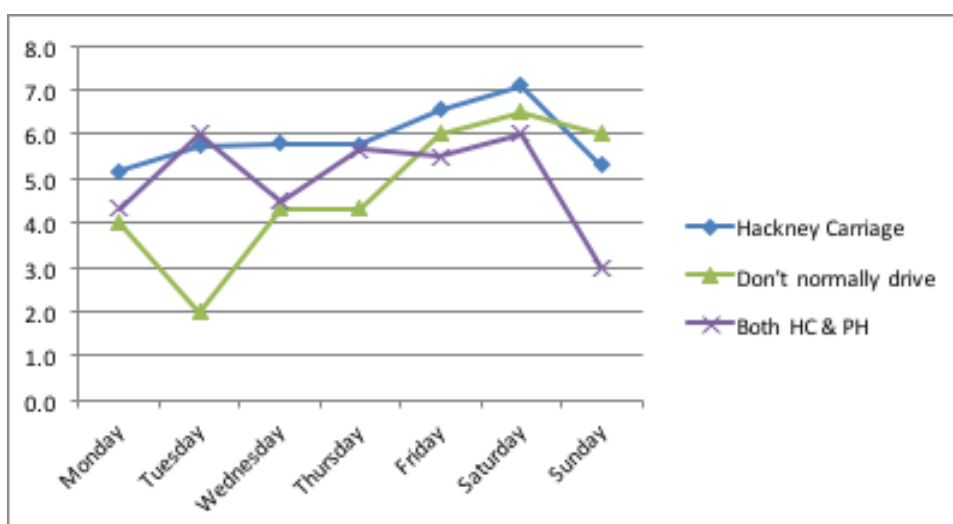


Figure 70 - Average night time hours worked each day

Drivers were asked how many journeys in a typical week required the carriage of a wheel chair. The responses were as follows:

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
None	79	9	3
1 to 5	32	1	1
6 to 10	2	0	0
11 to 20	1	0	1
More than 20	3	0	0



Drivers were asked if they rent a Hackney Carriage and if so, how much they pay for the licensed vehicle and whether, if renting, they are responsible for maintaining the vehicle. 18 out of 124 Hackney Carriage drivers who answered this question indicated that they did rent a licensed vehicle. Two of five drivers who drive both HC & PH vehicles and answered this question, rented licensed vehicles.

The Hackney Carriage driver responses are further broken down by maintenance responsibilities and average cost of weekly licensed vehicle rental.

Responsible for maintenance	Average cost of weekly rental
Yes	£95
No	£235

Drivers were asked whether they had been attacked in the last year and whether they felt safe, working as a licensed vehicle driver in Portsmouth.

Responses are summarised as follows:

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Physically attacked	0	0	0
Verbally attacked	52	1	0
Both physically and verbally attacked.	30	0	0
Not attacked	43	7	5

The majority of Hackney Carriage drivers indicated that they had endured some form of assault.



	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Feel safe all of the time	30	1	1
Feel safe some of the time	83	5	3
Feel safe none of the time	10	2	0

The drivers who felt it was unsafe at times, were asked what times they felt it was unsafe, or if it was in certain areas they felt it was unsafe.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Daytime (06:00 to 18:00)	3	0	0
Night time (18:00 to 06:00)	14	4	0
In certain areas	11	0	1
Both day and Night	3	0	0
At night and in certain areas	23	1	2
During the day and in certain areas	0	0	0
Day and night and in certain areas	1	1	0

Locations most commonly identified as unsafe, were:

- Buckland
- Somers Town
- Paulsgrove
- Leigh Park
- St. James Street
- Landport
- Portsea
- Guildhall / Guildhall Walk
- Palmerston Road
- Southsea Station
- Osbourne Road
- Albert Road
- Town centre
- Gunwharf

The locations identified included many of the central taxi ranks and some suburban areas.



Times of day identified as most unsafe were late at night and in particular after 2:00 am.

Drivers were asked if they agreed with the policy of fitting cameras in Hackney Carriages and Private Hire vehicles and if not, why they disagreed with this policy.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Agree	74	11	3
Disagree	48	8	1

The majority of respondents agreed with the policy.

The most common objection was on the basis of cost. Additional reasons given for objection were as follows:

Some respondents felt that Portsmouth should not have CCTV as neighbouring authorities do not have this as a requirement.

Many passengers have smartphones with video and they can use this if they feel anything is wrong or to record incidents.

Image recording only is not enough. There should be audio recording as well, otherwise the system is not effective.

Impacts on personal privacy of the driver.

Not required.

Don't think it is a deterrent.

Not all customers want to be recorded on camera.

It is an infringement of human rights as the camera cannot be switched off if the vehicle is being used for private use.

Drivers / owners should also have access to footage.

It would only be fair if all vehicles working in Portsmouth (i.e. Uber) had cameras

Drivers were asked about taxi ranks in Portsmouth. When asked about whether there is sufficient rank space in Portsmouth, drivers responded as follows.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	18	2	1
No	103	17	3

The majority of drivers felt that there is not sufficient rank space in Portsmouth.



Drivers were asked whether new ranks were required.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	105	17	3
No	14	0	2

Suggested locations for new ranks included the following locations:

- Port Solent
- Gunwharf feeder
- Albert Road
- Guildhall Walk
- Top of Cosham High Street
- Queen Alexandra Hospital
- Tesco – Pompey Centre
- Iceland
- Elm Grove
- Commercial Road (Southern end)
- Asda
- Isle of Wight Car Ferry
- The Hard
- St. Marys Hospital
- University
- Commercial Road
- Liquid/Envy nightclub
- Nelson Gate
- Victory Gate
- Football Club
- Park Road

Some of the locations identified already had a taxi rank present.

Drivers were also asked if any ranks require more spaces and if so, which ones.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	111	13	3
No	9	2	1



The response was overwhelmingly in favour of more spaces at ranks. All of the commonly active ranks were identified as requiring more space. However, the most commonly nominated ranks were:

- Albert Road
- Gunwharf Quays
- Fratton Station
- The Hard
- Osbourne Road
- Portsmouth Harbour/Station
- Commercial Road
- Tesco – Pompey Centre
- Palmerston Road
- Guildhall
- Elm Grove
- Kings Theatre (Albert Road)

At each of the locations listed, drivers commonly wait to access the rank at peak times, owing to limited space on the formal marked rank. This waiting was observed on the rank surveys and site visits.

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

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Too high	3	0	2
Too low	55	0	1
About right	58	2	0
Don't know / no opinion	7	0	1

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

Responses, in order of popularity, were as follows:

- Annually
- Every 2 years
- Every 3 years
- Every 5 years
- Every 4 years

Many respondents felt that fares should be reviewed in line with changes in costs, such as fuel and insurance.

In Portsmouth new drivers are required to pass a driver competency assessment course before being granted a licence.. Drivers were asked if they agreed with this policy.



	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	109	2	5
No	12	0	0

Respondents were asked if they thought drivers received sufficient training.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	36	0	3
No	81	2	2

The majority of respondents indicated that they felt drivers did not receive sufficient training. When asked what additional training they felt was necessary, the following responses were given:

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
NVQ	9	0	0
Driving Skills Assessment	52	1	1
Basic Skills Assessment	26	0	2
English language	84	2	3
Disability awareness	32	0	1
Knowledge test	62	2	4
Customer care	57	2	3
Go out with another taxi driver to learn about routes/rank etiquette/check knowledge of road use	7	0	0
Live in Portsmouth for at least 2 years before getting license – to build up knowledge	3	0	0



Drivers were asked if they were aware that Portsmouth City Council implement a numerical limit on the number of Hackney Carriages licensed in the city.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	112	2	4
No	9	0	0

Drivers were asked if there were sufficient Hackney Carriages in Portsmouth to meet demand.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes, too many	74	2	2
Yes, generally sufficient	41	0	2
No, not during all periods	6	0	0
No opinion	1	0	1
Don't know	2	0	0

All of the Hackney Carriage drivers who indicated that there were not sufficient Hackney Carriages at all times were drivers who rented a licensed vehicle.

Drivers who indicated that they felt there were not sufficient Hackney Carriages available during all periods, were asked at what times of day they felt there were not sufficient Hackney Carriages.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
During the daytime	2	0	1
During the evening / night	5	0	0
All day and night	9	0	0

Drivers were asked how many Hackney Carriages there should be in Portsmouth. Answers varied and are grouped into number ranges as follows:

Number of Hackney Carriages which should be in the fleet	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Fewer than 100	5		
100 – 149	6		
150 – 199	15		
200 – 249	39		



250 – 299	4		1
300 – 349	5		
350 – 399	1		
400 – 449	2		
450 – 499			
500 – 549	2		
550 – 599			
600 – 649			
1000 - 2000			

Drivers were asked if Portsmouth should remove the numerical limit.

	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
Yes	9	0	2
No	112	2	2
Don't know/ no opinion	5	0	1

The majority of drivers felt that the limit should not be removed.

Nine of the twelve Hackney Carriage drivers, who felt the limit should be removed, also rented a licensed Hackney Carriage.

Drivers would be asked what the effect would be, on a range of features of the licensed vehicle trade, in Portsmouth, if the numerical limit were removed.

