CITY OF WOLVERHAMPTON COUNCIL

Licensing Committee

15 June 2016

Time	10.00 am	**Public Meeting?**	YES	**Type of meeting**	Regulatory

Venue Committee Room 4 - 3rd Floor - Civic Centre

Membership

Chair Cllr Alan Bolshaw (Lab)
Vice-chair

Labour	Conservative	Liberal Democrat
Cllr Greg Brackenridge	Cllr Patricia Patten	
Cllr Ian Claymore	Cllr Arun Photay	
Cllr Harman Banger		
Cllr Milkinderpal Jaspal		
Cllr Rita Potter		
Cllr Keith Inston		
Cllr John Rowley		
Cllr Daniel Warren		
Cllr Hazel Malcolm		
Cllr Anwen Muston		
Cllr Zee Russell		

Quorum for this meeting is three Councillors.

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Agenda

Part 1 – items open to the press and public

Item No. *Title*

5a **Future Provision of Hackney Carriage and Private Hire Services** (Pages 5 - 110)

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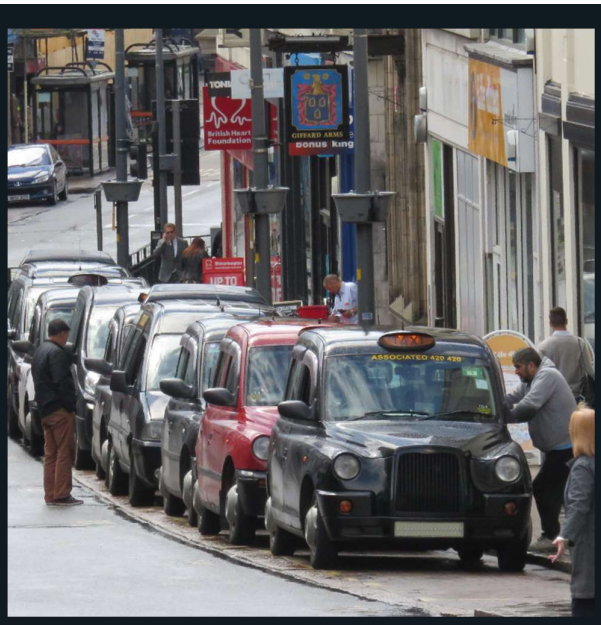

Wolverhampton City Council Hackney carriage demand survey

Final Report

May 2016

TRAFFIC + TRANSPORTATION

THE DATA COLLECTION SPECIALISTS

Contents

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Date: 04/05/16

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Date: 06/05/16

Executive summary

CTS Traffic and Transportation were appointed by Wolverhampton Council to undertake their "Hackney carriage demand survey" on 17th September 2015. This report presents the results of all investigations undertaken to provide a database of robust information on which a decision can be taken by councillors in regard to the hackney carriage vehicle limitation policy. All research was undertaken in line with the current Department for Transport Best Practice Guidance (April 2010) and taking advantage of the extensive research undertaken by the Law Commission in their recent review of licensing.

Wolverhampton is one of the unitary local metropolitan authorities in the former West Midlands county area (now part of the Centro public transport authority). Highway and transport powers cover its area giving the authority control over rank locations as well as taxi policy, albeit in separate council departments. Transport Policy in the Movement for Growth (MfG) document recognize that hackney carriage and private hire vehicles support the policies of the MfG particularly in terms of interchange and direct local trip making. In terms of taxi policy, Wolverhampton has not exercised its power to restrict hackney carriage vehicle quantities from 2005 onwards although it has had some elements of quality control in place.

There was an initial period of growth of hackney carriage plates when the limit was first removed, but more recently growth has only been 9%. Attempts to encourage more vehicles into the fleet by relaxing the age quality control has not had any significant positive effect on numbers. Strong current competition in the private hire sector means their numbers are the highest ever – this may be a result of policies encouraging vehicles which had moved to neighbouring authorities to return having significant impact. Competition is, however, within established private hire companies with the area seeing low numbers of operators for a metropolitan authority. Further, driver numbers have grown much less than vehicle numbers suggesting a move away from double or treble shifting to single vehicle ownership.

Whilst West Midlands levels of hackney carriages compared to population are low compared to the national average, those in Wolverhampton are low compared to both the national and West Midlands average. This is also true for private hire vehicle levels suggesting overall demand for licensed vehicles in Wolverhampton is per se lower than similar areas. However, the level of hackney carriages is in fact high compared to other similar metropolitan authorities that have retained a limit for an extended period.

The current hackney carriage fleet is fully wheel chair accessible (WAV) with a wide range of vehicles styles allowed. The fleet is principally either linked to hackney carriage only radio circuits with some also on private hire circuits, with very few hackney carriages not linked by phone (a good point for wheel chair or other disabled persons needing to be able to phone suitable vehicles).

Despite improvements in the differentiation between hackney carriage and private hire vehicles, 16% of activity at ranks during the survey period was private hire operations. Other abuse of ranks totalled less than 1% of the observations though this was focussed on a small number of night ranks. Many of the night only ranks are not used by hackney carriages to any great extent.

283 hours of review were undertaken of rank operation. With the focus on testing if a limit could be restored, one of the dates covered was known to be potentially busy and the council required a robust test of demand. We identified that most ranks saw fair to good service even under high demand – demonstrating that the trade met demand presented to them well. In line with earlier comments about low overall demand for licensed vehicles, demand does not extend to 24 hours even at weekends, with no rank seeing demand for more than 21 hours in any period. Even the busiest rank at the railway station only saw an average of 25 passengers per active hour. Only three other rank locations / days saw over an average of 10 passengers per active hour – low compared to many other cities. This partly explains why few other than the main ranks are used – even there, demand is low.

Over half of current demand is from the station rank which needs a supplementary paid for permit currently covering 60% of the fleet. Market Street and Victoria Street effectively make up the remaining demand. The comparison between weekend and weekday flows is marked, giving a further reason why vehicle numbers have never grown to the level expected. Present levels of rank demand suggest around five jobs per day for each of the hackney carriages.

Although unmet demand exists the industry standard ISUD calculation demonstrates this is very far from being significant. Just 6% of observed off peak hours saw some passenger queueing whilst only 2% of passengers travelled in hours when there was an average queue of more than a minute. Latent demand was also low at just 2%.

342 people were interviewed in the streets of Wolverhampton including some suburban areas out of the city centre. Recent usage of licensed vehicles was 60% with estimated trips per month being 2.1 for all vehicles and 0.6 for hackney carriages. 10% of people got licensed vehicles from ranks. Quoted rank knowledge matched the surveys with the station most popular followed by the two central ranks. Phone usage was high but people did not seem to use the hackney carriage radio networks, nor did they show brand loyalty to any of the private hire companies.

Encouragingly, only 5% could not remember seeing a hackney carriage in the area, but the 59% who could not remember when they last used one was of much more concern. The only strong request for a rank was in the Bentley Bridge retail park, though the highest request was for a rank in Queen’s Square.

There was evidence that the service from the private hire companies in Bilston provided a better level of experience than that in other areas, and therefore negated any potential for hackney carriages in this part of the conurbation.

Generally, 9% felt it not worth trying to hail a hackney carriage whilst 8% said they had tried, with the remainder not having tried at all.

Stakeholders generally had no issues but most reflected use of private hire bookings. Disability contacts provided no present input but were willing to be involved in the medium to longer term as they felt they needed significantly longer to respond that our study allowed. Developments committed in the city may increase demand for licensed vehicles. Recent station growth was 7% over the last three years which should have been beneficial for the trade although this is hard to prove without regular statistical data collection.

A very good trade response was obtained – some 31%. There was a high level of experience identified. Working weeks and hours were high – six days and 57 hours on average. 87% owned their own vehicle and almost all worked on radio circuits. 56% of work was from ranks, 16% from hailing, 14% from school and 13% from other contracts. 95% supported imposition of a limit on vehicle numbers. A major concern was their current need to focus on getting to whatever work there was rather than on meeting direct customer need.

The overall market for licensed vehicles in Wolverhampton appears dominated by low demand also wishing this to be provided at the lowest possible price. This depresses demand even further than the generally low licensed vehicle demand levels found across the Midlands. However, customer service is best met by smaller stable private hire companies and even the current high visibility companies seem to be failing to win loyalty – a potential opportunity for the hackney carriage market which currently seems not to be taking full advantage of its high accessibility via their two radio networks. The overall level of demand seems insufficient to justify vehicles servicing the night only ranks – though other evidence suggests that this should be attempted more, and may obtain more significant response than perhaps the trade expect.

We found no evidence of any significant positive change in vehicle numbers arising from the relaxation of quality controls – but evidence on the contrary side that a focus on newer and better hackney carriages might increase their usage. We consider that a focus on ensuring the North Street rank is not abused by private cars together with further attempts by hackney carriage to populate it might increase usage by passengers. Other night locations do see passengers getting private hire vehicles from there or nearby and may also transfer to hackney carriage were they found there regularly. Further practical details of how this might occur is included in the main report.

Our study found there is unmet demand but at a relatively small and very far from significant level. However, even a busy night saw more than sufficient hackney carriage vehicles to meet demand. On the balance of our review, we would recommend a return to the high quality standard for new hackney carriages and a further test in three years to see the impact of various practical measures on demand. Even without a limit on quantity of vehicles, the information gleaned from this review has provided significant opportunities for developing policy and operation which should be continued.

In the interim, the Council needs to work to establish and develop a cohort of licensed vehicle users willing to feed back their needs and experiences, as well as to have a very open debate between councillors, trade and officials in regard to what situations might allow them all to feel able to re-introduce a limit on vehicle numbers (or to make other policy changes). On the private hire side, development of a user guide for customers would be beneficial, ensuring that operators, drivers and key stakeholders particularly the police were in agreement on these.

1. Introduction

Wolverhampton Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the council area. DfT formal information suggests that the limit on hackney carriage vehicle numbers began in 2000, the limit was removed formally with immediate effect on 19 October 2005 (see Licensing Committee Minutes, 21 October 2009). A limit had been in place until then, with several demand surveys undertaken and some increases allowed.

Study timetable

Wolverhampton appointed CTS Traffic and Transportation on 17th September 2015 to undertake this survey of demand for hackney carriages in line with our quotation dated July 2015. The actual survey content was tailored further at inception to include the rank work being split over two weekends, a full driver survey, three sets of out of town public face to face surveys and benchmarking with up to 10 other relevant local authorities.

The review was carried out between October 2015 and February 2016, with on-street pedestrian survey work undertaken in November 2015. Licensed vehicle drivers were consulted by a letter sent out during February 2016, with other stakeholder consultation between August and February 2016. Rank surveys were undertaken in October and November 2015. A Draft Final report was submitted and this was reviewed in mid-February 2016 to identify any factual or missing issues. The Final Report will be reported to committee during Spring 2016.

National background and definitions

At the present time, hackney carriage and private hire licensing is carried out under the Town Police Clauses Act 1847 (as amended by various further legislation including the Transport Act 1985, especially Section 16) in regard to hackney carriages and the Local Government (Miscellaneous Provisions) Act 1976 with reference to private hire vehicles. A number of modifications have been made within more recent legislation and through case law.

The issue of limits on hackney carriage vehicle licences (and other potentially restrictive practices) were considered by the Office of Fair Trading (OfT) (and latterly the House of Commons Select Committee on Transport). The Department for Transport most recently published Best Practice Guidance in April 2010 to cover a number of more recent issues and take on board both the recommendations of the OfT and House of Commons Select Committee (HoC SC).

More recently a further HoC SC has led to the Law Commission (LC) taking on a wide ranging review of vehicle licensing law to be completed over the next few years. The consultation document from the LC was released in mid-May 2012.

The final LC recommendations published on 23rd May 2014 including 84 recommendations (specific recommendation numbers in brackets below from Report) including:

- Retaining the two-tier system (1)
- A statutory definition of pre-booking (3) and a new offence of anyone other than a locally licensed taxi driver accepting a booking 'there and then' (10)
- That the term "hackney carriage" should be replaced in legislation with the word "taxi" (4)
- New duty on taxi drivers to stop in specified circumstances if so determined by the local licensing authority (12)
- Each licensing authority under a duty to consult on the need to alter rank provision, not exceeding every three years (13)
- Introduction of national standards for taxi and private hire services (30)
- Licensing authorities retain power to set local taxi standards over and above national standards (46)
- A more flexible power to introduce and remove taxi licensing zones (57)
- Licensing authorities continue to have power to limit the number of taxi vehicles licensed in their area (58)
- Subject to a statutory public interest test with how this statutory test should be applied determined by the Secretary of State (59)
- Reviewed every three years and subject to local consultation (60)
- Mandatory disability awareness training for all drivers (62)
- An accessibility review at three year intervals (65)

Other recommendations are included of less relevance to this current report. At the time of writing this report, there has still been no further Government response to the report or Draft Bill, although it remains a key think-piece on current industry concerns and potential solutions.

The Deregulation Bill originally contained three clauses impacting on taxi licensing. These cover unlicensed relatives being able to drive private hire vehicles (dropped), operators being able to transfer work across borders and length of driver and operator licences. An opportunity was also given for trade representatives to identify conditions of licence that were felt to be unduly restrictive. None of these really impact on the issue of unmet demand directly but could have some impacts on operations which might move demand from hackney carriages towards private hire more than the current situation might. Both clauses taken forward came into effect in October 2015.

At the present time, each licensing authority in England supervises the operations of two different kinds of locally licensed vehicle. For clarity, all vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing and licensing authorities only have jurisdiction over those carrying eight or less passengers. These vehicles are subdivided into:

- Hackney carriage vehicles (sometimes referred to as 'taxis' in legislation), which alone are able to wait at ranks and pick up people in the street (ply for hire). To operate such a vehicle also requires a driver to be licensed to drive within the area the vehicle is licensed to operate. However, such vehicles are also able to operate as private hire.
- Private hire vehicles, which can only be booked through an operating centre and who, otherwise, are not insured for their passengers (often also known as 'taxis' by the public). To operate such a vehicle requires a vehicle and driver licence, and there must also be an affiliation to an operator. Such vehicles can only transport passengers who have made bookings via this operator.

For the sake of clarity, this report will refer to 'licensed vehicles' when meaning hackney carriage and private hire collectively, and to the specific type when referencing either specific type of vehicle. The term 'taxi' will be avoided as far as possible, although it has to be used in its colloquial form when dealing with the public, few of whom are aware of the detailed differences.

There is a further current issue that does impact on demand – the fact that many hackney carriages once properly licensed in an area with a driver then undertake private hire work in other licensing areas, often many miles from their home base. Such vehicles can have cost base advantages and can appear to be available for immediate hire when they are not in fact legally able to do so (eg with stickers saying 'this vehicle can be hired immediately', which only applies within their licensing area).

This particular issue has become more complicated with the Deregulation Bill right of private hire operators to subcontract work to operators in other areas. Contrariwise, some authorities who have licensed vast numbers of hackney carriages which have ended up working outside that authority area are now attempting to reign this back by various methods.

Review aims and objectives – national background

Wolverhampton Council is seeking a review of their current policy towards hackney carriage quantity control in line with current Department for Transport (DfT) Best Practice guidance as published in April 2010. Further background information about previous policy is contained in Chapter 2 to set the context of the current situation.

The "Best Practice Guidance" paragraph 47 states: "Most licensing authorities do not impose quantity restrictions the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered….". Our database of taxi regulation, updated to January 2016, shows 92 authorities who openly declare a limit on hackney carriage vehicle numbers.

There are other licensing authorities who restrict new plates to various levels of wheelchair accessible vehicles and have various levels of grandfather rights for the remaining saloon vehicles which are effectively often limited in number albeit not in the terms of a formal limit under Section 16 (as this is counted as quality restriction rather than quantity).

Of the 92 authorities in England and Wales with a formal limit on vehicle numbers, four have never seemed to have any formal study of the limit. A further 26 have tested their policy, but on an irregular basis (and not within the last three years). Over two thirds (62 authorities) undertake a regular review, all but three of which tend to undertake this more or less every three years. Many of these authorities are very strict on their repeat cycle.

In recent years several authorities have determined to remove their limit policy – most recently Exeter. Others – most recently Cambridge – have returned a limit. In some cases authorities returning a limit set either a 'settling limit' eg Watford, or a limit beneath the current level (Chesterfield), whilst others fixed at the level when the decision was made (allowing for vehicles in the pipeline at the time of decision). Some limited authorities (notably Knowsley) have set a new limit lower than the current to take account of dormant licences at time of survey. Some authorities still are found needing to issue plates (eg BANES). There are also cases where an index of significant unmet demand (ISUD) value over the accepted threshold may not necessarily imply need for more licences to allow the current limit to continue.

Some authorities (two known at present) are presently considering if a limit should be re-applied or applied for the first time given current circumstances in their area. Wolverhampton is one of these.

Current Wolverhampton requirements

Wolverhampton held a previous survey in 2005, although the work was undertaken using general statistics rather than any specific rank demand work. This led to immediate removal of the policy of limiting hackney carriage vehicle numbers on 19th October 2005. The report supporting the limit removal suggested the expected number of vehicles for the population of Wolverhampton would be 300 – this is currently at a level of 175. There has been a continual concern that growth of hackney carriages did not seem to be as much as expected even with various measures attempted.

The key objectives of the independent study of demand are to:

- Determine whether there is any evidence of significant unmet demand for hackney carriage services in Wolverhampton
- If significant unmet demand is found recommend how many licences would be required to eliminate this (and suggest why the market is not providing this level)
- Consider if there is no unmet demand which is significant if it would be appropriate to return the limit on vehicle numbers and what benefits this might provide to the public of the area.

The study includes the following:

- Inception meeting
- Benchmarking of vehicle, driver and fare values
- Rank review
- Rank observations
- Public attitude interviews including face to face interviews supplemented by other council provided opportunities
- Written consultation with key stakeholders
- Consultation with all drivers and with trade representatives
- Report (draft and final)

Methodology

In order to meet Wolverhampton Council's objectives, the following methodology was adopted:

- Review of relevant policies, standards etc: to understand the authority's aspirations for meeting travel needs and social inclusion and provide context to determining overall demand for travel and how this should be met;

- Extensive rank observations and audits of all the ranks in the Authority, including monitoring passengers' waiting time, any illegal plying for hire, use of Hackney Carriages by wheelchair users and rank audits;

- On street interviews: a survey of 342 representative people on street to obtain information about their understanding of the sector, their last taxi journey, their overall levels of taxi use, about quality and barriers to use;

- Consultation: including consultation with all relevant stakeholders – the local authorities, police, trade associations, all drivers, mobility impaired, specific user groups, businesses, and other major generators of taxi trips

- Benchmarking against other authorities: to provide a useful comparison as to the quantity of taxis and private hire vehicles and to current policies in relevant other authorities.

In essence, the methodology used follows similar principles to all surveys undertaken by CTS together with all developments of methodology more recently applied to our surveys, particularly including guidance from both the 2004 DfT letter and their 2010 Best Practice Guidance (which includes the 2004 guidance as an appendix), and including the latest knowledge arising from the Law Commission Review and the current status of the Equality Act. This report also seeks to provide compatibility with previous reports provided by other consultants to the Council. With the focus on testing if a limit can be re-applied, there is some slightly different emphasis than in a standard unmet demand study which is testing a current limit and its level. In general this needs to be much more certain that there is no unmet demand which could become significant within a short period were a limit re-applied.

Report structure

This Report provides the following further chapters:

- Chapter 2 – current background to taxi licensing statistics and policy
- Chapter 3 – results from the rank surveys
- Chapter 4 – results from the surveys undertaken with the public
- Chapter 5 – up to date stakeholder consultation
- Chapter 6 – results from consultation with the taxi licensing trade
- Chapter 7 – summary and conclusions of this review
- Chapter 8 – recommendations for policy arising from this review.

2. Background to taxi licensing in Wolverhampton

The Wolverhampton Council area

Wolverhampton City Council is one of seven metropolitan authorities within the former West Midlands authority. The City has a current population of 254,000 according to the 2015 estimates from the 2011 census.

Wolverhampton lies to the north of the West Midlands conurbation. The M6 motorway heads north along the eastern edge, with the M54 towards North Wales along the northern edge of the City. The City also has an important station on the West Coast main line West Midlands loop, and is the northern terminus of the West Midlands only current tram route.

Although much of the City focusses on the main city centre of Wolverhampton like many other of the West Midlands authorities it also has several other relatively autonomous urban centres including Bilston and Wednesfield, plus several important out of town shopping areas. A recent addition is the i54 Business Park which lies on the northern boundary of the City and provides a growing focus for employment.

In public transport terms, the West Coast Main line West Midlands branch passes through and has an important station at Wolverhampton itself. From this point, the key route to Shrewsbury and North / Central Wales diverges. At present the only other rail route in the area is the Midland Metro route to Bilston, Wednesbury, West Bromwich and central Birmingham, although other routes may be added in the future. Bus routes focus on Wolverhampton city centre, although there is a subsidiary set of routes which focus on Bilston.

In terms of rank provision, all ranks are provided by the City Council themselves who are the highway authority. The principal private rank is that located at Wolverhampton Station, the location of which is on Network Rail land but currently administered by Virgin Trains on their behalf with supplementary permits required.

Background Council policy

Wolverhampton is a City Council having highway and transport powers for the area. Transport Policy is summarised in the current "Movement for Growth" (MFG) document adopted on 17th December 2015 and replacing the former Local Transport Plan which concluded in 2015.

The only reference to hackney carriage and private hire is that they support the policies and principles of the MFG by providing local accessibility for interchange with other transport modes and by providing direct local trips (para 4.5.9).

