Brighton and Hove Hackney Carriage Unmet Demand Survey

Final Report

Brighton and Hove City Council

October 2012

Halcrow
A CH2M HILL COMPANY

Brighton and Hove Hackney Carriage Unmet Demand Survey

Final Report

Brighton and Hove City Council

October 2012

Halcrow Group Limited
Arndale House, Otley Road, Headingley, Leeds
LS6 2UL
tel 0113 220 8220 fax 0113 274 2924
halcrow.com

Halcrow
A CH2M HILL COMPANY

Document history

Brighton and Hove Hackney Carriage Unmet Demand Survey

Final Report

Brighton and Hove City Council

This document has been issued and amended as follows:

Version	Date	Description	Created by	Verified by	Approved by
1.1	28/09/12	Draft Report	Pam Murray	Katie Dixon	Liz Richardson
1.2	09/10/12	Revised Draft Report	Katie Dixon	Liz Richardson	Liz Richardson
1.3	12/10/12	Final Report	Katie Dixon	Liz Richardson	Liz Richardson
1.4	18/10/12	Final Report (version 2)	Katie Dixon	Liz Richardson	Liz Richardson
1.5	31/10/12	Final Report (version 3)	Katie Dixon	Liz Richardson	Liz Richardson

Contents

Appendices

1 Introduction

1.1 General

This study has been conducted by Halcrow on behalf of Brighton and Hove City Council (BHCC). Brighton and Hove City Council requires a piece of research into the provision of Hackney Carriages and Private Hire Vehicles throughout the city. The purpose of the study is to determine:

- Whether there is any evidence of significant unmet demand for hackney carriage services in Brighton and Hove;
- If significant unmet demand is found, recommend how many licences would be required to meet this; and
- Assess the provision and demand for wheelchair accessible vehicles.

In 2010 the Department for Transport (DfT) re issued Best Practice Guidance for Taxi and Private Hire licensing. The Guidance restates the DfT's position regarding quantity restrictions. Essentially, the DfT stated that the assessment of significant unmet demand, as set out in Section 16 of the 1985 Act, is still necessary but not sufficient in itself to justify continued entry control. The Guidance provides local authorities with assistance in local decision making when they are determining the licensing policies for their local area. Guidance is provided on a range of issues including: flexible taxi services, vehicle licensing, driver licensing and training.

The Equality Act 2010 provides a new cross-cutting legislative framework to protect the rights of individuals and advance equality of opportunity for all; to update, simplify and strengthen the previous legislation; and to deliver a simple, modern and accessible framework of discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society.

The provisions in the Equality Act will come into force at different times to allow time for the people and organisations affected by the new laws to prepare for them. The Government is considering how the different provisions will be commenced so that the Act is implemented in an effective and proportionate way. Some provisions came into force on the 1st October 2010 and some are still waiting to be implemented.

Sections 165, 166 and 167 of the Equality Act 2010 are concerned with the provision of wheelchair accessible vehicles and place obligations on drivers of registered vehicles to carry out certain duties unless granted an exemption by the licensing authority on the grounds of medical or physical condition. From 1 October 2010, Section 166 allows taxi drivers to apply to their licensing authority for an exemption from Section 165 of the Equality Act 2010.

Section 161 of the Equality Act 2010 qualifies the law in relation to unmet demand, to ensure licensing authorities that have 'relatively few' wheelchair accessible taxis operating in their area, do not refuse licences to such vehicles for the purposes of controlling taxi numbers. For section 161 to have effect, the Secretary of State must make regulations specifying:

- the proportion of wheelchair accessible taxis that must operate in an area before the respective licensing authority is lawfully able to refuse to license such a vehicle on the grounds of controlling taxi numbers; and

- the dimensions of a wheelchair that a wheelchair accessible vehicle must be capable of carrying in order for it to fall within this provision.

In July 2012 the DfT (via a written response to a question) stated it is considering the case for commencing section 161 of the Equality Act in the context of the review of taxi and private hire vehicle licensing being carried out by the Law Commission.

The Law Commission are currently looking into reform of the taxi and private hire industry. In May 2012 a series of proposals were published for people to consult on. This consultation period closed in September 2012. Proposed changes include national minimum safety standards for all vehicles, improving provision for persons with disabilities, quantity restrictions and enforcement.

2 Background

2.1 General

This section of the report provides a general background to the taxi market in Brighton and Hove and the relevant legislation governing the market.

2.2 Brighton and Hove Overview

Brighton and Hove is located on the south coast of England. The resident population of Brighton and Hove was estimated to be 273,400 at the 2011 census (Office for National Statistics 2012). The area is a popular holiday destination attracting around eight million visitors per year with a spend of approximately £408 million.

2.3 Background to the Hackney Carriage Market in Brighton and Hove

Brighton and Hove City Council has a history of restricting the number of hackney carriage licences. There are currently 545 hackney carriage licences with an additional five wheelchair accessible licences issued annually. (The 5 licences for 2012 were issued during the study bringing the total to 545 from 540.) This provides Brighton and Hove with a hackney carriage provision of one hackney per 502 resident population. Hackney carriages in Brighton and Hove are white and aqua and are usually a purpose built vehicle or a saloon car with a large roof sign.

Brighton and Hove City Council also licence approximately 441 private hire vehicles. Private hire vehicles are not white and aqua in colour, have door signs providing details of their operator and a green plate on the rear of the vehicle.

2.4 Provision of Hackney Carriage Stands

There are currently 59 official ranks located across the Brighton and Hove licensing district. A list of the ranks observed is included in Chapter 5.

Plates 1 and 2 show two of the main ranks in Brighton and Hove.

Plate 1 – Railway Station Forecourt

Plate 2 – East Street

2.5 Hackney Carriage Fares and Licence Premiums

Hackney carriage fares are regulated by the Local Authority. There are five tariffs across the following periods;

- Normal fare (all hirings except those below)
- Late night (21:00 – 06:00), Sundays (06:00 – 21:00), Bank holiday (to midnight excluding Christmas and New Year)
- Late night (Friday and Saturday nights midnight – 06:00)
- Christmas Day and Boxing Day (21:00 on 24th December – 06:00 27th December), New Year (06:00 and 10:00 1st January)
- New Year (21:00 on 31st December – 06:00 1st January)

The standard charge tariff is made up of two elements; and initial fee (or "drop") for entering the vehicle, and a fixed price addition for each mile or uncompleted part thereof travelled, plus fixed additions for waiting time. The tariff is higher if there are more than four passengers to transport. The fares for journeys with 5 – 8 passengers are shown as tariffs 5 – 10 in Table 2.1. A standard two-mile daytime fare undertaken by one individual would therefore be £6.40. Table 2.1 outlines the fare structure in more detail.

Table 2.1 Brighton and Hove Hackney Carriage Fare Tariff 2012

For journeys with 1 to 4 passengers the following tariffs may apply	Tariff 1	Tariff 2	Tariff 3	Tariff 4	Tariff 5
Initial distance not exceeding 640 yards or 2 minutes 24 secs or a combination	£2.80	£3.80	£4.40	£3.90	£5.20
For all or part of each subsequent 160 yards or 36 secs or a combination	20p	20p	20p	30p	40p
For journeys with 5 to 8 passengers the following tariffs may apply	**Tariff 6**	**Tariff 7**	**Tariff 8**	**Tariff 9**	**Tariff 10**
Initial distance not exceeding 640 yards or 2 minutes 24 secs or a combination	£3.90	£5.40	£6.60	£5.85	£7.80
For all or part of each subsequent 160 yards or 36 secs or a combination	30p	30p	30p	45p	60p
Extra Charges:					
Fouling Fee	£50.00				
Booking Fee (telephone and prebook)	20p				
Road Charges and Tolls	To be agreed with customer prior to hire commencing				

Source: Brighton and Hove City Council July 2012

The Private Hire and Taxi Monthly magazine publish monthly league tables of the fares for 363 authorities over a two mile journey. Each journey is ranked with one being the most expensive, the September 2012 tables show Brighton and Hove rated 17th in the table – therefore Brighton and Hove has higher than average fares. Table 2.2 provides a comparison of where neighbouring and nearby authorities rank in terms of fares. It shows that fares in Brighton and Hove are somewhat in the middle in comparison to neighbouring authorities.

It is estimated that there is a premium of around £45,000 on a hackney carriage licence in Brighton and Hove at this time. This has increased from the estimate of £35,000 during the study in 2009.

Table 2.2 Comparison of Neighbouring Authorities in terms of Fares (figures are ranked out of a total of 363 Authorities with 1 being the most expensive)

Local Authority	Rank
Adur	9
Arun	15
Brighton and Hove	**17**
Mid Sussex	20
Horsham	44
Eastbourne	124
Lewes	145
Worthing	158

Source: Private Hire and Taxi Monthly, September 2012

2.6 Brighton and Hove Local Transport Plan 2011-2026

This section considers the taxi (hackney and private hire) market within a wider context of transport policy. Taxis provide an important service for the public and have the potential to form an important part of an integrated public transport system.

The Local Transport Plan process required local authorities to consider in a holistic manner, how transport provision for their area contributes to wider objectives such as economic growth, accessibility, the environment and safety. Taxis are an integral part of local transport provision and should be taken into account within this provision.

Brighton and Hove's third transport plan will ensure;

- the continued maintenance of the transport network
- better management or use for the transport network and the demands for movement that are placed upon it
- the improvement of the network in an innovative way which delivers effective and efficient integrated transport schemes and solutions to meet the needs of the city.

The plan states that in order to effectively improve the availability of wheelchair accessible vehicles, a pilot scheme will be launched whereby direct contact details for licensed drivers able to carry wheelchair passengers are made available to the public. This scheme has now been launched with the contact details of drivers consenting to participate in the scheme being made available. In addition, a taxi voucher scheme is currently in place. This scheme will allow residents eligible for bus pass but who are unable to utilise buses due to a disability, £65 worth of taxi vouchers per year. Some seven companies in Brighton and Hove take part in the scheme.

3 Benchmarking

3.1 Introduction

In order to assess the current level of taxi provision in Brighton and Hove, it is necessary to benchmark Brighton and Hove against other authorities which are classified by CIPFA (Chartered Institute of Public Finance and Accounting) as it's statistically nearest neighbours.

The Statistically nearest neighbours are authorities which are of similar socio-economic standing to Brighton and Hove and can be used for comparison purposes. They include; Southampton, Bournemouth, Southend-on-Sea, Portsmouth, Bristol, Hastings, Plymouth, Blackpool, Cheltenham and Eastbourne. Rugby Council has also been included in the benchmarking exercise at the request of Brighton and Hove Council.

Brighton and Hove has been benchmarked against these authorities on the following characteristics;

- Fleet composition;
- Population per hackney;
- Population per taxi;
- Entry control policy;
- Proportion of fleet that is wheelchair accessible;
- Disability living allowance/incapacity benefit claimants; and
- Fares

3.2 Fleet Composition

Figure 3.1 documents the fleet size for a number of licensing authorities in the UK. Bristol has the largest fleet of both hackney carriage vehicles (785 vehicles) and private hire vehicles (942 vehicles). Hastings has the smallest hackney carriage fleet (48 vehicles) whilst Rugby has the smallest private hire fleet at 110 vehicles.

Brighton and Hove has the second largest hackney carriage fleet and the sixth largest private hire fleet, placing it near the middle of the comparable authorities in terms of its overall fleet size.

Figure 3.2 demonstrates that Brighton and Hove has lowest number of people per hackney carriage, thereby indicating that it has the best provision of the authorities shown. Rugby has the highest number of people per hackney carriage, and therefore the worst provision. When considering the per capita provision in terms of the whole 'taxi' fleet (hackney carriage and private hire), Blackpool has the best provision and Rugby, again has the lowest provision. Figure 3.3 shows Brighton and Hove is situated fifth of the eleven authorities, indicating an average provision per taxi.