Hackney Carriage Driver Responses

	Increase	No effect	Decrease
A Traffic congestion	90	17	3
B Fares	28	40	32
C Passenger waiting times at ranks	8	75	19
D Passenger waiting times at flag down	5	79	16
E Passenger waiting time for telephone bookings	6	65	9
F Hackney Carriage vehicle quality	12	40	52
G Private Hire Vehicle quality	13	43	25
H Effectiveness of enforcement	8	31	48
I Illegal plying for hire by Private Hire Vehicles	42	32	14
J Illegal plying for hire by unlicensed vehicles	47	27	12
K Over ranking	93	7	13
L Customer satisfaction	11	48	34

Respondents who don't normally drive

	Increase	No effect	Decrease
A Traffic congestion	0	0	0
B Fares	0	0	0



C Passenger waiting times at ranks	0	0	0
D Passenger waiting times at flag down	0	0	0
E Passenger waiting time for telephone bookings	0	0	0
F Hackney Carriage vehicle quality	0	0	2
G Private Hire Vehicle quality	0	2	0
H Effectiveness of enforcement	0	0	0
I Illegal plying for hire by Private Hire Vehicles	2	0	0
J Illegal plying for hire by unlicensed vehicles	2	0	0
K Over ranking	2	0	0
L Customer satisfaction	0	0	2



Drivers of both Hackney Carriages and Private Hire Vehicles

	Increase	No effect	Decrease
A Traffic congestion	3	0	1
B Fares	0	1	2
C Passenger waiting times at ranks	0	2	0
D Passenger waiting times at flag down	0	2	0
E Passenger waiting time for telephone bookings	0	2	0
F Hackney Carriage vehicle quality	1	0	2
G Private Hire Vehicle quality	1	1	1
H Effectiveness of enforcement	0	1	1
I Illegal plying for hire by Private Hire Vehicles	3	0	1
J Illegal plying for hire by unlicensed vehicles	2	1	1
K Over ranking	2	1	1
L Customer satisfaction	1	1	1



Drivers were asked whether they agreed with a range of statements.

Hackney Carriage Driver Responses

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A “There is not enough work to support the current number of Hackney Carriages”	3	2	7	19	85
B “Removing the limit on the number of Hackney Carriages in Portsmouth would benefit the public by reducing waiting times at ranks”	77	19	12	5	4
C “There are special circumstances in Portsmouth that make the retention of the numerical limit essential”	6	10	13	22	55

Respondents who don't normally drive

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A “There is not enough work to support the current number of Hackney Carriages”	0	0	0	0	2
B “Removing the limit on the number of Hackney Carriages in Portsmouth would benefit the public by reducing waiting times at ranks”	1	1	0	0	0
C “There are special circumstances in Portsmouth that make the retention of the numerical limit essential”	0	0	0	0	2



Drivers of both Hackney Carriage and Private Hire Vehicles

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A “There is not enough work to support the current number of Hackney Carriages”	0	0	1	1	2
B “Removing the limit on the number of Hackney Carriages in Portsmouth would benefit the public by reducing waiting times at ranks”	1	2	1	0	0
C “There are special circumstances in Portsmouth that make the retention of the numerical limit essential”	0	0	2	0	1



Drivers were asked to identify effects which would apply, if the Council removed the numerical limit on the number of Hackney Carriages.

Forecast effect if the limit were to be removed.	Hackney Carriage Driver	Don't normally drive	Driver of both HC & PH
A No change	17		
B Work more hours	85	2	3
C Work fewer hours	5		
D Acquire a Hackney Carriage vehicle licence	4		
E Acquire more than one Hackney Carriage vehicle licence	3		
F Switch from Hackney Carriages to Private Hire Vehicles	27		
G Switch from Private Hire Vehicles to Hackney Carriages.	1		1
H Leave the trade			2
Switch to private hire from hackney already happening because of lack of work available	5		



6.3 Other comments and inputs.

In addition to the responses to specific questions, , there was an opportunity for drivers to provide feedback on any other aspect of the trade not covered by the other questionnaire questions. In addition to these elements of driver feedback, trade representatives were contacted to provide input to the consultation process. Further driver consultation was undertaken through visits to the ranks and discussion with drivers, to capture any further feedback, which may not be provided through the questionnaires. The feedback provided through all of these interfaces, is presented in the following statements and summaries of feedback received. The responses are presented as verbatim statements. These are presented within quote marks and the text is italicised. These verbatim responses are representative of points of view presented by several respondents.

“An often asked question at ranks is 'are you booked' or 'must I book you'. Education is key. Young people especially don't understand why should they. All they seem to know is tonight I'm getting the slightly more expensive car I don't have to wait for. Flagging, for example, is becoming a lost art, many people not realising it is possible. Unable to differentiate between saloon hacks & private hire. Another problem is drivers who fail to understand that charging the meter rate & failing to take steps to ensure the journey is as quick as possible without breaking rules of the road - i.e. sitting in traffic happily watching the meter go round when bus lanes are available. Finally, when I first came into the hackney trade 16 years ago, any amount of cars were owned by old boys who had one car & used it as & when they feel like. This is no longer the case, cars are nonstop in many cases.”

“The council should listen to trade reps more, with regards to special events & proper signage for the public. When the major contrustion work effects the taxi trade, the hard being a prime example”

“Currently within the ph trade there are people who own large fleets of cars, & charge high weekly rents. Within the hackney trade the majority of owners have just one plate & vehicle. This means a better quality of servcie as the owners look after their cars well. Portsmouth has many weeks of the yar when students & the navy are away & this results in very quiet times for the hackney trade. The only times when hackneys may not be waiting on all ranks are occassions such as the victorias festival - for a couple of hours over two days.”

“Public parking in taxi ranks. Private hire vehicles parked in taxi ranks.”

“The new regulations for licensed vehicles to be 3 years old is unreasonable as it will significantly burden the owner, as is vehicle with big bucket? & no disabled vehicle have been reduced from 12 years to 8 years is unfair.”

“The amount of Private Hire vehicles has had a devastating effect on the hackney trade. The prices of the local firms are so low it is a no-win situation. Either the Private Hire prices need to increase, or a cap needs to be in place for the number of Private Hire vehicles in the city. At least then the hackney could be competitive. If not i feel that in time the hackney trade will cease to exist. PCC should make it so that people need to have lived in Portsmouth for 5 years & have English to the equivalent of a grade c (GCSE) in order to own a Private Hire or Hackney Carriage license. Our main city hospital doesn't even have a taxi rank! There are bus stops



& a free phone for a local Private Hire company, but no taxi rank? I sadly believe that the hackney cab is being faded out."

"Clearer marking if taxi ranks. Enforcement of illegal parking on & obstruction of taxi ranks."

"When customer refuse to pay or run away from the police used to help & get the money from customer, but now police don't help the driver & say it's a civil matter. It will be benefited for the driver if police & council help the driver. Also new regulation for the license vehicles age limit policy for the disabled access vehicle reduce from 12 years to 8 years is unfair as this vehicle could cost the driver up to £30,000 to renew it."

"Too many cars (public) parking on ranks & not being fined."

"Our taxi ranks are too small, meaning cars parking on ranks who should not be there. Not enough traffic wardens to give ticket. Private hire prices too low. Too many out of town plates taking work from local taxis. Replacement signs cars impossible to get a silver auto 7 seater. Less than 1 year old. Anywhere in UK."

"There are certain peak times that neither the hackney or private hire trade can meet full demand. These peak times are not very often, or for very long. Increasing the number of hackneys will have a minor effect to rectify this, but will have a major effect on the rest of the working week. Drivers will have to work dangerously longer hours to probably earn less than the minimum wage. Possibly also leading to experienced drivers leaving the trade, being replaced by un-experienced drivers who will be unable to meet demand even more"

"95% of the time, the public are adequately served. Taxis sometimes sit 2 hours on a rank to receive a £3.50 job. The vehicle criteria in portsmouth is very strict. Retain quantity to retain quality. Too many taxis, too many ph. Fares are far too cheap. The trade have no confidence in the police with reference to attacks on drivers, verbal abuse, damage to vehicle, now payments, etc. We are encouraged to ring & report crimes, we cannot get an answer on phone. Drivers don't bother. Some drivers do not meet the standard expected of them. Drivers understanding/writing/reading English is imperative. Many drivers cannot operate without sat nav, communication skills very poor."

"Uber has had a big effect on the hackney carriages. We already are doing longer hours & Gunwharf has become 2 ranks now as private hires are picking up passengers from the drop off point. This is why as a hackney driver we are no longer making the same income."

"The amount of public cars parked on the ranks causing major problems, i.e. albert road, the hard."

"Portsmouth is over subscribed already. More hackneys would cause more over ranking, yet public would not see any benefit."

6.4 Summary of trade responses

The principal trade responses, including the statements quoted earlier in this chapter, may be summarised as follows:



Several respondents felt that some drivers have poor basic knowledge of the highway code, such as knowledge of stopping restrictions on zig zag lines.

Some drivers have poor communication skills, aside from poor language skills. Some drivers who have better spoken English still don't communicate properly with members of the public.

There are issues with some drivers having poor knowledge of Portsmouth and relying too much on sat nav. No knowledge of landmarks, areas or main pubs and clubs by some drivers.

Some newer entrants to the trade don't fully understand how ranks work and the etiquette within the trade. There are many unwritten agreements on how drivers should conduct themselves on the ranks. By not following the 'rules' drivers can cause friction within the trade.

A small percentage of drivers are scruffy and have poor personal hygiene.

A minority of drivers are rude and unhelpful to customers and don't appreciate the value of good customer service.