Although the rank provision is under the auspices of the City Council, responsibility for maintenance and development is under control of a separate section of the Council which in turn sees much of its work undertaken by a company partnering with the Council to provide the highway services required.

There is also a desire by the City Council to move towards introduction of low emission vehicles and associated infrastructure where possible, and supporting this with appropriate parking policies.

Policy of restricting hackney carriage vehicle licences

Wolverhampton has a power to restrict the number of hackney carriage vehicle licences it grants when it is satisfied there is no unmet demand for the services of hackney carriages which is deemed to be significant. This power has been in this format since the introduction of the 1985 Transport Act, Section 16 (before which the power to limit was unfettered). However, the present position is that Wolverhampton ceased to operate this power from 2005 (see above).

At the present time, overall government taxi policy is under review by the Law Commission (LC) (see Chapter 1, page 1 for more detail). The current status is that the LC recommended that councils are able to retain the option of limiting their number of hackney carriage vehicles, although any change will have to be agreed by Government and then taken through any appropriate legal process. Formal Government encouragement remains towards the minimisation of restrictions, including limit policies.

Wolverhampton last commissioned an unmet demand survey in 2005. The results from this – existence of unmet demand which was found to be significant - resulted in the formal cessation of the limit on hackney carriage vehicle numbers. However, the condition was applied that any new vehicle must be completely new and of a type approved by the council. Existing hackney carriages at that time could be replaced by vehicles up to ten years old. Eventually in 2013 a policy was introduced whereby new plates from April 2013 could be up to two years' old with the aim of steadily increasing the age allowed to four years (April 2014) and six years (April 2015). Following representations from the trade that the need for more vehicles was focussed on peaks rather than the totality of the hackney carriage market, the April 2015 revision did not occur and this study was commissioned.

This Report is undertaken within the context of these requirements. It also cross references with previous survey data where comparison is possible. A key concern is that it appears that many drivers do not wish to work nights. This is exacerbated by direct experience by politicians and officers alike of long waits for hackney carriages late at night.

Background statistics

Information was obtained to demonstrate the current make-up of the licensed vehicle fleet in the Wolverhampton area, including current vehicle trends. The table below shows the historic level of vehicle numbers in this area.

	Hackney carriage vehicles (%WAV)	Private hire vehicles (no. of WAV)	Total licensed vehicle fleet	Driver numbers				Operators
				hcd	Phd	Dual	Total	
DfT 2005 data suggests limit began in 2000 (but removed 19/10/05)								
1994	65	unknown	n/k	115	n/k	n/k	n/k	n/k
1997	65 (DfT error)	294	359	100	515	0	615	
1999	65 (100)	416	481	158	812	0	970	19
2001	76 (100)	360	436	160	812	0	972	18
2004	88 (100)	436	524	207	910	0	1107	15
2005	92 (100)	460	552	230	950	0	1180	16
2007	110 (100)	520	630	250	1000	0	1250	16
2009	119 (100)	520	639	250	1000	0	1250	16
2010 NPHA	142 (100)	600 (0)	742					
2011	160 (100)	552 (0.0)	712	220	1007	0	1227	16
2012 NPHA	162 (100)	607 (0)	769					
2013	167 (100)	643(0)	810	212	835	0	1047	18
2014 NPHA	167 (100)	595 (0)	762					
2015	175 (100)	669 (0)	844	155	852	90	1097	12

Note: DfT statistics used from 1994 to 2009, 2011, 2013 and March 2015.
National Private Hire Association survey for 2010 / 2012/ 2014.
Council statistics for time of survey

Since 1994 when DfT statistics were first published, there has been an increase of some 170% in hackney carriage vehicle numbers although recent growth (since 2011) has been much less (just 9%). The change to a two year old new vehicle seems to have had no impact, whilst that to four years only a minor one. The level of vehicles remains just under 60% of what the 2005 study expected for the area in hackney carriage terms.

Effectively in the same period (since 1997) private hire numbers have risen by 128% with the current level being the highest. The total licensed vehicle fleet has therefore grown some 135% again to the currently highest ever level recorded – though there was a slump in numbers in 2014.

Driver numbers on both private hire and hackney sides peaked in 2009, but are now growing again albeit marginally. Operator numbers have remained about the same though numbers are not high for a metropolitan authority. The overall growth is just 78% - very low compared to the more moderate vehicle growth.

At the March 2015 DfT survey there were less than 1 driver per hackney carriage unless the newly appearing dual drivers are included – even then the level is only 1.4 – suggesting very little double-shifting (although this can be typical of an area where anyone who wants one can have a vehicle plate). The private hire side had around 1.27 drivers per vehicle.

Overall hackney carriage and private hire growth both appear relatively moderate, although it does appear the option of having hackney carriage plates albeit heavily quality controlled has partly suppressed the private hire growth, though the story from the driver numbers side suggests overall demand growth is relatively low.

Comparative information to other authorities

The Table below compares recent licensed vehicle numbers for other authorities in the West Midlands county area, adding some other authorities similar to Wolverhampton in hackney carriage / geographical factors. The table is listed with the lowest provision of hackney carriages (hcv) per thousand of population at the top of the table.

Area	**Popn (2015 000)**	**No of HCV (% WAV)**	**HCV per 1000 popn**	**No of PHV (% WAV)**	**PHV per 1000 popn**	**Total veh**	**Total veh per 1000 popn**
St Helens (L)	*178*	*63 (100)*	*0.4*	*549 (2)*	*3.1*	*612*	*3.5*
Bolton (L)	*286*	*105 (100)*	*0.4*	*1575 (0)*	*5.5*	*1680*	*6.0*
Oldham (L)	*230*	*85 (19)*	*0.4*	*754 (0)*	*3.3*	*839*	*3.7*
Walsall	274	123 (100)	0.4	785 (3)	2.9	908	3.3
Wolverhampton	**254**	**175 (100)**	**0.7**	**669 (0)**	**2.6**	**844**	**3.3**
Sandwell	320	249 (100)	0.8	1095 (1)	3.4	1344	4.2
Solihull	212	166 (100)	0.8	1773 (9)	8.4	1939	9.1
Dudley	318	331 (100)	1.0	445 (7)	1.4	776	2.5
Birmingham (L)	1112	1241 (100)	1.1	4052 (0)	3.6	5293	4.8
Sheffield (L)	*569*	*857 (100)*	*1.5*	*1427 (0)*	*2.5*	*2284*	*4.0*
Coventry (L)	338	846 (100)	2.5	156 (0)	0.5	1002	3.1
Average (West Midlands only)	*404*	*447 (100)*	*1.1*	*1282 (3)*	*3.3*	*1729*	*4.3*
Average (all above)	*103*	*386 (98)*	*0.9*	*1207 (2)*	*3.4*	*1593*	*4.3*
England average (excl London)		***n/a(41)***	***1.2***	***n/a(3)***	***2.2***	***n/a***	***3.4***

Note: Population values are 2015 estimates from the 2011 new census in thousands. Hackney carriage vehicle (HCV) and private hire vehicle (PHV) numbers are from DfT 2015 survey.
WAV = wheelchair accessible vehicle L = limits retained on vehicle numbers.

In terms of hackney carriage vehicles, Wolverhampton has the second lowest proportion of vehicles compared to population in the West Midlands, though still a much better provision than in Walsall. Compared to three other similarly located authorities in other conurbations (but which have a numerical limit), Wolverhampton has a high provision – though this remains just over half the English average value of 1.2 vehicles per thousand population. Were this English value to apply to Wolverhampton, the 2005 expected number of hcv would be exactly achieved. However, in the West Midlands only Coventry has above average, and even Birmingham is just below this level.

In private hire terms, Wolverhampton has the third lowest provision of private hire vehicles, above the national average but below the West Midlands and group averages. Balanced with the hackney carriage provision, Wolverhampton is fourth equal (with Walsall), below the West Midlands average but at about the national average overall level of licensed vehicles.

Vehicle Accessibility

Like the rest of the West Midlands fleet, Wolverhampton currently has a 100% WAV style hackney carriage fleet. However, several of the other authorities also have WAV style vehicles in their private hire fleet albeit at a very low level.

Fleet ownership structure

There are two hackney carriage telephone networks which account for most of the hackney carriage fleet. Neither have private hire operator licences so all their responses would be using hackney carriages. At least three of the private hire companies have at least one hackney carriage allied to them.

There are two hackney carriage associations who tend to work closely together at the present time. The Wolverhampton Taxi Owners Association (WTOA) originally was for the initial 65 plates and formerly were the only ones party to the Virgin Trains station contract. A new association formed with the addition of plates from 66 onwards – the Wolverhampton Hackney Carriage Drivers Association (WHCDA).

There are a small number of private hire companies – the largest has 150 (plus other vehicles in a nearby non metropolitan authority), followed by two with 100, one with 40 and five with upwards of 30 vehicles each.

3. Results from rank surveys

In advance of our tender for the study, we had visited Wolverhampton to identify and view the ranks currently available and those that are actually used. We became aware that the city centre is currently the focus of a range of developments including many significantly affecting road layout and ranks. During the study we were made aware that service to ranks had been affected at different times by various road improvement schemes and this has been taken into account in our review.

At inception, our proposed rank observation programme was reviewed and revised to accord with expectation of the provision on the ground in late October / early November 2015. Some items were confirmed with the highway section of the council in regard to one new rank and another rank which was unusable due to roadworks. Our overall conclusions are summarised below.

The three main used ranks in Wolverhampton are those at Market Street, Victoria Street and the railway station. Victoria Street is a relatively high capacity rank opposite an exit from the main shopping centre with passenger loading from the passenger side of the vehicle and a feeder – often known to be filled with vehicles waiting for passengers. Driver side loading would be problematic given the proximity of two-way traffic including a significant number of buses. This rank has probably been the most stable location in the City for some while.

Market Street on the other hand, though located close to one shopping centre exit from Marks and Spencer has been recently revised. Market Street has become one way and the rank spaces reduced and moved further away from the Marks and Spencer exit towards Princess Street. Feeder spaces are located in Castle Street with line of sight viewing to feed forward. Main rank spaces are reduced to about three vehicles. Loading is from the passenger side, and driver side loading would be somewhat safer given the one-way road and slower traffic speeds, although this does include buses.

The Railway station rank is located immediately outside the station pedestrian exit but is administered for Network Rail by Virgin Trains with requirement for an additional permit. This is set at 109, lower than the total of hackney carriage vehicles. A council provided feeder rank is located in Chubb Street car park from which vehicles feed to the station using cb radio link. This area is often full although arrival of a London train (usually hourly but sometimes twice per hour later at night) can lead to exhaustion of all vehicles fairly quickly. The rank is a segregated area so loading can be from driver or passenger side and in a relatively safe environment.

Other ranks exist within the town centre but are little used. The main spine through the city centre is Lichfield Street. This has two 24-hour ranks although they tend to be little used – and often abused by private hire vehicles who tend to pick up at locations where passengers can easily recognise – which equate to the HSBC site which is near the rank there. The Art Gallery rank is actually marked on the pavement part of the shared surface.

North Street is the final 24-hour rank though it tends to be used for parking in the daytime and sees occasional hackney carriage use at night – it is not far from Victoria Street rank but much closer to several late night establishments. It loads from the passenger side and driver side loading would be potentially dangerous even though the site is close to traffic signals and one-way.

There are currently two night ranks operating from 23:00 to 06:00 each day. The first is effectively at the far end of North Street near to the Civic Hall and Civic Centre exits, although the area is relatively quiet most of the time. Any vehicle heading to the main North Street rank would need to pass this point.

The other current night rank is in Mitre Fold on the approach to the Civic Centre and University. It is in a lay-by but can be abused by other vehicles. Loading is from the passenger side but vehicles either need to u-turn to exit or head along to the turning circle further down to exit. Driver side loading might be possible although there is two-way passing traffic albeit only private vehicles and at relatively low speeds.

Two further night ranks are in the process of being introduced. Almost opposite Mitre Fold across Lichfield Street is a rank at the Princess Street end of Market Street. However, during our study this section of road was still being revised so the rank was not usable. In reality there is potential that this rank may remain unused as it is close to several other locations which are also currently little used. It would be visible from a main walking route however, so there is a possibility it may be useful.

The final night rank is proposed for Skinner Street servicing a new night club which opened mid-October. However, issues with opposition meant the rank was not in place either when the club opened or at the time of our survey work. At the time of finalising this report it was believed it would be in place during the next six months or so – a very long lead time.

There are no known ranks in other parts of Wolverhampton and during our research we did not find evidence of any other ranks within the Wolverhampton area and understand our rank coverage is therefore comprehensive as required by the Department for Transport's Best Practice Guidance on taxi and private hire licensing (BPG).

Surveys were proposed during the tender stage of the project, modified at the inception meeting to take account of current expectation of times of use of ranks and informal rank locations. The proposed level of rank observations was set to 294 hours. In the event, some 283 hours of video were analysed. The coverage is shown in detail in **Appendix 1**.

Ranks were observed, using video methods with the recordings observed by trained staff, and analysed to provide details of the usage and waiting times for both passengers and vehicles. Passenger waiting time was kept to that which was true unmet demand, ie when passengers were waiting but no hackney carriage vehicle was there. Observations included recording arrivals at Chubb Street to allow estimation of the overall vehicle waiting time. Full details of the observed volumes of passenger and vehicle traffic are included in **Appendix 2**.

Overall comments on ranks

In total, some 2,893 vehicle arrivals and departures were recorded across all the sites. Of the total vehicle arrivals and departures observed, just 0.8% was private cars at or near the ranks. 0.4% was goods vehicles. There were just four cases where emergency vehicles stopped at a rank.

Of more concern is that some 16.3% of activity at or near ranks related to what appeared to be private hire vehicles – taking some 178 passengers in total in 471 vehicle movements. Few of these were near to the three main ranks. The worst location was the Lichfield St HSBC location where some 303 phv's were observed albeit only collecting 76 passengers. Wulfrun St was next worst with 98 vehicles and 36 passengers. It is impossible to know what proportion of these were legitimate bookings.

Two people accessed hackney carriages at ranks in a wheel chair across the area during our survey. Both were at the Victoria Street rank. No other persons were observed who were observable as being disabled. Some 60 other passengers were assisted into the hackney carriage vehicles by drivers during the survey.

Detailed rank performance

The Table below summarises the time periods observed at each locations as well as providing overall operational statistics for each location during each period of observation. A detailed description of the observations follows below.

Rank	Period (2015)	Total passengers observed	Total loaded vehicle departures	Passengers per loaded vehicle	Empty vehicle departures	% of vehicles leaving empty	No. of passengers having to wait for vehicle to arrive
24-hour ranks							
Market St	Thursday 5/11/15	86	61	1.4	25	29	0
	Friday 30/10/15 (pm)	251	116	2.2	19	14	0
	Friday 6/11/15	290	182	1.6	19	9	2
	Saturday 31/10/15	785	386	2.0	11	3	0
	Sunday 1/11/15	53	35	1.5	13	27	0
Victoria St	Thursday 5/11/15	112	79	1.4	27	25	0
	Fridays 6/11 and 30/10/15	353	221	1.6	60	21	2
	Saturday 31//10/15	700	396	1.8	46	10	58
	Sunday 1/11/15	69	43	1.6	19	31	1
Lichfield St Art Gallery	Saturday 31/10/15	12	5	2.4	9	64	1
Lichfield St HSBC	Saturday 31/10/15	48	29	1.7	48	62	5
North Street	Friday 6/11/15	16	10	1.6	9	47	0
	Saturday 31/11/15	23	10	2.3	5	33	1
Night rank							
Wulfruna St	Friday 6/11/15	0	0	0	0	0	0
	Friday 30/10/15	0	0	0	1	100	0
	Saturday 31/10/15	15	5	3.0	6	55	1
Private rank							
Railway Station	Friday 6/11/15	627	517	1.2	28	5	4
TOTALS – all areas		***3440***	***2095***	***1.6***	***345***	***14***	***75***

For each rank, we conclude with an overall qualitative appreciation of the performance of the rank over the days observed:

- Poor – major issues with service to rank resulting in long passenger queues;
- Fair – rank deals with high volumes but sees some passenger queueing at times;
- Good – no passenger queueing observed but nothing else of note in way rank operates;
- Excellent – very high turnover with no passenger queueing and clear examples of drivers helping passengers use rank;

Developing – rank of recent origin but clearly growing in use

Market Street rank

This rank has seen recent revision and now has three header spaces fed by two sets of additional spaces in Castle Street. It tends to service the demand from the nearby shopping centre.

This rank was observed on Thursday 5th November 2015 from 14:00 through to just after 02:00 in the early hours of Saturday 7th November, and between 21:00 on Friday 30th October and just after 20:00 on Sunday 1st November 2015.

Thursday observations

During the Thursday observations 86 passengers were observed leaving in 61 vehicles, giving vehicle occupancy of 1.4 persons per vehicle – low. 25 vehicles left empty (29%). No passengers ever arrived with no vehicle waiting for them.

In passenger terms, flows fell from the peak in the start hour of 29 with no hour after 17:00 having more than nine passengers. After 20:00 no hour had more than four, and there were no passengers from the 01:00 hour to the end of observations in the 06:00 hour.

Average vehicle waiting times for fares were between seven and 32 minutes although later periods saw longer waits – with some examples of vehicles waiting over an hour.

Friday observations

Two sets of Friday observations were undertaken to get a range of operating conditions.

During the first set of Friday observations, which began at 21:00 on the Friday evening at the end of October, running until the 06:00 hour on the Saturday morning, 251 passengers were observed leaving in 116 vehicles, giving vehicle occupancy of 2.2 persons per vehicle – relatively high. 19 vehicles (14%) left empty). No passengers ever arrived without vehicles being available for immediate hire.

In passenger terms, flows were between nine and 33 until the 03:00 hour when numbers rose to 48 and then a peak of 85, after which there were no further passengers using the rank until the end of the observation period.

Vehicle waiting times ranged from eight minutes to 33 minutes, with one vehicle observed waiting nearly three quarters of an hour for a fare.

Friday observations (second day)
The second set of Friday observations followed on from the Thursday observations above. They ended just after 02:00 on the Saturday morning having begun at 07:00 thus covering most of the day. During this period some 290 people left in 182 vehicles, a moderate occupancy of 1.6 persons per vehicle. 19 vehicles left empty – 9% of those arriving.

Just two people had to wait for a vehicle to arrive. Waits were experienced in the 12:00 and 13:00 hours but none were longer than two minutes. The average for this set of observations shared over all passengers was just one second.

Vehicle waits ranged from averages per hour of nine minutes up to 35 minutes, with a longest observed vehicle wait of just under an hour in one case.

Saturday observations
During the Saturday observations (which covered a full 24 hours) 785 passengers were observed leaving in 386 vehicles, giving vehicle occupancy of 2.0 persons per vehicle – relatively high. Just 11 vehicles left the rank empty (3%) with no passengers having to wait for a vehicle to arrive. This is an amazing performance.

In passenger terms, the rank saw between 11 and 234 passengers in each and every hour from the 11:00 hour until the 23:00 hour (apart from 16:00 which saw 41). The 01:00 and 03:00 hours both saw 124 passengers with a slightly lower 109 in the 02:00 hour, and a flow of 94 in the midnight hour. The rank and area then became completely quiet to the end of the observations in the 06:00 hour. At the start of the observations, there was no activity either vehicle or pedestrian until the end of the 09:00 hour (just three passengers).

Average vehicle waiting times for fares were between four and 30 minutes. The longest time a vehicle was observed to wait was 38 minutes in several hours during the daytime. In the final three hours vehicle waits for passengers were much reduced but there was still no waiting observed for any passenger.

Sunday observations
During the Sunday, a total of 53 passengers left the rank in 35 vehicles – and average moderate occupancy of 1.5 persons per vehicle. 13 vehicles left empty – 27% of those arriving. No passengers were observed ever having to wait for a vehicle to arrive.

Passenger flows were relatively low – between one and 11 – and the rank was not used until the 10:00 hour. Peak passenger numbers of 11 occurred in the 13:00 hour. There were no passengers in the 19:00 hour but four in the last period of observation.

Vehicle waits for passengers ranged between eight minutes and 40 with the longest vehicle wait observed being just under an hour.

Summary
Overall, service to this rank is **good.** The Saturday performance is particularly remarkable given the high volumes of passengers and lack of any passenger delay.

Victoria Street
This rank is located outside an exit from the main shopping centre albeit on the other side of the road. Vehicles face up a slight incline towards the main street through the centre of Wolverhampton, and a feeder is provided on the opposite side of the road further back away from the central area.

The rank was observed from 14:00 on Thursday 5th November until 19:59 on the Friday, with the period from 20:00 on Friday through to 18:00 Sunday covered the previous weekend (30th October to 1st November 2015). This provided a significant period of cover of operation at this location and drew together what was expected to be a busier and a quieter set of observations.

Thursday observations
On the Thursday a total of 112 passengers left the rank in 79 vehicles – an occupancy of 1.4 per vehicle – low. Some 27 further vehicles (25%) left the area empty. No passengers ever arrived to find no vehicle waiting for them.

Passenger flows varied from 18 to 23 in the first four hours from 14:00 to 17:00 (during shopping hours). Flows in the 18:00 and 19:00 hours fell to nine and ten respectively, and then dropped again to between one and five for the hours 20:00 to midnight. After the midnight hour there was no activity at the rank either by passengers or vehicles.

Average vehicle waits were between 23 and 48 minutes in the first four hours, then rose to over an hour on average, with the longest vehicle wait just under an hour in the first four hours and then up to over 100 minutes in the quieter period.