Figure 3.1 Fleet Composition

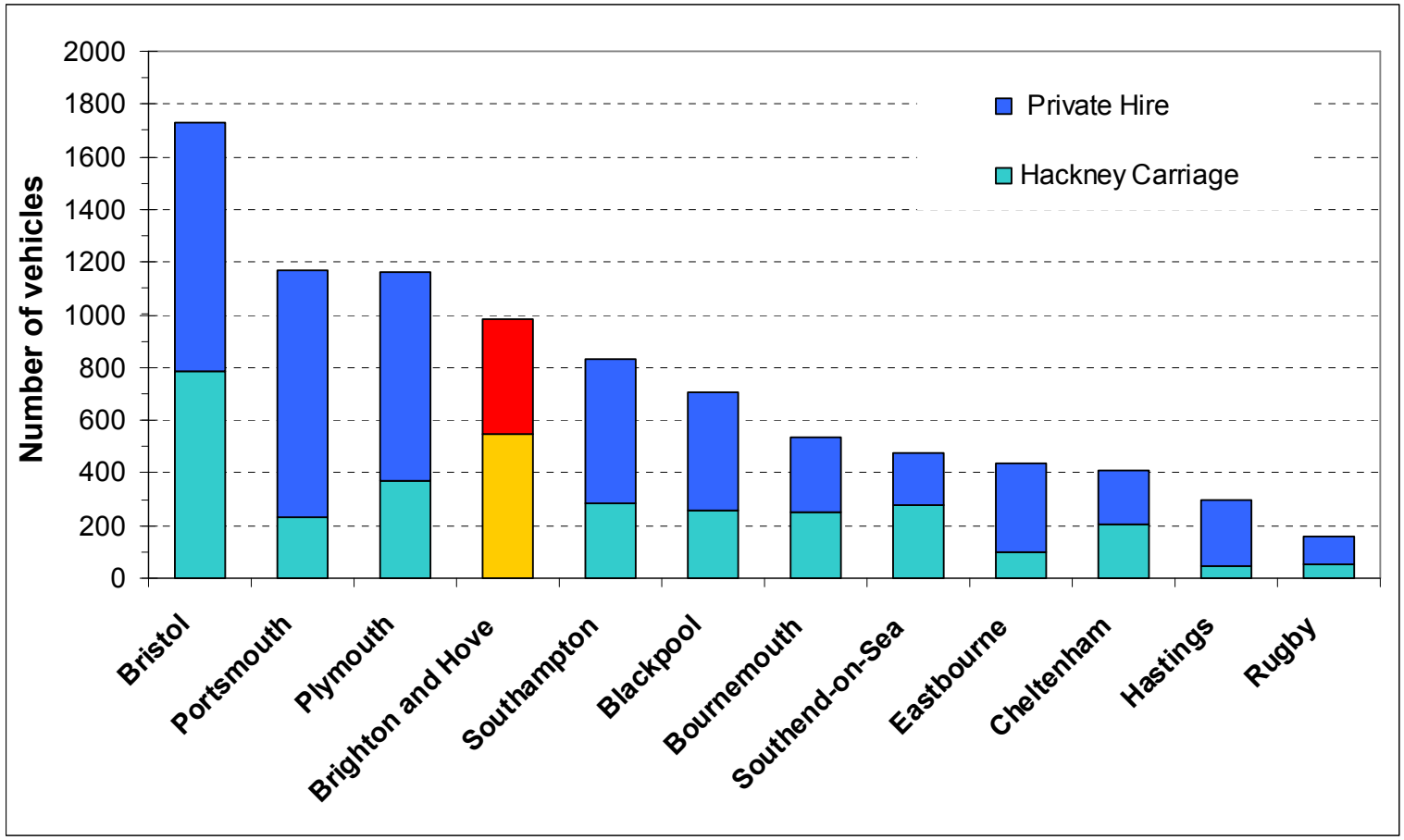


Figure 3.2 Population per hackney across the different licensing authorities

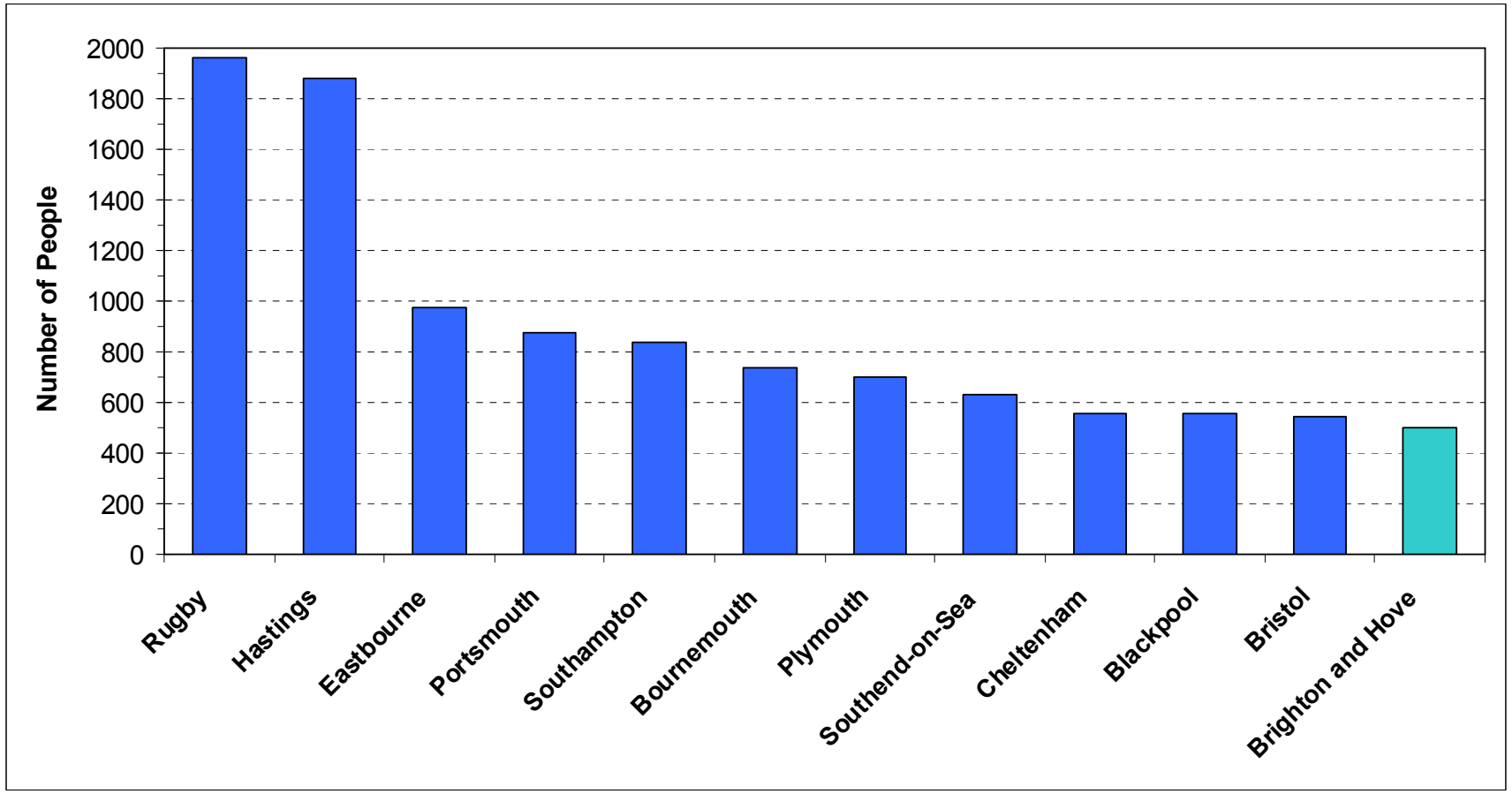
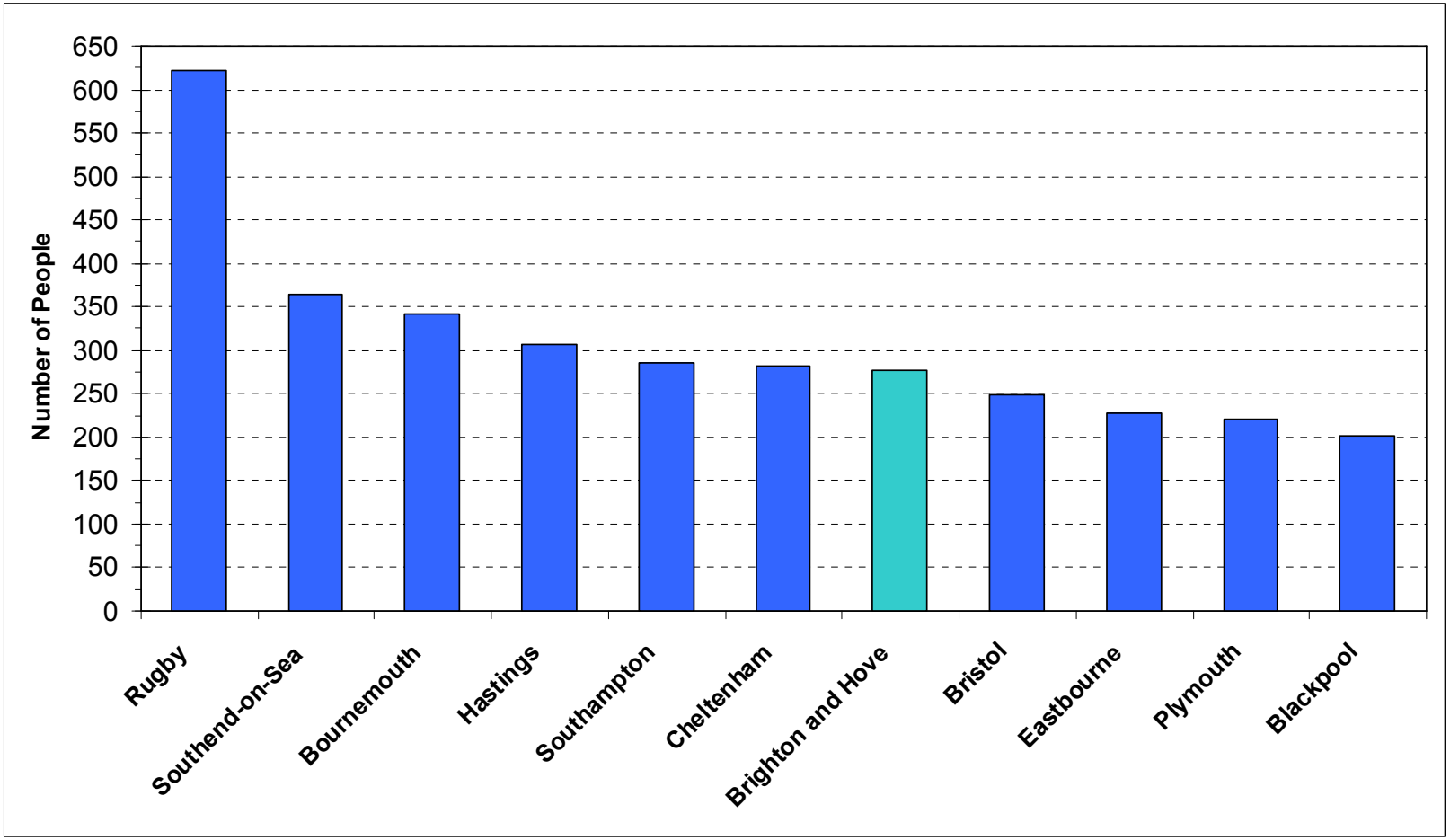


Figure 3.3 Fleet provision per capita



3.3 Wheelchair Provision

Information on the number of wheelchair accessible hackney carriage and private hire vehicles was obtained where possible from the benchmarking authorities. Figure 3.4 shows the proportion of the hackney carriage fleet which is wheelchair accessible in each authority. Bristol and Plymouth have a 100% accessible hackney carriage vehicle policy. Some 30.6% of the fleet are accessible in Brighton and Hove and it is ranked in the middle of the comparable authorities.

Figure 3.5 shows the proportion of the private hire fleet which is accessible in each authority (where data was available). This indicates of the seven authorities compared, Brighton and Hove has the third best provision at 8% of the private hire fleet.

Figure 3.4 Hackney Carriage Fleet – Proportion Wheelchair Accessible

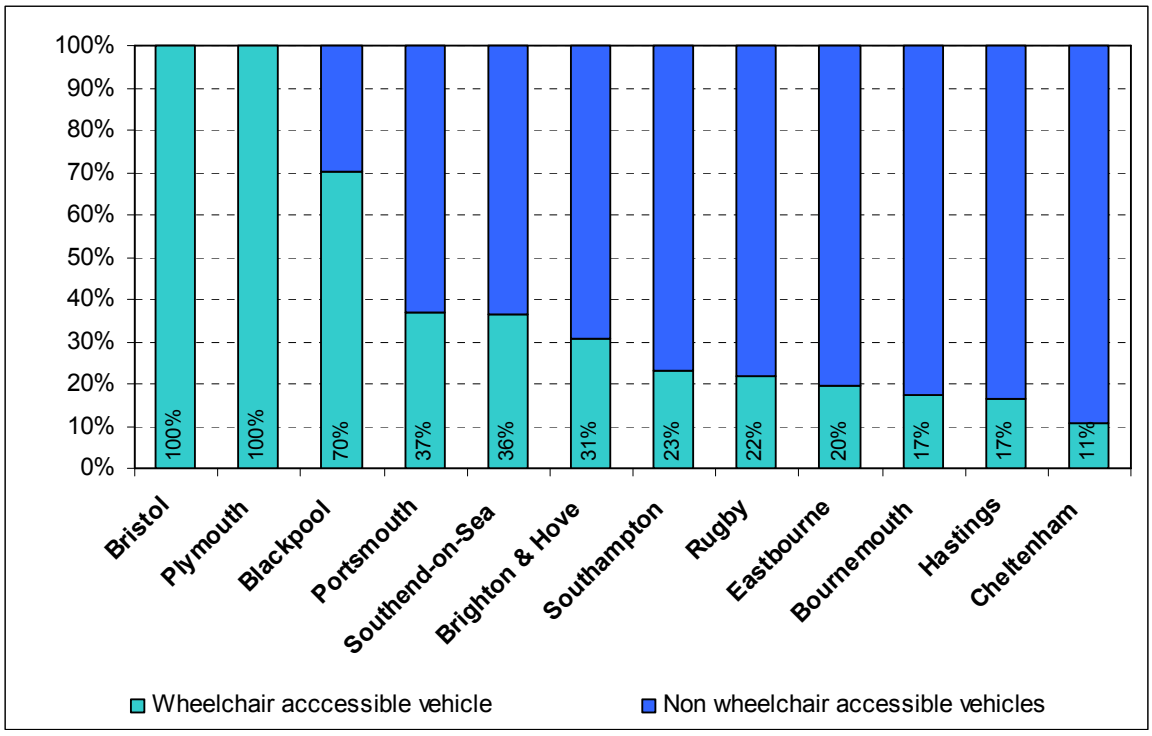
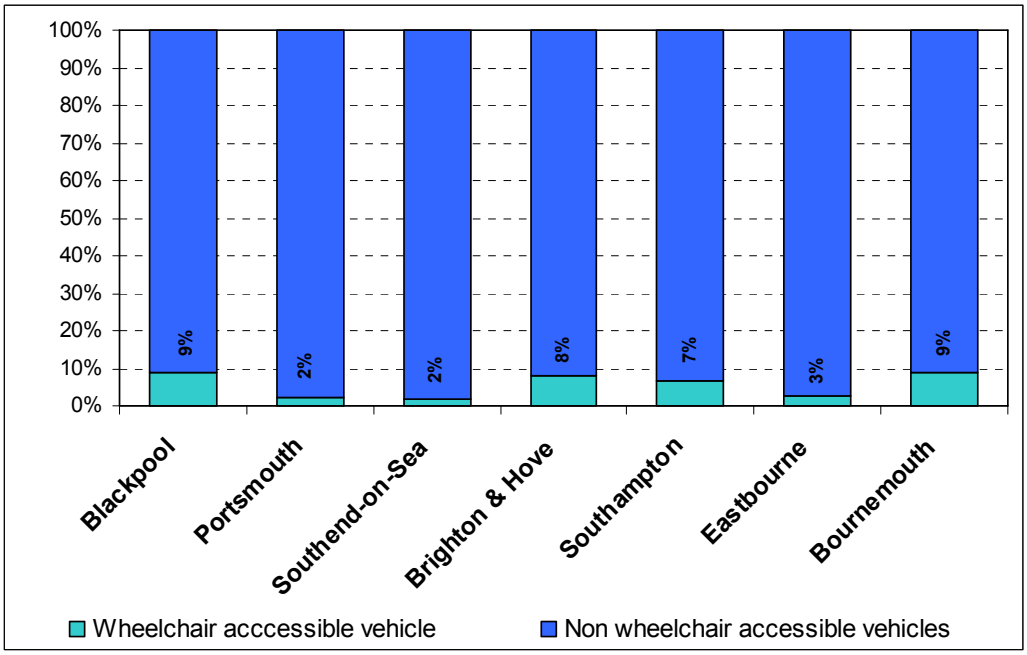


Figure 3.5 Private Hire Fleet – Proportion Wheelchair Accessible



An indication of the potential demand for wheelchair accessible taxi services in each authority has been assessed through the interrogation of data[1] from National Statistics. This cannot provide an accurate assessment but rather an indicator of the level of potential demand in each authority. Figure 3.6 shows disability living allowance claimants as a proportion of the total population in each authority. This indicates that of the benchmarked authorities, Brighton and Hove has an average level of claimants at 5.3% of the total population. Cheltenham has the lowest level of claimants and Blackpool has the highest level of claimants.

Figure 3.7 shows the proportion of the total population in each authority claiming incapacity benefit/severe disablement allowance. This indicates that of the benchmarked authorities the average level of severe disablement allowance claimants is 3.9%. The figure indicates that the level of claimants in Brighton and Hove is slightly above the average at 4.1%. Rugby has the lowest level and Blackpool the highest level of claimants.