It was felt by many that there has been an increase in out of area licensed vehicles operating including UBER and Private Hire Vehicles from other areas.

There was a high level of resentment that any new cars are not allowed to be older than three years. Therefore, the cost of staying in the trade has increased. The additional burden of CCTV in vehicles was also cited as an increased cost. There has been some resentment expressed that other areas don't have the same costs.

More rank space is needed in general around Portsmouth. Space on ranks is also being taken up by public parking in the ranks and no action being taken against this, due to lack of enforcement on the streets.

Comments about safety were raised. Drivers mentioned lack of help from authorities when customers do not pay.

There was some suggestion that there were abuses of benefits amongst some drivers, across all of the licensed trade, who were claiming benefits as well as driving licensed vehicles and not declaring income. Some respondents also suggested that the combination of these sources of income was the only way that they could earn enough to support a family.

It was felt that some drivers were working very long hours. Some examples of over 70 hours per week suggested. There are also opportunities advertised amongst the trade for additional drivers to rent hackney vehicles for 'spare' shifts. However, there is little interest from drivers. It was felt that this could be related to the available shifts on offer. Most of these were during the non peak periods, i.e. not Friday or Saturday nights. Therefore, the income available was not sufficient to pay the rent on the vehicle and leave sufficient income for the driver.



7 STAKEHOLDER CONSULTATION

7.1 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).

7.2 Stakeholders

A range of interest groups and representatives were contacted to canvas views on the Hackney Carriage and Private Hire trades in Portsmouth. 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 Portsmouth are working well. Indeed, many of the responses received supported this hypothesis.

The following bodies or representatives were contacted:

- Portsmouth Council's officers representing the interests of disabled and minority groups.
- Police;
- Hampshire Chamber of Commerce
- University of Portsmouth
- University of Portsmouth Student Union
- First Portsmouth (Buses)
- Hovertravel & Wightlink (Ferries)
- Southwest Trains
- Age UK
- Queen Alexandra Hospital,
- A range of Portsmouth Pubs in the City centre and suburban areas
- Night Clubs in central Portsmouth.
- Hotels
- HMS Victory, HMS Warrior, Mary Rose Museum (Museums)
- Supermarkets
- Care homes

Feedback was sought through a combination of letters, telephone calls, emails and visits. Whilst many consultees did not respond, we did receive feedback from 19 consultees.

7.3 Feedback received

Feedback from representatives of the night time economy indicated that they were generally not aware of any issues regarding availability of licensed vehicles. This included premises close to the rank on Albert Road, where some passenger



queueing was observed on Saturday night. Respondents indicated that in the central locations close to ranks, many customers used the ranks to obtain licensed vehicles. In suburban areas, the tendency was for customers to telephone and book a licensed vehicle.

Some hotels book vehicles on behalf of clients and staff. In smaller hotels, reception staff tended to call one of the main Private Hire operators. In larger hotels, there was often a dedicated Freephone to one of the main Private Hire companies. Generally the hotels will use a private hire firm. Some run accounts with firms. Generally there are vehicles available when required, usually arriving within a few minutes.

No visitor attractions were aware of any issues with availability.

All of the supermarkets had Freephone telephone to connect to a Private Hire operator, for shoppers who wanted to hire a Private Hire Vehicle. Staff on customer service desks indicated that they were not aware of any difficulties faced by customers obtaining licensed vehicles when required.

Police comments were ad-hoc responses made by officers on patrol. Club closing time was the busiest time and this was when availability was most required to clear the streets of people who had left clubs. It was felt that in Portsmouth central areas, Hackney Carriages could reliably be found at the railway station (Portsmouth & Southsea) and on Guildhall Walk. There were also often taxis available at The Hard, but not necessarily late at night at closing time. The officers contacted were not aware of any issues in suburban areas.

Staff at Portsmouth & Southsea and Fratton railway stations felt that there were always Hackney Carriages available on the ranks outside the station.

There were few comments from representatives of the elderly or disabled. Those who did respond indicated that they were not aware of any issues. There was no particular awareness of how the service of licensed vehicles was obtained for private individuals, other than they would generally telephone for a vehicle. There was no feedback to indicate if there were any particular operators who were targeting the market for private individuals who may need accessible vehicles or who were in need of drivers who were aware of the needs of passengers with mobility impairments or other disabilities.

Care homes were contacted to find out how they obtained the services of licensed vehicles and whether there were any issues with the level of service provided. All of the care homes contacted indicated that they had a regular provider who they would call to book a vehicle. Only one care home indicated that they had faced any issues with the level of service provided. They addressed this by changing the provider that they used.

Most care homes and hotels who used a regular provider or had an account arrangement with a provider, used either Andi Cars or Aqua Cars. Similarly the most common Freephone providers appeared to be either Andi Cars or Aqua Cars.

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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 = Peak Factor. If passenger demand is highly peaked, usually at night, a factor of 0.5 is applied to the formula. Otherwise a factor of 1.0 is applied. This factor reflects the ability of the trade to meet demand for the majority of the time, but allows some dispensation for demand to exceed supply of Hackney Carriages during peak periods of demand, if the peak is significantly higher than during other times. Assessment of the demand profile is undertaken as an aggregate across all ranks.

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 0.12 minutes (7 seconds). Therefore the **APD** coefficient is **0.12**

PF There are prolonged peaks in demand across the taxi ranks surveyed on Friday and Saturday nights, as opposed to sharp peaks. 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 Thursday and Friday, Qualifying passenger queues were observed within 73% of the hours. Therefore, **SSP value = 73**

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. Whilst incidences of passenger queueing occurred throughout the day and night on each of the days surveyed, the frequency of occurrence was relatively low and hence the overall aggregate wait time for all passengers affected, was low. As a result, few hours had an average wait time of more than 1 minute. The percentage of passengers travelling in the few hours when the aggregate wait time was greater than 1 minute, was 0.2% Therefore, the **GID value was 0.2.**

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 7.3% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.073.**

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

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

$$\text{ISUD} = 0.12 \times 1.0 \times 73 \times 0.2 \times 1.0 \times 1.073 = 1.9$$



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 1.9 falls comfortably below the level which would suggest that the level of unmet demand is significant. Whilst a powerful indicator, the ISUD value should not be taken in isolation. Other available evidence should also be considered.

From the Portsmouth taxi rank surveys, some passenger queuing was observed. There were 99 incidences of passengers waiting at ranks. The waiting incidences involved 736 passengers. Out of the 18,176 passengers counted at the surveyed ranks, waiting passengers represented 4.0% of passengers. The passengers who had to wait for Hackney Carriages to arrive on Albert Road, on Saturday night, accounted for 497 of the 736 passengers observed waiting for Hackney Carriages. Therefore, approximately 68% of all waiting passengers were observed on Albert Road in a single queue which formed over an extensive period. Whilst this was a significant event on Albert Road, itself, there was little waiting observed at any of the other ranks in Portsmouth during this period.

Saturday night was the busiest period observed across all of the ranks. The presence and extent of passenger waiting was assessed in the context of all passenger volumes and movements. As passenger queuing was focussed on a single rank, rather than across several ranks, this suggested that the issue may be, in part, the concentration of the trade, on other ranks. The bulk of demand occurred on Saturday night, in central Portsmouth, at the ranks at Portsmouth & Southsea Railway Station, Guildhall Walk and Gunwharf Quays. The rank at Albert Road is relatively remote from the 'busy core' and it may be the case that some drivers prefer these core ranks as there may be a perception of a greater certainty of a hire at these locations.

When we consider the demand across all of the ranks from 23:00 on Saturday night until around 01:00 hours on Sunday morning, it was clear that there were generally few vehicles waiting on the ranks for passengers to arrive. However, the ranks were able to cope with demand. There appears to have been sufficient provision of Hackney Carriages in aggregate, across all the ranks at this busy period, to cater for aggregate demand. However, the distribution of Hackney Carriages amongst the ranks was not optimal. If a handful of vehicles which operated in the core area had opted to operate from Albert Road, then the level of queuing would probably have been significantly reduced and possibly eradicated all together. However, there was little spare capacity at the core ranks, i.e. the queues of waiting Hackney Carriages at ranks were generally short. Therefore, if significant numbers of vehicles were to re-locate then this could result in passenger queuing elsewhere. The provision of service at the peak of Saturday night demand is finely balanced and generally, the trade are adept at identifying high demand locations and servicing this demand.

It was also noted that the survey was undertaken on the last weekend of the month, which is generally busier than other weekends during most months. As such, this formed a 'worst case' test of the capacity of the fleet.



There was relatively little indication from public or stakeholder consultation that there was lack of availability of Hackney Carriages in Portsmouth.

Taking other considerations into account, there is no evidence to suggest that the ISUD coefficient, which indicates no significant unmet demand should not be held to be representative. Therefore the conclusion reached is that there is **no significant unmet demand**.



9 CONCLUSIONS

9.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicates that there was some periodic passenger waiting, on occasions plus significant sustained passenger queuing observed at the Albert Road rank on Saturday night. However, the level of passenger waiting was taken into account within the context of overall passenger volumes the length of time that passengers had to wait and the times at which passenger waiting occurred.

The level of unmet demand was not significant, with respect to the ISUD index calculation and this is supported by the relatively short duration of passenger waiting and the isolated nature of the sustained passenger queue on Albert Road.