Friday observations
On the Friday, 353 passengers used 221 vehicles to leave the rank – a moderate average occupancy of 1.6 per vehicle. 60 vehicles – or 21% of those arriving – left the location empty.

Just two passengers were observed to arrive when a vehicle was not available for immediate hire. None waited more than two minutes. All these passengers arrived in the 03:00 hour. When the waiting time is shared over all passengers during this set of observations, the average wait is just one second.

Passenger flows were just three and seven in the first two active hours at this location (09:00 and 10:00). After this flows were between 21 and 34 in every hour from the 11:00 to the 17:00 hour (which saw the peak flow in this period). There were then three very quiet hours (including the 20:00 hour without any passengers at all). The rank then became progressively busier seeing its peak flow of 46 in the midnight hour. Passengers continued to use the rank until the 04:00 hour, after which there were no passengers or vehicles.

During the daytime hours typical vehicle waiting times ranged from seven to 21 minutes with a longest recorded wait of some 29 minutes. However, before flows increased and during the quieter period, there were much longer waits by vehicles for passengers – with one vehicle waiting 93 minutes observed. In the busier period average vehicle waits were between two and 20 minutes although again in the run-up vehicles did wait longer for passengers to arrive.

Saturday observations
On the Saturday, 700 passengers left the area in 396 vehicles, a high occupancy of 1.8 per vehicle. A further 46 (10%) of arriving vehicles left the rank without passengers.

During this full 24 hours of observations (all over admittedly one of the busiest weekends), 58 persons had to wait for a vehicle to arrive to service them. People were observed waiting in the 09:00 hour (max of 1 minute), the 22:00 hour (again just a minute), and each hour from the midnight hour through to the 04:00 hour. The largest number waiting in any hour was 19 at midnight. There were several people waiting nine minutes, but none waited any longer than this. Shared over all passengers, the average waiting time for this rank on this day was 15 seconds.

The Saturday saw vehicles and passengers in every hour from 09:00 through to the 05:00 hour. There were no passengers in the 07:00, 08:00 or 06:00 hours at all. The 09:00 hour saw just five passengers. From the 10:00 to the 14:00 hours there were between 15 and 28 passengers in each hour. The 15:00 and 16:00 hours saw a peak of 38 and 47 passengers respectively, dropping to 25 in the 17:00 hour. There were between 12 and 20 in the 18:00 to 20:00 hours and just two in the 21:00 hour. Flows rose from 84 in the midnight hour to 95 in the 02:00 hour and then dropped back to 58, 36 and finally just three in the 05:00 hour. Overall, this was a very busy day compared to the others observed (similar at Market Street).

General vehicle waiting times ranged from 17 to 25 minutes during the daytime. There were the occasional maximum vehicle waits of up to 50 minutes. However, after the midnight hour average vehicle waits for passengers were much reduced and longest waits also significantly lower.

Sunday observations
On the Sunday, 69 passenger left in 43 vehicles – a moderate occupancy of 1.6 per vehicle. A further 19 vehicles (31% of arrivals) left the rank without passengers.

On this day, one passenger had to wait for a vehicle to arrive. They only waited a minute, and shared over all passengers the average delay was just one second.

The Sunday peak was 14 passengers in the 16:00 hour, with all other flows being between three and 12 persons. There was no activity in the hours up to and including the 09:00 hour nor in the 18:00 hour.

Vehicle waits were longer – from an average of eight to 46 minutes, with two longest observed waits of 53 minutes by a vehicle.

Summary
Overall service to this rank is **fair**.

Lichfield Street (Art Gallery)
This rank is located effectively on the pavement outside the Art Gallery along the main Lichfield Street access. It was observed between the 09:00 hour and the 04:00 hour on the busy Saturday of 31st October 2015.

During this period some 12 passengers were observed leaving in five hackney carriages – a very high average occupancy of 2.4 per vehicle. Passenger activity only occurred in the 22:00, midnight, 01:00 and 02:00 hours. Two hours saw four passengers, another two and the other just one.

Just one passenger had to wait – one for two minutes in the 01:00 hour. The average wait over all passengers was an average of just ten seconds.

Overall observed service to this rank is **fair** although it must be said that it is far from being a regularly active rank albeit being a point where passengers do meet hackney carriages.

Lichfield Street (HSBC).
This rank is located at the opposite end of Lichfield Street from the Art Gallery rank and on the other side of the road. It is not far from either the Victoria Street or North Street ranks but is a location regularly used by private hire vehicles either to pick up booked passengers or possible to pause while waiting for bookings to be made. It was observed for the same period as the other Lichfield Street rank on the same busy Saturday.

During the course of observations some 48 passengers were observed leaving in 29 hackney carriages – a moderate occupancy of 1.7 passengers on average per vehicle. 48 vehicles – or 62% of arrivals – left the rank without picking up passengers.

Five passengers arrived when there was no vehicle available for immediate hire. One waited eight minutes (04:00 hour) whilst most waited just a minute with the otherwise maximum wait being five minutes. Waits occurred in the 20:00, midnight 03:00 and 04:00 hours. When averaged over all passengers, the wait was 24 seconds per person.

Passenger levels were generally very low. Flows were between one and seven in most hours although there was a peak of 14 passengers in the 03:00 hour. Other than one passenger in the 09:00 hour, there were no passengers during the daytime hours (10:00 to 18:00).

Overall service to this location is **fair** despite the very low demand.

North Street
This rank is located very close to Lichfield Street on a one-way street entering the Lichfield Street / Victoria Street junction by means of signals. It has its own lay-by and despite being available 24-hours tends only to be used occasionally by hackney carriages – with the main Victoria Street rank within sight distance. It was observed on Friday 6th November 2015 from 10:00 through to the 01:00 hour and again on Saturday 31st October 2015 from the 15:00 hour until the 04:00 hour. The trade advised us that the Dog and Doublet near this rank is developing at the present time and can generate quite high numbers.

Friday observations
During the Friday, 16 passengers were observed leaving in 10 hackney carriages – a moderate occupancy of 1.6 persons per vehicle. Nine other hackney carriages left the rank without passengers – 47% of those arriving. No passenger had to wait for a vehicle to arrive.

Passenger flows were generally very low. The rank was only observed used in three of the observed hours – the 19:00, midnight and 01:00 hours. At 19:00 there was just one passenger, with six in the midnight hour and nine in the 01:00 hour.

Vehicle waits for passengers tended to be quite long with one vehicle observed sitting waiting there for well over 75 minutes. This may well have been someone taking a break and some of the waiting might actually be people phoning for hackney carriages and waiting at this location since the likelihood of vehicles passing by is low due to the physical access to this rank being a long way round and not a general traffic route.

Saturday observations
During the Saturday, 15 passengers boarded 23 hackney carriages providing a very high average occupancy of 2.3 persons per vehicle. A further five vehicles left empty (33%).

During the course of observations just one passenger had to wait a minute for a hackney carriage to arrive, in the 02:00 hour. However, the records identified several other passengers often waiting long periods for vehicles to arrive, but these were identified as either private hire vehicles or saloon style hackney carriages from other authorities (some may have been return bookings). With relatively little numbers of hackney carriages waiting at this rank, it has become, like many others, a place that private hire vehicles tend to pick up their fares.

Some vehicle waits here were excessive as well – but most were short suggesting few passing or waiting vehicles.

Summary
Overall service to the rank is difficult to define due to the low flows and light usage, but would generally be considered **poor** although the location on a one way loop which is not a major traffic route together with low passenger demand would not help. It is probably a location where either there needs to be very clear regular service by hackney carriages to the rank, or the rank should be removed, as it is clearly a place people expect to find hackney carriages but then end up waiting for them more than would be normal, or they wait here for booked private hire giving the impression they are waiting for a hackney carriage. We were advised by the trade that some people do eventually take a hackney carriage that is passing this location if their expected private hire does not arrive before a hackney carriage passes – further complicating the situation here.

Formal night rank – Wulfruna St
This rank operates from 23:00 to 05:00 and is located just off Lichfield Street in a layby facing towards the Council House and University. It was observed on three occasions – from 23:00 to 01:59 on Friday 6th November 2015, from 23:00 to 03:59 on Friday 31st October 2015 and also from 23:00 on Saturday 31st October through to 05:59 on the Saturday morning.

There were no passengers or vehicles observed on either of the sets of Friday night observations.

On the Saturday night, 15 passengers left in five hackney carriages – a very high average occupancy of three per vehicle. Just one person had to wait a

minute for a vehicle to arrive (average wait over all passengers just four seconds). The person waiting was in the 02:00 hour. There were six vehicles that left the rank empty (55% of those presenting themselves at this location).

Passenger flows here only occurred in the 02:00, 03:00 and 04:00 hours with a peak of six in the 03:00 hour. Other flows were five and four respectively either side of this peak. Vehicle waits were very low potentially suggesting hirings might be either bookings or flag-downs (more vehicles would pass this point heading towards the university area).

Overall service to this location is **fair** though demand is very low.

Private rank – Wolverhampton Station

This location requires a separate permit from the railway operating company which further restricts the number of vehicles which can service the location to just over 60% of the hackney carriage fleet. It also has a feeder location some distance from the main rank. This feeder location is unlikely to generate any passenger departures and is also not restricted to permit holders though it would be unusual for any non-permit vehicle to wait here.

As this rank is private and further restricted in a manner out of the control of the council, it has been excluded from the evaluation in regards to the testing of significance of unmet demand using the ISUD index. However, the public are not aware of this status and as views of the Wolverhampton hackney carriage service are coloured by operation of this rank, it was observed for the full Friday 6th November 2015, from the 06:00 hour until the 02:00 hour, including observation of usage of the feeder location.

During the period observed, 627 passengers left the rank in 517 vehicles, a very low occupancy of just 1.2 persons. Just 28 vehicles left without passengers – only 5% of those arriving. Just four passengers had to wait for a vehicle to arrive – one in the 14:00 hour (two minutes), two in the 17:00 hour (one waiting six minutes) and one waiting two minutes in the 22:00 hour. Over all passengers the average wait per person was just a second.

Passenger flows were observed in all hours surveyed. Flows ranged from just two, six and seven in the 06:00, 07:00 and 10:00 hours respectively to the peak flow of 67 in the 18:00 hour. There was a secondary peak of 64 in the 22:00 hour, but otherwise flows tended to be between 15 and 45 in each hour. Afternoon flows tended to be higher than morning flows whilst flows between the 16:00 hour and the 23:00 hour were always 41 or more apart from a low of 36 in the 17:00 hour.

Vehicle waits – even at just the main rank – were relatively high, ranging from a low of seven minutes to high averages of 53 minutes – with longest waits of over 70 minutes recorded at least twice.

Overall, service to this location is **good** although it is clear that the trade are willing to pay a high price in waiting times for the fares obtained here. This is not unusual for rail or other locations under private agreements and having

supplementary requirements set (particularly those that cost a driver money).

Comparison of overall supply and demand

The Table below provides a slightly different summary of supply and demand, comparing average vehicle arrivals per hour with average loaded departures per hour, ie seeing how supply and demand match on average.

Rank	Period	No of hours rank active	Average vehicle arrivals / hr	Average loaded departures / hr	Overall judgment of service provided
24 hour ranks					
Market St	Thursday 5/11/15	10	9	6	Fair to good
	Friday 30/10/15	19	10	10	
	Friday 6/11/15 pm	8	17	15	
	Saturday 31/10/15	19	21	20	
	Sunday 1/11/15	10	5	4	
Victoria St	Thursday 5/11/15	11	9	7	Fair
	Fridays 6/11 and 30/10/15	19	15	12	
	Saturday 31//10/15	21	21	19	
	Sunday 1/11/15	8	8	5	
Lichfield St Art Gallery	Saturday 31/10/15	4	4	1	Fair
Lichfield St HSBC	Saturday 31/10/15	10	8	3	Fair
North Street	Friday 6/11/15	3	6	3	Poor
	Saturday 31/11/15	7	3	2	
Night rank					
Wulfruna St	Friday 6/11/15	0	0	0	Fair
	Friday 30/10/15	0	0	0	
	Saturday 31/10/15	3	4	2	
Private rank					
Railway Station	Friday 6/11/15	21	26	25	Good

Of all the 17 rank /days observed, none are really required to be operational for 24 hours. The two key council ranks both see periods when there is no demand at all. Three ranks available all the time tend to see very low demand from passengers and few active hours. The one active night only rank (at the time of the survey) only saw activity on the busiest night.

The railway station rank clearly sees the highest overall levels of demand and supply. The busy Saturday provided the next overall highest levels of demand and supply at the two council provided ranks. The next three highest (and the only ones with demand over an average of ten loaded departures per hour) are the two council ranks on the Fridays observed. The next four spaces in the usage table are all taken by the council ranks, first on the Thursday and then on the Sunday, but these levels of usage are much lower than the other days. This suggests the overall market for hackney carriages in Wolverhampton is very moderate most of the time. This explains why the remaining 24-hour ranks and night ranks see little use – there is insufficient demand to service the main ranks yet alone provide for other locations within a relatively small central area.

Summary of Total demand

The table below calculates a typical week from the observations undertaken in 2015.

Rank	Passengers per week 2015 survey
Railway Station (private)	4,076 (51.3%)
Market Street	1,753 (22.1%)
Victoria St	1,685 (21.2%)
Lichfield St HSBC	264 (3.3%)
North Street	82 (1.0%)
Lichfield St Art Gallery	66 (0.8%)
Wulfruna St	15 (0.2%)
Total	***7,941***

Note – Total includes all observations at relevant points as available, both sets factored to full week from detail available.

The table demonstrates that over half the current weekly demand arises from the railway station rank (to which only 60% of the hackney carriage fleet have access). The remaining demand is split fairly equally between Market Street and Victoria Street. There is some slight input from the other ranks although this only totals just over 5% of overall weekly demand.

A review of overall hourly demand also suggests that the area sees much higher weekend demand than during the week, with higher peaks at some key weekends (as sampled). These figures would tend to provide an explanation why the expected levels of hackney carriages do not match national average expectation – the market is not there to support higher levels.

Dividing the number of passengers by the average occupancy from the survey (1.6) and the number of vehicles (175) suggests each vehicle in a typical week will only undertake 28 jobs, assuming a six day operating week this is just under five jobs per vehicle per day over the hackney carriage fleet.

Unmet Demand

Our definition of unmet demand at a rank is when a passenger arrives at either an active rank or one which appears clearly to be potentially active, and finds no vehicle available for immediate hire. This can arise for many reasons, including some related to issues with storage space for hackney carriages being insufficient to allow enough vehicles to wait to service peaks in demand which can occur at any time. There are cases where passengers might wait at a rank for a vehicle to move up the queue when there are sufficient vehicles but high demand, but this is geometric delay and not unmet demand.

Over the history of unmet demand and establishment of its significance, the index of significant unmet demand tool has been developed (ISUD). It takes the basic principles and attempts to put these in measurable terms to make the determination of significance more structured and clear rather than from first principles every time. Whilst use of this index has been tested in court cases, it remains an index and not a pure scientific tool, and needs careful handling in interpretation.

For the Wolverhampton surveys, unmet demand was identified (but found not to be significant, see below). For the sake of clarity we have identified the periods which are driving the confirmation of some unmet demand.

There are two hours during the weekday off-peak when people have to queue – albeit for very short periods. These were on Friday 6th November 2015 in the 12:00 and 13:00 hours. Unmet demand during such off peak hours is considered an issue irrespective of the average length of wait as shortages of vehicles in the daytime are much less usual. These two hours may be related to less vehicles being available either due to lunch breaks or due to religious observance.

The other hours which contributed to the unmet demand were all in the early hours of Sunday 2nd November, with a few on late Saturday night. The trade advised us that this period was untypically busy – although the busyness was expected when times were agreed at inception as a harsh test of the level of vehicles available. There were 11 different sites / hours when people were observed waiting for vehicles during this period. Around 66 people were observed in queues, although many did not provide an average waiting time of a minute or more and did not end up included in the ISUD calculation. Examples occurred at Victoria Street, Lichfield Street, North Street and Wulfruna Street during this period. None of these added up to being 'significant' in context but they do have to be recorded as unmet demand.

Further discussion of this follows below.

Plate activity levels

A sample of plate numbers were collected during the rank surveys to identify the level of activity of the fleet during the survey. Observations covered each part of the area near to key ranks (but not at the ranks) – covering a total of six sample hours ranging from 15:30 to 02:00.

These observations were collected on the Friday of the rank survey work and a total of 836 records were observed. Of these, 463 were identified as Wolverhampton hackney carriage vehicles. 10 were not Wolverhampton vehicles and the remainder were Wolverhampton private hire.

Of the fleet of 175 hackney carriage vehicles, 75% were observed. This suggests the fleet were not playing up to the surveys being undertaken and that there remains some spare capacity in the fleet.

The most frequent vehicle was seen 12 times, four were seen nine times, five eight times, seven seven times and nine six times – very high recurring frequencies suggesting a highly active fleet and also relatively low return journey times.

Application of the ISUD index

The industry standard index of significant unmet demand (ISUD) has been used and developed since the initial Government guidance that limits could only apply if there was no significant unmet demand for the service of hackney carriage vehicles. Initially developed by a university, it was then adopted by one of the consultant groups undertaking surveys, developed further by them in the light of various court challenges, and most recently adopted as an 'industry standard' test utilised by most current practitioners of unmet demand studies.

The index is principally used to identify a statistical guide if observed unmet demand is in fact significant. Early in the process of developing the index, a cut-off point of 80 was identified beneath which no conclusion of unmet demand being significant had been drawn, and over which all studies had concluded there was significant unmet demand. This level has become accepted as the guide. Once unmet demand has been identified as significant it is usual for a calculation to be undertaken to identify the exact number of new licences needed in order to reduce the significance of the unmet demand below the threshold – although this cannot be an exact science in terms of outcomes due to the high number of parameters involved in determining where new licences actually end up working – there is no way to guarantee that licences will focus on reducing the unmet demand at all.

The ISUD calculations draw from various elements of the work, reflecting statistics which seek to capture components of 'significant unmet demand' although principal inputs are from the rank surveys, factored to produce a typical week of observations based on the knowledge available to us.

The current index has two elements which can negate the need for use of the index by setting the value to zero. The first test relates to if there are any daytime hours (Monday to Friday 1000 to 1800) where people are observed to queue for hackney carriages. Using the direct outputs from the survey a value of 6.3% is estimated.

The other index that could be zero – proportion of passengers in hours in which waits occurred which was over 1 minute – was 1.9%.

The seasonality index is 1.0 since the surveys were undertaken in October / November 2015.

The area exhibits peaked demand, so this factor is 0.5.

Average passenger delay in minutes across the whole survey is 0.08 minutes (or 5 seconds).

From the public attitude work, the latent demand factor is 1.018, assuming all who did not give an answer had not ever given up waiting, but for the ISUD index excluding waits at the railway station due to its extra conditions which only a proportion of vehicles can meet, and which the council has little control over.

The ISUD index is the multiple of all the above. Using detailed numbers (but then rounding) the calculated value is 0.5. This is well short of the cut-off value of 80 suggesting there is no unmet demand in the Wolverhampton area which is significant at this point in time. This result takes on board both patent (measureable) and latent demand. This needs to be considered with other evidence to understand the right course of action with plate numbers but it is unlikely that this guide value would be reversed by other evidence.

Further discussion occurs below to make use of this information in the decision regarding the significance or otherwise of unmet demand.

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4. Public Consultation results

A fifteen question survey was undertaken with 342 persons in the Wolverhampton Council area. Surveys were undertaken on Wednesday 18th November 2015 in and around the city centre (including at both rail and bus stations), and on Monday 30th November at the non central locations of Dudley Road, Bentley Bridge and Bilston. Responses were mainly from those available during the day time, following standard practise for these interviews. The Table in **Appendix 3** summarises the overall responses.

60% of those interviewed had used a licensed vehicle in the Wolverhampton Council area in the last three months, a good level of recent usage. Values were between 53 and 65% across the areas. The highest level of recent usage was in Bilston (65%) with the lowest values along Dudley Road (53%) and at the Bus station (54%).

75% of all respondents said how often they used a licensed vehicle. We have assumed the remaining non-respondents do not use licensed vehicles and calculated the average level of licensed vehicle trips per month. On average, there are 2.1 person trips by licensed vehicle per month based on these assumptions, a good level. The level of usage was much higher in Bilston (3.8) with the lowest level for the bus station sample (1.2). The town centre sample response was 2.0 with Dudley Road 2.2, Bentley Bridge 1.7 and the railway station 1.6.

83% of interviewees told us how they obtained licensed vehicles in the Council area. By far the highest percentage got taxis by booking them by mobile or smartphone (52%), followed telephoning a company (27%), with the total by phone methods being 89%. 10% said they got them from ranks and just under 1% said their normal method was hailing. For this sample, rank usage was highest in the station sample, followed by the city centre sample (27% and 15% respectively), with no-one using ranks in the Bentley Bridge sample, and just 4% saying ranks in Bilston.

The use of phones was queried further, seeking to understand the companies that people used. Across the full survey some 485 different mentions were made of a total of 28 different companies (when some clear duplicate names / numbers were removed). There were 247 people (72% of the total) who gave between one and three names each. The average was two names. Some 44% named three companies, 40% two, and just 16% a single company. This tends to mean relatively little brand loyalty – though in several cases the two names were the company and its phone number.

Of all the mentions, just five companies obtained more than 5% of mentions. The top three companies obtained between 19 and 28% of these. The next two companies obtained 9% and 5% respectively. Five other companies obtained either 3% or 2%. This shows a very competitive market with three major players. Only Bilston was not dominated by the top three with three local firms sharing some 44% of the mentions and one local company being the one with most mentions (22%).