[1] Data from National Statistics 2010 data sets

Figure 3.6: Disability Living Allowance Claimants (2010)

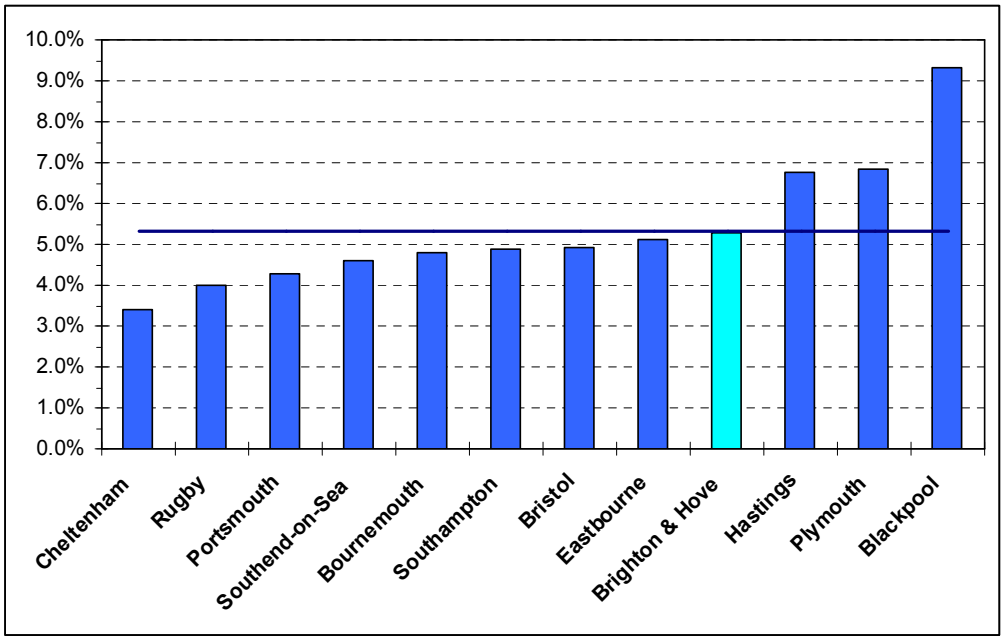
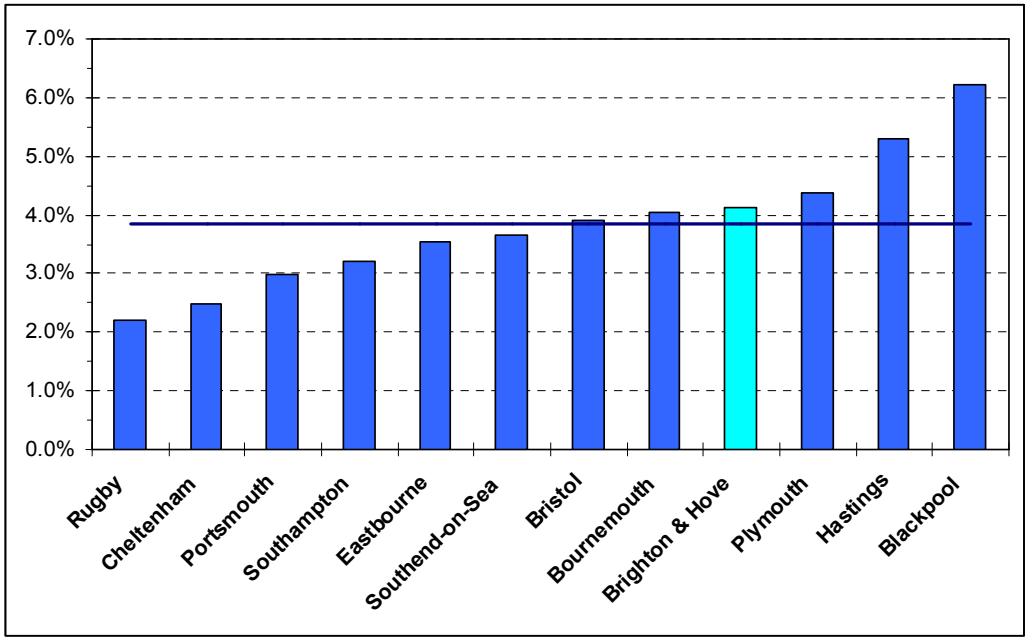


Figure 3.7 Incapacity Benefit/Severe Disablement Allowance (2010)



3.4 Entry Control

Table 3.1 documents the entry control policies for the benchmarked authorities. Bristol, Cheltenham and Eastbourne are the only authorities who do not impose a limit on the number of hackney carriages. In addition Rugby has resolved to remove restrictions from April 2013.

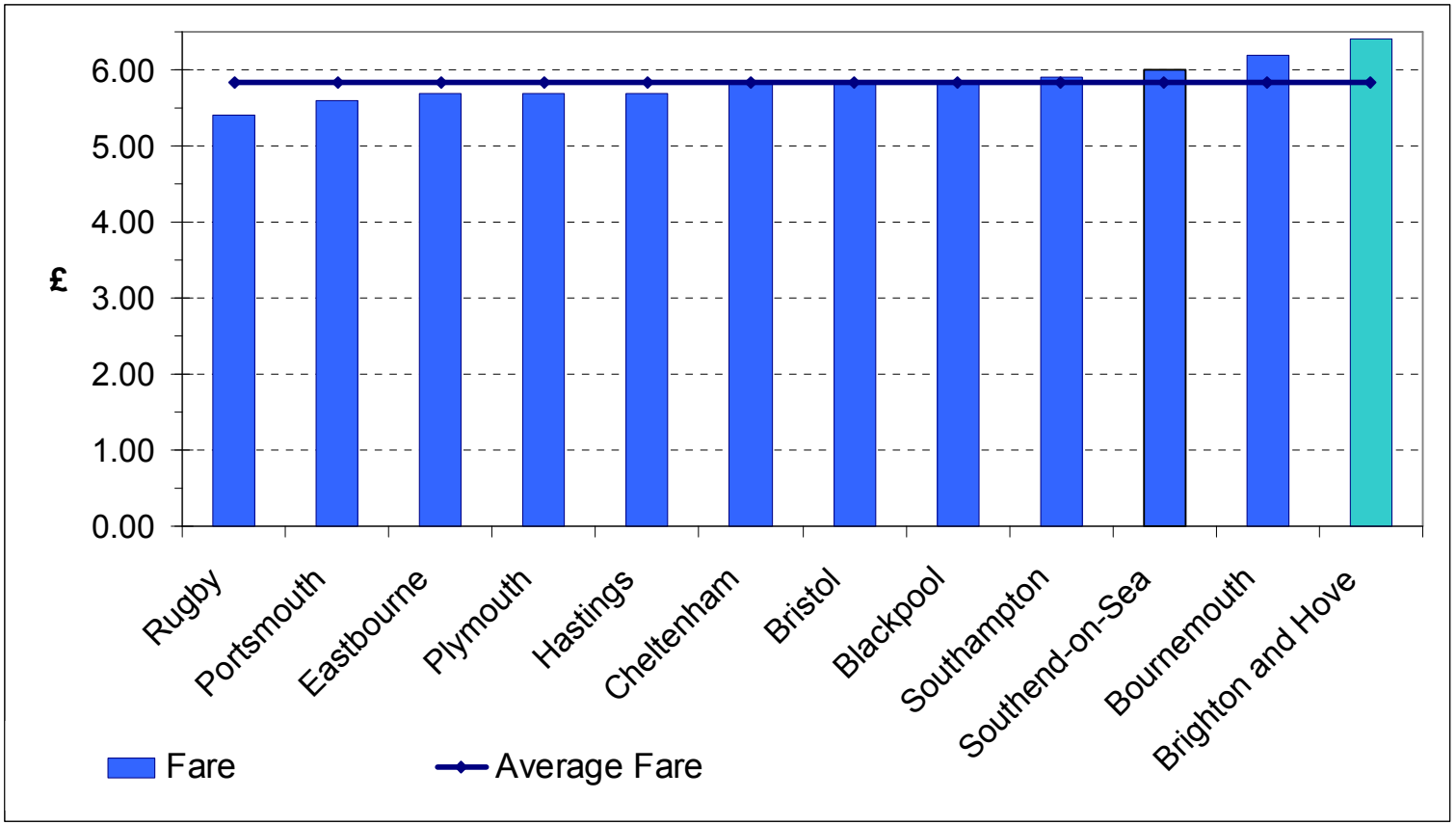
Table 3.1 Entry Control Policy for the Authorities

Authority	Control Policy
Bournemouth	Restricted
Blackpool	Restricted
Brighton and Hove	Restricted
Bristol	Derestricted
Cheltenham	Derestricted
Eastbourne	Derestricted
Hastings	Restricted
Plymouth	Restricted
Portsmouth	Restricted
Rugby	Removing restrictions from April 2013
Southampton	Restricted
Southend-on-Sea	Restricted

3.5 Fares

Figure 3.4 details the average fare for a two mile journey across the statistically neighbouring authorities. The average cost of a two mile journey is £5.83, thereby indicating that fares in Brighton and Hove are more expensive than the average at £6.40. Fares are lowest in Rugby at £5.40.

Figure 3.4 Cost of a two mile journey



4 Definition, Measurement and Removal of Significant Unmet Demand

4.1 Introduction

Section 4 provides a definition of significant unmet demand derived from experience of over 100 unmet demand studies since 1987. This leads to an objective measure of significant unmet demand that allows clear conclusions regarding the presence or absence of this phenomenon to be drawn. Following this, a description is provided of the SUDSIM model which is a tool developed to determine the number of additional hackney licences required to eliminate significant unmet demand, where such unmet demand is found to exist. This method has been applied to numerous local authorities and have been tested in the courts as a way of determining if there is unmet demand for Hackney Carriages.

4.2 Overview

Significant Unmet Demand (SUD) has two components:

- patent demand – that which is directly observable; and
- "suppressed" demand – that which is released by additional supply.

Patent demand is measured using rank observation data. Suppressed (or latent) demand is assessed using data from the rank observations and public attitude interview survey. Both are brought together in a single measure of unmet demand, ISUD (Index of Significant Unmet Demand).

4.3 Defining Significant Unmet Demand

The provision of evidence to aid licensing authorities in making decisions about hackney carriage provision requires that surveys of demand be carried out. Results based on observations of activity at hackney ranks have become the generally accepted minimum requirement.

The definition of significant unmet demand is informed by two Court of Appeal judgements:

- R v Great Yarmouth Borough Council ex p Sawyer (1987); and
- R v Castle Point Borough Council ex p Maude (2002).

The Sawyer case provides an indication of the way in which an Authority may interpret the findings of survey work. In the case of Sawyer v. Yarmouth City Council, 16 June 1987, Lord Justice Woolf ruled that an Authority is entitled to consider the situation from a temporal point of view as a whole. It does not have to condescend into a detailed consideration as to what may be the position in every limited area of the Authority in relation to the particular time of day. The area is required to give effect to the language used by the Section (Section 16) and can ask itself with regard to the area as a whole whether or not it is satisfied that there is no significant unmet demand.

The term "suppressed" or "latent" demand has caused some confusion over the years. It should be pointed out that following Maude v Castle Point Borough Council,

heard in the Court of Appeal in October 2002, the term is now interpreted to relate purely to that demand that is measurable. Following Maude, there are two components to what Lord Justice Keene prefers to refer to as "suppressed demand":

- what can be termed inappropriately met demand. This is current observable demand that is being met by, for example, private hire cars illegally ranking up; and
- that which arises if people are forced to use some less satisfactory method of travel due to the unavailability of a hackney carriage.

If demand remained at a constant level throughout the day and week, the identification and treatment of significant unmet demand would be more straight-forward. If there were more cabs than required to meet the existing demand there would be queues of cabs on ranks throughout the day and night and passenger waiting times would be zero. Conversely, if too few cabs were available there would tend to be queues of passengers throughout the day. In such a case it would, in principle, be a simple matter to estimate the increase in supply of cabs necessary to just eliminate passenger queues.

Demand for hackney carriages varies throughout the day and on different days. The problem, introduced by variable demand, becomes clear when driver earnings are considered. If demand is much higher late at night than it is during the day, an increase in cab supply large enough to eliminate peak delays will have a disproportionate effect on the occupation rate of cabs at all other times. Earnings will fall and fares might have to be increased sharply to sustain the supply of cabs at or near its new level.

The main implication of the present discussion is that it is necessary, when considering whether significant unmet demand exists, to take account of the practicability of improving the standard of service through increasing supply.

4.4 Measuring Patent Significant Unmet Demand

Taking into account the economic, administrative and legal considerations, the identification of this important aspect of significant unmet demand should be treated as a three stage process as follows:

- identify the demand profile;
- estimate passenger and cab delays; and
- compare estimated delays to the demand profile.

The broad interpretation to be given to the results of this comparison are summarised in Table 4.1.

Table 4.1 Existence of Significant Unmet Demand (SUD) Determined by Comparing Demand and Delay Profiles

	Delays during peak only	Delays during peak and other times
Demand is:		
Highly Peaked	No SUD	Possibly a SUD
Not Highly Peaked	Possibly a SUD	Possibly a SUD

It is clear from the content of the table that the simple descriptive approach fails to provide the necessary degree of clarity to support the decision making process in cases where the unambiguous conclusion is not achievable. However, it does provide the basis of a robust assessment of the principal component of significant unmet demand. The analysis is therefore extended to provide a more formal numerical measure of significant unmet demand. This is based on the principles contained in the descriptive approach but provides greater clarity. A description follows.

The measure feeds directly off the results of observations of activity at the ranks. In particular it takes account of:

- case law that suggests an authority should take a broad view of the market;
- the effect of different levels of supply during different periods at the rank on service quality;
- the need for consistent treatment of different authorities, and the same authority over time.

The Index of Significant Unmet Demand (ISUD) was developed in the early 1990's and is based on the following formula. The SF element was introduced in 2003 and the LDF element was introduced in 2006 to reflect the increased emphasis on latent demand in DfT Guidance.

ISUD = APD x PF x GID x SSP x SF x LDF

Where:

APD = Average Passenger Delay calculated across the entire week in minutes.

PF = Peaking Factor. If passenger demand is highly peaked at night the factor takes the value of 0.5. If it is not peaked the value is 1. Following case law this provides dispensation for the effects of peaked demand on the ability of the Trade to meet that demand. To identify high peaking we are generally looking for demand at night (at weekends) to be substantially higher than demand at other times.

GID = General Incidence of Delay. This is measured as the proportion of passengers who travel in hours where the delay exceeds one minute.

SSP = Steady State Performance. The corollary of providing dispensation during the peaks in demand is that it is necessary to focus on

performance during "normal" hours. This is measured by the proportion of hours during weekday daytimes when the market exhibits excess demand conditions (i.e. passenger queues form at ranks).

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

LDF = Latent Demand Factor. This is derived from the public attitude survey results and provides a measure of the proportion of the public who have given up trying to obtain a hackney carriage at either a rank or by flagdown during the previous three months. It is measured as 1+ proportion giving up waiting. The inclusion of this factor is a tactical response to the latest DfT guidance.

The product of these six measures provides an index value. The index is exponential and values above the 80 mark have been found to indicate significant unmet demand. This benchmark was defined by applying the factor to the 25 or so studies that had been conducted at the point it was developed. These earlier studies had used the same principles but in a less structured manner. The highest ISUD value for a study where a conclusion of no significant unmet demand had been found was 72. The threshold was therefore set at 80. The ISUD factor has been applied to over 80 studies by Halcrow and has been adopted by others working in the field. It has proved to be a robust, intuitively appealing and reliable measure.