The ISUD index value calculated from the survey results was 1.9. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

There were generally Hackney Carriages observed waiting at the ranks during active periods.

9.2 Additional key features identified

The key issues identified by the trade and public and stakeholder consultation, were:

- The large variations in demand between Friday and Saturday nights and the rest of the week.
- Poor language and knowledge skills exhibited by some drivers.
- Poor customer service by a minority of drivers
- Parking by private vehicles on some ranks
- Concern from the trade regarding the number of out of area licensed vehicles, including Uber vehicles, which operate in Portsmouth.
-

High levels of fleet utilisation were evident during peak periods, indicating that the trade respond well to variations in demand.

Availability of wheelchair accessible vehicles does not appear to be an issue.

There was little public discontent with the level of availability of Hackney Carriages for general use.

9.3 Recommendations

The survey has concluded that there is **no significant unmet demand** for Hackney Carriages in Portsmouth.



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

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

There is no compelling need to increase the number of licenses in order to meet current levels of demand.

The Council may wish to consider whether measures to ensure that new entrants to the trade have adequate levels of spoken English and local knowledge to meet the standards desired of Hackney Carriage drivers.



APPENDIX A RANK OBSERVATION RESULTS



Railway Station	Thursday to Friday					
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	1	2	3	2	1.0	13
08:00	0	5	5	6	1.2	26
09:00	0	7	7	7	1.0	19
10:00	0	9	9	11	1.2	41
11:00	0	15	15	17	1.1	22
12:00	0	15	15	18	1.2	16
13:00	0	13	13	16	1.2	14
14:00	0	9	9	9	1.0	25
15:00	0	15	15	19	1.3	0
16:00	0	18	18	21	1.2	0
17:00	0	23	23	29	1.3	0
18:00	0	22	22	25	1.1	0
19:00	0	16	16	18	1.1	0
20:00	0	13	13	13	1.0	0
21:00	0	17	17	18	1.1	0
22:00	0	8	8	11	1.4	0
23:00	0	7	7	8	1.1	0
00:00	0	9	9	9	1.0	0
01:00	0	6	6	8	1.3	0
02:00	0	10	10	15	1.5	0
03:00	0	8	8	8	1.0	0
04:00	2	2	4	2	1.0	0
05:00	0	0	0	0	0.0	0
06:00	3	0	3	0	0.0	0
Total	6	249	255	290	1.2	6
Railway Station	Friday to Saturday					
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	4	3	7	3	1.0	8
08:00	0	5	5	5	1.0	13
09:00	0	10	10	13	1.3	22
10:00	0	12	12	12	1.0	10
11:00	0	7	7	7	1.0	30
12:00	1	15	16	17	1.1	31
13:00	0	23	23	29	1.3	7
14:00	0	16	16	17	1.1	18
15:00	0	27	27	31	1.1	17
16:00	0	31	31	36	1.2	8
17:00	0	39	39	48	1.2	8
18:00	0	29	29	31	1.1	12
19:00	0	15	15	16	1.1	24
20:00	3	27	30	33	1.2	15
21:00	0	21	21	28	1.3	18
22:00	0	23	23	37	1.6	18
23:00	0	44	44	61	1.4	2
00:00	0	36	36	50	1.4	6
01:00	0	35	35	62	1.8	8
02:00	0	18	18	23	1.3	17
03:00	0	28	28	35	1.3	15
04:00	3	14	17	18	1.3	19
05:00	4	7	11	7	1.0	4
06:00	1	5	6	6	1.2	8
Total	16	490	506	625	1.3	12



Railway Station	Saturday to Sunday					
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	9	9	9	1.0	9
08:00	0	5	5	5	1.0	15
09:00	0	9	9	10	1.1	24
10:00	1	13	14	17	1.3	9
11:00	0	11	11	11	1.0	25
12:00	0	19	19	22	1.2	23
13:00	0	27	27	33	1.2	7
14:00	0	19	19	23	1.2	16
15:00	0	22	22	25	1.1	19
16:00	0	24	24	30	1.3	10
17:00	0	44	44	56	1.3	7
18:00	0	31	31	36	1.2	10
19:00	0	19	19	22	1.2	22
20:00	0	19	19	23	1.2	16
21:00	0	23	23	25	1.1	15
22:00	0	42	42	53	1.3	6
23:00	0	63	63	76	1.2	1
00:00	0	58	58	67	1.2	3
01:00	0	72	72	86	1.2	2
02:00	0	67	67	88	1.3	5
03:00	0	55	55	104	1.9	6
04:00	0	41	41	57	1.4	1
05:00	2	13	15	15	1.2	1
06:00	3	4	7	4	1.0	3
Total	6	709	715	897	1.3	8
Railway Station	Sunday to Monday					
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	2	3	5	3	1.0	8
08:00	0	5	5	5	1.0	17
09:00	0	2	2	2	1.0	30
10:00	1	12	13	13	1.1	15
11:00	0	8	8	8	1.0	32
12:00	2	11	13	14	1.3	15
13:00	0	14	14	17	1.2	17
14:00	0	16	16	16	1.0	16
15:00	0	10	10	14	1.4	21
16:00	0	20	20	24	1.2	18
17:00	0	12	12	16	1.3	14
18:00	0	7	7	9	1.3	30
19:00	0	13	13	16	1.2	46
20:00	0	13	13	18	1.4	28
21:00	1	11	12	13	1.2	29
22:00	3	17	20	24	1.4	18
23:00	0	16	16	20	1.3	7
00:00	2	5	7	5	1.0	18
01:00	2	5	7	7	1.4	19
02:00	1	2	3	2	1.0	30
03:00	2	1	3	1	1.0	52
04:00	1	0	1	0	0.0	66
05:00	1	0	1	0	0.0	0
06:00	8	1	9	1	1.0	5
Total	26	204	230	248	1.2	



Gunwharf Quays						
Thursday to Friday						
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	5
13:00	0	4	4	6	1.5	24
14:00	1	8	9	18	2.3	9
15:00	0	10	10	19	1.9	18
16:00	0	8	8	21	2.6	18
17:00	0	9	9	16	1.8	6
18:00	1	14	15	24	1.7	17
19:00	1	16	17	27	1.7	17
20:00	3	18	21	36	2.0	19
21:00	1	11	12	21	1.9	35
22:00	0	31	31	59	1.9	28
23:00	0	21	21	33	1.6	27
00:00	0	14	14	23	1.6	43
01:00	0	25	25	54	2.2	34
02:00	0	32	32	69	2.2	18
03:00	2	32	34	73	2.3	8
04:00	2	0	2	0	0.0	17
05:00	1	1	2	2	2.0	53
06:00	0	0	0	0	0.0	0
Total	12	254	266	501	2.0	21
Gunwharf Quays						
Friday to Saturday						
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	3
11:00	0	2	2	2	1.0	9
12:00	0	1	1	2	2.0	11
13:00	0	6	6	15	2.5	19
14:00	0	11	11	24	2.2	6
15:00	1	14	15	28	2.0	7
16:00	0	15	15	33	2.2	8
17:00	1	14	15	37	2.6	22
18:00	0	24	24	47	2.0	6
19:00	0	26	26	54	2.1	17
20:00	2	35	37	73	2.1	11
21:00	0	41	41	86	2.1	19
22:00	0	39	39	92	2.4	18
23:00	0	68	68	124	1.8	5
00:00	0	59	59	105	1.8	7
01:00	3	45	48	82	1.8	8
02:00	0	29	29	56	1.9	19
03:00	2	20	22	45	2.3	13
04:00	2	2	4	8	4.0	26
05:00	1	1	2	2	2.0	40
06:00	1	0	1	0	0.0	77
Total	13	452	465	915	2.0	11



Gunwharf Quays		Saturday to Sunday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (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	1	1	1	1.0	3
11:00	0	4	4	8	2.0	6
12:00	0	3	3	5	1.7	6
13:00	0	7	7	11	1.6	3
14:00	0	13	13	34	2.6	7
15:00	0	18	18	37	2.1	7
16:00	0	41	41	79	1.9	6
17:00	0	24	24	53	2.2	7
18:00	0	26	26	54	2.1	11
19:00	1	41	42	80	2.0	9
20:00	0	53	53	108	2.0	8
21:00	0	49	49	108	2.2	12
22:00	0	82	82	162	2.0	4
23:00	0	109	109	191	1.8	0
00:00	0	117	117	194	1.7	0
01:00	0	113	113	205	1.8	0
02:00	0	82	82	135	1.6	2
03:00	1	40	41	72	1.8	6
04:00	4	7	11	16	2.3	20
05:00	0	5	5	9	1.8	21
06:00	1	1	2	2	2.0	56
Total	7	836	843	1564	1.9	4
Gunwharf Quays		Sunday to Monday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (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	18
10:00	1	0	1	0	0.0	38
11:00	0	0	0	0	0.0	5
12:00	1	0	1	0	0.0	15
13:00	0	3	3	6	2.0	3
14:00	0	5	5	10	2.0	14
15:00	1	11	12	21	1.9	8
16:00	0	19	19	42	2.2	9
17:00	0	14	14	39	2.8	24
18:00	2	26	28	51	2.0	12
19:00	2	15	17	28	1.9	23
20:00	4	12	16	19	1.6	22
21:00	0	18	18	31	1.7	32
22:00	0	16	16	35	2.2	22
23:00	0	20	20	38	1.9	17
00:00	5	7	12	16	2.3	27
01:00	0	2	2	2	1.0	39
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	16	168	184	338	2.0	19