The company with the seventh highest mentions was a Dudley based private hire company. There were five other Dudley companies (although two were only mentioned once), one Walsall and one Sandwell company together with one Wolverhampton company that no longer exists and three where only part of the name was given (and which could therefore apply to several potential Wolverhampton companies).

Although one of the two main hackney carriage radio networks was not mentioned, and the one which was mentioned only obtained 1% of all mentions, the top three companies all do have at least one hackney carriage, so some phoned bookings may end up with hackney carriages, although not to as great a degree as in some areas.

A set of questions were then asked relating specifically to use of hackney carriages. 90% of those questioned provided hackney carriage usage frequencies. However, 59% in fact said they could not remember when they had last used a hackney carriage. 5% said they could not remember seeing a hackney carriage in the area (although this was dominated by Dudley Road responses). The resulting level of trips per person per month was just 0.6 on average – low. Lowest values were in Bentley Bridge (0.3) and then the bus station (0.4) but highest were at the railway station (0.9) which perhaps justifies the focus of drivers on that location where they are able to.

People were asked to name all the rank locations they were aware of in the Council area and if they used the locations they named or not. Some 257 people (75% of those questioned) provided at least one answer. 9% gave three locations, 46% two and 45% just one.

Of the 420 different mentions given, there were 28 different names (some of which may be the same location). Of the total mentions, 45% were of the rail station rank. The next largest location mentioned was Market Street (19%) almost equal with Victoria Street (17%), followed by 10% saying the bus station (it is not clear what this rank might be – it could be the railway station or Victoria Street). A further 1% called Market Street the Marks and Spencer rank. There were no other large specific ranks mentioned and quite a few colloquial names for the ranks already identified.

Of all the rank mentions, 49% said they did not use the rank they had mentioned 35% said they did use it, and 16% did not say if they did or did not use the rank.

Overall, this analysis confirms that there are three main ranks which people know about and generally use – the only confusion being those saying 'bus station'. Otherwise, none of the other ranks were really known at all.

When asked about new locations, the whole sample provided just 54 mentions, which covered 24 different locations. The top two (each scoring 15% of mentions) were Queens' Square and Stafford Road. There were also several mentions by those in the Bentley Bridge area and those in the Dudley Road area that people would like to see ranks there – but the numbers saying this were relatively small (eg just three for Dudley Road shopping centre).

A further question was asked specifically at Dudley Road, Bentley Bridge and Bilston about ranks in those areas. The strongest response – with 25 responses overall – was for a rank somewhere in Bentley Bridge retail park, although views were shared between several different locations. Five suggestions were made for Bilston and two for Dudley Road. This suggests there is at least merit in considering provision of a rank at Bentley Bridge although further work would be needed to identify the most practical location.

In terms of problems with the local hackney carriages service there were a total of 179 items mentioned, although nearly three quarters of this was that the fare should be lower. None of the other responses were particularly significant – though the next highest was delay in getting a taxi (7% but only 13 mentions), then driver issues and cleanliness (both just 10 mentions each, 6%).

In terms of what might make people use hackney carriages more, there were 89 from all the respondents. The largest proportion said 'better drivers' (42%), then better vehicles (27%) although more hackney carriages at ranks and better located ranks obtained just 11% each (10 references each).

People were asked if they or anyone they knew had a disability needing either a wheel chair accessible licensed vehicle, or a vehicle adapted in some other way. 69% of those interviewed responded – quite high. On average 87% said they did not themselves need, or know anyone who did need an adapted vehicle (a typical response). Of the total respondents, 4% said they needed a WAV and 9% said someone they knew would need a wheel chair accessible vehicle. No-one said they needed or knew anyone that needed any different sort of vehicle – suggesting the current WAV policy is providing the right mix of vehicles and that it remains appropriate for the area.

People were also asked if they felt people in the Wolverhampton area with disabilities got a good service from hackney carriage vehicles and drivers or not. 80% answered. Of these, 18% had no opinion and 78% said they felt they did get a good service. Just 4% felt they did not get a good service, but none gave reasons.

Of those answering if they had ever given up waiting for a hackney carriage, just nine people said they had. Only two gave rank locations – both at the station (which should not be included for the purposes of the ISUD index as it is restricted by non-council rules). Even if the remaining seven are taken as being near ranks, this gives a latent index value of just 2% (1.02), not high.

People were asked if they had every tried stopping a hackney carriage in the streets of Wolverhampton. 78% gave a response to this question. Of these, 83% said they had not tried. 9% said they did not think it was worth trying but 8% said they had tried. More had tried hailing from the rail and bus station samples than from other locations. For Bilston, 9% had tried hailing and 91% had not tried at all. Dudley Road and Bentley Bridge respondents were mainly non-flaggers but the proportion shared between the other two options was equal in both cases.

89% of those responding said they lived in the Wolverhampton area. Dudley Road had the highest level of local population (98%) whilst the town centre and bus station samples had the lowest (86%).

54% said they had regular access to a car. This did not vary much across the areas except that the proportion with access was lowest in Bilston (just 42%). Interestingly, Bentley Bridge was near the average, whereas most similar areas tend to have very high car access.

Our gender sample saw marginally more men (51% compared to 49% in the 2015 census estimate). Our age sample saw very slight over-representation of the younger and middle groups (29% compared to 27% and 43% compared to 40%), with under-representation of the older group – 27% compared to 33% in the census. This is a generally representative sample.

5. Stakeholder Consultation

The following key stakeholders were contacted in line with the DfT Best Practice Guidance 2010:

- Supermarkets
- Hotels
- Hospital
- Pubwatch / night clubs
- Disability representatives
- Police
- Rail operators
- Other council contacts
- County council contacts

Specific comments have been aggregated below to provide an overall appreciation of the current situation, although in some cases comments are specific to the needs of a particular stakeholder. It should be noted that the comments contained in this Chapter are the views of those consulted, and not that of the authors of this Report. **Appendix 4** provides further details of those consulted. Information was obtained by telephone / email / letter as appropriate. Contacts were made with a selection chosen from an extensive list provided by the Council as well as by checking internet sources for other contact details or more detailed references.

The licensed vehicle trade consultation is the subject of the following chapter.

Supermarkets

Six supermarkets or large stores / shopping centres were contacted. One refused to answer our questions. Two others proved impossible to contact. All three that responded said their customers used taxis. All said people would ask at the customer service desk, whilst two said they also had an in-store Freephone. None had received any complaints about the service provided. One said there was a waiting area for taxis, another thought there was a rank (in Bilston) whilst another said the nearby provision was a private hire office.

Hotels

Four hotels were contacted. Three responded. All three said they would phone for vehicles, and one did this so they could give the service of announcing the taxi arrivals as a 'quality product' for the hotel. One said customers also phoned. One used two particular companies. The hotel which saw the taxi service as part of their offer made it clear they encouraged feedback and always took action on any complaints made, with the final sanction being swopping operator used. Another hotel said that phoned for vehicles could be late or did not turn up. The other had not received any complaints. The city centre hotel was also aware of ranks (this was also the one where private hire bookings were late or did not turn up).

Restaurants / Night venues

Four restaurants were contacted. Two responded, one calling companies their customers asked for, the other said there was a mix of them calling and their customers calling. One was aware of a rank, the other said that sometimes vehicles waited in a bus stop over the road. Neither had received any complaints.

Four entertainment venues were contacted. One responded and said customers used taxis but phoned for them themselves. They had not received any complaints and being out of the town centre were not aware of ranks.

Of eight public houses contacted, four responded. Three said customers used them, one said it was mainly their own staff who used them. Two were aware of ranks, two were not. Three would make phone calls for those wanting taxis, whilst the other said it was a mix of customers phoning and them phoning if asked. Just one said there were issues reported to them of vehicles being later than they said they would be.

Five night clubs were contacted. Two responded. Both said customers used them – one adding that they were used both to get to the venue and away afterwards. Both said there were freephones available though one felt passengers generally booked a return trip when they arrived. One was not aware of any rank whilst the other directed people to the rank 'near Faces'. Though none felt there were significant issues one did mention there could be long waits at the end of the night for a vehicle home.

Hospitals

The local hospital at New Cross was contacted but did not respond despite several attempts to contact them.

Police

A member of the local police provided their (personal) viewpoint on the impact of licensed vehicle drivers on their workload and safety. They felt that the number of drivers disproportionately impacted on public safety and on police workload – providing evidence of crimes against passengers by those identified to be 'taxi drivers'. They also felt there were a disproportionate level of accidents involving 'taxis' – with up to an estimate of 80 per year in the Wolverhampton area. They felt 'taxi drivers' to generate demand through 1.5 accidents a month, one crime per month and one serious sexual assault every four months. They felt further training could help reduce this. A key item was they felt the council themselves needed to pay more for having a dedicated police enforcement officer as was the case in nearby Birmingham.

Their view also seemed to misunderstand some of the aspects of the recent Deregulation Act as well as dissuade any further growth in driver or vehicle numbers until better enforcement could reduce the negative demand on police time. It is clear that these views need to be harnessed and understood as it is more usual for the police to be supportive of licensed vehicles and drivers than appears to be the case, although it must be reiterated this was put forward as a personal and not police viewpoint, but it must colour the reactions given by police in general to the overall licensed vehicle trade in Wolverhampton.

The police representative did not think that the police could or should intervene in disputes about over-ranking though they had seen this occur regularly at the main station rank.

Those responsible for providing marshals for the taxi ranks in the City told us they provided staff to the Council for marshal duties as the council perceived there was need. There were some periods when there were not enough licensed vehicles to clear the city centre quickly enough but they did not feel this was a particularly serious issue as most of the time the number of vehicles tended to match demand relatively closely. They did not think there were any specific issues of note.

Disability and other group representatives

A number of attempts were made to contact disability and other vulnerable persons' groups across Wolverhampton.

A contact from the Women of Wolverhamtpon (WOW) group told us most of their contacts tended to phone for vehicles when needed, attempting to improve their feelings of security by building a relationship with a company rather than taking a hackney carriage whose driver they were not sure about. They promised to undertake further research but nothing further had returned by the time this report was finalised. Their willingness to consult further should be drawn upon in the near future if possible.

Further, the Wolverhampton Access Officer provided us further contacts, one of whom (from One Voice Action for Disability) provided their general comments mainly summarising the opportunities of the Law Commission suggestions (which many now never be acted upon). Again, there is clear willingness for engagement with several others but this will take a longer period than completion of this Report allows, despite our making many attempts to get response. However, this does need perseverance beyond the study which we believe will be of benefit.

Regeneration

We obtained a response from the council officer responsible for overseeing development in the City. The central area is one of three regeneration priority intervention areas in the City alongside Bilston and i54. July 2012 saw the launch of the City Centre Prospectus seeking to deliver regeneration in partnership with local landowners and overcome the issue that it was felt the City had missed out on 90's and 2000's investment received by other similar cities around England.

They told us of significant private sector investment resulting from this. These are either in place (and therefore included in our study) or are shortly to come on stream. Completed, and included, are the new Sainsbury's store, Carillion's new regional HQ, and several elements of the Transport and Movement works improving city centre to station pedestrian links.

Shortly to be completed and therefore beyond demand identified by the study are the University of Wolverhampton Science and Technology Building, their Business School and the Science Technology and Prototype Centre; Marston's new HQ opening early 2016, the Wolverhampton Youth Zone which opened in January 2016, the Sunbeam Factory refurbishment opened another 115 apartments in February 2016, I10 A grade office space opened in December 2015, the Steam Mill is now demolished which heralds the start of a completely new state of the art station facility (due to complete by end of 2018); Springfield Brewery Training Hub to house the West Midlands Construction University Technical College with associated improved walk links to the central area; Mander Centre refurbishment due for completion September 2017; starts to the Civic Halls and Grand Theatre refurbishments; and Queen Street frontage refurbishment.

There are also five other sites expected to see investment over the next few years which should further increase demand for travel – Westside, Southside, Tower and Fort Works, Royal Hospital site (Tesco) and Canalside. There are also plans to improve public realm in the Molinuex Quarter including links to the central area and around to the developing Springfield Brewery and Interchanges.

Rail Operators

National statistics are publicly available showing the total number of entries and exits at each rail station in the United Kingdom. These numbers are calculated using ticket barrier and ticket issue information from ticket sales. The Table below shows information from 1997/1998 to date. The figures after the station name show the position in rank in terms of usage of English, Welsh and Scottish railway stations, with the smallest usage being the 2,533rd station and the highest being 1st in the list (Waterloo, London). Within the Wolverhampton area there is just one station – Wolverhampton itself.

Rail year (ends March in last yr noted)	Entries / exits	Growth / decline
Wolverhampton (102nd)		
1997 / 1998	1,848,702	n/a
1998 / 1999	2,146,335	+16%
1999 / 2000	1,931,442	-10%
2000 / 2001	1,818,148	-6%
2001 / 2002	1,930,055	+6%
2002 / 2003	1,960,944	+2%
2003 / 2004	Not collected	
2004 / 2005	2,058,706	+5% (2 yrs)
2005 / 2006	2,254,742	+10%
2006 / 2007	2,399,955	+6%
2007 / 2008	2,510,429	+5%
2008 / 2009	4,221,010	+68%
2009 / 2010	4,280,096	+1%
2010 / 2011	4,454,566	+4%
2011 / 2012	4,203,492	-6%
2012 / 2013	4,207,032	+0%
2013 / 2014	4,406,594	+5%
2014 / 2015	4,495,936	+2%
Last three years (11/12 to 14/15)		+7%
From start of data collection		+143%

Since data began collection, rail patronage at Wolverhampton has increased 143%. The last data available suggests just under five million passengers enter or leave the station per year. Even the last three years have seen some 7% growth.

The internet-based Train Taxi guide correctly states there is a rank at Wolverhampton station, which is confirmed as a major station with vehicles usually at the rank. Three companies are identified if people feel the need to phone.

No comment was obtained from the rail operator, who provides a number of permits less than the number of plates available – ie there is a further restriction on plates above the cost of an additional licence, a condition it would be hard for the Council to amend.

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6. Licensed Vehicle Trade Consultation

Trade consultation

A letter was issued to all licensed drivers by the Council inviting them to complete a questionnaire about their current service to the public, and their views on the policy of limiting hackney carriage numbers. This letter was issued to all hackney carriage drivers and owners currently registered with Wolverhampton City Council, as well as to private hire operators with a request they forward this to their drivers. Further, a copy was sent to the hackney carriage trade representatives for them to encourage their members to remember to complete. Later in the process the hackney carriage trade said several members had not received letters and we ensured they had copies available to pass to those wishing to complete them as well as reiterating the web entry option.

In the end, we received some 50 electronic and 37 posted responses. At the time of issue there were 175 hackney carriage and 90 dual drivers, with 12 private hire operators (and some 852 private hire drivers). There were two duplicate entries removed giving a total of 81 hackney carriage and four private hire responses. Assuming all the dual drivers are hackney carriage, the proportion of hackney carriage returns was 31% - a very good response for this kind of survey. We were advised that, despite our indications to the contrary in our letter and our verbal responses to those with concerns, several drivers were still cautious about responding. The private hire response was, as usual, much lower. Three of the four were clearly from dual drivers.

The overall split on responses was therefore 95% hackney carriage and 5% private hire (the bulk of whom were dual drivers currently driving private hire). The average length of service was just over 14 years, with a range from one to 44 years – a very high level of overall experience in the local trade.

People told us that they mostly worked six days (43% of responses) but there was a spread from one day up to seven. The second highest response was working seven days (31%) followed by five days (15%). 3% only worked one day and 4% just two days. The hours worked quoted were from none to 115 hours, with a high average of 57 hours per week.

51% of people said they worked when there was most demand. 21% had times affected by family commitments and 16% avoided heavy traffic period or rush hours. None said they were affected in their choice of work by the fear of drunken, violent or abusive customers, none were affected by sharing a cab, and none worked only sociable hours.

87% said they owned their own vehicle with 13% saying they did not. A balancing 12% said someone else drove their vehicle at times they did not use it (very low).

48% worked on a radio circuit with the top two names given being hackney carriage circuits principally (as would be expected). There were 45% for one company and 35% for the other.

There was a good response in terms of the ranks which people used. Of all the responses, the most popular was Victoria Street (34%) followed by Market Street (29%) and the station (27%). A small percentage (3%) said 'all ranks' whilst one or two people said North Street or Lichfield Street.

Of those responding about current rank issues, 54% said there were too few ranks or spaces available. 10% of responses were that the revised Market Street rank was too small. 9% voiced concerns about over-ranking whilst 19% used this question to point out they considered there were way too many hackney carriages.

People told us how they got fares. Of all the responses (people often gave more than one response), the highest proportion said ranks (56%). 16% said hailing, 14% school contracts and 13% phone bookings.

95% of those responding to the question felt that the number of hackney carriages should be limited. Two of these were private hire drivers whilst two hackney carriage drivers said a limit should not be imposed.

Reasons given for a limit included believing it would deliver a better service (26%), would reduce pollution (24%), would encourage vehicles always to be available at ranks (17%) and would reduce public safety issues such as over-tired drivers (15%). 11% felt it would encourage clean, safe and well-maintained vehicles and the final 7% said it would reduce over-ranking and congestion.

Most took opportunity to make other comments mainly on the lines of there being too many vehicles and too little work available. Several said their main focus was getting fares which meant the focus on the passenger was reduced. Many complained the waits between jobs were too long, some quoting an hour and a few saying up to two hours.

We also held a meeting with the key four hackney carriage owner / driver representatives at the start of the project. They told us how little trade there currently was from the ranks and their concerns about the high level of competition from private hire vehicles. This partly related to the level of fare people were willing to pay in this area. They also pointed out that many parts of Wolverhampton had no hackney carriage ranks and a very strong private hire culture. We sought any information from them which they could provide that might demonstrate reduction in demand over the years.

7. Summary and conclusions

Policy Background

Wolverhampton City Council has highway and transport powers covering its area. Transport policy is summarised in the Movement for Growth document which has replaced the previous Local Transport Plan. This document notes that hackney carriage and private hire support the policies and principles providing local interchange accessibility and direct local trips. Although all transport powers are within the Council, responsibility for provision of ranks on the highway is seconded to provision by a private external company.

Wolverhampton retains the power under Section 16 of the 1985 Transport Act to restrict the number of hackney carriage vehicle licences it issues but chose not to utilise this power from 2005 onwards. Current government policy remains to discourage use of such powers, although the Law Commission review did conclude this option should be retained were the Law to be comprehensively revised. There is currently no date when the Government plan to respond to the Law Commission recommendations.

Statistical Background

The growth in hackney carriage vehicle numbers within the available DfT data set is some 170% since 1994. However, after an initial period of growth when the limit was removed, more recent increases have been much less (just 9%). Neither of the increases in age limit on vehicles allowed into the fleet has created any strong increase in vehicle numbers. Private hire vehicle numbers have continued to grow although there was a slump in numbers in 2014 and the current total licensed vehicle fleet is presently the highest ever recorded. However, there is strong current competition within the private hire sector in the area which may account for much of this growth. There has also been some change in conditions to try to draw vehicles back to Wolverhampton registration who had been choosing to register in nearby authorities while principally working in Wolverhampton (eg Shropshire vehicles).

Driver numbers peaked in 2009 but are now growing again after a slump. The number of private hire operators is very low for a metropolitan authority – partly a result of competition leading to mergers but also perhaps due to other companies having long term stability and demand being too low to encourage much start-up of new companies. The issue of hackney carriage plates since 2005 is also likely to have restrained private hire growth – though overall low driver number growth suggests there is little demand pressure in the area for additional people in the trade.

Driver ratios are very low – 1.4 for hackney carriages and 1.27 for private hire suggesting very little pressure for double shifting of either vehicle – though the lack of a hackney carriage vehicle limit will also tend to reduce this level as any person who wishes to have a hackney carriage or private hire can have one.
In terms of levels of vehicles compared to population, provision of hackney carriages in the West Midlands overall (at 1.1) tends to be below the English

average excluding London (1.2). Notwithstanding this, provision in Wolverhampton of hackney carriages to population is second lowest (0.7), with Walsall having the lowest level (0.4). However, this low level is still much higher than that in similarly located other conurbation authorities who retain a limit on vehicle numbers. Even provision of private hire vehicles in the area is low (2.6) - third lowest in the West Midlands area, yet still above the English average level (2.2). This suggests that Wolverhampton tends towards low levels of licensed vehicles per se.

Like many of its West Midlands counterparts, the Wolverhampton hackney carriage fleet is fully wheel chair accessible, although it does have a wide range of vehicles allowed (particularly compared to Coventry where there is a much stricter limit on vehicle types).

The hackney carriage fleet is almost exclusively linked to either hackney carriage circuits or private hire companies. Private hire companies all tend to be 30 vehicles or more each, with the largest company having around 150 Wolverhampton vehicles. There do not appear to be many one-man band private hire operators.

Rank Survey results

Rank usage in Wolverhampton focusses on the city centre and on three principal ranks. Two are in the main city centre whilst one is the privately provided rank at the railway station. There are other ranks available – mainly to service night demand – but these tend to be little used by either hackney carriages or their passengers. However, there is a major issue with some 16% of activity at or near ranks being identified as being by private hire vehicles. There were other issues with private cars although this totalled less than 1% of our observations.

Two people were seen using wheel chairs to access hackney carriages at ranks during the rank survey – quite a high level compared to many other places where often none are seen. A further 60 passengers were observed being assisted into vehicles by drivers at ranks – a very good level of service.