Suppressed/latent demand is explicitly included in the above analysis by the inclusion of the LDF factor and because any known illegal plying for hire by the private hire trade is included in the rank observation data. This covers both elements of suppressed/latent demand resulting from the Maude case referred to above and is intended to provide a 'belt and braces' approach. A consideration of latent demand is also included where there is a need to increase the number of hackney carriage licences following a finding of significant unmet demand. This is discussed in the next section.

4.5 Determining the Number of New Licences Required to Eliminate Significant Unmet Demand

To provide advice on the increase in licences required to eliminate significant unmet demand, Halcrow has developed a predictive model. SUDSIM is a product of 20

years experience of analysing hackney carriage demand. It is a mathematical model, which predicts the number of additional licences required to eliminate significant unmet demand as a function of key market characteristics.

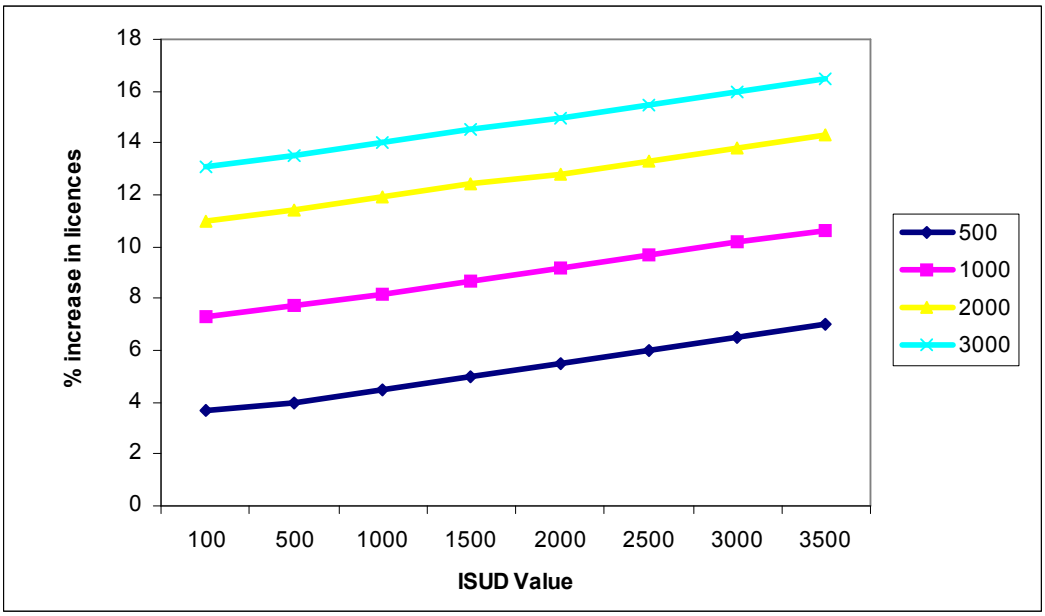
SUDSIM represents a synthesis of a queue simulation work that was previously used (1989 to 2002) to predict the alleviation of significant unmet demand and the ISUD factor described above (hence the term SUDSIM). The benefit of this approach is that it provides a direct relationship between the scale of the ISUD factor and the number of new hackney licences required.

SUDSIM was developed taking the recommendations from 14 previous studies that resulted in an increase in licences, and using these data to calibrate an econometric model. The model provides a relationship between the recommended increase in licences and three key market indicators:

- the population of the licensing Authority;
- the number of hackneys already licensed by the licensing Authority; and
- the size of the SUD factor.

The main implications of the model are illustrated in Figure 4.1 below. The figure shows that the percentage increase in a hackney fleet required to eliminate significant unmet demand is positively related to the population per hackney (PPH) and the value of the ISUD factor over the expected range of these two variables.

Figure 4-1: Forecast Increase in Hackney Fleet Size as a Function of Population Per Hackney (PPH) and the ISUD Value



Where significant unmet demand is identified, the recommended increase in licences is therefore determined by the following formula:

New Licences = SUDSIM x Latent Demand Factor

Where:

Latent Demand Factor = (1 + proportion giving up waiting for a hackney at either a rank or via flagdown)

4.6 Note on Scope of Assessing Significant Unmet Demand

It is useful to note the extent to which a licensing authority is required to consider peripheral matters when establishing the existence or otherwise of significant unmet demand. This issue is informed by R v Brighton Borough Council, exp p Bunch 1989[2]. This case set the precedent that it is only those services that are exclusive to hackney carriages that need concern a licensing authority when considering significant unmet demand. Telephone booked trips, trips booked in advance or indeed the provision of bus type services are not exclusive to hackney carriages and have therefore been excluded from consideration.

2 See Button JH 'Taxis – Licensing Law and Practice' 2nd edition Tottel 2006 P226-7

5 Evidence of Patent Unmet Demand – Rank Observation Results

5.1 Introduction

This section of the report highlights the results of the rank observation survey. The rank observation programme covered a period of 322 hours during April - June 2012. Some 37,214 passengers and 29,462 cab departures were recorded. A summary of the rank observation programme is provided in Appendix 1.

The results presented in this Section summarise the information and draw out its implications. This is achieved by using five indicators:

- The Balance of Supply and Demand – this indicates the proportion of the time that the market exhibits excess demand, equilibrium and excess supply;
- Average Delays and Total Demand – this indicates the overall level of passengers and cab delays and provides estimates of total demand;
- The Demand/Delay Profile – this provides the key information required to determine the existence or otherwise of significant unmet demand;
- The Proportions of Passengers Experiencing Given Levels of Delay – this provides a guide to the generality of passenger delay; and
- The Effective Supply of Vehicles – this indicates the proportion of the fleet that was off the road during the survey.

5.2 The Balance of Supply and Demand

The results of the analysis are presented in Table 5.1 below. The predominant market state is one of equilibrium. Excess supply (queues of cabs) was experienced during 26% of the hours observed while excess demand (queues of passengers) was experienced 5% of the hours observed. Conditions are favourable to customers at all times of day with the most favourable time being the weekday periods. Table 5.1 highlights the results from previous studies in 2003, 2006 and 2009. Over the last 10 years excess demand has fallen by 14% meaning that conditions are becoming more favourable to passengers.

Table 5.1 The Balance of Supply and Demand in the Brighton and Hove Rank-Based Hackney Carriage Market (Percentage of hours observed)

Period		Excess Demand (Maximum Passenger Queue ≥3)	Equilibrium	Excess Supply (Minimum Cab Queue
Weekday	Day	2	70	28
	Night	2	58	40
Weekend	Day	7	78	15
	Night	5	63	32
Sunday	Day	11	75	14
Total		**5**	**69**	**26**
Total 2009		*12*	*63*	*25*
Total 2006		*16*	*73*	*11*
Total 2003		*19*	*57*	*24*

NB – Excess Demand = Maximum Passenger Queue ≥3. Excess Supply = Minimum Cab Queue ≥3 – values derived over 12 time periods within an hour.

5.3 Average Delays and Total Demand

The following estimates of average delays and throughput were produced for each of the ranks observed across Brighton and Hove (Table 5.2).

The survey suggests some 37,214 passenger departures occur per week from ranks in Brighton and Hove involving some 29,462 cab departures.

The taxi trade is somewhat concentrated at the rail station rank accounting for 40.6% of the total. On average cabs wait 12.32 minutes for a passenger and the longest waiting time was at East Street where taxis waited on average 19.29 minutes for a customer.

On average passengers wait 0.18 minutes for a cab. The longest passenger delay was observed at Elm Grove, where passengers waited on average 1.67 minutes.

When comparing the results to those in previous years, it is clear cab and passenger departures have reduced from the peak observed in 2009 and now remain slightly below the levels observed in 2003. Passenger wait times have reduced significantly from 1.1 minutes in 2003 to just 0.18 minutes in 2012. This has been at the expense of average cab waiting times which have increased by over three minutes.

Table 5.2 Average Delays and Total Demand (Delays in Minutes i.e. 0.25 minutes is 15 seconds)

Rank	Passenger Departures	Cab Departures	Average Passenger Delay in minutes	Average Cab Delay in minutes
Brighton Rail Station	15,115	10,632	0.23	9.60
East Street	6,043	4,236	0.03	19.29
St. Peter's Place	1,957	1,685	0.07	15.26
Queen's Square	2,777	2,035	0.07	11.13
Norton Road	1,202	1,412	0.04	15.53
Hove Rail Station	2,093	2,044	0.02	14.62
Brunswick Place	692	1,022	0.04	10.56
Church Road	451	799	0.00	14.75
West Street	3,370	1,940	0.73	6.30
Goldstone Villas	145	380	0.12	18.76
Paston Place	1,090	1,621	0.09	12.69
Elm Grove	27	222	1.67	5.30
Old Ship Hotel	2,254	1,433	0.00	10.78
Total 2012	**37,214**	**29,462**	**0.18**	**12.32**
Total 2009	*52,542*	*38,928*	*0.72*	*8.91*
Total 2006	*46,308*	*32,332*	*0.73*	*7.64*
Total 2003	*37,500*	*28,850*	*1.11*	*8.31*

5.4 The Delay / Demand Profile

Figure 5.1 provides a graphical illustration of passenger demand for the Monday to Saturday period between the hours of 07:00 and 03:00.

The profile of demand shows a peak in demand between 2100 and 2300. We therefore conclude that this is a 'highly peaked' demand profile. This has implications for the interpretation of the results (see Chapter 11 below). The early morning peak observed in 2009 has disappeared. This may indicate fewer business related taxi trips as a result of the recession.

Figure 5.2 provides an illustration of passenger delay by the time of day for the weekday and weekend periods. It shows that there is passenger delay on a weekend in the early evening when delay peaks to 2.21 minutes at 2100. The passenger delay observed in 2009 during the week has disappeared.

Figure 5.1 Passenger Demand by Time of Day in 2012 (Monday to Saturday)

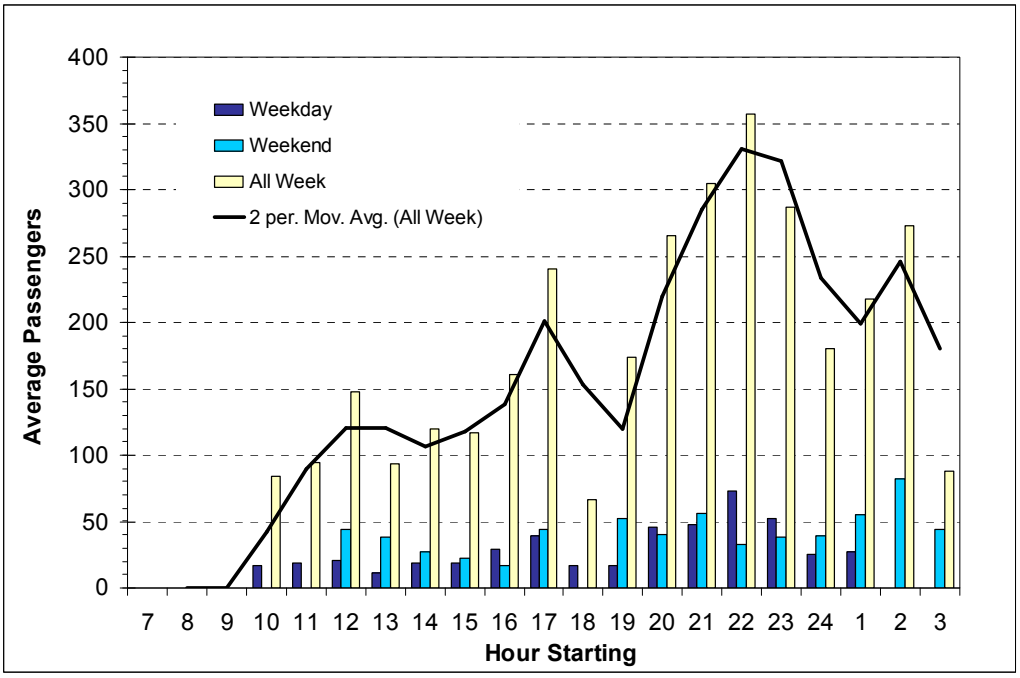
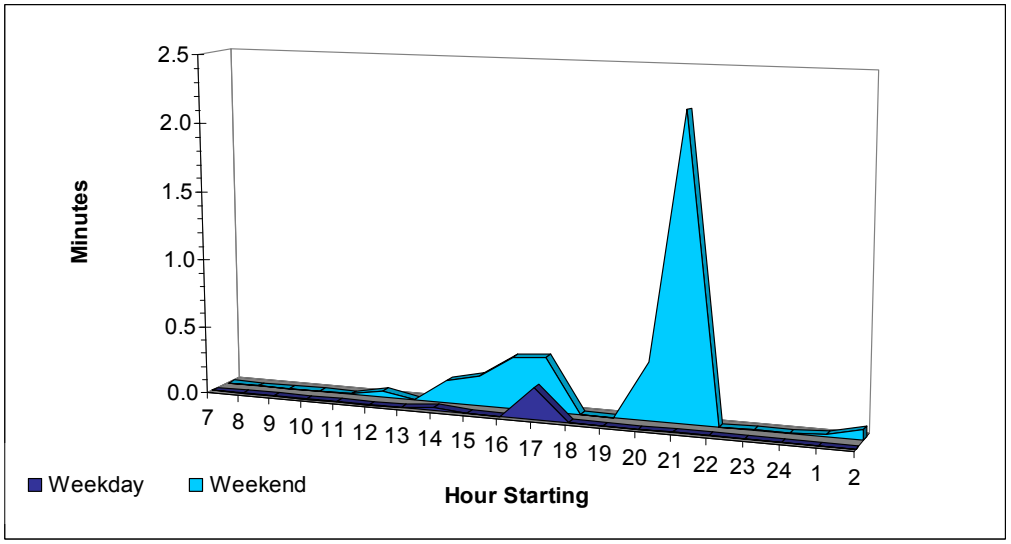


Figure 5.2 Passenger Delay by Time of Day in 2012 (Monday to Saturday)



5.5 The General Incidence of Passenger Delay

The rank observation data can be used to provide a simple assessment of the likelihood of passengers encountering delay at ranks. The results are presented in Table 5.3 below.

Table 5.3 General Incidence of Passenger Delay (percentage of Passengers travelling in hours where delay exceeds one minute)

Year	Delay > 0	Delay > 1 minute	Delay > 5 minutes
2012	**4.64**	**1.44**	**0.01**
2009	*10.84*	*5.67*	*1.19*
2006	*52.4*	*23.2*	*6.0*
2003	*60.3*	*35.4*	*11.6*

In 2012 the proportion likely to experience more than a minute of delay is 1.44%, showing little incidence of passenger delay. It is this proportion that is used within the ISUD as the 'Generality of Passenger Delay'. The figures show the proportion travelling in hours where delay exceeds one minute has reduced significantly since 2003.

5.6 The Effective Supply of Vehicles

Observers were required to record the hackney carriage licence plate number of vehicles departing from ranks. In this way we are able to ascertain the proportion of the fleet that was operating during the survey.