Derby Road				Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	2	0	2	0	0.0	7	
09:00	0	1	1	1	1.0	15	
10:00	3	1	4	1	1.0	7	
11:00	3	0	3	0	0.0	7	
12:00	4	0	4	0	0.0	5	
13:00	1	0	1	0	0.0	6	
14:00	1	0	1	0	0.0	8	
15:00	4	0	4	0	0.0	23	
16:00	0	0	0	0	0.0	0	
17:00	1	1	2	1	1.0	3	
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	3	
Total	19	3	22	3	1.0	9	

Derby Road				Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	2	0	2	0	0.0	4	
08:00	0	0	0	0	0.0	0	
09:00	4	0	4	0	0.0	3	
10:00	3	0	3	0	0.0	3	
11:00	3	0	3	0	0.0	4	
12:00	1	1	2	1	1.0	3	
13:00	1	0	1	0	0.0	3	
14:00	0	0	0	0	0.0	0	
15:00	1	0	1	0	0.0	3	
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	1	0	1	0	0.0	5	
Total	16	1	17	1	1.0	3	



Derby Road		Saturday to Sunday					
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (minutes)	
07:00	3	0	3	0	0.0	6	
08:00	2	0	2	0	0.0	3	
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	1	1	1	1.0	0	
13:00	0	0	0	0	0.0	0	
14:00	1	0	1	0	0.0	0	
15:00	1	0	1	0	0.0	8	
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	7	1	8	1	1.0	4	
Derby Road		Sunday to Monday					
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	3	
13:00	1	0	1	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	0	1	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	1	0	1	0	0.0	3	
06:00	0	0	0	0	0.0	0	
Total	3	0	3	0	0.0	0	



Edinburgh Road		Thursday to Friday					
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	2	0	2	0	0.0	10	
09:00	0	2	2	2	1.0	17	
10:00	4	4	8	5	1.3	12	
11:00	2	6	8	7	1.2	25	
12:00	2	8	10	13	1.6	18	
13:00	1	6	7	13	2.2	15	
14:00	0	9	9	16	1.8	12	
15:00	0	10	10	14	1.4	18	
16:00	0	7	7	10	1.4	17	
17:00	1	10	11	16	1.6	6	
18:00	0	1	1	3	3.0	0	
19:00	2	5	7	11	2.2	1	
20:00	1	0	1	0	0.0	3	
21:00	1	0	1	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	16	68	84	110	1.6	13	
Edinburgh Road		Friday to Saturday					
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	8	
08:00	1	0	1	0	0.0	18	
09:00	2	1	3	1	1.0	11	
10:00	0	6	6	11	1.8	12	
11:00	0	7	7	10	1.4	10	
12:00	2	11	13	16	1.5	16	
13:00	1	11	12	22	2.0	10	
14:00	1	14	15	20	1.4	11	
15:00	0	18	18	28	1.6	9	
16:00	0	19	19	23	1.2	12	
17:00	2	10	12	16	1.6	6	
18:00	2	7	9	9	1.3	1	
19:00	2	1	3	2	2.0	3	
20:00	0	2	2	2	1.0	3	
21:00	0	0	0	0	0.0	0	
22:00	0	1	1	1	1.0	0	
23:00	0	1	1	2	2.0	0	
00:00	0	1	1	1	1.0	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	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	14	110	124	164	1.5	9	



Edinburgh Road		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers Per Taxi	Average Wait Time at the Rank Per Taxi (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	13
10:00	0	2	2	2	1.0	20
11:00	0	2	2	3	1.5	21
12:00	1	9	10	13	1.4	11
13:00	1	11	12	15	1.4	13
14:00	0	13	13	30	2.3	16
15:00	0	17	17	28	1.6	27
16:00	0	15	15	23	1.5	6
17:00	0	15	15	32	2.1	8
18:00	2	5	7	9	1.8	5
19:00	1	1	2	2	2.0	4
20:00	1	0	1	0	0.0	3
21:00	0	0	0	0	0.0	0
22:00	1	1	2	1	1.0	3
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	7	91	98	158	1.7	13
Edinburgh Road		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers Per Taxi	Average Wait Time at the Rank Per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	1	0	1	0	0.0	4
13:00	1	8	9	14	1.8	6
14:00	0	11	11	14	1.3	20
15:00	1	7	8	15	2.1	12
16:00	1	10	11	17	1.7	14
17:00	2	4	6	5	1.3	9
18:00	1	0	1	0	0.0	5
19:00	1	0	1	0	0.0	18
20:00	0	0	0	0	0.0	0
21:00	1	0	1	0	0.0	3
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	9	40	49	65	1.6	13



Paradise Street		Thursday to Friday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	1	1	1	1.0	20
10:00	0	6	6	6	1.0	18
11:00	0	11	11	16	1.5	20
12:00	1	13	14	18	1.4	21
13:00	2	7	9	7	1.0	19
14:00	1	11	12	13	1.2	24
15:00	0	8	8	12	1.5	44
16:00	1	19	20	32	1.7	6
17:00	1	10	11	15	1.5	2
18:00	1	4	5	6	1.5	3
19:00	2	0	2	0	0.0	5
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	9	90	99	126	1.4	16
Paradise Street		Friday to Saturday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	25
09:00	1	0	1	0	0.0	44
10:00	0	9	9	10	1.1	27
11:00	2	7	9	7	1.0	16
12:00	2	12	14	14	1.2	8
13:00	0	15	15	24	1.6	9
14:00	0	19	19	25	1.3	11
15:00	1	15	16	20	1.3	11
16:00	2	18	20	26	1.4	15
17:00	0	15	15	28	1.9	8
18:00	1	5	6	7	1.4	5
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	9	115	124	161	1.4	12



Paradise Street		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	6
09:00	1	3	4	3	1.0	23
10:00	1	3	4	3	1.0	25
11:00	0	8	8	13	1.6	36
12:00	0	11	11	23	2.1	15
13:00	2	12	14	22	1.8	15
14:00	0	14	14	18	1.3	19
15:00	2	11	13	20	1.8	30
16:00	0	22	22	38	1.7	18
17:00	0	14	14	24	1.7	14
18:00	3	4	7	9	2.3	8
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	9	102	111	173	1.7	20
Paradise Street		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	1	0	1	0	0.0	8
11:00	1	2	3	2	1.0	6
12:00	1	1	2	1	1.0	15
13:00	1	5	6	11	2.2	28
14:00	1	7	8	10	1.4	7
15:00	1	5	6	10	2.0	18
16:00	0	7	7	10	1.4	38
17:00	1	3	4	5	1.7	32
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	7	30	37	49	1.6	21



Hard Interchange		Thursday to Friday					
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	1	7	8	13	1.9	13	
08:00	2	9	11	11	1.2	29	
09:00	6	4	10	5	1.3	45	
10:00	3	7	10	15	2.1	43	
11:00	2	9	11	12	1.3	17	
12:00	1	14	15	22	1.6	20	
13:00	0	11	11	21	1.9	13	
14:00	2	13	15	20	1.5	18	
15:00	5	9	14	16	1.8	20	
16:00	1	9	10	17	1.9	31	
17:00	2	12	14	20	1.7	6	
18:00	1	11	12	25	2.3	10	
19:00	2	13	15	24	1.8	15	
20:00	7	6	13	13	2.2	20	
21:00	4	5	9	6	1.2	24	
22:00	5	5	10	10	2.0	28	
23:00	3	5	8	7	1.4	21	
00:00	5	3	8	7	2.3	19	
01:00	5	2	7	2	1.0	7	
02:00	3	0	3	0	0.0	4	
03:00	0	3	3	5	1.7	6	
04:00	1	0	1	0	0.0	18	
05:00	0	4	4	5	1.3	38	
06:00	0	0	0	0	0.0	27	
Total	61	161	222	276	1.7	20	
Hard Interchange		Friday to Saturday					
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	1	3	4	3	1.0	47	
08:00	2	5	7	6	1.2	53	
09:00	3	6	9	7	1.2	46	
10:00	1	7	8	12	1.7	46	
11:00	2	9	11	13	1.4	31	
12:00	2	6	8	11	1.8	37	
13:00	2	15	17	23	1.5	20	
14:00	2	13	15	21	1.6	12	
15:00	3	7	10	16	2.3	28	
16:00	0	10	10	16	1.6	25	
17:00	1	24	25	45	1.9	7	
18:00	2	23	25	26	1.1	6	
19:00	4	21	25	33	1.6	11	
20:00	3	18	21	29	1.6	14	
21:00	1	14	15	23	1.6	23	
22:00	6	11	17	23	2.1	21	
23:00	1	10	11	19	1.9	23	
00:00	3	7	10	16	2.3	7	
01:00	4	0	4	0	0.0	7	
02:00	0	0	0	0	0.0	20	
03:00	2	2	4	3	1.5	9	
04:00	0	1	1	2	2.0	31	
05:00	1	2	3	5	2.5	14	
06:00	0	2	2	3	1.5	23	
Total	46	216	262	355	1.6	19	