Some 283 hours of rank operation were observed. It was chosen to cover part of the period at a quieter time, and the Saturday/Sunday on what was known to be potentially quite a busy evening. This was partly because this study focusses on if it is practical to reinstate a limit on vehicle numbers. Testing at a higher potential level was considered to be more robust than the usual testing at a typical period throughout the study. This means that the ability of the trade to meet the demand observed during this study is a very robust test of their ability to meet demand. Our identifying that most ranks saw fair to good service suggests in general the trade met demand presented to them well.

Demand in the Wolverhampton City area does not tend to cover 24 hours even at weekends. We did not find any rank operational for more than 21 hours with many cases where there were at least four or five quiet hours during the observation period. Overall demand at ranks was highest at the railway station – but even here there were only an average of 25 passengers per active hour. Only three other rank/day observations had more than 10 loaded departures per hour when active – quite low compared to many other cities. Our conclusion is that the overall market for hackney carriages in Wolverhampton is only moderate most of the time. There appears to be insufficient demand at the main ranks yet alone requiring other locations to be needed.

Over half of the current estimated weekly demand arises from the railway station rank. This can only be accessed by 60% of the fleet. Market Street and Victoria Street each have just over 20% of demand. Review of overall hourly demand shows weekend flows much higher than those in the week – in fact on Saturday even compared to Friday. This suggests the overall market for rank based trips is small – a potential explanation why the levels of hackney carriages expected from a previous study has never materialised.

In fact, the overall average weekly passenger estimate (7,941), when divided by the average occupancy (1.6), and the average working week of six days, gives around 5 jobs per day for each of the 175 hackney carriage vehicles.

There was no evidence that vehicles had 'played up' to the study being undertaken.

The ISUD index demonstrates that there is unmet demand in the area – but at very low levels. The estimate found 6% of observed off peak hours saw some passenger queueing whilst just under 2% of passengers travelled in hours when the average expected waiting time for them for a vehicle to arrive was a minute or more. Latent demand – levels of people giving up waiting for vehicles – was also low at just under 2%. The resulting ISUD index of 0.5 is far below the cut-off of 80 which is taken to signify unmet demand is at a significant level.

Public Consultation

342 people were interviewed in the streets of the City of Wolverhampton during November 2015. Samples covered central and non-central locations, including areas without ranks. We found a good level of recent usage of licensed vehicles (60%). Overall usage was 2.1 trips per month but when focussed on hackney carriages the level was 0.6 (or about 29%). 52% got licensed vehicles by booking by mobile or smartphone, 27% telephoned and just 10% got them from ranks. Overall rank usage was highest for those interviewed near the station (27%) and in the city centre (15%).

In terms of usage of phones people showed very little brand loyalty to any specific company – though it also showed there were three major players and quite a number of out of town companies used. The hackney carriage radio networks were not well-used – one was not mentioned at all while the other got just 1% of the mentions of phone numbers.

It was telling that 59% could not remember when they had last used a hackney carriage but encouraging that just 5% could not remember seeing one in the area – and most of that response was from the Dudley Road sample.

Rank knowledge matched the usage figures almost exactly – with the top three ranks focussed on. The only unknown was mention by 10% of a rank at 'the bus station'. No other ranks were mentioned significantly although the main ranks were given several different names. Just under half those replying said they did not use the rank they had mentioned but knew of it – 35% knew of the rank and used it.

In terms of new ranks there were no locations of significance – top was Queen's Square (15%) followed by a location on Stafford Road. People in both Bentley Bridge and Dudley Road made some request for ranks (but none at all in Bilston). In a specific question asked at the out of town locations, the only strong interest for a rank was within the Bentley Bridge retail park though there was no consensus on where this should be.

Other than issues with fares being too high there were no significant problems quoted with the hackney carriage service in the area. People did not really have any significant ways in which they might be encouraged to use hackney carriages more – the top two suggestions being better drivers and better vehicles.

The response to the question about disability supported the current 100% WAV style hackney carriage fleet with no responses suggesting they needed non WAV style adapted vehicles. Overall 87% did not need, or did not know anyone who needed any adaptations. 78% of those responding felt that disabled people in Wolverhampton got a good service from hackney carriage vehicles and drivers – an encouraging response.

The latent index value for people giving up waiting for hackney carriages at true ranks (excluding the station as it is a private location with higher restrictions than controllable by the City) is just 2%.

A good proportion told us about their experience of hailing. 83% had not tried, but 8% had. Just 9% felt it was not worth trying to hail a vehicle.

There was a general impression that the service offered by the small number of moderate sized and stable private hire companies in the Bilston area provided a much better overall experience than in other areas of the City.

Test on the sample of people found it generally represented the census statistics for the area. Just 54% of people had regular access to a car suggesting there should be good potential for using licensed vehicles.

Stakeholder Consultation

There were no significant issues reported by stakeholders. There was some mention made of ranks, but only in city centre locations. Most said their customers used taxis but most would be by telephone calls to private hire operators. The only issues were late arrivals for some of these bookings.

Some other groups were contacted but provided little input but a willingness to be involved in the medium to longer term regarding taxi policy and how they were served. Most seemed to use private hire via phone calls rather than using hackney carriages from ranks or by hailing.

We were given an up to date picture of development recently introduced (some of which would have been included therefore in our survey) and other developments which have either come on stream during our study or will be in place most likely during the next three years. These may increase the demand for private hire and hackney carriage services although it is not easy to understand exactly how.

Growth at Wolverhampton station has been around 7% over the last three years.

Trade Consultation

A very good trade response was obtained – primarily from hackney carriage drivers (31% responded). Average length of service was 14 years showing significant experience in the hackney carriage trade. Working weeks were on average six days and 57 hours – very high. Most worked when there was demand, with none deterred by awkward passengers, and most seemed to be working much of the time. 87% owned their own vehicle and half said they worked on a circuit – split almost equally between the two main hackney carriage companies.

About 56% of work was from ranks, 16% hailing, 14% school contracts and 13% from phone bookings.

Rank usage favoured Victoria Street, then Market Street and then the Station. There was high concern about a perceived lack of rank locations and spaces though very few said they used the night ranks. Many felt there was over-ranking.

As would be expected, 95% supported a limit on hackney carriage vehicle numbers.

Many took opportunity to confirm they felt there were too many vehicles and too little work. They felt it was hard to focus on customer service when their main aim was being where the most work was.

Overall, we enjoyed a good level of response from trade individuals and representatives.

Synthesis and Conclusions

The overall nature of the market for licensed vehicles in the Wolverhampton area is dominated by private hire in most areas apart from the City Centre. This arises from overall relatively low demand as well as demand for the lowest cost service possible. However, there is a strong distinction between the high levels of satisfaction from stable small private hire companies in Bilston and the more cut-throat competition seen in the other areas and in the City Centre. This leads to little overall loyalty to the private hire operators.

However, usage of hackney carriages in the area tends to be focussed on use of them from ranks and by hailing rather than any strong culture of phoning for them. Highest usage is by people arriving at the railway station, followed by almost equal usage of the two other ranks. Levels of demand do not appear to be sufficient to encourage usage of part time ranks by either drivers or passengers.

There is no evidence that the attempts to increase hackney carriage vehicle numbers by relaxing the cost of entry to this market has had any other than a marginal impact on people joining the hackney carriage trade. On the contrary side, there is evidence that a focus on better vehicles might increase usage of hackney carriages as their visual impression was improved. The main marketing tool of a hackney carriage fleet is their visual presence. This also applies to vehicles being visible within the street framework (see below).

Further, the nature of overall demand for licensed vehicles in the West Midlands is generally low, with that in Wolverhampton generally lower – with an emphasis on a lower priced product being stronger in this area even than in other parts of the conurbation.

However, there is a significant opportunity and issue in that two of the night ranks are the focus of usage by private hire vehicles, whilst customers were observed using hackney carriages from these locations were they to present themselves there. One of these locations suffers from abuse by private cars (the other is in an area much less easy to suffer such abuse).

There is a strong need to ensure that the North Street rank is kept clear of private vehicles at all times. Even though there may be little potential passenger usage in the daytime there, allowing abuse in the day leads to vehicles feeling they can remain there later on when there is more potential for the rank to be used.

For both North Street and the HSBC Lichfield Street rank there is need for double action. Firstly, any private hire abuse of these two locations needs to be eradicated. Secondly, this should only happen if there is a strong agreement from the trade that they will work hard to keep a regular presence at these two ranks at times that passengers would use their service were a vehicle to be regularly available there. This would need some agreement to ensure that the cost of waiting here (and lower potential revenue) was shared between all hackney carriages fairly perhaps by use of arranged vehicles which then were given adequate chance to gain access to the key ranks. It is clear from our visits to Wolverhampton that people like meeting with licensed vehicles in both these locations – so we believe that a presence of hackney carriages here would generate new business as well as taking passengers who might otherwise make a booking of a private hire vehicle.

The recent increasing of the distinction between private hire vehicles and hackney carriage by removal of roof signs from the former appears to have helped people and certainly makes the private hire waiting near ranks look much more like private cars than in the past. In our most recent site visit we felt that private hire were more feeling they had to 'hide' in side roads rather than wait obviously along the main Lichfield Street – though this may have been a one-off impression.

Recent national trade press coverage suggests that increasing this distinction is helping those in the private hire trade to improve their understanding at driver level that they have a distinct product to the hackney carriage – though there is still evidence (such as drivers seeking control over fares to be undertaken by the Council which is not possible) that drivers themselves are still not fully understanding the legal and practical distinctions. For example, the hackney carriage trade cited examples of private hire vehicles claiming they could join ranks as they were also 'taxis'. Our initial observation of private hire vehicles sitting on the HSBC Lichfield Street rank was further evidence of this confusion.

There is unmet demand at ranks both in off peak and peak periods. However, the overall level of this is relatively small and a very long way from the level which would mean more plates had to be issued if a limit were in place. This suggests that the market is providing sufficient hackney carriages at the present time to meet the relatively low level of demand for much of the week. There are also clearly more than sufficient vehicles to meet even the relatively high peak we observed at the end of October 2015 on a very busy Saturday night.

Although the level of formal latent demand is very low, there is opportunity for some hackney carriages to take advantage of lesser used night ranks and possibly reduce the desire of some to book private hires and meet them at these points, and maybe even generate new trips from people feeling they would be able to get a vehicle easily from these more obvious locations.

One very clear conclusion from this study is that a review of the operation of the hackney carriage market has been very useful in understanding the

complex picture of how demand and supply are currently working in the area – and how this fits with the national picture for licensed vehicle operations.

Potential options for Wolverhampton hackney carriage limit policies
A limit on vehicle numbers can be applied if, and only if, an authority is certain that there is no unmet demand for hackney carriages which is not significant. This does not mean there cannot be any unmet demand, just that it must be clear that this has not become significant due to the restraint on ability of people to have new vehicles when demand requires it.

For the sake of clarity, patent unmet demand is when a passenger arrives at a hackney carriage rank (be it used or unused in general by vehicles) and finds no vehicle ready for immediate hire. Latent demand is when people wait and then move away having given up expecting a vehicle to arrive at that location.

There are other elements to latent demand, such as not even bothering to wait at a rank or making arrangements to travel by another, non-licensed vehicle method, such as private car, public transport but sometimes including use of private hire bookings.

An authority can attempt to restrict the number of vehicles in a hackney carriage fleet by two principal methods. Section 16 permits quantity control when there is no unmet demand which is significant but requires this to be regularly tested. Other authorities have applied quality controls which can have a similar effect of increasing the cost of entry to the hackney carriage vehicle market, such as by imposing age limits on new or current vehicles. Government policy discourages too much interference with 'market forces' but tends to prefer quality controls over quantity ones.

At the present time, Wolverhampton applies quality controls but at a level of four years for new vehicles. As noted above, this has not led to any large increase in entrants to the industry and there was a plan in place to further relax this – but our evidence suggests this would not generate many if any further entrants. Our demand evidence also suggests that apart from a few specific times there are currently sufficient vehicles available to meet most rank and hailing needs in the central area, and little demand outside this for hackney carriages.

Were quality controls to be returned to a new vehicle only level, the gains would be that any new entrants would still be possible but they would be forced to think carefully about their potential gains. They would need to make an investment which would improve the standard of the overall hackney carriage fleet. Our responses from the public suggest that 'better vehicles' are one matter which could increase peoples' use of hackney carriages. Also, new vehicles tend to have better and more recent features, increasing even more the utility of the overall fleet.

The issue of quantity controls applies along a continuum. This ranges from those authorities with no limit back to authorities who have set a limit below the current level of vehicle numbers. Some authorities have a 'settling limit' (eg Birmingham which has a moratorium on issue of new plates and no replacement of plates which cease to be used). Others have a fixed limit and re-issue spare plates that become available. The final step on the scale towards having no limit is authorities who retain a fixed limit but issue a number of plates over a particular time period – otherwise known as managed growth. One of the most well-known authorities with such growth is Brighton and Hove, who issue five WAV style plates per year in order to grow their WAV percentage upwards (they are not fully WAV). Some fully WAV authorities also have managed growth (eg Manchester) but this is currently set at zero plates per year.

There are benefits and disbenefits of having no limit (sometimes known as 'deregulation' or 'delimitation', although adding quality controls into this mix can make actual impacts much harder to unpick).

Allowing entry to the hackney carriage vehicle market allows entrepreneurs ready entry if they see an opportunity. It allows vehicles to grow to meet demand quickly. It is in tune with the latest stated government policy (although this has not been updated by the Law Commission research at all and is therefore relatively old in terms of when it was clearly stated last).

On the negative side, if there is no increase in demand adding further plates continues to dilute the earnings amongst more vehicles. It leads to further reaction from the trade and potential unease amongst those with high levels of experience in servicing the public. It also assumes that the free market is working properly and effectively which may not be the case.

Application of a fixed limit on plates would be very clearly possible if there is no unmet demand whatsoever. Such a status is rare as demand and supply rarely always lead to sufficient supply. This is because random elements in demand will nearly always lead to short term failure of supply to meet demand. Rank capacity can have an impact on this particularly for small ranks, or where high levels of demand can occur in short periods – such as at railway stations.

We therefore consider that application of a fixed limit on plates is also possible even when there is unmet demand identified. This is clearly not possible however if the level of unmet demand is beyond that which is counted to be significant. The present situation in Wolverhampton is that there is unmet demand, but at a level far from that which would be considered significant.

The negatives of applying a limit at the current level of vehicle numbers are that it does not allow entrepreneurs to enter if they wish at the level of owning a hackney carriage vehicle. It does not readily provide for when growth of the market exceeds that which the current level of vehicles are able to meet. It provides the potential for an expensive challenge by those wishing to apply for hackney carriage vehicle plates. It does not actually address the issue if there is currently much higher numbers of vehicles than justified by demand and can prevent any market reduction in numbers by giving the vehicle plate an inflated value.

Positives of a limit include the stability it adds to the trade and the positive impact from a trade feeling more secure. It can allow the trade to feel better able to focus on customer service. If demand remains the same, over-ranking will not worsen, and the current level of earnings will also remain the same and more predictable. It may encourage renting of vehicles by drivers no longer able to obtain a vehicle, which can increase the activity levels and length of time the fleet is overall available, particularly impacting on periods when people might not otherwise choose to work.

There are clearly a number of developments both just opened and definitely under construction which will produce additional demand over the next few years. There will be significant change at the railway station and around the area beyond the City centre running from the new interchange through the Chapel Ash area to the Molineux area. Whilst it is important that sufficient hackney carriage and private hire are available to service these extra demands, it is also important that the trade and Council seek to ensure there is sufficient provision both for private hire pick-up and for hackney carriage within these developments. The time delay over introducing the new rank for the new club is symptomatic of the time such introductions can take.

8. Recommendations

Limits on the number of hackney carriage vehicles

There is **no evidence** of any unmet demand for hackney carriages either patent or latent **which is significant** at this point in time in the Wolverhampton area.

The authority can therefore re-apply a limit on the number of hackney carriage vehicle licences if it feels this would be of benefit. In a future with the Law Commission recommendations in place, any authority wishing to do this would have to be satisfied that there was currently 'public interest' being met by this choice (although there is no current confirmation or otherwise if this will ever become reality).

There appears to be significant merit in at least returning to a stronger quality control on entrance to the hackney carriage vehicle fleet with the potential to improve the image of the fleet and therefore increase usage albeit to a marginally increased size fleet.

Rank provision

There are several night ranks which are hardly ever used – such as Wulfrun Street and the rank further along North Street nearer the Council offices. These should be considered for removal to prevent any customers believing they might obtain vehicles from these locations.

Both North Street and Lichfield Street HSBC ranks need to be protected both against private car abuse and more importantly against being used as pick-up or waiting points for private hire vehicles. This however needs to be supported by a clear willingness and plan from the hackney carriage trade to work with the council to develop demand at these two locations in a sustainable and practical manner.

There may be merit in considering providing a rank at the Bentley Bridge retail park but this would need much further consideration and perhaps clear support from the Trade before further investment was made in developing this.

There needs to be encouragement for highways and development sections of the Council to consider the need for both hackney carriage and private hire facilities with any proposed development in any part of the City. This needs to see improvements in the time taken to get such ranks in place as evidenced by the extreme delay in getting the new club rank in place, although statutory requirements are part of the delay.

Future review of hackney carriage demand

The Council should ensure that record is kept that, unless legislation or guidance changes, the next review of unmet demand ensures that fresh rank surveys are undertaken no later than November 2018 with relevant accompanying research by an independent review body. We believe that the level of information produced by this study is valid and valuable even if no limit is place on vehicle numbers at this time. The new review should have a brief set up shortly in advance of the required date, taking on board any relevant developments or changes that might impact hackney carriage usage – such as introduction of the new night club rank or any new developments.

We would also recommend that further consultation with disability and other key stakeholder groups is developed in the interim period to take advantage of the apparent willingness of groups to be involved. This may also extend to setting up a forum with those developing sites in the City to ensure that their take-up and growth is helped by full access to licensed vehicles in the most appropriate manner. Whilst this could be undertaken by the City it may be appropriate for independent assistance to be obtained to ensure this element can be focussed upon appropriately. This should also include interim discussion and review with the trade regarding use of the lesser used ranks, and with the private hire trade to discourage any options that might provide opportunity for unbooked trips by private hire to occur.

It may also be worthwhile to have scoping discussions between councillors, trade and officials to understand the potential situations in which a limit on hackney carriage vehicle numbers might be re-introduced were levels of unmet demand found in 2018 to be very low again. Open debate and understanding between all key players in this regard is important and may take some time to develop. Further, development of a clear modus operandi for private hire companies in the City might also be useful to ensure that drivers can be fully aware of what they can and cannot do, and what people expect of their services. The police should be drawn into this to ensure their views on needs of enforcement are included and understood by all parties. This could result in better enforcement ensuring that all involved with the licensed vehicle trade accurately understood the current situation.

Current meetings and consultation with the licensed vehicle trade are best practise and should continue. This is important in keeping open debate going so that everyone is aware of what is expected and what is possible within the current political and practical environment.