During the daytime period (0700 to 1800) some 465 (86.1%) of the hackney fleet were observed at least once during the period of the study. During the evening/night-time period (1800 to 0700) some 439 (81.3%) of the hackney fleet were also observed at least once during the rank observations. In total 94.8% of the trade was observed at least once, up 4.8% from the 90% observed in 2009.

5.7 Comparing the results for Brighton and Hove with those of other unmet demand studies

Comparable statistics are available from 64 local authorities that Halcrow have recently conducted studies in and these are listed in Table 5.4. The table highlights a number of key results including:

- population per hackney carriage at the time of the study (column one);
- the proportion of rank users travelling in hours in which delays of greater than zero, greater than one minute and greater than five minutes occurred (columns two to four);
- average passenger and cab delay calculated from the rank observations (columns five to six);
- the proportion of Monday to Thursday daytime hours in which excess demand was observed (column seven);
- the judgement on whether rank demand is highly peaked (column eleven); and
- a numerical indicator of significant unmet demand.

The following points (obtained from the rank observations) may be made about the results in Brighton and Hove compared to other areas studied:

- population per hackney carriage is much lower than the average overall value i.e. provision is higher;
- the proportion of passengers, who travel in hours where some delay occurs, is just 5%, which is much lower than the average (20%) for the districts analysed;
- overall average passenger delay at 0.18 minutes is lower than the average value (0.73 minutes);
- overall average cab delay at 12.54 minutes is around the average for the districts shown; and
- the proportion of weekday daytime hours with excess demand conditions are observed 1% of the time which is lower than the average of 6%.

Table 5.4 A Comparison of Brighton and Hove with Other Authorities Studied (values in italics make up ISUD)

District and Year of Survey	Population per Hackney	Proportion Waiting at Ranks	*Proportion Waiting >= 1 Min*	Proportion Waiting >= 5 Mins	*Average Passenger Delay*	Average Cab Delay	*% Excess Demand*	*Demand Peaked, Yes=0.5 No=1*	ISUD Indicator Value
Brighton and Hove 12	**502**	**5**	***1.44***	**0.01**	***0.18***	**12.32**	***2***	***0.5***	**0**
Southend-on-Sea 12	629	5	*3.68*	0.37	*0.41*	14.57	*4*	*1.0*	3
Chorley 12	2,978	6	*0.00*	0.00	*0.02*	15.90	*0*	*1.0*	0
Torridge 12	1,306	3	*0.00*	0.00	*0.11*	16.76	*0*	*1.0*	0
Braintree 12	1,714	3	*0.63*	0.05	*0.09*	22.57	*0*	*1.0*	0
Torbay 11	777	3	1.42	0.10	0.16	21.45	0	*0.5*	0
Wirral 11 *	1,080	4	0.41	0.16	0.12	20.19	0	*0.5*	0
Carrick 11	1,145	9	*5.55*	0.00	*0.39*	9.92	*4*	*0.5*	5
Penwith 11	1,261	14	*6.66*	2.29	*0.96*	7.98	*12*	*0.5*	41
Restormel 11	1,408	4	*3.41*	0.00	*0.26*	13.54	*0*	*0.5*	0
York 11	1,118	14	*5.96*	0.77	*0.93*	8.25	*9*	*1.0*	59
Crawley 11	924	6	*6.28*	0.64	*0.18*	21.88	*5*	*1.0*	6
Liverpool 11	308	5	*2.13*	0.37	*0.14*	20.64	*1*	*1.0*	0
West Berkshire 10 *	741	5	*3.84*	0.92	*0.37*	22.78	*3*	*0.5*	4
Sefton 10	1,015	7	*4.25*	0.55	*0.38*	19.15	*4*	*0.5*	2
Pendle 10	1,257	1	*0.03*	0.03	*0.03*	33.10	*0*	*0.5*	0
Oxford 09	1,266	10	*3.08*	0.07	*0.24*	10.43	*5*	*1.0*	4
Brighton & Hove 09	474	11	*5.67*	1.19	*0.72*	8.91	*7*	*0.5*	16
Leicester 09	880	10	*9.53*	2.58	*1.52*	19.02	*0*	*1.0*	0
Blackpool 09	556	4	*1.00*	0.00	*0.05*	18.96	*2*	*0.5*	1
Hull 09	1,465	12	*8.54*	0.99	*1.72*	9.34	*2*	*0.5*	18
Rochdale 09	1,937	3	*1.18*	0.00	*0.14*	12.92	*5*	*1.0*	1

KEY * Derestricted Authorities

District and Year of Survey	Population per Hackney	Proportion Waiting at Ranks	*Proportion Waiting >= 1 Min*	Proportion Waiting >= 5 Mins	*Average Passenger Delay*	Average Cab Delay	*% Excess Demand*	Demand Peaked, Yes=0.5 No=1	ISUD Indicator Value
North Tyneside 08	971	16	*1.18*	0.03	*0.38*	10.72	*8*	*0.5*	2
Rotherham 08	5,192	0	*0.09*	0.00	*0.01*	27.29	*0*	*1.0*	0
Preston 08	677	12	*5.28*	0.00	*0.61*	11.13	*7*	*1.0*	21
Scarborough 08	1,111	12	*5.00*	1.06	*0.49*	7.74	*7*	*0.5*	0
York 08	1,146	31	*11.50*	6.74	*3.21*	5.42	*31*	*0.5*	645
Barrow 08	474	14	*12.52*	0.00	*0.50*	6.85	*0*	*0.5*	0
Stirling 08	1,265	25	*18.00*	0.30	*0.70*	10.94	*2*	*0.5*	38
Torridge 08	1,202	7	*0.94*	0.00	*0.12*	14.99	*0*	*1.0*	0
Richmondshire 08	723	5	*1.00*	0.07	*0.22*	34.32	*1*	*0.5*	0.4
Exeter 07/08	1,883	7	*4.00*	0.60	*0.33*	15.27	*6*	*1.0*	9
Manchester 07	394	21	*6.00*	2.28	*1.59*	10.24	*14*	*1.0*	174
Bradford 07	1,630	18	*2.00*	0.03	*0.23*	17.64	*5*	*1.0*	2
Barnsley 07	3,254	5	*8.00*	0.22	*1.32*	11.93	*5*	*1.0*	58
Blackpool 06	556	31	*10.00*	0.34	*0.42*	10.34	*5*	*0.5*	11
Broadstairs 06	1,000	13	*13.00*	10.00	*3.25*	23.97	*4*	*1.0*	177
Margate 06	1,622	4	*1.00*	0.00	*0.05*	33.14	*0*	*1.0*	0
Ramsgate 06	1,026	2	*2.00*	2.00	*0.49*	19.57	*13*	*1.0*	13
Plymouth 06	669	7	*3.00*	1.00	*0.52*	11.58	*1*	*1.0*	2
Brighton 06	508	52	*23.00*	6.00	*0.73*	7.64	*6*	*0.5*	50
Thurrock 06	1,590	32	*13.00*	1.00	*0.22*	15.27	*0*	*1.0*	0
Trafford 06	2,039	55	*38.00*	6.00	*1.09*	13.15	*5*	*1.0*	249
Leicester05	880	21	*11.00*	1.00	*0.35*	19.36	*3*	*1.0*	12
Bournemouth 05	656	20	*11.00*	2.00	*0.37*	12.25	*1*	*0.5*	2
Bradford 03	2,171	19	*6.00*	0.77	*0.25*	14.89	*6*	*1.0*	9
Oldham 03	2,558	30	*12.00*	0.79	*0.48*	14.80	*7*	*1.0*	40
Thurrock 03	1,607	43	*14.00*	1.01	*0.50*	12.50	*2*	*1.0*	14
Blackpool 03	556	21	*4.00*	0.30	*0.13*	12.40	*6*	*1.0*	3
Wolverhampton 03	3,113	50	*31.00*	7.39	*1.49*	11.18	*14*	*1.0*	647
Carrick 02	1,335	28	*18.00*	7.00	*0.61*	10.53	*9*	*1.0*	99
Bournemouth 02	702	25	*15.00*	2.00	*0.67*	9.97	*1*	*0.5*	5
Brighton 02	540	60	*35.00*	12.00	*1.11*	8.31	*5*	*0.5*	97
Exeter 02	2,353	47	*18.00*	3.00	*0.71*	10.12	*20*	*1.0*	256
Wigan 02	2,279	28	*10.00*	0.00	*1.17*	11.98	*6*	*1.0*	70
Cardiff 01	656	51	*29.00*	6.00	*0.83*	8.77	*14*	*0.5*	168
Edinburgh 01	373	47	*29.00*	9.00	*1.27*	8.77	*13*	*1.0*	479
Torridge 01	1,298	25	*21.00*	0.00	*0.51*	9.32	*8*	*0.5*	43
Worcester 01*	941	40	*4.00*	1.00	*0.46*	12.30	*8*	*0.5*	7
Ellesmere Port 01	2,527	80	*48.00*	17.00	*2.49*	4.23	*49*	*0.5*	2,928
Southend 00	895	46	*29.00*	8.00	*1.92*	8.08	*4*	*1.0*	223
South Ribble 00 *	485	12	*0.25*	0.25	*0.07*	11.27	*0*	*1.0*	0
Leeds 00	1,693	83	*61.00*	33.00	*5.03*	7.92	*36*	*1.0*	11,046
Sefton 00	1,069	18	*8.00*	0.60	*0.28*	12.95	*6*	*1.0*	13
Leicester 00 *	956	10	*7.00*	3.00	*1.17*	20.19	*1*	*1.0*	8
Castle Point 00	2,286	28	*11.66*	3.02	*0.74*	8.60	*2*	*0.5*	9
AVERAGE	**1,297**	**20**	**10.40**	**2.53**	**0.73**	**14.25**	**6**		

KEY * Derestricted Authorities

6 Evidence of Suppressed Demand - Public Attitude Pedestrian Survey Results

6.1 Introduction

A public attitude survey was designed with the aim of collecting information regarding opinions on the taxi market in Brighton. In particular, the survey allowed an assessment of flagdown, telephone and rank delays, the satisfaction with delays and general use information.

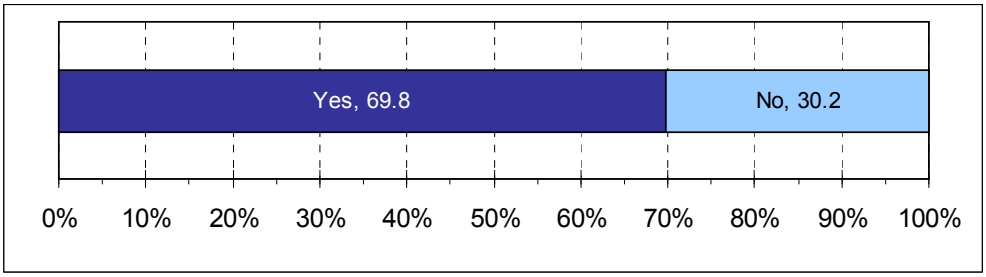
Some 197 public attitude surveys were carried out in June and July2012 online via Brighton and Hove Council's consultation portal. These surveys were supplemented with a further 252 on-street and telephone surveys during August and September 2012. The on street and telephone surveys were conducted across a range of locations within the Brighton and Hove licensing area Some 449 public attitude surveys were completed in total providing a robust basis for assessment. It should be noted that in the tables and figures that follow the totals do not always add up to the same amount. This is due to one of two reasons. First, not all respondents were required to answer all questions; and second, some respondents failed to answer some questions that were asked.

A full breakdown and analysis of the results are provided in Appendix 2.

6.2 General Information

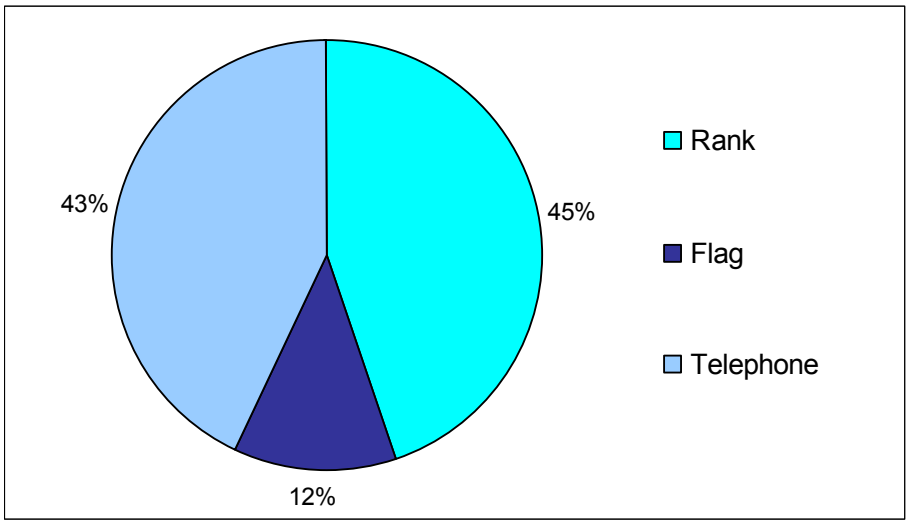
Respondents were each asked if they had made a journey by taxi in Brighton and Hove within the last three months. The survey found that 69.8% had used a taxi within this period. The results are displayed in Figure 6.1.

Figure 6.1 Have you made a trip by taxi in the last three months?



Trip makers were asked how they obtained their hackney carriage or private hire vehicle. Some 44.6% of trip makers stated that they hired their taxi at a rank. Some 43% of hirings were achieved by telephone, with 12.3% of trip makers obtaining a taxi by on-street flagdown. Figure 6.2 reveals the patterns of hire.

Table 6.2 Method of hire for last trip



Respondents were asked if they were satisfied with the time taken and the promptness of the vehicles arrival. The majority of people were satisfied with the time taken to obtain their vehicle (85.4%). When comparing the results with the previous study satisfaction with delay has decreased by 4.5% from 92% in 2009.

Respondents were asked how long they had to wait for a vehicle from booking, arriving at the rank or trying to flag a vehicle. Of the 276 respondents answering this question the minimum wait was no wait with the longest recorded being 120 minutes. The average recorded wait time was 8.08 minutes, up 2 minutes from 6 minutes in 2009. Respondents were also asked what time of day they hired their taxi. The majority of respondents (40.8%) hired their vehicle between 6pm and 10pm.

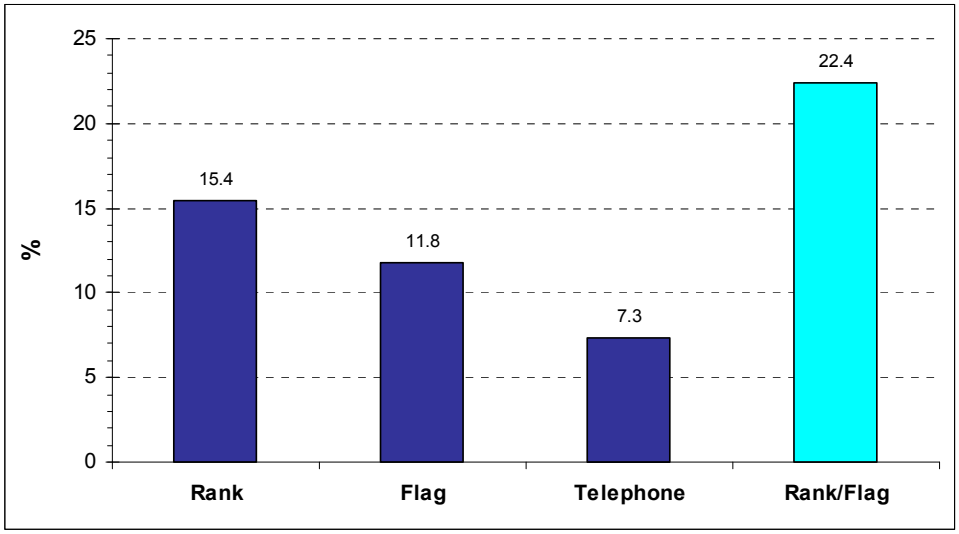
6.3 Attempted method of hire

In order to measure demand suppression, respondents were asked to identify whether or not they had given up waiting for a hackney carriage or private hire vehicle at a rank, on the street or by telephone in Brighton and Hove in the last three months. The results are documented in Figure 6.3.