Hard Interchange		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	2	4	6	5	1.3	10
08:00	1	6	7	10	1.7	15
09:00	1	8	9	10	1.3	35
10:00	3	8	11	10	1.3	25
11:00	2	18	20	45	2.5	10
12:00	0	19	19	39	2.1	16
13:00	2	16	18	33	2.1	16
14:00	2	17	19	29	1.7	16
15:00	4	15	19	38	2.5	16
16:00	2	17	19	37	2.2	19
17:00	4	22	26	42	1.9	4
18:00	3	27	30	74	2.7	6
19:00	0	30	30	76	2.5	7
20:00	2	20	22	39	2.0	15
21:00	6	19	25	37	1.9	16
22:00	1	21	22	57	2.7	7
23:00	0	10	0	27	2.7	4
00:00	0	12	12	29	2.4	5
01:00	1	4	5	7	1.8	4
02:00	1	1	2	3	3.0	0
03:00	2	0	2	0	0.0	3
04:00	1	0	1	0	0.0	10
05:00	1	0	1	0	0.0	24
06:00	0	5	5	8	1.6	48
Total	44	299	343	655	2.2	12
Hard Interchange		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	29
08:00	0	2	2	2	1.0	50
09:00	3	0	3	0	0.0	50
10:00	0	2	2	3	1.5	63
11:00	1	7	8	11	1.6	32
12:00	2	5	7	11	2.2	31
13:00	2	10	12	14	1.4	17
14:00	1	4	5	9	2.3	26
15:00	1	9	10	14	1.6	42
16:00	3	12	15	20	1.7	15
17:00	3	10	13	15	1.5	10
18:00	1	12	13	20	1.7	26
19:00	2	14	16	20	1.4	13
20:00	3	7	10	13	1.9	28
21:00	4	11	15	21	1.9	20
22:00	0	12	12	23	1.9	38
23:00	2	5	7	9	1.8	20
00:00	7	3	10	6	2.0	30
01:00	4	0	4	0	0.0	28
02:00	2	2	4	3	1.5	12
03:00	0	1	1	2	2.0	28
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	20
06:00	0	5	5	7	1.4	22
Total	41	133	174	223	1.7	24



Osborne Road		Thursday to Friday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	1	1	1	1.0	0
09:00	1	0	1	0	0.0	8
10:00	1	2	3	2	1.0	9
11:00	3	3	6	3	1.0	17
12:00	1	6	7	8	1.3	27
13:00	2	0	2	0	0.0	28
14:00	3	5	8	6	1.2	12
15:00	1	8	9	13	1.6	13
16:00	1	7	8	9	1.3	12
17:00	1	7	8	12	1.7	5
18:00	2	5	7	7	1.4	7
19:00	3	4	7	10	2.5	12
20:00	1	5	6	9	1.8	21
21:00	0	8	8	18	2.3	19
22:00	0	16	16	34	2.1	12
23:00	0	10	10	22	2.2	19
00:00	0	12	12	33	2.8	30
01:00	1	7	8	14	2.0	11
02:00	0	10	10	15	1.5	10
03:00	2	7	9	21	3.0	8
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	23	123	146	237	1.9	15

Osborne Road		Friday to Saturday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	2	2	2	1.0	3
10:00	0	6	6	8	1.3	10
11:00	1	2	3	2	1.0	9
12:00	2	2	4	2	1.0	18
13:00	3	6	9	9	1.5	6
14:00	0	5	5	8	1.6	9
15:00	2	6	8	13	2.2	12
16:00	2	13	15	20	1.5	10
17:00	2	10	12	18	1.8	6
18:00	0	9	9	16	1.8	7
19:00	3	4	7	6	1.5	26
20:00	1	13	14	20	1.5	11
21:00	1	19	20	45	2.4	11
22:00	0	34	34	70	2.1	10
23:00	0	42	42	94	2.2	12
00:00	0	65	65	145	2.2	1
01:00	0	61	61	133	2.2	1
02:00	0	37	37	90	2.4	4
03:00	1	18	19	44	2.4	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	19	354	373	745	2.1	7



Osborne Road		Saturday to Sunday					
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)	
07:00	0	0	0	0	0.0	3	
08:00	1	1	2	1	1.0	0	
09:00	1	0	1	0	0.0	0	
10:00	0	4	4	4	1.0	13	
11:00	2	3	5	4	1.3	8	
12:00	3	3	6	5	1.7	3	
13:00	1	7	8	13	1.9	14	
14:00	1	11	12	20	1.8	8	
15:00	1	4	5	4	1.0	21	
16:00	2	14	16	17	1.2	5	
17:00	1	6	7	11	1.8	19	
18:00	2	18	20	31	1.7	5	
19:00	1	21	22	48	2.3	2	
20:00	1	20	21	47	2.4	6	
21:00	0	37	37	76	2.1	6	
22:00	0	50	50	113	2.3	3	
23:00	1	51	52	112	2.2	1	
00:00	0	48	48	124	2.6	3	
01:00	0	37	37	95	2.6	0	
02:00	0	59	59	129	2.2	0	
03:00	0	35	35	83	2.4	0	
04:00	2	21	23	41	2.0	4	
05:00	0	1	1	3	3.0	0	
06:00	0	0	0	0	0.0	0	
Total	20	451	471	981	2.2	3	
Osborne Road		Sunday to Monday					
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	0	
10:00	1	0	1	0	0.0	0	
11:00	1	2	3	4	2.0	8	
12:00	2	3	5	4	1.3	11	
13:00	1	5	6	6	1.2	15	
14:00	2	2	4	2	1.0	23	
15:00	2	5	7	7	1.4	12	
16:00	1	4	5	6	1.5	19	
17:00	1	4	5	4	1.0	17	
18:00	1	10	11	20	2.0	17	
19:00	2	5	7	11	2.2	16	
20:00	3	6	9	10	1.7	38	
21:00	1	6	7	12	2.0	13	
22:00	7	8	15	14	1.8	11	
23:00	1	3	4	3	1.0	27	
00:00	1	1	2	2	2.0	74	
01:00	1	3	4	7	2.3	66	
02:00	2	1	3	3	3.0	10	
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	31	68	99	115	1.7	20	



Commercial Road		Thursday to Friday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	1	0	1	0	0.0	8
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	22
10:00	0	7	7	9	1.3	38
11:00	0	9	9	12	1.3	17
12:00	2	9	11	15	1.7	16
13:00	1	14	15	22	1.6	19
14:00	1	12	13	22	1.8	31
15:00	0	18	18	34	1.9	21
16:00	0	13	13	21	1.6	14
17:00	0	5	5	5	1.0	3
18:00	0	3	3	7	2.3	3
19:00	1	1	2	1	1.0	4
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	7	91	98	148	1.6	19
Commercial Road		Friday to Saturday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	1	0	1	0	0.0	5
08:00	0	0	0	0	0.0	0
09:00	3	2	5	2	1.0	7
10:00	0	6	6	8	1.3	16
11:00	0	11	11	27	2.5	7
12:00	0	18	18	27	1.5	9
13:00	0	11	11	17	1.5	23
14:00	0	21	21	34	1.6	14
15:00	0	25	25	40	1.6	20
16:00	0	20	20	33	1.7	7
17:00	0	19	19	32	1.7	7
18:00	0	8	8	13	1.6	6
19:00	0	1	1	2	2.0	20
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	1	0	1	0	0.0	3
Total	5	142	147	235	1.7	12



Commercial Road		Saturday to Sunday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	2	0	0	2	0.0	4
09:00	2	0	2	0	0.0	9
10:00	0	6	6	10	1.7	15
11:00	0	6	6	11	1.8	20
12:00	0	7	7	10	1.4	32
13:00	0	21	21	42	2.0	15
14:00	0	10	10	20	2.0	22
15:00	0	24	24	40	1.7	17
16:00	2	18	20	36	2.0	19
17:00	0	13	13	19	1.5	19
18:00	1	6	7	8	1.3	4
19:00	0	2	2	3	1.5	9
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	7	113	120	199	1.8	17
Commercial Road		Sunday to Monday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	4	0	4	0	0.0	7
10:00	1	0	1	0	0.0	13
11:00	1	4	5	4	1.0	25
12:00	1	4	5	6	1.5	8
13:00	0	5	5	10	2.0	12
14:00	0	9	9	14	1.6	21
15:00	0	12	12	22	1.8	11
16:00	0	9	9	15	1.7	15
17:00	1	7	8	14	2.0	26
18:00	1	2	3	4	2.0	12
19:00	0	1	1	1	1.0	20
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	9	53	62	90	1.7	16



Guildhall Walk						
Thursday to Friday						
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	1	0	1	0	0.0	0
18:00	0	5	5	8	1.6	3
19:00	1	1	2	1	1.0	15
20:00	3	4	7	11	2.8	15
21:00	2	10	12	17	1.7	15
22:00	4	5	9	7	1.4	20
23:00	3	11	14	29	2.6	28
00:00	0	19	19	48	2.5	33
01:00	0	20	20	40	2.0	42
02:00	3	39	42	101	2.6	18
03:00	4	1	5	3	3.0	5
04:00	2	2	4	6	3.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	23	117	140	271	2.3	22
Guildhall Walk						
Friday to Saturday						
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	1	2	3	3	1.5	0
18:00	1	7	8	17	2.4	0
19:00	5	8	13	11	1.4	2
20:00	3	25	28	57	2.3	0
21:00	2	48	50	117	2.4	2
22:00	1	71	72	166	2.3	4
23:00	0	106	106	261	2.5	1
00:00	0	89	89	186	2.1	6
01:00	0	96	96	245	2.6	6
02:00	0	96	96	228	2.4	8
03:00	0	58	58	127	2.2	9
04:00	2	39	41	95	2.4	12
05:00	0	2	2	3	1.5	0
06:00	0	0	0	0	0.0	0
Total	15	647	662	1516	2.3	5