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Appendix 1 – Hours of rank observations

		Market Street and Castle St feeder	Victoria St and feeder	Lichfield St Art Gallery	Lichfield St HSBC	North Street	Mitre Fold	Wulfruna St	Chubb St feeder to station	Wolverhampton Station	Hours
Site Ref		A	B	C	D	E	F	G	H	I	
Rank Spaces		4 + 2 + 4	8 + 4	2	2	4	3	2	12	15	
Operating Hours		24 hr	24 hr	24 hr	24 hr	24 hr	2300-0600	2300-0600	24 hr	24 hr	
Usage?		High	High	?	?	Fair	Light	Fair	High	High	
Other comments		Revised 2015		Revised 2015	abused by phv	night use only - parked on in day time	less activity here now		feeds station	Private extra fee to Virgin	
Note: below numbers indicate cover of a location and the sequential number of hours - coloured cells without numbers cannot be covered due to sites not likely to be operative during course of expected survey											
Thursday	13:00										0
Thursday	14:00	1	1								2
Thursday	15:00	2	2								2
Thursday	16:00	3	3								2
Thursday	17:00	4	4								2
Thursday	18:00	5	5								2
Thursday	19:00	6	6								2
Thursday	20:00	7	7								2
Thursday	21:00	8	8								2
Thursday	22:00	9	9								2
Thursday	23:00	10	10								2
Thursday	00:00	11	11								2

Friday	01:00	12	12								2
Friday	02:00	13	13								2
Friday	03:00	14	14								2
Friday	04:00	15	15								2
Friday	05:00	16	16								2
Friday	06:00	17	17							1	3
Friday	07:00	18	18							2	3
Friday	08:00	19	19							3	3
Friday	09:00	20	20							4	3
Friday	10:00	21	21			1			1	5	5
Friday	11:00	22	22			2			2	6	5
Friday	12:00	23	23			3			3	7	5
Friday	13:00	24	24			4			4	8	5
Friday	14:00	25	25			5			5	9	5
Friday	15:00	26	26			6			6	10	5
Friday	16:00	27	27			7			7	11	5
Friday	17:00	28	28			8			8	12	5
Friday	18:00	Lost	29			9			9	13	4
Friday	19:00		30			10			10	14	4
Friday	20:00		Lost			11			11	15	3
Friday	21:00	29				12			12	16	4
Friday	22:00	30				13			13	17	4
Friday	23:00	31				14		1		18	4
Friday	00:00	32				15		2		19	4
Saturday	01:00	33				16		3		20	4
Saturday	02:00									21	1
											0
Friday	21:00	34	31					Lost			2
Friday	22:00	35	32								2
Friday	23:00	36	33					4			3
Friday	00:00	37	34					5			3
Saturday	01:00	38	35					6			3
Saturday	02:00	39	36					7			3
Saturday	03:00	40	37					8			3
Saturday	04:00	41	38					9			3
Saturday	05:00	42	39					10			3
Saturday	06:00	43	40								2
Saturday	07:00	44	41								2
Saturday	08:00	45	42								2

Saturday	09:00	46	43	1	1						4
Saturday	10:00	47	44	2	2						4
Saturday	11:00	48	45	3	3						4
Saturday	12:00	49	46	4	4						4
Saturday	13:00	50	47	5	5						4
Saturday	14:00	51	48	6	6						4
Saturday	15:00	52	49	7	7	17					5
Saturday	16:00	53	50	8	8	18					5
Saturday	17:00	54	51	9	9	19					5
Saturday	18:00	55	52	10	10	20					5
Saturday	19:00	56	53	11	11	21					5
Saturday	20:00	57	54	12	12	22					5
Saturday	21:00	58	55	13	13	23					5
Saturday	22:00	59	56	14	14	24					5
Saturday	23:00	60	57	15	15	25	1	11			7
Saturday	00:00	61	58	16	16	26	2	12			7
Sunday	01:00	62	59	17	17	27	3	13			7
Sunday	02:00	63	60	18	18	28	4	14			7
Sunday	03:00	64	61	19	19	29	5	15			7
Sunday	04:00	65	62	20	20	30	6	16			7
Sunday	05:00	66	63					17			3
Sunday	06:00	67	64								2
Sunday	07:00	68	65								2
Sunday	08:00	69	66								2
Sunday	09:00	70	67								2
Sunday	10:00	71	68								2
Sunday	11:00	72	69								2
Sunday	12:00	73	70								2
Sunday	13:00	74	71								2
Sunday	14:00	75	72								2
Sunday	15:00	76	73								2
Sunday	16:00	77	74								2
Sunday	17:00	78	75								2
Sunday	18:00	79									1
Sunday	19:00	80									1
Sunday	20:00	81									1
Sunday	21:00										0
Week day			48								

Week night		22								
Weekend day		51								
Weekend night		124								
Inter periods		38	283							
Lost										283
Total hours at site	*81*	*75*	*20*	*20*	*30*	*6*	*17*	*13*	*21*	***283***

Appendix 2 – Rank Observation Details

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Market St Th	05/11/2015	14	24	29	22	1.3	0	0%	22	01:07:02	01:07:02	00:33:00						
Market St Th	05/11/2015	15	10	14	6	2.3	2	25%	8	00:27:42	00:32:00	00:44:00						
Market St Th	05/11/2015	16	11	15	10	1.5	1	9%	11	00:19:54	00:19:36	00:37:00						
Market St Th	05/11/2015	17	7	9	8	1.1	0	0%	8	00:17:25	00:17:25	00:24:00						
Market St Th	05/11/2015	18	7	6	5	1.2	1	17%	6	00:20:00	00:23:24	00:51:00						
Market St Th	05/11/2015	19	5	5	4	1.3	3	43%	7	00:22:00	00:07:20	00:12:00						
Market St Th	05/11/2015	20	9	4	3	1.3	3	50%	6	00:35:13	00:28:00	00:56:00						
Market St Th	05/11/2015	21	2	2	1	2.0	1	50%	2	01:13:00	01:17:00	01:17:00						
Market St Th	05/11/2015	22	3	1	1	1.0	6	86%	7	00:21:20								
Market St Th	05/11/2015	23	4	0	0	0.0	3	100%	3	00:26:45	00:13:00	00:13:00						
Market St Th	06/11/2015	0	3	1	1	1.0	2	67%	3	00:43:20								
Market St Th	06/11/2015	1	1	0	0	0.0	1	100%	1	00:49:00								
Market St Th	06/11/2015	2	1	0	0	0.0	2	100%	2	00:07:00								
Market St Th	06/11/2015	3	0	0	0	0.0	0	0%	0									
Market St Th	06/11/2015	4	0	0	0	0.0	0	0%	0									
Market St Th	06/11/2015	5	0	0	0	0.0	0	0%	0									
Market St Th	06/11/2015	6	0	0	0	0.0	0	0%	0									
Market St Th	**05/11/2015**		**87**	**86**	**61**	**1.4**	**25**	**29%**	**86**				**00:00:00**	**00:00:00**	**0**	**0**	**0**	

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Market St F	06/11/2015	7	0	0	0	0.0	0	0%	0	00:53:00								
Market St F	06/11/2015	8	5	5	4	1.3	1	20%	5	00:10:12	00:10:12	00:30:00						
Market St F	06/11/2015	9	10	10	9	1.1	0	0%	9	00:14:06	00:14:06	00:30:00						
Market St F	06/11/2015	10	9	12	8	1.5	1	11%	9	00:12:06	00:13:00	00:23:00						
Market St F	06/11/2015	11	10	11	9	1.2	0	0%	9	00:16:24	00:16:24	00:31:00						
Market St F	06/11/2015	12	10	12	10	1.2	0	0%	10	00:16:12	00:16:12	00:29:00	00:00:08	00:02:00	1	0	0	00:02:00
Market St F	06/11/2015	13	13	23	13	1.8	0	0%	13	00:12:18	00:12:18	00:19:00	00:00:02	00:01:00	1	0	0	00:01:00
Market St F	06/11/2015	14	17	21	15	1.4	3	17%	18	00:08:21	00:08:55	00:20:00						
Market St F	06/11/2015	15	17	27	16	1.7	1	6%	17	00:10:52	00:10:56	00:23:00						
Market St F	06/11/2015	16	11	14	11	1.3	0	0%	11	00:15:43	00:15:36	00:30:00						
Market St F	06/11/2015	17	8	12	7	1.7	1	13%	8	00:17:52	00:17:52	00:28:00						
Market St F	06/11/2015	18	8	17	9	1.9	0	0%	9	00:21:07	00:22:34	00:35:00						
Market St F	06/11/2015	19	8	11	4	2.8	2	33%	6	00:23:07	00:20:00	00:28:00						
Market St F	06/11/2015	20	10	16	9	1.8	1	10%	10	00:34:36	00:34:33	00:57:00						
Market St F	06/11/2015	21	6	4	3	1.3	2	40%	5	00:30:20	00:27:00	00:49:00						
Market St F	06/11/2015	22	8	15	9	1.7	0	0%	9	00:25:45	00:24:00	00:39:00						
Market St F	06/11/2015	23	17	18	16	1.1	1	6%	17	00:13:17	00:13:17	00:22:00						
Market St F	07/11/2015	0	12	24	11	2.2	1	8%	12	00:28:25	00:27:38	00:36:00						
Market St F	07/11/2015	1	18	31	16	1.9	1	6%	17	00:15:33	00:15:08	00:24:00						
Market St F	07/11/2015	2	2	7	3	2.3	4	57%	7	00:11:00								
Market St F	**06/11/2015**		**199**	**290**	**182**	**1.6**	**19**	**9%**	**201**				**00:00:01**	**00:01:30**	**2**	**0**	**0**	

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Market St F (2)	30/10/2015	21	11	9	6	1.5	2	25%	8	00:24:32	00:27:53	00:43:00						
Market St F (2)	30/10/2015	22	13	21	12	1.8	1	8%	13	00:19:00	00:19:00	00:29:00						
Market St F (2)	30/10/2015	23	8	12	7	1.7	0	0%	7	00:34:07	00:33:08	00:40:00						
Market St F (2)	31/10/2015	0	16	22	14	1.6	1	7%	15	00:21:56	00:21:56	00:43:00						
Market St F (2)	31/10/2015	1	12	21	13	1.6	0	0%	13	00:15:40	00:15:36	00:40:00						
Market St F (2)	31/10/2015	2	16	33	13	2.5	3	19%	16	00:15:11	00:15:12	00:21:00						
Market St F (2)	31/10/2015	3	23	48	22	2.2	4	15%	26	00:09:13	00:08:33	00:19:00						
Market St F (2)	31/10/2015	4	34	85	29	2.9	6	17%	35	00:00:35	00:00:14	00:03:00						
Market St F (2)	31/10/2015	5	2	0	0	0.0	2	100%	2	00:04:30								
Market St F (2)	31/10/2015	6	0	0	0	0.0	0	0%	0									
Market St F (2)	**30/10/2015**		**135**	**251**	**116**	**2.2**	**19**	**14%**	**135**				**00:00:00**	**00:00:00**	**0**	**0**	**0**	**00:00:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Market St Sa	31/10/2015	7	0	0	0	0.0	0	0%	0									
Market St Sa	31/10/2015	8	1	0	0	0.0	0	0%	0	00:24:00	00:24:00	00:24:00						
Market St Sa	31/10/2015	9	5	3	3	1.0	0	0%	3	00:25:24	00:25:24	00:36:00						
Market St Sa	31/10/2015	10	4	12	7	1.7	0	0%	7	00:08:45	00:08:45	00:17:00						
Market St Sa	31/10/2015	11	15	27	14	1.9	0	0%	14	00:04:16	00:04:16	00:18:00						
Market St Sa	31/10/2015	12	12	18	10	1.8	0	0%	10	00:11:35	00:11:35	00:25:00						
Market St Sa	31/10/2015	13	11	21	11	1.9	0	0%	11	00:14:38	00:14:38	00:17:00						
Market St Sa	31/10/2015	14	11	20	10	2.0	1	9%	11	00:13:10	00:13:24	00:19:00						
Market St Sa	31/10/2015	15	15	25	15	1.7	1	6%	16	00:08:20	00:08:55	00:16:00						
Market St Sa	31/10/2015	16	21	41	21	2.0	0	0%	21	00:04:00	00:04:00	00:13:00						
Market St Sa	31/10/2015	17	20	25	16	1.6	1	6%	17	00:09:42	00:10:09	00:26:00						
Market St Sa	31/10/2015	18	10	20	11	1.8	1	8%	12	00:29:00	00:30:06	00:38:00						
Market St Sa	31/10/2015	19	9	24	12	2.0	0	0%	12	00:05:53	00:05:53	00:24:00						
Market St Sa	31/10/2015	20	18	27	14	1.9	0	0%	14	00:16:36	00:17:03	00:38:00						
Market St Sa	31/10/2015	21	8	11	6	1.8	1	14%	7	00:30:52	00:30:52	00:38:00						
Market St Sa	31/10/2015	22	15	26	15	1.7	1	6%	16	00:14:28	00:14:47	00:24:00						
Market St Sa	31/10/2015	23	19	34	18	1.9	1	5%	19	00:12:00	00:12:33	00:18:00						
Market St Sa	01/11/2015	0	45	94	43	2.2	4	9%	47	00:01:41	00:01:39	00:05:00						
Market St Sa	01/11/2015	1	65	124	67	1.9	0	0%	67	00:00:24	00:00:24	00:05:00						
Market St Sa	01/11/2015	2	48	109	47	2.3	0	0%	47	00:00:26	00:00:26	00:03:00						
Market St Sa	01/11/2015	3	45	124	46	2.7	0	0%	46	00:00:26	00:00:26	00:05:00						
Market St Sa	01/11/2015	4	0	0	0	0.0	0	0%	0									
Market St Sa	01/11/2015	5	0	0	0	0.0	0	0%	0									
Market St Sa	01/11/2015	6	0	0	0	0.0	0	0%	0									
Market St Sa	**31/10/2015**		**397**	**785**	**386**	2.0	**11**	3%	**397**				**00:00:00**	**00:00:00**	**0**	**0**	**0**	

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Market St Su	01/11/2015	7	0	0	0	0.0	0	0%	0									
Market St Su	01/11/2015	8	1	0	0	0.0	0	0%	0	00:08:00								
Market St Su	01/11/2015	9	1	0	0	0.0	1	100%	1	00:41:00	00:41:00	00:41:00						
Market St Su	01/11/2015	10	1	3	2	1.5	0	0%	2	00:12:00	00:12:00	00:12:00						
Market St Su	01/11/2015	11	2	1	1	1.0	0	0%	1	00:24:00	00:24:00	00:34:00						
Market St Su	01/11/2015	12	3	8	4	2.0	0	0%	4	00:23:00	00:23:00	00:29:00						
Market St Su	01/11/2015	13	10	11	7	1.6	0	0%	7	00:08:36	00:08:36	00:24:00						
Market St Su	01/11/2015	14	6	9	6	1.5	0	0%	6	00:27:00	00:28:00	00:46:00						
Market St Su	01/11/2015	15	4	5	3	1.7	1	25%	4	00:36:15	00:36:15	00:58:00						
Market St Su	01/11/2015	16	3	3	3	1.0	0	0%	3	00:43:40	00:38:30	00:46:00						
Market St Su	01/11/2015	17		2	2	1.0	1	33%	3									
Market St Su	01/11/2015	18	10	7	4	1.8	5	56%	9	00:12:00	00:08:45	00:18:00						
Market St Su	01/11/2015	19	4	0	0	0.0	3	100%	3	00:26:30	00:39:00	00:40:00						
Market St Su	01/11/2015	20	3	4	3	1.3	2	40%	5	00:06:00	00:01:00	00:01:00						
Market St Su	**01/11/2015**		**48**	**53**	**35**	**1.5**	**13**	**27%**	**48**				**00:00:00**	**00:00:00**	**0**	**0**	**0**	**00:00:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Victoria St Th	05/11/2015	14	20	20	16	1.3	6	27%	22	00:25:12	00:23:09	00:33:00						
Victoria St Th	05/11/2015	15	22	20	13	1.5	3	19%	16	00:30:57	00:32:09	00:55:00						
Victoria St Th	05/11/2015	16	16	18	14	1.3	1	7%	15	00:48:07	00:48:13	00:58:00						
Victoria St Th	05/11/2015	17	9	23	14	1.6	3	18%	17	00:30:20	00:30:20	00:44:00						
Victoria St Th	05/11/2015	18	12	9	7	1.3	3	30%	10	00:38:35	00:36:22	00:53:00						
Victoria St Th	05/11/2015	19	9	10	6	1.7	1	14%	7	01:07:33	01:08:24	01:42:00						
Victoria St Th	05/11/2015	20	3	2	2	1.0	3	60%	5	01:30:40	01:27:00	01:27:00						
Victoria St Th	05/11/2015	21	1	2	2	1.0	2	50%	4	01:12:00	01:12:00	01:12:00						
Victoria St Th	05/11/2015	22	4	5	3	1.7	2	40%	5	00:49:15	00:55:20	01:29:00						
Victoria St Th	05/11/2015	23	2	2	1	2.0	0	0%	1	01:02:30								
Victoria St Th	06/11/2015	0	2	1	1	1.0	2	67%	3	04:46:00								
Victoria St Th	06/11/2015	1	1	0	0	0.0	1	100%	1	07:02:00								
Victoria St Th	06/11/2015	2	0	0	0	0.0	0	0%	0									
Victoria St Th	06/11/2015	3	0	0	0	0.0	0	0%	0									
Victoria St Th	06/11/2015	4	0	0	0	0.0	0	0%	0									
Victoria St Th	06/11/2015	5	0	0	0	0.0	0	0%	0									
Victoria St Th	06/11/2015	6	0	0	0	0.0	0	0%	0									
Victoria St Th	**05/11/2015**		**101**	**112**	**79**	**1.4**	**27**	**25%**	**106**				**00:00:00**	**00:00:00**	**0**	**0**	**0**	**00:00:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Victoria St F	06/11/2015	7	0	0	0	0.0	0	0%	0									
Victoria St F	06/11/2015	8	7	0	0	0.0	2	100%	2	00:44:25	00:38:40	00:41:00						
Victoria St F	06/11/2015	9	11	3	3	1.0	4	57%	7	01:14:05	01:14:13	01:33:00						
Victoria St F	06/11/2015	10	7	7	6	1.2	1	14%	7	00:54:17	00:52:10	01:07:00						
Victoria St F	06/11/2015	11	14	25	14	1.8	5	26%	19	00:23:04	00:21:36	00:29:00						
Victoria St F	06/11/2015	12	15	24	17	1.4	3	15%	20	00:17:04	00:15:46	00:29:00						
Victoria St F	06/11/2015	13	26	23	17	1.4	3	15%	20	00:18:46	00:18:07	00:28:00						
Victoria St F	06/11/2015	14	22	21	16	1.3	8	33%	24	00:17:54	00:17:54	00:25:00						
Victoria St F	06/11/2015	15	22	23	15	1.5	6	29%	21	00:11:38	00:11:06	00:25:00						
Victoria St F	06/11/2015	16	16	27	17	1.6	2	11%	19	00:10:22	00:10:36	00:22:00						
Victoria St F	06/11/2015	17	27	34	22	1.5	0	0%	22	00:15:02	00:07:14	00:14:00						
Victoria St F	06/11/2015	18	5	2	2	1.0	6	75%	8	00:53:24	00:48:00	00:54:00						
Victoria St F	06/11/2015	19	2	3	3	1.0	4	57%	7	00:01:30								
Victoria St F	30/10/2015	20	5	0	0	0.0	0	0%	0	00:12:36	00:10:45	00:21:00						
Victoria St F	30/10/2015	21	13	10	6	1.7	5	45%	11	00:46:41	00:52:00	01:15:00						
Victoria St F	30/10/2015	22	4	11	5	2.2	0	0%	5	00:47:00	00:47:00	00:55:00						
Victoria St F	30/10/2015	23	8	17	10	1.7	1	9%	11	00:25:45	00:27:42	00:38:00						
Victoria St F	31/10/2015	0	27	46	26	1.8	2	7%	28	00:08:13	00:08:02	00:16:00						
Victoria St F	31/10/2015	1	18	26	15	1.7	2	12%	17	00:21:36	00:20:56	00:34:00						
Victoria St F	31/10/2015	2	12	31	14	2.2	0	0%	14	00:19:05	00:19:05	00:28:00						
Victoria St F	31/10/2015	3	16	17	11	1.5	6	35%	17	00:05:15	00:02:24	00:06:00	00:00:10	00:01:30	2	0	0	00:02:00
Victoria St F	31/10/2015	4	2	3	2	1.5	0	0%	2	00:06:00	00:06:00	00:08:00						
Victoria St F	31/10/2015	5	0	0	0	0.0	0	0%	0									
Victoria St F	31/10/2015	6	0	0	0	0.0	0	0%	0									
Victoria St F	**06/11/2015**		**279**	**353**	**221**	**1.6**	**60**	**21%**	**281**				**00:00:01**	**00:01:30**	**2**	**0**	**0**	**00:02:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Victoria St Sa	31/10/2015	7	0	0	0	0.0	0	0%	0									
Victoria St Sa	31/10/2015	8	1	0	0	0.0	0	0%	0	00:05:00	00:05:00	00:05:00						
Victoria St Sa	31/10/2015	9	9	5	4	1.3	1	20%	5	00:13:26	00:15:00	00:34:00	00:00:20	00:01:00	2	0	0	00:01:00
Victoria St Sa	31/10/2015	10	12	17	13	1.3	1	7%	14	00:17:45	00:16:43	00:25:00						
Victoria St Sa	31/10/2015	11	12	15	14	1.1	0	0%	14	00:10:15	00:10:15	00:19:00						
Victoria St Sa	31/10/2015	12	20	17	12	1.4	0	0%	12	00:26:27	00:25:15	00:52:00						
Victoria St Sa	31/10/2015	13	15	22	15	1.5	1	6%	16	00:24:24	00:23:55	00:33:00						
Victoria St Sa	31/10/2015	14	20	28	17	1.6	1	6%	18	00:25:42	00:25:42	00:34:00						
Victoria St Sa	31/10/2015	15	15	38	23	1.7	1	4%	24	00:06:40	00:07:08	00:24:00						
Victoria St Sa	31/10/2015	16	21	47	20	2.4	1	5%	21	00:10:28	00:10:45	00:21:00						
Victoria St Sa	31/10/2015	17	20	25	14	1.8	1	7%	15	00:18:15	00:17:40	00:26:00						
Victoria St Sa	31/10/2015	18	7	12	7	1.7	1	13%	8	00:36:34	00:34:20	00:56:00						
Victoria St Sa	31/10/2015	19	6	15	7	2.1	2	22%	9	00:21:10	00:19:48	00:44:00						
Victoria St Sa	31/10/2015	20	15	20	10	2.0	2	17%	12	00:25:12	00:16:33	00:53:00						
Victoria St Sa	31/10/2015	21	8	2	1	2.0	6	86%	7	00:33:52	00:29:50	00:50:00						
Victoria St Sa	31/10/2015	22	24	45	23	2.0	3	12%	26	00:08:40	00:07:57	00:20:00	00:00:01	00:01:00	1	0	0	00:01:00
Victoria St Sa	31/10/2015	23	25	31	18	1.7	5	22%	23	00:14:36	00:14:42	00:22:00						
Victoria St Sa	01/11/2015	0	39	84	44	1.9	1	2%	45	00:01:46	00:01:42	00:07:00	00:00:48	00:03:56	15	4	0	00:09:00
Victoria St Sa	01/11/2015	1	54	85	48	1.8	5	9%	53	00:02:25	00:02:23	00:06:00	00:00:13	00:02:00	9	0	0	00:04:00
Victoria St Sa	01/11/2015	2	56	95	55	1.7	2	4%	57	00:01:17	00:01:16	00:04:00	00:00:15	00:01:50	12	1	0	00:09:00
Victoria St Sa	01/11/2015	3	37	58	31	1.9	5	14%	36	00:01:17	00:01:13	00:04:00	00:00:17	00:02:07	8	0	0	00:04:00
Victoria St Sa	01/11/2015	4	23	36	17	2.1	5	23%	22	00:03:23	00:03:00	00:11:00	00:01:10	00:06:40	2	4	0	00:09:00
Victoria St Sa	01/11/2015	5	2	3	3	1.0	1	25%	4	00:04:00	00:00:00	00:00:00						
Victoria St Sa	01/11/2015	6	1	0	0	0.0	1	100%	1	00:01:00								
Victoria St Sa	**31/10/2015**		**442**	**700**	**396**	**1.8**	**46**	**10%**	**442**				**00:00:15**	**00:03:03**	**49**	**9**	**0**	**00:09:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Victoria St Su	01/11/2015	7	0	0	0	0.0	0	0%	0									
Victoria St Su	01/11/2015	8	0	0	0	0.0	0	0%	0									
Victoria St Su	01/11/2015	9	1	0	0	0.0	0	0%	0	00:46:00	00:46:00	00:46:00						
Victoria St Su	01/11/2015	10	4	3	3	1.0	1	25%	4	00:36:00	00:38:40	00:53:00						
Victoria St Su	01/11/2015	11	5	5	3	1.7	3	50%	6	00:19:24	00:19:30	00:27:00						
Victoria St Su	01/11/2015	12	10	9	6	1.5	2	25%	8	00:08:48	00:08:42	00:21:00	00:00:06	00:01:00	1	0	0	00:01:00
Victoria St Su	01/11/2015	13	9	10	7	1.4	2	22%	9	00:20:20	00:19:08	00:37:00						
Victoria St Su	01/11/2015	14	10	5	2	2.5	5	71%	7	00:38:36	00:47:10	00:53:00						
Victoria St Su	01/11/2015	15	8	11	7	1.6	1	13%	8	00:33:52	00:36:48	00:40:00						
Victoria St Su	01/11/2015	16	7	14	6	2.3	2	25%	8	00:23:25	00:23:25	00:27:00						
Victoria St Su	01/11/2015	17	8	12	9	1.3	1	10%	10	00:14:22	00:12:36	00:21:00						
Victoria St Su	01/11/2015	18	0	0	0	0.0	2	100%	2									
Victoria St Su	**01/11/2015**		**62**	**69**	**43**	**1.6**	**19**	**31%**	**62**				**00:00:01**	**00:01:00**	**1**	**0**	**0**	