As indicated in Figure 5.3, some 22.4% of respondents claimed to have given up waiting for a hackney at a rank and/or by flagdown in the last three months. This figure has increased since the survey in 2009. This figure has implications for the interpretation of the results (see Chapter 11 below).

Respondents who had given up trying to obtain a taxi in the last three months at a rank, by flagdown and/or by telephone were asked the location where they had given up waiting for a taxi. The most common areas were Brighton Station, Western Road Hove, Hove generally, East Street, The seafront, Lewes Road and generally in the city centre. The majority of respondents had given up waiting at night after 10pm . They were waiting for any type of vehicle (74.5%) though some 17.3% required a minibus or people carrier while 8.2% required a wheelchair accessible vehicle.

Figure 6.3 Latent demand by method of hire – Given up trying to make a hiring?

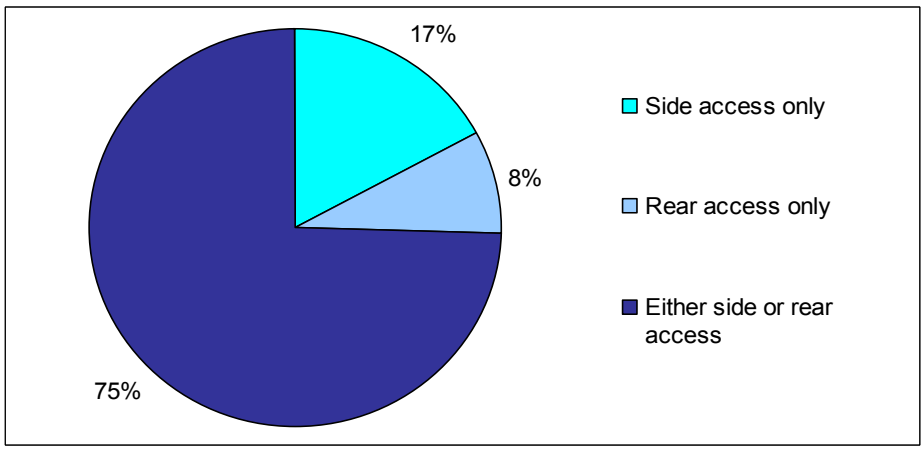


6.4 Service provision

Participants were asked whether they thought there were sufficient hackney carriages in Brighton and Hove. Some 59.7% commented that there are sufficient, 20.0% felt more were required in Brighton and Hove and 20.3% were unsure.

Respondents were informed that most wheelchair accessible hackney carriages in Brighton and Hove had side access to allow loading from a rank. In other locations away from a rank rear loading vehicles may have some advantages. Respondents were asked if they thought wheelchair accessible vehicles licensed as hackney carriages should be rear or side loading. The results are shown in Figure 6.4 and show the majority believed either side or rear access should be acceptable.

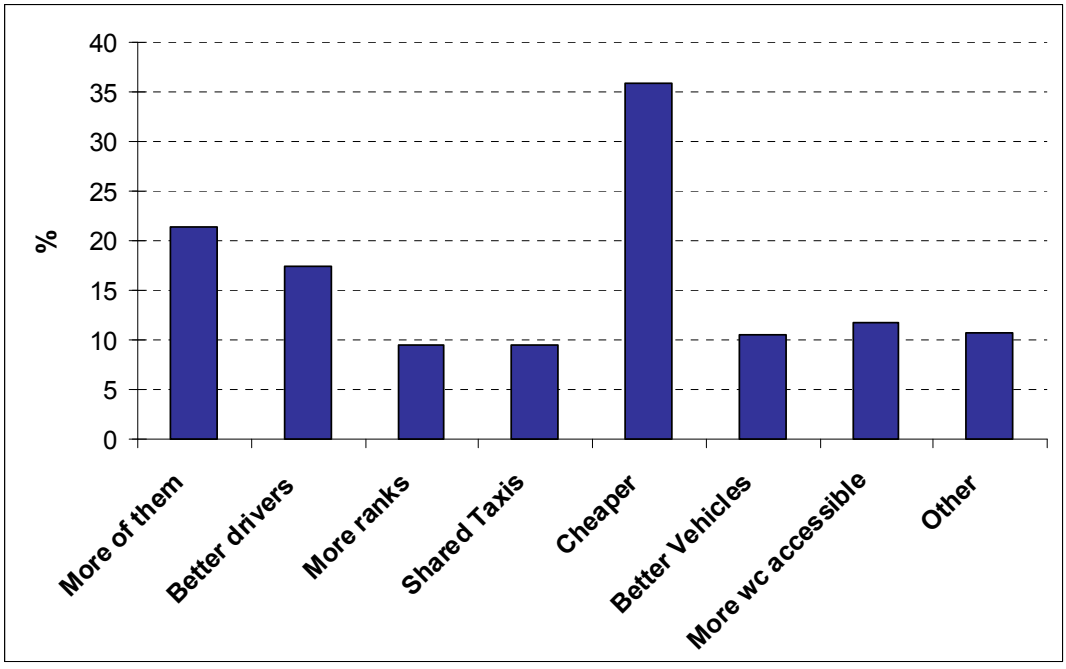
Figure 6.4 Opinion on side and rear vehicle access for wheelchairs



The survey then asked respondents whether taxi services in Brighton and Hove could be improved. Some 60.6% felt that they could be improved and were consequently asked how they could be improved. The results are displayed in Figure 6.5 and indicate 35.9% believed services could be improved by making them cheaper, 21.4% by introducing more taxis and 17.4% by improving the drivers. Of those that stated other, the most common improvements requested were;

- Allow more taxis at night
- Ability of drivers to speak good English
- Better customer service from drivers
- Better driver knowledge
- Improve arrangements at the station including congestion which delays taxis and leaves customer paying. Implement a station drop off point.
- Allow greener vehicles
- Fewer taxis
- Standardised / set fares

Figure 6.5 How could taxi services in Brighton and Hove be improved? (multiple responses)

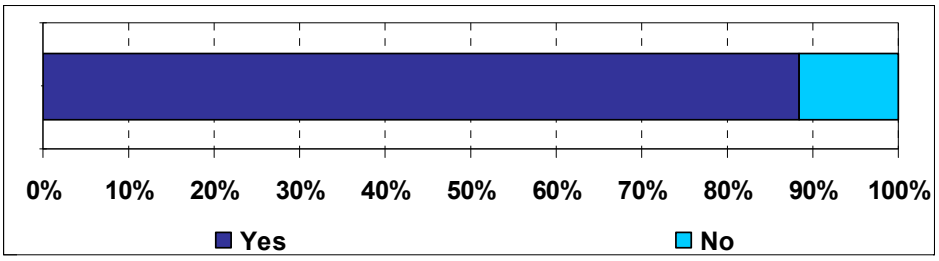


6.5 Safety

Respondents were asked whether they felt safe when using hackney carriage and private hire services in Brighton and Hove. The majority of respondents felt safe using them during the day (91.8%) and at night (75.5%) in Brighton and Hove though these figures have reduced from 98% in the day and 85% at night in 2009.

Respondents were then made aware of Brighton and Hove City Council's policy of fitting taxis with CCTV to record digital images in order to improve both driver and passenger safety. They were asked whether they agree with this policy. The results displayed in Figure 6.6 show that 88.4% of respondents agree with the policy.

Figure 6.6 Do you agree with the new safety policy?



Those respondents who did not agree with the in vehicle CCTV policy were asked to give comments and state what else should be done to ensure their safety. Comments included;

- CCTV is an invasion of privacy
- It is not necessary
- CCTV at ranks instead
- I feel safe, nothing else needs to be done
- Proper registration and security checks on licensed drivers

6.6 Ranks

Respondents were asked if there were any locations in Brighton and Hove where new ranks were needed. Some 42% of respondents commented that no new ranks are needed, whilst 16.8% considered there were areas where new ranks would be beneficial. The remainder were unsure. The respondents who stated they would like to see a new rank were subsequently asked to provide a location. The most common locations included;

- Rear of Brighton Station (in addition to the rank at the front)
- Marina
- Seafront

- London Road
- Lewes Road
- Portslade Station
- Kemp Town
- Hospital
- Preston Park

6.7 Other Issues

Respondents were asked if they would use cycle drawn rickshaws in Brighton and Hove. The majority of respondents (58.6%) stated they would not use cycle drawn rickshaws. Of the 41% who stated they may use such a service 42.4% would only use them infrequently (less than twice a year). Some 43 respondents (9.6% of total respondents) felt they may use such a service regularly.

The 58.6% of respondents who stated they would not use cycle drawn rickshaws were asked why not. The most common responses included:

- Would not feel comfortable asking someone to manually pedal for me – particularly up hills and with baggage.
- Dangerous, would not feel safe
- Uncomfortable and no luggage space
- Not suitable for people with disabilities
- Not convenient or practical, slow
- Exposure to elements, rain and cold
- Not a serious type of transport, just a novelty and couldn't replace regular cab journeys.

7 Consultation

7.1 Introduction

Guidelines issued by the Department for Transport state that consultation should be undertaken with the following organisations and stakeholders:

- All those working in the market;
- Consumer and passenger (including disabled) groups;
- Groups which represent those passengers with special needs;
- The Police;
- Local interest groups such as hospitals or visitor attractions; and
- A wide range of transport stakeholders such as rail/bus/coach providers and transport managers.

7.2 Pre Study Direct Consultation

Consultation meetings were held in March 2012 with key stakeholders to highlight the purpose of the study and to obtain stakeholder views and opinion prior to any data collection being undertaken. Meetings were organised with:

- Hackney Trade Representatives;
- Private Hire Trade Representatives;
- Disability Representatives;
- Officer representatives including Tourism, Planning and Highways; and
- Police Representatives.

For the stakeholders who attended the consultation meetings, a record of the issues raised are provided at Appendix 3.

7.3 Face to Face Consultation

A number of organisations were given the opportunity to attend a meeting in June 2012 to discuss a series of issues regarding the taxi market in Brighton and Hove. Separate meetings were held with the following;

- Hackney Trade Representatives;
- Private Hire Trade Representatives;
- Disability Representatives; and
- Tourism Representative.

The comments from those attending the meetings are included below. It should be noted that representatives from the police were unable to attend or provide any comments.

Hackney Trade Representatives

There were six attendees at the focus group. The existing entry control policy was considered beneficial, and if anything it was felt that there are around 100 too many vehicles at the current time. The situation is worse than three years ago at the time of the last report as each vehicle is on the road for longer hours with multiple drivers, and many drivers are also working longer hours.

With regard to the mix of vehicles in the fleet it was felt that around 80% of the disabled or elderly don't want to use WAV's and prefer to use saloon vehicles. It was felt that a 100% WAV fleet of vehicles is unrealistic, partly for the reason stated, but also given the current economic climate. The WAV's are expensive to purchase, and said to be underused, therefore the initial expense isn't warranted.

The use of rear loading vehicles, some of which have now been introduced, are still only suitable for standard wheelchairs. The training provided to drivers states that they are not allowed to 'put the head down' of the passenger in order to get through the vehicle doors, and as a result, drivers are unable to take some users. It was stated that drivers complete a risk assessment when they arrive at a job to determine if they can safely carry passengers, if drivers determine it would be unsafe they do record the reasons for doing so.

It was felt that some of the independent drivers in the trade flout the rules and lower standards carrying passengers when they should not lawfully do so, which is unprofessional but also creates a false idea of what is acceptable. Then when legitimate companies are called up and refuse a job for safety reasons, they have complaints made against them for not carrying certain passengers, even though they are following guidance.

The trade stated that they have tried to obtain information relating to the number of disabled users who have powered wheelchairs, however, this issue was considered very difficult. With the current vehicle specifications the taxi trade cannot legally carry passengers in these wheelchairs safely in their taxis. Alongside this there is also a health and safety issue whereby some of the work that is completed for local authorities required two drivers if the user and their wheelchair combined are over a specified weight. It was noted that the ambulance services have strict rules to adhere to and cannot carry all passengers for health and safety reasons, so this should apply to taxi services. It was also stated that the FED and council websites now have numbers on the website for WAV's.

The use of a VPA swipe was mentioned, which is a system for medically trained drivers who complete work transferring pupils at special schools. This card is required to re-start each individual powered wheelchair, and was considered a good thing as it ensures the drivers transferring these passengers are fully trained and aware of differing needs.

One key issue for the trade was how many plates that have been issued in the last three years are on a radio circuit and how many are independent. Coupled with this,

how many plates issued are sold straight away. Those that are independent and are not on the radio circuits become untraceable by the council and therefore the council have no idea if the plates are being used.

With the current system of five plates issued each year for WAV's it was stated that the drivers awarded these plates are not required to complete any specific training. If drivers go onto a radio circuit many of the operators will provide training on correct use of these vehicles, however, this should be a requirement if people are being issued with a WAV licence.

It was felt that Brighton and Hove standards are higher than many surrounding areas, and as a result maintaining these standards leads to more expensive quotes for contract work. A number of contracts from the council are given to areas outside Brighton and Hove as they can offer cheaper services.

It was felt that more rank space is needed, at present there are only 186 spaces for 540 vehicles, therefore at night taxis are circulating around the city to find space, and this doesn't sit well with the authority's environmental policy. There are now a number of illegal rank spaces all over Brighton and Hove as a result of this. It was felt that the existing ranks need to be extended, but taxis aren't given space over buses. Furthermore the police want taxis to remove people from the central areas on a weekend night, however, the traffic police move them on or ticket drivers for over ranking, therefore the trade felt better communication was needed between services to resolve this problem.

Portslade station does not currently have a rank, and it was suggested this may be a good location for a new rank. There are some loading bays across the area that should currently operate as taxi ranks at night, however, it was stated that taxis are often unable to get onto these rank spaces due to cars being parked illegally or clubs having queuing systems that occupy this area.

With regard to the Amex stadium the consensus was that a rank was required on the Brighton and Hove side of the local authority boundary. One solution to this may be to have the rank outside the private area of the stadium on public land. The current arrangement is a rank on the Lewes side of the local authority boundary which allows 12 spaces for any taxi, be it from Lewes or Brighton and Hove. However, one problem with this arrangement is that Brighton and Hove fares are not enforceable across the boundary. The best solution it was felt is to have two ranks, one in Lewes and one in Brighton and Hove.