Guildhall Walk		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	2	37	39	98	2.6	1
18:00	3	29	32	75	2.6	9
19:00	1	24	25	59	2.5	15
20:00	1	50	51	117	2.3	6
21:00	0	91	91	194	2.1	1
22:00	1	118	119	296	2.5	1
23:00	0	126	126	318	2.5	1
00:00	0	114	114	256	2.2	1
01:00	0	109	109	248	2.3	0
02:00	0	117	117	279	2.4	0
03:00	0	113	113	255	2.3	2
04:00	7	61	68	140	2.3	6
05:00	4	10	14	25	2.5	22
06:00	2	4	6	8	2.0	0
Total	21	1003	1024	2368	2.4	2

Guildhall Walk		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	1	0	1	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	8
20:00	0	0	0	0	0.0	3
21:00	0	0	0	0	0.0	6
22:00	3	3	6	4	1.3	0
23:00	1	4	5	5	1.3	3
00:00	0	7	7	17	2.4	4
01:00	0	9	9	15	1.7	4
02:00	1	2	3	4	2.0	24
03:00	4	5	9	15	3.0	32
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	10	30	40	60	2.0	11



Fratton Station						
Thursday to Friday						
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	5
08:00	1	3	4	3	1.0	9
09:00	0	3	3	3	1.0	25
10:00	1	7	8	11	1.6	34
11:00	0	6	6	9	1.5	19
12:00	0	8	8	14	1.8	14
13:00	1	5	6	7	1.4	28
14:00	0	3	3	3	1.0	40
15:00	0	18	18	24	1.3	21
16:00	0	7	7	10	1.4	23
17:00	0	18	18	23	1.3	28
18:00	0	29	29	38	1.3	6
19:00	0	25	25	27	1.1	12
20:00	1	21	22	32	1.5	11
21:00	1	25	26	41	1.6	8
22:00	0	6	6	7	1.2	25
23:00	1	17	18	22	1.3	13
00:00	13	0	13	0	0.0	21
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	2	0	2	0	0.0	8
Total	21	201	222	274	1.4	16
Fratton Station						
Friday to Saturday						
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	2	2	2	1.0	0
08:00	0	6	6	7	1.2	9
09:00	1	3	4	4	1.3	20
10:00	3	7	10	9	1.3	20
11:00	0	5	5	6	1.2	18
12:00	1	9	10	14	1.6	12
13:00	1	7	8	15	2.1	6
14:00	0	9	9	12	1.3	22
15:00	0	20	20	24	1.2	9
16:00	0	22	22	31	1.4	7
17:00	0	30	30	45	1.5	9
18:00	1	27	28	38	1.4	2
19:00	0	23	23	31	1.3	7
20:00	0	26	26	34	1.3	9
21:00	1	18	19	26	1.4	13
22:00	2	14	16	23	1.6	11
23:00	0	12	12	19	1.6	21
00:00	0	16	16	23	1.4	4
01:00	1	4	5	6	1.5	10
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	1	0	1	0	0.0	3
Total	12	260	272	369	1.4	10



Fratton Station		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	1	1	1	1.0	16
08:00	3	2	5	2	1.0	35
09:00	0	1	1	1	1.0	14
10:00	0	2	2	3	1.5	42
11:00	0	6	6	7	1.2	26
12:00	1	8	9	12	1.5	23
13:00	1	9	10	12	1.3	20
14:00	1	12	13	16	1.3	13
15:00	0	9	9	12	1.3	30
16:00	0	10	10	13	1.3	17
17:00	0	17	17	28	1.6	12
18:00	0	23	23	49	2.1	7
19:00	0	30	30	47	1.6	6
20:00	0	19	19	35	1.8	8
21:00	0	29	29	64	2.2	6
22:00	0	28	28	47	1.7	3
23:00	1	22	23	44	2.0	5
00:00	1	9	10	16	1.8	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	8	237	245	409	1.7	10
Fratton Station		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	4
09:00	2	3	5	4	1.3	9
10:00	1	3	4	5	1.7	17
11:00	2	1	3	1	1.0	46
12:00	1	3	4	4	1.3	19
13:00	1	5	6	7	1.4	27
14:00	1	3	4	6	2.0	7
15:00	0	7	7	10	1.4	16
16:00	1	9	10	14	1.6	15
17:00	3	4	7	6	1.5	30
18:00	1	17	18	21	1.2	11
19:00	0	9	9	16	1.8	22
20:00	0	9	9	12	1.3	19
21:00	1	6	7	9	1.5	21
22:00	1	7	8	8	1.1	26
23:00	4	10	14	12	1.2	17
00:00	2	4	6	8	2.0	33
01:00	1	5	6	8	1.6	36
02:00	2	0	2	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	105	129	151	1.4	20



Cosham Railway Station		Thursday to Friday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	5	5	5	1.0	14
08:00	2	6	8	6	1.0	22
09:00	1	1	2	2	2.0	20
10:00	2	5	7	9	1.8	11
11:00	0	1	1	1	1.0	33
12:00	0	1	1	1	1.0	69
13:00	0	0	0	0	0.0	114
14:00	0	6	6	7	1.2	30
15:00	0	3	3	3	1.0	11
16:00	0	3	3	3	1.0	15
17:00	0	4	4	6	1.5	4
18:00	0	2	2	2	1.0	3
19:00	1	1	2	2	2.0	16
20:00	1	0	1	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	1	0	1	0	0.0	3
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	1	1	1	1.0	3
Total	8	39	47	48	1.2	16
Cosham Railway Station		Friday to Saturday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	2	2	4	2	1.0	9
08:00	0	5	5	5	1.0	17
09:00	0	3	3	3	1.0	40
10:00	0	4	4	5	1.3	43
11:00	2	1	3	1	1.0	19
12:00	0	2	2	2	1.0	26
13:00	0	4	4	5	1.3	36
14:00	1	3	4	4	1.3	5
15:00	0	4	4	5	1.3	5
16:00	0	5	5	7	1.4	3
17:00	0	5	5	5	1.0	11
18:00	1	3	4	3	1.0	0
19:00	0	2	2	2	1.0	4
20:00	2	3	5	3	1.0	9
21:00	0	2	2	2	1.0	13
22:00	2	1	3	1	1.0	17
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	10	49	59	55	1.1	16



Cosham Railway Station		Saturday to Sunday					
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	2	2	2	1.0	4	
09:00	0	1	1	1	1.0	22	
10:00	0	0	0	0	0.0	0	
11:00	0	2	2	4	2.0	16	
12:00	0	2	2	3	1.5	12	
13:00	0	4	4	7	1.8	1	
14:00	0	3	3	4	1.3	5	
15:00	1	4	5	6	1.5	15	
16:00	1	4	5	5	1.3	6	
17:00	3	3	6	5	1.7	16	
18:00	0	3	3	6	2.0	3	
19:00	1	0	1	0	0.0	10	
20:00	0	3	3	4	1.3	8	
21:00	0	2	2	3	1.5	4	
22:00	0	1	1	1	1.0	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	6	34	40	51	2	9	

Cosham Railway Station		Sunday to Monday					
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (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	0	
10:00	0	0	0	0	0.0	0	
11:00	0	1	1	1	1.0	16	
12:00	0	2	2	3	1.5	9	
13:00	0	1	1	2	2.0	0	
14:00	0	0	0	0	0.0	0	
15:00	0	0	0	0	0.0	0	
16:00	0	2	2	3	1.5	13	
17:00	1	1	2	1	1.0	29	
18:00	0	3	3	4	1.3	22	
19:00	0	2	2	2	1.0	4	
20:00	0	1	1	2	2.0	18	
21:00	1	0	1	0	0.0	3	
22:00	1	0	1	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	1	1	1	1.0	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	4	14	18	19	1.4	12	



Cosham High Street			Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	18
09:00	0	1	1	1	1.0	40
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	10
14:00	0	2	2	2	1.0	17
15:00	1	0	1	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	1	3	4	3	1.0	19
Cosham High Street			Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	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	1	0	1	0	0.0	0



Cosham High Street		Saturday to Sunday					
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	1	0	1	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	1	0	1	0	0.0	0	
17:00	1	0	1	0	0.0	4	
18:00	0	0	0	0	0.0	0	
19:00	0	2	2	3	1.5	18	
20:00	1	0	1	0	0.0	6	
21:00	0	0	0	0	0.0	0	
22:00	2	0	2	0	0.0	0	
23:00	0	1	1	2	2.0	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	6	3	9	5	2	5	

Cosham High Street		Sunday to Monday					
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (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	0	
10:00	0	0	0	0	0.0	0	
11:00	2	0	2	0	0.0	8	
12:00	1	1	2	1	1.0	1	
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	1	0	1	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	5	1	6	1	1.0	3	



London Road		Thursday to Friday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (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	3
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	3
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	3	0	3	0	0.0	3
21:00	1	0	1	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	4	0	4	0	0.0	2
London Road		Friday to Saturday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	1	1	1	1.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	1	1	2	2.0	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	1	1	1	1.0	0
15:00	0	0	0	0	0.0	0
16:00	0	1	1	2	2.0	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	2	2	3	1.5	6
21:00	10	0	10	0	0.0	2
22:00	3	1	4	1	1.0	2
23:00	0	0	0	0	0.0	0
00:00	0	1	1	1	1.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	1	0	1	0	0.0	3
Total	14	8	22	11	1.4	2