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Lich St Art Sa	31/10/2015	9	1	0	0	0.0	1	100%	1	00:00:00								
Lich St Art Sa	31/10/2015	10	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	11	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	12	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	13	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	14	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	15	1	0	0	0.0	1	100%	1	00:01:00								
Lich St Art Sa	31/10/2015	16	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	17	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	18	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	19	1	0	0	0.0	1	100%	1	00:01:00								
Lich St Art Sa	31/10/2015	20	1	0	0	0.0	1	100%	1	00:02:00								
Lich St Art Sa	31/10/2015	21	0	0	0	0.0	0	0%	0									
Lich St Art Sa	31/10/2015	22	3	4	1	4.0	2	67%	3	00:01:00	00:02:00	00:02:00						
Lich St Art Sa	31/10/2015	23	0	0	0	0.0	0	0%	0									
Lich St Art Sa	01/11/2015	0	2	1	1	1.0	1	50%	2	00:00:30	00:00:00	00:00:00						
Lich St Art Sa	01/11/2015	1	1	4	1	4.0	0	0%	1	00:02:00	00:02:00	00:02:00	00:00:30	00:02:00	1	0	0	00:02:00
Lich St Art Sa	01/11/2015	2	2	3	2	1.5	0	0%	2	00:00:00	00:00:00	00:00:00						
Lich St Art Sa	01/11/2015	3	1	0	0	0.0	1	100%	1	00:01:00								
Lich St Art Sa	01/11/2015	4	1	0	0	0.0	1	100%	1	00:00:00								
Lich St Art Sa	**31/10/2015**		**14**	**12**	**5**	**2.4**	**9**	**64%**	**14**				**00:00:10**	**00:02:00**	**1**	**0**	**0**	

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Lich St HSBC Sa	31/10/2015	9	2	1	1	1.0	1	50%	2	00:02:00	00:03:00	00:03:00						
Lich St HSBC Sa	31/10/2015	10	2	0	0	0.0	2	100%	2	00:05:00								
Lich St HSBC Sa	31/10/2015	11	1	0	0	0.0	1	100%	1	00:01:00								
Lich St HSBC Sa	31/10/2015	12	2	0	0	0.0	2	100%	2	00:04:00								
Lich St HSBC Sa	31/10/2015	13	1	0	0	0.0	0	0%	0	00:01:00								
Lich St HSBC Sa	31/10/2015	14	2	0	0	0.0	3	100%	3	00:01:00								
Lich St HSBC Sa	31/10/2015	15	4	0	0	0.0	4	100%	4	00:03:00								
Lich St HSBC Sa	31/10/2015	16	0	0	0	0.0	0	0%	0									
Lich St HSBC Sa	31/10/2015	17	2	0	0	0.0	2	100%	2	00:04:00								
Lich St HSBC Sa	31/10/2015	18	2	0	0	0.0	2	100%	2	00:01:00								
Lich St HSBC Sa	31/10/2015	19	4	1	1	1.0	2	67%	3	00:13:00	00:26:00	00:26:00						
Lich St HSBC Sa	31/10/2015	20	4	3	3	1.0	2	40%	5	00:01:00	00:01:00	00:02:00	00:00:20	00:01:00	1	0	0	00:01:00
Lich St HSBC Sa	31/10/2015	21	4	0	0	0.0	3	100%	3	00:05:00								
Lich St HSBC Sa	31/10/2015	22	12	4	2	2.0	11	85%	13	00:01:55	00:03:30	00:07:00						
Lich St HSBC Sa	31/10/2015	23	5	1	1	1.0	3	75%	4	00:05:00	00:04:00	00:04:00						
Lich St HSBC Sa	01/11/2015	0	7	7	4	1.8	4	50%	8	00:01:51	00:01:15	00:04:00	00:01:17	00:04:30	2	0	0	00:05:00
Lich St HSBC Sa	01/11/2015	1	6	6	4	1.5	1	20%	5	00:12:40	00:11:48	00:31:00						
Lich St HSBC Sa	01/11/2015	2	5	8	5	1.6	0	0%	5	00:14:48	00:14:48	00:58:00						
Lich St HSBC Sa	01/11/2015	3	8	14	6	2.3	2	25%	8	00:09:52	00:03:36	00:08:00	00:00:04	00:01:00	1	0	0	00:01:00
Lich St HSBC Sa	01/11/2015	4	4	3	2	1.5	3	60%	5	00:01:45	00:01:30	00:02:00	00:02:40	00:08:00	0	1	0	00:08:00
Lich St HSBC Sa	**31/10/2015**		**77**	**48**	**29**	**1.7**	**48**	**62%**	**77**				**00:00:24**	**00:03:48**	**4**	**1**	**0**	

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
North St F	06/11/2015	10	0	0	0	0.0	0	0%	0									
North St F	06/11/2015	11	0	0	0	0.0	0	0%	0									
North St F	06/11/2015	12	1	0	0	0.0	0	0%	0	00:04:00								
North St F	06/11/2015	13	0	0	0	0.0	1	100%	1									
North St F	06/11/2015	14	0	0	0	0.0	0	0%	0									
North St F	06/11/2015	15	0	0	0	0.0	0	0%	0									
North St F	06/11/2015	16	0	0	0	0.0	0	0%	0									
North St F	06/11/2015	17	1	0	0	0.0	1	100%	1	00:01:00								
North St F	06/11/2015	18	1	0	0	0.0	0	0%	0	00:02:00	00:02:00	00:02:00						
North St F	06/11/2015	19	0	1	1	1.0	0	0%	1									
North St F	06/11/2015	20	0	0	0	0.0	0	0%	0									
North St F	06/11/2015	21	0	0	0	0.0	0	0%	0									
North St F	06/11/2015	22	2	0	0	0.0	2	100%	2	00:16:30								
North St F	06/11/2015	23	4	0	0	0.0	2	100%	2	00:16:00	00:35:00	00:35:00						
North St F	07/11/2015	0	7	6	4	1.5	2	33%	6	00:26:51	00:28:40	01:16:00						
North St F	07/11/2015	1	3	9	5	1.8	1	17%	6	00:13:20	00:07:00	00:07:00						
North St F	**06/11/2015**		**19**	**16**	**10**	**1.6**	**9**	**47%**	**19**				**00:00:00**	**00:00:00**	**0**	**0**	**0**	

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
North St Sa	31/10/2015	15	0	0	0	0.0	0	0%	0									
North St Sa	31/10/2015	16	0	0	0	0.0	0	0%	0									
North St Sa	31/10/2015	17	0	0	0	0.0	0	0%	0									
North St Sa	31/10/2015	18	0	0	0	0.0	0	0%	0									
North St Sa	31/10/2015	19	1	4	1	4.0	0	0%	1									
North St Sa	31/10/2015	20	1	0	0	0.0	1	100%	1	00:01:00								
North St Sa	31/10/2015	21	1	0	0	0.0	1	100%	1	00:06:00								
North St Sa	31/10/2015	22	0	0	0	0.0	0	0%	0									
North St Sa	31/10/2015	23	4	1	1	1.0	2	67%	3	00:25:15	00:34:00	00:51:00						
North St Sa	01/11/2015	0	2	3	1	3.0	1	67%	2	00:06:30	00:12:00	00:12:00						
North St Sa	01/11/2015	1	5	10	5	2.0	1	29%	6	00:02:48	00:03:30	00:06:00						
North St Sa	01/11/2015	2	2	5	2	2.7	0	0%	2	00:01:30	00:01:30	00:03:00	00:00:12	00:01:00	1	0	0	00:01:00
North St Sa	01/11/2015	0	0	0	0	0.0	0	0%	0									
North St Sa	01/11/2015	0	0	0	0	0.0	0	0%	0									
North St Sa	**31/10/2015**		**16**	**23**	**10**	**2.3**	**6**	**39%**	**38**				**00:00:12**	**00:01:00**	**1**	**0**	**0**	**00:01:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Wulfruna St F	06/11/2015	23	0	0	0	0.0	0	0%	0									
Wulfruna St F	07/11/2015	0	0	0	0	0.0	0	0%	0									
Wulfruna St F	07/11/2015	1	0	0	0	0.0	0	0%	0									
Wulfruna St F	**06/11/2015**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**				**00:00:00**	**00:00:00**				

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Wulfruna St F (2)	30/10/2015	23	0	0	0	0.0	0	0%	0									
Wulfruna St F (2)	31/10/2015	0	0	0	0	0.0	0	0%	0									
Wulfruna St F (2)	31/10/2015	1	0	0	0	0.0	0	0%	0									
Wulfruna St F (2)	31/10/2015	2	0	0	0	0.0	0	0%	0									
Wulfruna St F (2)	31/10/2015	3	1	0	0	0.0	1	100%	1	00:01:00								
Wulfruna St F (2)	**30/10/2015**		**1**	**0**	**0**	**0.0**	**1**	**100%**	**1**				**00:00:00**	**00:00:00**	**0**	**0**	**0**	**00:00:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Wulfruna St Sa	31/10/2015	23	4	0	0	0.0	4	100%	4	00:01:15								
Wulfruna St Sa	01/11/2015	0	1	0	0	0.0	1	100%	1	00:01:00								
Wulfruna St Sa	01/11/2015	1	0	0	0	0.0	0	0%	0									
Wulfruna St Sa	01/11/2015	2	2	5	2	2.5	0	0%	2	00:00:30	00:00:30	00:01:00	00:00:12	00:01:00	1	0	0	00:01:00
Wulfruna St Sa	01/11/2015	3	2	6	2	3.0	0	0%	2	00:00:00	00:00:00	00:00:00						
Wulfruna St Sa	01/11/2015	4	2	4	1	4.0	1	50%	2	00:00:30	00:00:00	00:00:00						
Wulfruna St Sa	01/11/2015	5	0	0	0	0.0	0	0%	0									
Wulfruna St Sa	**31/10/2015**		**11**	**15**	**5**	**3.0**	**6**	**55%**	**11**				**00:00:04**	**00:01:00**	**1**	**0**	**0**	

Totals (no private)	**1895**	**2824**	**1582**	**1.8**	**321**	**17%**	**1903**	**62**	**11**	**5**

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PRIVATE RANK

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
I Wolv Stn	06/11/2015	6	9	2	2	**1.0**	0	0%	2	00:57:46	00:53:10	01:10:00						
I Wolv Stn	06/11/2015	7	12	6	5	**1.2**	3	38%	8	00:46:35	00:45:00	00:55:00						
I Wolv Stn	06/11/2015	8	26	24	20	**1.2**	4	17%	24	00:24:48	00:24:48	00:43:00						
I Wolv Stn	06/11/2015	9	20	28	24	**1.2**	1	4%	25	00:33:24	00:31:50	00:57:00						
I Wolv Stn	06/11/2015	10	11	7	7	**1.0**	1	13%	8	00:51:05	00:48:30	01:11:00						
I Wolv Stn	06/11/2015	11	16	18	15	**1.2**	4	21%	19	00:32:30	00:32:40	00:47:00						
I Wolv Stn	06/11/2015	12	20	19	16	**1.2**	1	6%	17	00:41:45	00:41:23	00:52:00						
I Wolv Stn	06/11/2015	13	14	21	13	**1.6**	1	7%	14	00:43:04	00:43:04	00:56:00						
I Wolv Stn	06/11/2015	14	30	35	26	**1.3**	3	10%	29	00:25:36	00:25:55	00:48:00	00:00:03	00:02:00	1	0	0	00:02:00
I Wolv Stn	06/11/2015	15	14	22	18	**1.2**	0	0%	18	00:26:12	00:26:12	00:40:00						
I Wolv Stn	06/11/2015	16	38	40	37	**1.1**	1	3%	38	00:11:30	00:11:30	00:27:00						
I Wolv Stn	06/11/2015	17	25	36	32	**1.1**	1	3%	33	00:11:50	00:11:50	00:24:00	00:00:10	00:03:30	2	0	0	00:05:00
I Wolv Stn	06/11/2015	18	56	67	49	**1.4**	0	0%	49	00:08:31	00:08:31	00:24:00						
I Wolv Stn	06/11/2015	19	39	41	37	**1.1**	1	3%	38	00:12:26	00:12:22	00:19:00						
I Wolv Stn	06/11/2015	20	37	41	33	**1.2**	3	8%	36	00:14:00	00:14:10	00:29:00						
I Wolv Stn	06/11/2015	21	31	44	35	**1.3**	0	0%	35	00:10:52	00:10:52	00:32:00						
I Wolv Stn	06/11/2015	22	60	64	56	**1.1**	0	0%	56	00:10:50	00:10:50	00:31:00	00:00:01	00:01:00	1	0	0	00:01:00
I Wolv Stn	06/11/2015	23	36	45	35	**1.3**	0	0%	35	00:14:41	00:14:41	00:38:00						
I Wolv Stn	07/11/2015	0	17	15	12	**1.3**	0	0%	12	00:39:10	00:39:10	00:53:00						
I Wolv Stn	07/11/2015	1	30	30	25	**1.2**	3	11%	28	00:25:18	00:25:28	00:55:00						
I Wolv Stn	07/11/2015	2	4	22	20	**1.1**	1	5%	21	00:05:30	00:07:20	00:09:00						
I Wolv Stn	**06/11/2015**		**545**	**627**	**517**	**1.2**	**28**	**5%**	**545**				**00:00:01**	**00:02:30**	**4**	**0**	**0**	

Grand total	3451	2099	**1.6**	349	**14%**	2448

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Appendix 3 –On-street public attitude survey summary results

Q1: Have you used a taxi in the last 3 months in the Wolverhampton area?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON		Totals	
Yes	204	60%	35	60%	62	61%	20	54%	26	53%	30	61%	31	65%	204	60%
No	138	40%	23	40%	39	39%	17	46%	23	47%	19	39%	17	35%	138	40%
Total	342	100%	58	100%	101	100%	37	100%	49	100%	49	100%	48	100%	342	100%

Q2: How often do you use a taxi within this area?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
Almost daily	15	6%	2	6%	4	5%	0	0%	2	5%	1	4%	6	14%
Once a week	50	19%	5	14%	16	21%	3	8%	10	24%	9	35%	7	16%
A few times a month	67	26%	11	31%	19	25%	9	24%	5	12%	12	46%	11	26%
Once a month	35	14%	6	17%	8	11%	4	11%	7	17%	4	15%	6	14%
Less than once a month	91	35%	11	31%	28	37%	21	57%	18	43%	0	0%	13	30%
Total	258	100%	35	100%	75	100%	37	100%	42	100%	26	100%	43	100%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	1

Resulting estimate of trips per person per month	1.6	2.0	1.2	2.2	1.7	3.8	2.1

Q3: How do you normally book a taxi within this area?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
At a Taxi rank	29	10%	10	27%	11	15%	3	8%	3	7%	0	0%	2	4%
Hail in the street	2	1%	0	0%	1	1%	1	3%	0	0%	0	0%	0	0%
Telephone a company	76	27%	14	38%	24	33%	8	22%	9	21%	10	20%	11	24%
Use a Freephone	24	8%	0	0%	1	1%	0	0%	8	19%	8	16%	7	15%
Use my mobile or smart phone	147	52%	13	35%	36	49%	25	68%	22	52%	25	51%	26	57%
Other - ONLINE	6	2%	0	0%	0	0%	0	0%	0	0%	6	12%	0	0%

Total	284	100%	37	100%	73	100%	37	100%	42	100%	49	100%	46	100%

Q4. If you book a taxi by phone, please tell us the three companies you use most?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
GO CARZ (717273)	135	**28%**	19	34%	28	29%	13	21%	35	40%	26	29%	14	15%
CENTRAL	101	**21%**	19	34%	25	26%	24	39%	18	20%	12	13%	3	3%
ABC	90	**19%**	9	16%	23	23%	2	3%	21	24%	24	27%	11	12%
WEDNESFIELD RADIO CARS	45	**9%**	1	2%	5	5%	4	6%	7	8%	24	27%	4	4%
BILSTON TAXIS	22	**5%**	0	0%	1	1%	0	0%	0	0%	1	1%	20	22%
ALPHA CARS	15	**3%**	2	4%	0	0%	6	10%	5	6%	2	2%	0	0%
FASTLINE	14	**3%**	1	2%	4	4%	9	15%	0	0%	0	0%	0	0%
ANDYS STAR	10	**2%**	0	0%	0	0%	0	0%	0	0%	0	0%	10	11%
STAR	10	**2%**	0	0%	0	0%	0	0%	0	0%	0	0%	10	11%
CITY CARS	8	**2%**	1	2%	1	1%	0	0%	1	1%	1	1%	4	4%
RAINBOW	5	**1%**	1	2%	4	4%	0	0%	0	0%	0	0%	0	0%
FORUM TAXIS	4	**1%**	0	0%	0	0%	0	0%	0	0%	0	0%	4	4%
ACE	3	**1%**	3	5%	0	0%	0	0%	0	0%	0	0%	0	0%
BEACON CARS	3	**1%**	0	0%	0	0%	2	3%	0	0%	0	0%	1	1%
RADIO CARS	3	**1%**	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
STREET CARS	3	**1%**	0	0%	0	0%	0	0%	0	0%	0	0%	3	3%
SPRGLEY TAXIS	2	**0%**	0	0%	0	0%	0	0%	0	0%	0	0%	2	2%
A1 CARS	2	**0%**	0	0%	2	2%	0	0%	0	0%	0	0%	0	0%
123 TAXIS	1	**0%**	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
5 STAR	1	**0%**	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
A 2 Z	1	**0%**	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
CENTRAL ABBEY CARS	1	**0%**	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%
CODSALL CARS	1	**0%**	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%
HOME AND AWAY	1	**0%**	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%
LINK UP	1	**0%**	0	0%	0	0%	0	0%	0	0%	0	0%	1	1%
NORTH TAXIS	1	**0%**	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
STATION	1	**0%**	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
WESTSIDE	1	**0%**	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Total	485		56	100%	98	100%	62	100%	88	100%	90	100%	91	100%

Q5: How often do you use a hackney carriage within the Wolverhampton area?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
Almost daily	4	1%	1	2%	1	1%	0	0%	1	2%	0	0%	1	2%
Once a week	9	3%	4	10%	4	4%	0	0%	0	0%	1	2%	0	0%
A few times a month	17	6%	2	5%	6	6%	3	8%	3	7%	2	4%	1	2%
Once a month	19	6%	4	10%	3	3%	5	14%	1	2%	2	4%	4	10%
Less than once a month	61	20%	12	29%	16	17%	10	27%	9	20%	8	17%	6	14%
I can't remember when I last used a hackney carriage	183	59%	17	41%	65	68%	19	51%	17	38%	35	73%	30	71%
I can't remember seeing a hackney carriage in the area	15	5%	1	2%	0	0%	0	0%	14	31%	0	0%	0	0%
Total	308	100%	41	100%	95	100%	37	100%	45	100%	48	100%	42	100%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	1

Resulting estimate of trips per person per month	**0.9**	**0.6**	**0.4**	**0.6**	**0.3**	**0.6**	**0.6**