The respondents stated there were no real safety issues in Brighton and Hove, especially with taxi marshals operating on the main ranks. It was stated that the funding for these marshals has recently run out and they are in the process of trying to secure more funding to ensure these services can be maintained.

The current CCTV standards were considered suitable, however, in hindsight, installation of CCTV in vehicles should have been voluntary not mandatory. It was felt that it is not always useful as the footage only shows an image of a person, and if they have no previous record with the police there is no way of matching the image to a name.

There is a fare increase of 20p to be implemented by August/September. This is not enough to cover fuel increases, however, the trade understand that people have less disposable income and therefore fares can't rise too much otherwise people may stop using them.

Disability Representative

There was one attendee to the disability focus group who was a representative from the FED. The FED represent all disabled groups, however, its members are predominantly physically disabled or visually impaired. He felt that there has been little change since the last unmet demand report three years ago, and there may be the perception amongst some people that any consultation will have a limited effect on any potential future changes.

With regard to overall provision of taxis services it was felt that the ability to prebook vehicles has improved since the last report three years ago, however, it can still be difficult to guarantee availability around school-run times and the evenings and weekends, for which there was a general concern around waiting times.

There were two main issues highlighted for concern:

- Most powered wheelchair users cannot use wheelchair accessible vehicles (WAV's), and the definition of a WAV as defined by the council is not applicable to all wheelchair types. The issues with loading powered wheelchairs include door width, door height, the steepness of some ramps. Single width ramps are generally considered better, as this can accommodate a greater variety of wheelchairs.
- Once inside the vehicles, chairs are said to be very rarely secured properly. It is thought this may be as a result of a lack of training/knowledge, and partly down to driver attitude.

The council do currently have a driver disability awareness course, however, this is only for new drivers. It was suggested that training should either involve or be audited by local disabled people to ensure the quality of the training, and also to share experiences that people have had from previous journeys. Any training that is provided should not just focus on wheelchair users, but also general customer service and awareness of the needs of users with varied disabilities, e.g. those with visual impairments who have guide dogs. The respondent felt that a good driver attitude can go a long way in appeasing any problems/difficulties that may have been encountered at any point in the journey. It was suggested that operator training could be useful, as there is currently a mix of helpfulness when booking taxis.

The respondent said that hackney carriages often won't stop if flagged by a disabled user. In terms of a passengers perspective and reporting of any issues with a journey it was noted that the visually impaired are unable to read the licence number of the driver or taxi, and not all users are aware that problems should be reported to the council, many will report issues to the operator and therefore the council remain unaware of any issues.

The respondent said that recently 20 new rear loading vehicles have been introduced, which are better for many wheelchair users. He referenced an open day he had

attended at CABDIRECT which showcased a number of different vehicle types. Having had a demonstration and experience of using a rear loading vehicle it was felt these were better as the ramps are shallower and the door and head space is higher. The respondent would like to see the council change vehicle standards to only licence vehicles that can accommodate all wheelchair users, and at the very least provide advice to drivers on what different vehicles can accommodate.

With regard to the entry control policy it was felt that the existing managed growth policy was good as it allows for a mixed fleet of both saloon vehicles and WAV's. It was acknowledged that a mixed fleet is required, but the current policy of only licensing WAV's is good to balance up the different vehicle types in the fleet.

The current rank locations were considered to be ok and as the majority of disabled people tend to prebook vehicles by phone this is not so much of an issue.

In vehicle CCTV was considered a good idea and The FED had supported this for a while. This would ensure there was proof that drivers are securing all passengers properly into their vehicles and make drivers more accountable.

The respondent said that they had been provided with a list of wheelchair vehicle drivers, however, this list was only made up of those people that had volunteered the information. It was suggested that it would be useful to have the contact details for those drivers that have the rear loading vehicles. It was also stated that cooperative working could be improved with both the licensing department and the trade, particularly on training so that users could provide feedback. It was suggested that it would be useful for the council to coordinate between different groups rather than have all meet at one time, to ensure discussions remain structured and all parties can have their input heard.

Highways Representatives

The representatives contacted felt they made all the comments they wished to during the first round of consultation. The comments can be found at Appendix 3.

Tourism Representatives

There was one attendee at the focus group, the marketing Manager from Visit Brighton. Brighton attracts around 8.2 million visitors a year, with around 40% of these between May and September. Although there is a seasonal variation with the nature of Brighton being a seaside resort, this variation is not as pronounced as other seaside areas. The conference facilities support the tourism trade in Brighton during the week, whilst leisure visitors arrive for the weekends. The common periods for utilisation of these conference facilities are early spring and autumn time. It was also suggested that business visitors have a higher propensity to use taxis than leisure visitors, which probably balances demand, as they are generally less price sensitive and use the services more for travelling between venues on each visit. Around 35% of visitors arrive by public transport and may either walk or get a taxi from the station, however, many leisure visitors may then use taxis less once they have arrived at their main destination within Brighton and Hove.

It was generally felt that there are enough vehicles at the current time, and feedback through the Visit Brighton website suggests that visitors are very happy with the taxi

service provided in the area. Visitors like the green/white livery of the hackney carriage vehicles and the text message services used by many companies to advise passengers that their taxi has arrived. The representative wasn't aware of any complaints relating to waiting times for taxis, and the only real pinch points coincide with trains arriving in from London, which is to be expected. The only other delay was a recent concert at the Amex stadium, however, this was considered to be a one off delay, and one not necessarily related to availability of vehicles, but more congestion in the area.

The policy of limiting the number of hackney carriage vehicles was considered to be positive. The quality of hackney carriage vehicles was considered good and the respondent was unable to comment on private hire vehicles. Drivers were considered to generally be very good, and recognise the role they play in Brighton, given they are often the first face many will see when they arrive. In terms of training, welcome or ambassador training was considered a good idea for the city and its drivers as it maintains a certain standard of service.

There were no major safety concerns raised. West Street was noted as the main night time area with issues around getting people out of the area. It was suggested that this may be exacerbated by the fact a number of clubs are underground on the seafront, so at closing time everyone spills out onto the street, and this area is a hot spot for taxi usage at that time. However, those with local knowledge would be aware of other ranks to go to, such as East Street.

There were three suggestions for potential new ranks in the future should sufficient demand be generated:

- Near the Brighton wheel
- There is a new proposed development near to the beach volleyball sports centre, this may potentially create more demand
- The I360 development is a new observation tower that will be the highest in England and a major tourist attraction, again this may potentially create more demand.

The coach station rank is not felt to be in a natural position as it can't be seen from the coach drop off point. It was felt that the buses and taxis don't always work well together at the station and redevelopment of the area was needed, however, it was acknowledged that the taxi rank is good as it can be seen as soon as you exit the station. The bus services were noted as being very good, with many night time services, and this alleviates some of the pressure on taxis at this time.

The use of CCTV in vehicles was considered a good thing, both for visitors but also shows that Brighton and Hove as a destination treat safety as a serious issue.

Private Hire Trade Representatives

There were no attendees to the focus group held in Brighton on the 28th, however, Halcrow have since contacted private hire representatives by phone to gauge their views on existing operations, the results of which are outlined below.

The representatives felt the policy of limiting the number of hackney carriage licences in Brighton and Hove does not serve the best interests of the public, only plate holders. It was stated that market forces should be allowed to dictate the number of vehicles needed to meet demand but noted that the politicians had no will at this time to address this. It was however felt that there were sufficient hackney carriages in Brighton and Hove at this time to meet demand.

The current recession was felt to have affected the daytime less than the night time trade. It was noted that although tourists still go out many locals do not on evenings anymore and this has affected bars and restaurants in the wider night time economy.

The representative felt that safety was an increasing issue for drivers and drivers had become more vulnerable in the night time over the last three years. They were in favour of the in vehicle CCTV policy and believed it would deter attacks on both passengers and drivers and improve behaviour. It was recognised that most private hire drivers did not support the policy and the cost was felt to be the key negative impact of the policy.

It was felt the taxi arrangements at the AMEX stadium on match days and during events were not a problem even though the pick up point is officially in Lewes.

The standard of vehicles was felt to have reduced due to the recession for both the hackney and private hire trade. It was felt the age limit increase from 7 – 10 years for hackney carriages was a retrograde step. It was also felt that driver standards had reduced over the last three years but they were unsure why this had been the case when the tests had become more stringent.

There were incidences of drivers overcharging for out of town work and it was considered this needed addressing to prevent it in future.

The current training requirements were felt to be adequate, and if further were required these should be focused upon customer service and communication skills.

It was still felt that there was an issue around the availability of wheelchair accessible vehicles. The representative said people were still waiting hours for this type of vehicle mainly at the weekend and late at night. It was felt there was no problem with availability at ranks but not enough vehicles were on radio circuits.

It was felt that in future the council should consider reviewing the vehicle conditions to allow more greener vehicles. It was noted that Asda have installed electric car charging points in their car parks and charge points could be implemented at ranks in future. It was felt both rear and side loading wheelchair accessible vehicles should be permitted.

7.4 Indirect Consultation

In addition to the face to face consultation undertaken a number of stakeholders were contacted by letter. This in turn assured the DfT guidelines were fulfilled and all relevant organisations and bodies were provided with an opportunity to comment.

In accordance with advice issued by the DfT the following organisations were contacted;

- Brighton and Hove City Council;
- user/disability groups representing those passengers with special needs;
- local interest groups including hospitals, visitor attractions, entertainment outlets and education establishments; and
- rail and bus operators.

The responses received are summarised in the report here.

University of Sussex

The Transport Manager from the University of Sussex Estate and Facilities Management Division responded to the consultation. They considered that there were sufficient hackney carriages operating across all times of day and areas in Brighton and Hove. They also believed there were sufficient private hire vehicles but noted you have to wait for a booking at busy times of day.

The representative felt that the vehicle types and quality were fine and there were sufficient wheelchair accessible vehicles. It was noted that driver quality was mixed with some good and some very bad driving and that some taxi drivers seemed to have a lack of consideration for other road users. It was felt that fares were high at all times of day.

The representative felt that there were sufficient ranks in general but more could be provided in the Hove area. They felt that some ranks were often empty of vehicles, and providing shelters to protect against the weather while waiting would be a positive move.

The representative felt that safety was an issue and considered that poor drivers may not purchase the correct level of insurance.

Brighton and Hove Albion Football Club

The Transport Manager from Brighton and Hove Football Club responded to the consultation by telephone to discuss taxi services and access at the American Express Stadium. It was noted that the stadium sat on the boundary between Brighton and Hove and Lewes. The transport interchange (with room for around 30 coaches and minibuses,) at the stadium is located on the Lewes side of the boundary. The representative explained that investigations had been carried out but a permanent hackney carriage rank at the stadium was impossible to implement due to safety reasons.

On non-match days, and for small scale events the stadium allow taxi's to drop off and pick up customer where ever necessary on the concourse area. This is of course subject to activities around the stadium on the day. For instance, over the summer months the stadium have been installing extra seating this has meant that on occasion the concourse area has had to be closed off because of the large volume of material being moved around.

On match days when up to 30,000 spectators are expected and at large events an events transport strategy is implemented and the concourse is closed to all but emergency vehicles from about 2hours before kick-off to 1 – 2 hours after the event.

Prior to the concourse being closed for an event, taxis from both Brighton and Hove, and Lewes will be permitted to enter the premises to drop off/pick up people and customers. Immediately after a match or event, the only safe area where pick-ups are possible is in the coach park or southern tier drop, depending on how many coaches and minibuses are using the coach park. This area is located within Lewes District but the stadium welcome cabs from Lewes and Brighton and Hove to pick up at the stadium. On match days the stadium encourages customers to make telephone bookings.

To ensure and maintain the safety of pedestrians using the concourse no vehicles except emergency vehicles are allowed on any part of the stadium concourse area that is within Brighton and Hove. This is the case until pedestrian traffic has diminished sufficiently to provide a safe environment for those remaining.

Sussex Deaf Association

A representative from this charity consulted with users of the organisation in preparing a response, and the views provided here are from deaf and hard of hearing users.

Users feel happy that there are adequate hackney carriages across Brighton and Hove. They did not have any view on the policy of limiting licences and are happy with the current supply. Users are also happy with the supply of private hire vehicles across Brighton and Hove.

Users are satisfied with the type and quality of vehicles. They feel on the whole drivers are polite and helpful. Users said often the driver does not have change, if the fare if £4.50 and the customer does not have change they will give £5 and they driver is unable to give them 50p, the customer is then forced to leave a tip . They feel there are too many foreign drivers and that this can cause problems with communication and that they do not always know the quickest route and often need directions from the customer. There was a very strong view that many more disabled / wheelchair taxis should be made available. Users have first hand experience of problems with availability, it is often difficult to pre book, they always experience time delays in getting the taxi to the user, have difficulty getting disabled equipment in and out of the taxi, are not allowed to used disabled drinking cups in a taxi which leaves the disabled person extremely distressed, also having great difficulty pushing disabled persons in to the taxi whilst they remain in their chair. They feel that the cars should be larger and more available.

Users are happy with current taxi rank positions. They felt it would be useful to have one closer to the Associations premises in Carlton Hill as many of our users are elderly and it is very hilly in the area. They did not have any suggestions to improve the ranks.

Users are happy with the level of publicity but felt it would be useful to make taxi drivers deaf aware and for them to advertise this within their taxi.

Users feel safe using hackney and private hire taxis. On the whole they feel safe waiting at taxi ranks, they are not as comfortable waiting on a Friday or Saturday night as there are late night drinkers about. They did not think it necessary to have taxi marshals, although for a pub and club closing it could be useful.

Users feel that taxis are very expensive. They feel that the meter updates too quickly. Taxis are too expensive for the average user to use on a regular basis, they use the bus as it is cheaper, and many users have a free bus pass. They feel that prices should not be double for Christmas day and should not be more expensive in the evening, etc. They pointed out that nurses and doctors do not get extra pay for these times.

Save Hove Resident Association Members,

Two members of the Save Hove Residents Association responded to the consultation and the individual responses are summarised below.

The respondent feels there is a very serious problem developing in the taxi trade. As a disabled person, they are highly dependent on taxis. They noted they have very limited mobility/stamina now and use taxis to travel everywhere in order to do tasks such as getting shopping. They note that aging means loss of muscle mass and weakening in other ways, but disability consideration seems to be confined to blindness (tactile paving to trip on) and wheelchair use where council policy and legislation are concerned. Streamline taxis told the respondent that saloon cars are specified in a huge majority of cases but BHCC seeks to get rid of them and make all taxis wheelchair useable. These big vehicles are not something the respondent feels they can climb into and nor can most elderly or 'other' disabled people.

Because the respondent takes several taxis a week they talk to hackney and private hire drivers a lot. They note that if a hackney carriage owner is driving a saloon car, it is now unsaleable as a hackney carriage because only a wheelchair accessible hackney carriage can be sold on. Those are BHCC rules and it is depriving the elderly and non-wheelchair disabled passenger increasingly. The respondent feels that most wheelchair users have battery powered chairs that go for miles or they use buggies that go for miles. Their need for taxis is there and important but the restrictions being imposed on the taxi trade to use these huge vehicles are out of proportion to passenger need. The respondent states that cars come to pick her up that call themselves saloon cars too (but they can take a wheelchair) and some people would struggle to access these vehicles. The respondent feels no one is listening to the taxi trade or to elderly taxi users like them.

