



## 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.
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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.