Q6: Which ranks are you aware of in the Wolverhampton area?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
STATION	187	**45%**	28	47%	60	47%	24	35%	28	47%	29	48%	18	32%
MARKET STREET	78	**19%**	19	32%	21	32%	15	22%	7	12%	5	8%	11	20%
VICTORIA STREET	72	**17%**	8	14%	18	14%	15	22%	13	22%	12	20%	6	11%
BUS STATION	42	**10%**	1	2%	5	2%	13	19%	9	15%	8	13%	6	11%
BACK OF CHUBBS MARKET	1	**0%**	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
BHS	1		0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
BILLY WRIGHTS PUB	1		0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
BY BEATTIES	2		0	0%	1	0%	0	0%	0	0%	0	0%	1	2%
CASTLE STREET	2		0	0%	2	0%	0	0%	0	0%	0	0%	0	0%
CITY CENTRE	9	**2%**	0	0%	5	0%	0	0%	1	2%	2	3%	1	2%
DARLINGTON STREET	2		0	0%	0	0%	0	0%	0	0%	0	0%	2	4%
FALKLAND STREET	1		0	0%	0	0%	1	1%	0	0%	0	0%	0	0%
JOB CENTRE	1		0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
MARKS AND SPENCERS	4	**1%**	0	0%	0	0%	0	0%	1	2%	2	3%	1	2%
NEAR METRO	2		0	0%	2	0%	0	0%	0	0%	0	0%	0	0%
OUTSIDE BT	1		1	2%	0	2%	0	0%	0	0%	0	0%	0	0%
OUTSIDE GREGGS	1		0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
PIPERS ROW	1		0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
PRIMARK	1		0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
PRINCE ALBERT	1		0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
PRINCES STREET	1		1	2%	0	2%	0	0%	0	0%	0	0%	0	0%
QUEEN STREET	3	**1%**	0	0%	0	0%	0	0%	0	0%	0	0%	3	5%
QUEENS SQUARE	1		0	0%	0	0%	0	0%	0	0%	1	2%	0	0%
SUBWAY CITY CENTRE	1		0	0%	0	0%	0	0%	0	0%	1	2%	0	0%
TOWN CENTRE	1		1	2%	0	2%	0	0%	0	0%	0	0%	0	0%
VICTORIA	1		0	0%	0	0%	0	0%	1	2%	0	0%	0	0%
VICTORIA ROAD	1		0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
WILLENHALL	1		0	0%	0	0%	0	0%	0	0%	0	0%	1	2%
Total	420		59	100%	117	100%	68	100%	60	100%	60	100%	56	100%

Q7. Is there a location in the Wolverhampton area you would like to see a rank?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
BENTLEY BRIDGE SHOPPING CENTRE	2	**4%**	0	0%	0	0%	0	0%	0	0%	2	29%	0	0%
BILSTON ROAD	1	**2%**	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
BILSTON BUS STATION	4	**7%**	0	0%	0	0%	0	0%	0	0%	0	0%	4	33%
BROAD STREET	1	**2%**	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
BUS STATION	2	**4%**	0	0%	2	0%	0	0%	0	0%	0	0%	0	0%
DUDLEY ROAD SHOPPING CENTRE	3	**6%**	0	0%	0	0%	0	0%	3	33%	0	0%	0	0%
HIGH STREET WEDNESSFIELD	1	**2%**	0	0%	0	0%	0	0%	0	0%	1	14%	0	0%
HOSPITAL	3	**6%**	2	100%	1	100%	0	0%	0	0%	0	0%	0	0%
MANSFIELD STREET	1	**2%**	0	0%	0	0%	1	6%	0	0%	0	0%	0	0%
MARKET	2	**4%**	0	0%	0	0%	0	0%	0	0%	0	0%	2	17%
METRO STATION	1	**2%**	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
MORRISONS BILSTON	2	**4%**	0	0%	0	0%	0	0%	0	0%	0	0%	2	17%
OUTSIDE PC WORLD	1	**2%**	0	0%	0	0%	1	6%	0	0%	0	0%	0	0%
OUTSIDE SAINSBURYS	1	**2%**	0	0%	0	0%	1	6%	0	0%	0	0%	0	0%
QUEENS SQUARE	8	**15%**	0	0%	1	0%	3	19%	1	11%	2	29%	1	8%
QUEENS STREET	2	**4%**	0	0%	0	0%	0	0%	1	11%	1	14%	0	0%
RAILAW STREET	1	**2%**	0	0%	0	0%	1	6%	0	0%	0	0%	0	0%
SAINSBURYS BENTLEY BRIDGE	1	**2%**	0	0%	0	0%	0	0%	0	0%	1	14%	0	0%
STAFFORD STREET	8	**15%**	0	0%	1	0%	7	44%	0	0%	0	0%	0	0%
ST GEORGES	2	**4%**	0	0%	0	0%	2	13%	0	0%	0	0%	0	0%
ST JOHNS SHOPPING CENTRE	1	**2%**	0	0%	0	0%	0	0%	1	11%	0	0%	0	0%
SUMMER ROW	4	**7%**	0	0%	0	0%	0	0%	3	33%	0	0%	1	8%
TETTENHALL AREA	1	**2%**	0	0%	1	0%	0	0%	0	0%	0	0%	0	0%
WELLINGTON STREET	1	**2%**	0	0%	0	0%	0	0%	0	0%	0	0%	1	8%
Total	54		2	100%	8	100%	16	100%	9	100%	7	100%	12	100%

Q7a: For outer areas: Is there a specific place you would like to see a rank?	RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
ARGOS	0	0%	0	0%	0	0%	0	0%	1	4%	0	0%
BENTLEY BRIDGE SHOPPING CENTRE	0	0%	0	0%	0	0%	0	0%	4	16%	0	0%
BENTLEY BRIDGE PUB END	0	0%	0	0%	0	0%	0	0%	1	4%	0	0%
BILSTON BUS STATION	0	0%	0	0%	0	0%	0	0%	0	0%	2	40%
BILSTON SHOPPING CENTRE	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
CINEMA BENTLEY BRIDGE	0	0%	0	0%	0	0%	0	0%	5	20%	0	0%
DUDLEY ROAD	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%
DUDLEY ROAD SHOPPING CENTRE	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%
HALL STREET	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
LIDL BILSTON	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
PUREGYM	0	0%	0	0%	0	0%	0	0%	1	4%	0	0%
SAINSBURYS BENTLEY BRIDGE	0	0%	0	0%	0	0%	0	0%	11	44%	0	0%
SHOPPING AREA	0	0%	0	0%	0	0%	0	0%	2	8%	0	0%
SHOPPING CENTRE	0	0%	0	0%	0	0%	1	50%	0	0%	0	0%
TOP END OF MARKET UNDER ARCHWAY	0	0%	0	0%	0	0%	0	0%	0	0%	1	20%
Total	2	100%	0	100%	0	100%	2	100%	25	100%	5	100%

Q8: Have you had any problems with the local Hackney carriage service?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
Design of vehicle	1	1%	1	4%	0	0%	0	0%	0	0%	0	0%	0	0%
Driver issues	10	6%	3	13%	7	23%	0	0%	0	0%	0	0%	0	0%
Position of ranks	9	5%	0	0%	2	7%	2	6%	2	5%	2	8%	1	3%
Delay in getting a taxi	13	7%	4	17%	2	7%	0	0%	3	8%	2	8%	2	6%
Cleanliness	10	6%	1	4%	0	0%	3	9%	2	5%	2	8%	2	6%
Cost of hackney carriage fare	133	74%	14	61%	19	63%	26	81%	30	81%	17	68%	27	84%
Other – No	3	2%	0	0%	0	0%	1	3%	0	0%	2	8%	0	0%
Total	179	100%	23	100%	30	100%	32	100%	37	100%	25	100%	32	100%

Q9: What would encourage you to use taxis or use them more often?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
Better Vehicle	24	27%	1	11%	6	35%	6	32%	5	29%	4	20%	2	29%
More hackney carriages I could phone for	8	9%	1	11%	1	6%	0	0%	0	0%	6	30%	0	0%
Better Drivers	37	42%	2	22%	6	35%	12	63%	6	35%	7	35%	4	57%
More hackney carriages I could hail or get at a rank	10	11%	4	44%	3	18%	0	0%	2	12%	1	5%	0	0%
Better located ranks	10	11%	1	11%	1	6%	1	5%	4	24%	2	10%	1	14%
Other – Nothing	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total	89	100%	9	100%	17	100%	19	100%	17	100%	20	100%	7	100%

Q10: Do you consider you or anyone you know to have a disability that means you need an adapted vehicle?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
No	236	87%	36	82%	64	89%	31	84%	37	90%	41	89%	27	84%
Yes – WAV	12	4%	3	7%	5	7%	2	5%	1	2%	1	2%	0	0%
someone I know WAV	24	9%	5	11%	3	4%	4	11%	3	7%	4	9%	5	16%
Yes but not WAV	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Someone I know, but not WAV	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total	272	100%	44	100%	72	100%	37	100%	41	100%	46	100%	32	100%

Q11. Have you ever given up waiting for a hackney carriage in the Wolverhampton area?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
No	270	97%	32	97%	84	98%	36	97%	41	98%	47	98%	30	91%
Yes	9	3%	1	3%	2	2%	1	3%	1	2%	1	2%	3	9%
Total	279	100%	33	100%	86	100%	37	100%	42	100%	48	100%	33	100%

Q12. Have you ever tried stopping a hackney carriage in the streets in the Wolverhampton area?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
Yes	21	8%	8	24%	3	4%	2	5%	3	7%	2	4%	3	9%
No, not worth trying	24	9%	5	15%	7	9%	7	19%	3	7%	2	4%	0	0%
No	223	83%	21	62%	67	87%	28	76%	35	85%	42	91%	30	91%
Total	268	17%	34	100%	77	100%	37	100%	41	100%	46	100%	33	100%

Q13. Do you have regular access to a car?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
Yes	184	54%	31	54%	53	53%	25	68%	28	58%	27	55%	20	42%
No	155	46%	26	46%	47	47%	12	32%	20	42%	22	45%	28	58%
Total	339	100%	57	100%	100	100%	37	100%	48	100%	49	100%	48	100%

Q14. Do you think the people in the Wolverhampton area who have disabilties get a good service from hackney carriage vehicles and drivers?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
Yes, they do	215	78%	26	68%	54	71%	35	100%	33	83%	35	76%	32	80%
No they don't	10	4%	2	5%	6	8%	0	0%	0	0%	1	2%	1	3%
I don't know	50	18%	10	26%	16	21%	0	0%	7	18%	10	22%	7	18%
Total	275	100%	38	100%	76	100%	35	100%	40	100%	46	100%	40	100%

Q15: Do you live in this area?			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON	
Yes	289	89%	48	91%	81	86%	32	86%	45	98%	42	89%	41	87%
No	35	11%	5	9%	13	14%	5	14%	1	2%	5	11%	6	13%
Total	324	100%	53	100%	94	100%	37	100%	46	100%	47	100%	47	100%

Q16: Gender			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON		Census
1. Male	173	51%	35	61%	53	53%	16	43%	28	57%	22	45%	19	41%	49%
2. Female	165	49%	22	39%	47	47%	21	57%	21	43%	27	55%	27	59%	51%
Total	338	100%	57	100%	100	100%	37	100%	49	100%	49	100%	46	100%	

Q17: Age			RAILWAY		TOWN CENTRE		BUS STATION		DUDLEY ROAD		BENTLEY BRIDGE		BILSTON		Census
1. Under 30	100	29%	14	25%	36	36%	14	36%	11	22%	12	24%	13	27%	27%
2. 31 – 55	148	43%	26	46%	45	45%	13	45%	21	43%	26	53%	17	35%	40%
3. Over 55	93	27%	17	30%	20	20%	10	20%	17	35%	11	22%	18	38%	33%
Total	341	100%	57	100%	101	100%	37	100%	49	100%	49	100%	48	100%	

Appendix 4 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person	Views returned?
5	**Supermarkets**	
	Sainsbury's Bentley Bridge	Y
	Morrison's Bilston	Y
	Asda Wolverhampton	N
	Waitrose Wolverhampton	Y
	Avion Centre	(R)
	Marks and Spencer Wolverhampton	N
5	**Hotels**	
	Park View Hotel	Y
	Wulfurn Hotel	N
	Premier Inn Wolverhampton City Centre	Y
	Mercure Wolverhampton Goldthorn	Y
	Restaurants	
	Catellani's	Y
	Rocco	Y
	India Gates	N
	Massala Lounge	N
5	**Night clubs / Entertainment / Pubs**	
	Dog Track	Y
	Races	N
	Wolverhampton Wanderers	N
	Theatre	N
	Giffard Arms	N
	Lych Gate Tavern	Y
	Royal London	N
	The Olde White Rose Inn	N
	Sir Henry Newbolt	Y
	Nickleodeon Fayre and Square	Y
	Barley Mow	N
	Gunmakers Arms	Y
	Gorgeous	N
	The Robin Club Bilston	Y
	Faces	N
	CRC Manhattans	Y
	Popworld	N

5	**Hospital**	
	New Cross	N
5	**Disability, equality and other local group representatives**	
	Women of Wolverhampton	Y
	Equalities Officer	Y
	Development Officer	Y
	Once Voice Action for Disability	Y
	BBP Security	Y
5	**Police**	
	West Midlands Police	Y
6	**Hackney carriage and private hire trade**	
	Via survey to all drivers	Y

Agenda Item No:

CITY OF WOLVERHAMPTON COUNCIL

Licensing Committee

15 June 2016

Report Title	Future Provision of Hackney Carriage and Private Hire Services
Accountable Strategic Director	Kevin O'Keefe Governance
Originating service	Governance
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Recommendation(s) to be noted:

The Licensing Committee is recommended to:-

(i) Note the findings of the Hackney Carriage Demand Survey attached at Appendix A to this report.

Recommendation(s) for action or decision:

The Licensing Committee is recommended to:-

(i) Agree to the proposals following the Hackney Carriage Demand Survey as detailed in Section 3 of the report, that:

- New Hackney Carriage vehicle licences will only be granted to new type approved vehicles
- A further Hackney Carriage Demand Survey be commissioned in three years time.
- CCTV cameras are purchased to assist with the enforcement of Hackney Ranks.

- Employees work with colleagues in Communications to improve information to the public and visitors to the city centre on the locations where Hackney Carriage services are available.

- Employees establish a Taxi Users Forum

(ii) Agree the proposed pilot arrangements for vehicle testing requirements and age limits as detailed at Section 4 of the report.

(iii) Agree the revisions to Private Hire Driver, Vehicle and Operator conditions as detailed at Section 5 of the report.

1.0 Purpose

1.1 Last March the Licensing Committee agreed to commission an independent Hackney Carriage Demand Survey to provide a detailed analysis of the current demand for Hackney Carriage services across the city and the ability of the existing fleet to meet that demand.

1.2 This paper details the findings of the survey and proposes several revisions to the licensing arrangements for Hackney Carriages following the survey.

1.3 The paper also sets out several other proposed revisions to Hackney Carriage and Private Hire licensing requirements following developments from the proposals detailed in the Deregulation Act 2015 and discussions at the recent trade working groups.

2.0 Background

2.1 On 25 March 2015 the Licensing Committee agreed to commission a Hackney Carriage Demand Survey. This was previously negotiated through the trade working groups and followed concerns from the trade at the implementation of a previously agreed policy to relax age limits on vehicles applying for new Hackney Carriage licences. On 13 February 2013 the Licensing Committee agreed a series of proposals to incrementally relax the Hackney Carriage new vehicle age criteria and stimulate growth in the fleet.

2.2 The relaxations allowed vehicles up to two and then four years of age join the fleet from 1 April 2013 and 2014 respectively. The requirement that all Hackney Carriages are purpose built and wheel chair accessible remained.

2.3 The final increment of the revised age criteria was scheduled to come into effect on 1 April 2015.

2.4 The policy had a limited impact with only five additional vehicles joining the fleet using the relaxed criteria.

2.5 Prior to the implementation of the final increment the trade expressed concerns that the original ambitions of the policy detailed above were no longer relevant and requested that the number of Hackney Carriage licences issued by the council is capped at its current level. In order to introduce a cap on Hackney Carriage licences the council is required to evidence the existing fleet is sufficient to meet existing demand, this must be through an independent Hackney Carriage Demand Survey.

2.6 As detailed above the Licensing Committee agreed to commission a survey and this was completed earlier this year. A copy of the survey is attached at Appendix A to this report.

3.0 Proposals following the Hackney Carriage Demand Survey

3.1 In consideration of the findings detailed in the Hackney Carriage Demand Survey, Licensing Committee are recommended to agree the following proposals:

- New Hackney Carriage vehicle licences will only be granted to new type approved vehicles

- A further Hackney Carriage Demand Survey be commissioned in three years time.

- CCTV cameras are purchased to assist with the enforcement of Hackney Ranks.

- Employees work with colleagues in Communications to improve information to the public and visitors to the city centre on the locations where Hacknet Carriage services are available.

- Employees establish a Taxi Users Forum to enable taxi service customers an avenue to liaise with the trade and Licensing Services.

3.2 It is proposed that the first item above is introduced with immediate effect.

4.0 Pilot arrangements for vehicle testing requirements and age limits

4.1 In the last ten years the Licensing Committee have agreed to several incremental relaxations in testing requirements and vehicle age limits for Hackney Carriage and private hire vehicles. These relaxations have generally been introduced initially as pilot measures which have been closely monitored and reported back to Licensing Committee.

4.2 These changes have not compromised public safety. The standard of vehicles being licensed and presented to Licensing Services has improved noticeably since the last of these pilot measures was made permanent in 2013.

4.3 Through the trade working groups the trade have requested that the following additional measures are considered by the Licensing Committee:

- That MOT test frequency is revised to allow vehicles that are up to ten years of age to be tested once a year (currently vehicles are tested once a year up to the age of six, then twice a year).

- The private hire age limit for a new vehicle to join the fleet is revised from under 10 years of age to under 12. But that the retirement remains unchanged at no older than 12 years of age.

- That the Hackney Carriage replacement vehicle age is returned to the previous requirement that the new vehicle is no older than the one it replaces rather than the existing requirement that the new vehicle is no older than five years of age. It is also proposed that where a suitable replacement vehicle is identified but this is within 12 months of the upper age limit that this vehicle could be licensed, however it would require an MOT and maintenance report from the Council's Culwell Street depot and approval from a Licensing Section Leader having regard to the exceptional condition criteria already in place.

4.4 As detailed above employees have not identified any problems with previous relaxations in vehicle age limits or testing arrangements. However the Licensing Committee is again only recommended to approve these proposals on a twelve month pilot basis. This will allow employees to properly assess the impact of these changes, particularly through increased roadside patrols in partnership with the Police and VOSA.

4.5 It was the shared view of both the trade and employees that these revisions would represent the final incremental steps in the process of gradual relaxation of vehicle age limits. As whilst public safety may not be compromised, it was universally agreed that saloon vehicles of 15 or 16 years of age should not be licensed private hire vehicles.

5.0 Revisions to Private Hire Driver, Vehicle and Operator Conditions

5.1 The recent cycle of trade working group meetings and developments resulting from the cross border sub-contracting provisions in the Deregulation Act 2015 have identified several proposed revisions to private hire conditions, these are detailed below.

5.2 The following addition is proposed for driver conditions:

- That drivers are required to advise Licensing Services of the operator base at which they intend to work, this must be in writing as prescribed and received prior to commencing work with the new operator.

- Drivers may not change their operator more than once within a 48 hour period.

5.3 The following additions are proposed for operator conditions:

- Where an operator accepts a sub-contracted fare from another operator the journey records must be recorded as in accordance with these conditions. However, operators are also required to record the operator from which the fare was sub-contracted from, the time at which this took place and that the sub-contracted fare was accepted. Please note that these records may be generated digitally.

- Where an operator accepts a sub-contracted fare from an operator licensed in another Licensing Authority area, then within reason, the operator must comply with requests for records of that fare from authorised officers of the Licensing Authority from the area in which the original booking was taken.

- At all times an operator is actively dispatching vehicles there shall be an identified phone number on which the operator (or their nominee) is available for contact by authorised officers of the Licensing Authority and the operators shall provide any information requested regarding journeys that have been dispatched and/or booked through the operator.

5.4 A discussion also took place regarding the use of magnetic door stickers and whether these should be prohibited through the vehicle conditions. No consensus was arrived at by the trade. As such the Licensing Committee are requested to consider this issue.

6.0 Trade Consultation

6.1 All of the proposals detailed above have been considered at the recent trade working group meetings.

6.2 With the exception of Section 5.4, the trade are supportive of all the proposals detailed in this paper.

7.0 Financial implications

7.1 There are financial implications arising from this report. The cost of the CCTV cameras to be installed at taxi ranks is approximately £20,000. This cost will be met from the approved Licensing Services budgets 2016/17. [TK/10062016/L]

8.0 Legal implications

8.1 The law governing the licensing of Hackney Carriage vehicles is largely contained within The Town Police Clauses Act 1847, as amended and the Local Government (Miscellaneous Provisions) Act 1976

8.2 Hackney Carriage and Private Hire licensing is a non-executive function and it is therefore the responsibility of Licensing Committee to determine the policy and procedures in respect of this matter. {SH/09062016/C}

9.0 Equalities implications

9.1 There are equalities issues arising from this report. The establishment of the Taxi Users Forum will allow a range of services users to contribute to policy development.

10.0 Human resources implications

10.1 There are no human resources implications arising from this report.

11.0 Schedule of background papers

(i) Licensing Committee, Future Provision of Hackney Carriage Services, 13 February 2013

(ii) Licensing Committee, Proposed Revisions to Hackney Carriage and Private Hire Vehicle Criteria, 20 November 2013

(iii) Licensing Committee, Hackney Carriage Provision, 25 March 2015

(iv) Licensing Committee, Proposed Revision to Hackney Carriage and Private Hire Vehicle, Driver and Operator Criteria, 22 July 2015