London Road		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	1	1	1	1.0	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	1	1	2	2.0	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	1	1	1	1.0	0
19:00	1	0	1	0	0.0	3
20:00	2	2	4	3	1.5	0
21:00	0	1	1	1	1.0	0
22:00	0	3	3	5	1.7	1
23:00	0	0	0	0	0.0	0
00:00	0	2	2	3	1.5	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	1	1	1	1.0	0
06:00	1	0	1	0	0.0	0
Total	4	12	16	17	1	0
London Road		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	10
08:00	1	0	1	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	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	1	1	1	1.0	0
18:00	1	2	3	3	1.5	0
19:00	1	0	1	0	0.0	0
20:00	1	0	1	0	0.0	0
21:00	2	2	4	3	1.5	0
22:00	0	0	0	0	0.0	0
23:00	0	1	1	1	1.0	5
00:00	0	0	0	0	0.0	0
01:00	0	1	1	2	2.0	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	6	7	13	10	1.4	0



Continental Ferry Port			Thursday to Friday			
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	3	6	9	10	1.7	14
08:00	1	1	2	2	2.0	3
09:00	0	0	0	0	0.0	0
10:00	1	0	1	0	0.0	3
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	8
13:00	0	7	7	14	2.0	22
14:00	3	1	4	3	3.0	9
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	9	9	21	2.3	8
19:00	4	0	4	0	0.0	10
20:00	1	0	1	0	0.0	20
21:00	2	1	3	4	4.0	34
22:00	8	3	11	9	3.0	49
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	12
06:00	0	5	5	7	1.4	27
Total	23	33	56	70	2.1	20
Continental Ferry Port			Friday to Saturday			
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	3	6	9	9	1.5	24
08:00	2	1	3	2	2.0	60
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	13
13:00	0	10	10	23	2.3	27
14:00	1	1	2	3	3.0	15
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	8	8	12	1.5	12
19:00	0	6	6	12	2.0	13
20:00	0	0	0	0	0.0	6
21:00	0	7	7	12	1.7	25
22:00	3	0	3	0	0.0	14
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	22
06:00	0	4	4	9	2.3	36
Total	9	43	52	82	1.9	21



Continental Ferry Port		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	14	14	26	1.9	6
08:00	2	1	3	1	1.0	13
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	5
13:00	0	16	16	29	1.8	14
14:00	0	2	2	8	4.0	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	3
18:00	0	7	7	16	2.3	18
19:00	2	5	7	13	2.6	1
20:00	0	0	0	0	0.0	0
21:00	0	13	13	29	2.2	6
22:00	3	1	4	3	3.0	15
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	1	1	1	1.0	18
Total	7	60	67	126	2	9
Continental Ferry Port		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	2	2	4	2.0	18
08:00	2	8	10	15	1.9	15
09:00	4	0	4	0	0.0	41
10:00	1	0	1	0	0.0	3
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	8
13:00	1	0	1	0	0.0	15
14:00	2	10	12	17	1.7	16
15:00	1	0	1	0	0.0	5
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	11
19:00	0	12	12	15	1.3	19
20:00	6	1	7	2	2.0	8
21:00	1	0	1	0	0.0	7
22:00	3	5	8	6	1.2	21
23:00	5	4	9	5	1.3	32
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	18
Total	26	42	68	64	1.5	19



Albert Road		Thursday to Friday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (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	1	1	2	2.0	19
20:00	1	5	6	12	2.4	10
21:00	0	5	5	12	2.4	15
22:00	1	18	19	33	1.8	10
23:00	3	21	24	47	2.2	6
00:00	2	16	18	30	1.9	5
01:00	1	4	5	11	2.8	4
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	8	70	78	147	2.1	7
Albert Road		Friday to Saturday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (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	3
19:00	2	8	10	19	2.4	6
20:00	1	12	13	20	1.7	13
21:00	0	19	19	32	1.7	12
22:00	0	37	37	73	2.0	7
23:00	1	46	47	114	2.5	7
00:00	0	60	60	148	2.5	2
01:00	3	33	36	66	2.0	4
02:00	1	2	3	5	2.5	0
03:00	0	1	1	3	3.0	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	8	218	226	480	2.2	6



Albert Road		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers Per Taxi	Average Wait Time at the Rank Per Taxi (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	1	6	7	10	1.7	3
20:00	2	19	21	36	1.9	5
21:00	0	60	60	128	2.1	3
22:00	1	72	73	171	2.4	1
23:00	0	69	69	182	2.6	3
00:00	0	66	66	177	2.7	0
01:00	0	64	64	165	2.6	0
02:00	3	13	16	29	2.2	0
03:00	2	0	2	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	9	369	378	898	2	2
Albert Road		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers Per Taxi	Average Wait Time at the Rank Per Taxi (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	1	2	3	2	1.0	7
20:00	3	1	4	1	1.0	3
21:00	2	0	2	0	0.0	6
22:00	2	0	2	0	0.0	16
23:00	3	5	8	9	1.8	3
00:00	2	2	4	4	2.0	0
01:00	1	3	4	5	1.7	0
02:00	0	2	2	2	1.0	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	15	29	23	1.5	3



Total through all ranks			Thursday to Friday		
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	6	20	26	30	1.5
08:00	10	25	35	29	1.2
09:00	9	20	29	22	1.1
10:00	15	48	63	69	1.4
11:00	10	60	70	77	1.3
12:00	11	74	85	109	1.5
13:00	8	67	75	106	1.6
14:00	12	79	91	119	1.5
15:00	11	99	110	154	1.6
16:00	3	91	94	144	1.6
17:00	7	99	106	143	1.4
18:00	5	105	110	166	1.6
19:00	17	83	100	123	1.5
20:00	22	72	94	126	1.8
21:00	12	82	94	137	1.7
22:00	19	92	111	170	1.8
23:00	10	92	102	168	1.8
00:00	20	73	93	150	2.1
01:00	7	64	71	129	2.0
02:00	6	91	97	200	2.2
03:00	8	51	59	110	2.2
04:00	7	4	11	8	2.0
05:00	1	5	6	7	1.4
06:00	5	6	11	8	1.3
Total	241	1502	1743	2504	1.7
Total through all ranks			Friday to Saturday		
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	13	17	30	20	1.2
08:00	6	22	28	25	1.1
09:00	14	27	41	32	1.2
10:00	7	58	65	77	1.3
11:00	10	51	61	75	1.5
12:00	11	77	88	106	1.4
13:00	8	108	116	182	1.7
14:00	5	113	118	169	1.5
15:00	8	136	144	205	1.5
16:00	4	154	158	227	1.5
17:00	7	168	175	277	1.6
18:00	8	150	158	219	1.5
19:00	16	115	131	188	1.6
20:00	15	163	178	274	1.7
21:00	15	189	204	371	2.0
22:00	17	232	249	487	2.1
23:00	2	329	331	694	2.1
00:00	3	334	337	675	2.0
01:00	11	274	285	594	2.2
02:00	1	182	183	402	2.2
03:00	5	127	132	257	2.0
04:00	9	56	65	123	2.2
05:00	6	12	18	17	1.4
06:00	6	11	17	18	1.6
Total	207	3105	3312	5714	1.8



Total through all ranks		Saturday to Sunday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	6	28	34	41	1.5
08:00	11	18	29	22	1.2
09:00	5	22	27	25	1.1
10:00	5	39	44	50	1.3
11:00	4	60	64	106	1.8
12:00	5	82	87	133	1.6
13:00	7	131	138	219	1.7
14:00	5	114	119	202	1.8
15:00	9	124	133	210	1.7
16:00	8	165	173	278	1.7
17:00	11	195	206	368	1.9
18:00	14	180	194	368	2.0
19:00	9	181	190	363	2.0
20:00	10	205	215	412	2.0
21:00	6	324	330	665	2.1
22:00	9	419	428	909	2.2
23:00	2	451	443	952	2.1
00:00	1	426	427	866	2.0
01:00	1	399	400	806	2.0
02:00	4	339	343	663	2.0
03:00	5	243	248	514	2.1
04:00	14	130	144	254	2.0
05:00	7	30	37	53	1.8
06:00	7	15	22	23	1.5
Total	165	4320	4475	8502	2.0
Total through all ranks		Sunday to Monday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	2	5	7	7	1.4
08:00	3	15	18	22	1.5
09:00	16	5	21	6	1.2
10:00	7	17	24	21	1.2
11:00	8	25	33	31	1.2
12:00	12	30	42	44	1.5
13:00	8	56	64	87	1.6
14:00	7	67	74	98	1.5
15:00	7	66	73	113	1.7
16:00	6	92	98	151	1.6
17:00	13	60	73	106	1.8
18:00	9	79	88	132	1.7
19:00	10	73	83	111	1.5
20:00	20	50	70	77	1.5
21:00	14	54	68	89	1.6
22:00	20	68	88	114	1.7
23:00	16	68	84	102	1.5
00:00	19	30	49	59	2.0
01:00	9	28	37	46	1.6
02:00	8	9	17	14	1.6
03:00	6	7	13	18	2.6
04:00	1	0	1	0	0.0
05:00	2	0	2	0	0.0
06:00	8	6	14	8	1.3
Total	231	910	1141	1456	1.6