A second respondent from Save Hove responded to the consultation. The respondent stated they were concerned about the increasing number of vehicles adapted for the disabled. The respondent refused to use this type of vehicle as they are difficult to get into and uncomfortable to ride in for a 76 year old. They felt that there was no question that some taxis should be wheelchair/disabled friendly but they wanted to know what statistics exist which show the actual use by the disabled of taxis which demonstrate the need for all taxis to be of this type. It was considered the original good idea had been taken over by a PC brigade and that common sense was needed as majorities as well as minorities matter too.

Residents

Two members of the public also responded to the consultation and the responses are summarised here.

A resident noted she had prebooked wheelchair accessible vehicles on a number of different occasions for her grandmother who is disabled and wheelchair bound. On

every single occasion they have failed to arrive, either on time or at all. Often when calling the company to enquire where the taxi is they have no knowledge of the booking and send someone along who either doesn't have the right equipment or isn't trained in this area. The respondent is dismayed this has happened every time a taxi has been booked, but notes that she continues to prebook because there is no other option. For time-sensitive things this is obviously a massive disappointment for us. An example is provided of the taxi being 45 minutes late on her grandmother's birthday resulting in a missed lunch reservation. This level of service is considered to be entirely unacceptable.

It is suggested a renewed training programme is implemented for those who operate wheelchair accessible vehicles, both in actual operation and in customer service. It is also considered that operators should provide confirmation email/call/text confirming the time, place and if possible the name of the driver who has been prebooked. It is suggested an online booking service, and even customer registration so that if booking for a certain name from a certain address, it is already registered in the system what kind of vehicle is required. Finally on disabled access it is noted that this is a constant source of stress at times when the family are already stressed enough. They are amazed and distressed that Brighton and Hove's otherwise functional taxi service fails to deliver this basic service.

The respondent also provided further comments about taxi services in Brighton and Hove. They noted that they often felt unsafe in taxis, especially late at night. Some drivers can completely disobey the speed limit, and there have been occasions when the respondent has been driven through the residential streets of Hove at 50mph. On these occasions the driver has been asked to slow down, they either ignore the request or have slowed to such a rate that the cost of the service is increased because of the increase in journey time. This is felt to be entirely unacceptable. The respondent suggests that every driver has a 'secret passenger' who evaluates their speed at different times of the day – someone who appears to be a customer but is in fact an evaluator.

Aside from these issues the respondent feels generally very happy with the taxi service in Brighton & Hove, both hackney carriages and private hire vehicles.

A second resident provided a response to the consultation. They noted that taxis themselves are comfortable enough and are usually clean and tidy. They seem to be in good working order. They felt most drivers seem quite polite although some appear somewhat grumpy and can shout expletives at other drivers. This is unsettling for passengers. The respondent cited an incident where a taxi driver got out of his car and began to shout sexist swear words at the respondent and her female partner in the middle of the street. This was extremely offensive and frightening for the respondent and her partner and they reported it to the police. However they were disappointed to be told by the police that the taxi company boss would not be informed automatically of the incident report and they would have to report this to the company separately. It was felt the police should inform the taxi service managers automatically if their drivers are acting in this way and this was an issue that needed addressing. In general the respondent feels quite safe using known phone numbers

but is always aware of the incident of the driver shouting aggressively. The respondent feels the driver was not necessarily a 'homophobe', just a very aggressive and sexist idiot.

It was noted that it was not pleasant having to queue up with drunken people at taxi ranks on an evening, especially for single women or vulnerable people. Brighton is a 'party town' but it was felt that a line could be drawn on the pavement that the person behind you should not cross like at an ATM.

Finally it was noted that taxi drivers simply drive far too fast. They drive too quickly swerving in between cars, bikes and people. All city-dwellers know this and it's a real problem and very dangerous indeed.

8 Trade Survey

8.1 Introduction

A trade survey was designed with the aim of collecting information and views from both trades. In particular the survey allowed an assessment of operational issues and views of the hackney carriage market to supplement the rank observations, as well as covering enforcement and disability issues. The following section summarises the results of the trade survey and full results are presented in Appendix 4.

8.2 Survey Administration

The Survey was conducted through a self completion questionnaire. These were sent to all licensed hackney and private hire drivers and operators in Brighton and Hove. A total of 635 questionnaire forms were completed and returned, giving a response rate of around 22.3%, a slightly higher than average value for this type of survey and 4% higher than the response in 2009. Of those respondents 75.6% were hackney carriage respondents and 25.4% were from the private hire trade. In addition, some 6.4% of hackney carriage respondents were also private hire drivers.

It should be noted that not all totals sum to the total number of respondents per trade group as some respondents failed to answer all of the questions.

8.3 General Operational Issues

The responses have been disaggregated on a hackney carriage and private hire trade basis.

Both trades were asked how long they have been involved in the taxi trade in Brighton and Hove. The highest proportion of the hackney carriage trade have been involved for over 20 years (36.3%), as have 22.7% of the private hire trade.

The trade were asked if they subscribe to a radio circuit. Almost three quarters of hackney carriage respondents (70.1%) stated that they do subscribe to a radio circuit, as do 89.9% of the private hire trade.

8.4 Driving

Respondents were asked what type of vehicle they drive most frequently. Some 66% of the hackney carriage trade respondents and 83.9% of the private hire trade generally drive saloon vehicles. In addition, some 17% of the hackney carriage trade drive a wheelchair accessible people carrier, as do 8.7% of the private hire trade.

Respondents were asked the average number of hours they work in a typical week. Hackney carriage respondents claimed they worked on average 43 hours per week, whilst private hire respondents stated they worked on average 45 hours per week. Both figures are slightly lower than the figures cited in 2009. Respondents were then asked to state how many hours they work at different times of the day during a typical week. Figure 8.1 documents the average hours worked during the day time period (06:00-18:00) for each day of the week. On average, it shows that the private hire trade work fewer hours than the hackney carriage trade during the day.

Figure 8.1 Average daytime hours worked

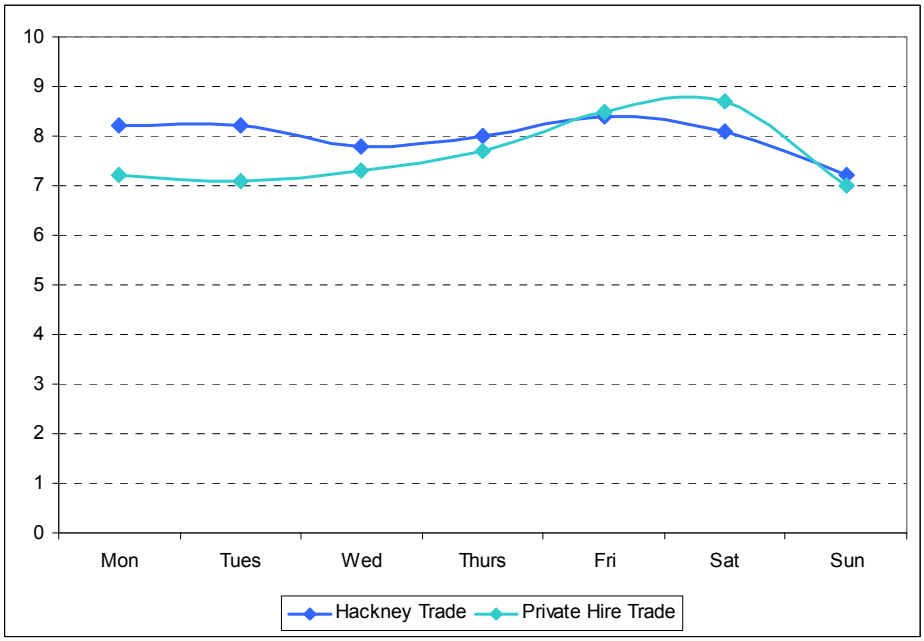
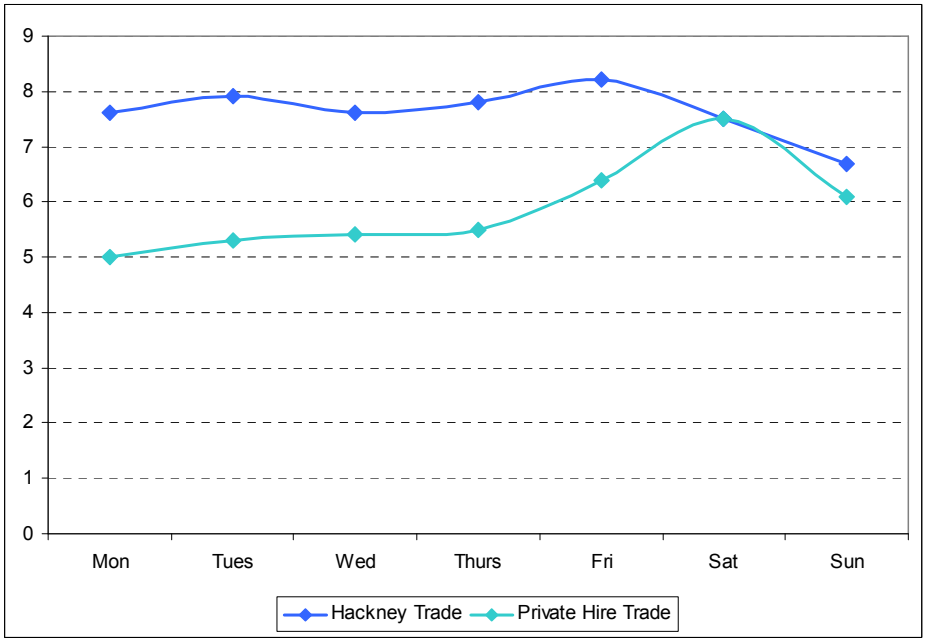


Figure 8.2 shows the average number of hours worked during the evening/night period (18:00-06:00). During the night time period both trades work longer on a Friday and Saturday night compared with other nights during the week.

Figure 8.2 Average night time hours worked



Respondents were asked to state the number of times they carry wheelchair bound passengers on a weekly basis. Table 8.1 shows the results. Some 68.5% of private hire

respondents stated that they never carry wheelchair bound passengers, in comparison to 55.1% of hackney carriage respondents.

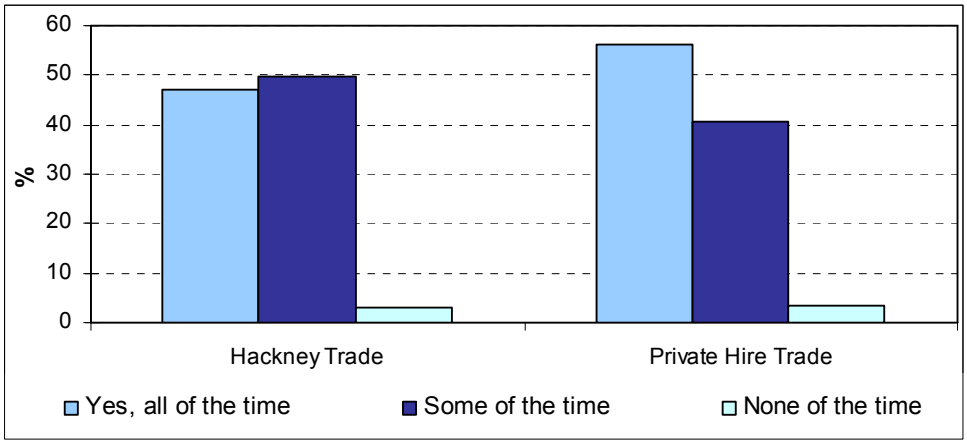
Table 8.1 Frequency of Transport of Wheelchair Bound Persons

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Never	245	55.1	102	68.5
1 to 5	163	36.6	44	29.5
5 to 10	25	5.6	2	1.3
10 to 20	9	2.0	1	0.7
More than 20	3	0.7	0	0.0
Total	**445**	**100.0**	**149**	**100.0**

8.5 Safety and Security

Respondents were asked if they felt safe whilst working as a taxi driver in Brighton and Hove. The results of which are shown in Figure 8.3. Some 47% of hackney carriage respondents stated that they felt safe all of the time, compared to 56.1% of private hire respondents. Only 3.2% of hackney carriage respondents felt safe none of the time, compared with 3.4% of private hire respondents.

Figure 8.3 Do you feel safe whilst working as a taxi driver in Brighton and Hove?



Of those who felt unsafe working in Brighton and Hove, 89.3% of the hackney carriage and 75.4% of the private hire respondents stated that they felt unsafe whilst working at night in Brighton and Hove. In addition, some 28.3% of hackney and 46.2% of private hire respondents felt unsafe in certain areas of Brighton and Hove.

The areas that were most commonly suggested as being unsafe were Whitehawk and Moulsecombe.

Brighton and Hove Council require taxi and private hire vehicles to be fitted with fixed cameras that record digital images within the vehicles for both driver and passenger safety. Respondents were asked whether they agree with this policy. Some 71.9% of hackney carriage and 54.1% of private hire respondents agreed with the policy. Those respondents who did not agree with the policy stated the following reasons;

- Invasion of privacy
- Too expensive
- Should be optional

8.6 Ranks

The trade were asked whether they believe there to be sufficient rank space in Brighton and Hove. The majority of the hackney carriage trade (75.4%) do not feel that there is enough rank space in Brighton and Hove, compared with 53.3% of the private hire trade who feel that there is sufficient. The trade were then asked whether there are any areas which would benefit from a new rank in Brighton and Hove. Some 51.6% of the hackney carriage trade felt new ranks are required, whilst 73.2% of the private hire trade stated that no new ranks are needed in Brighton and Hove. Of those who felt there should be new ranks, the following locations were suggested;

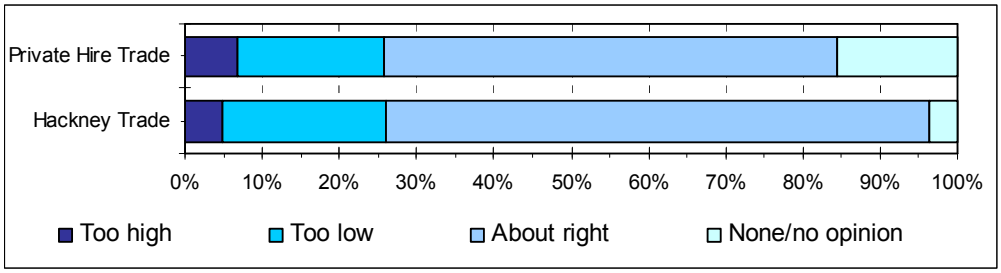
- Church Street
- Kings Road
- Queens Road

Queens Road and Kings Road were also cited in 2009 as requiring a rank. In addition 67.9% of the hackney carriage trade and 36.6% of the private hire trade felt that ranks on East Street, Kings Road and Paston Place should be extended.

8.7 Fares

Members of both trades were asked for their opinions regarding the current level of hackney carriage fares. The results are shown in Figure 8.4 and show that 70% of the hackney carriage trade and 59% of the private hire trade feel fares are about right.

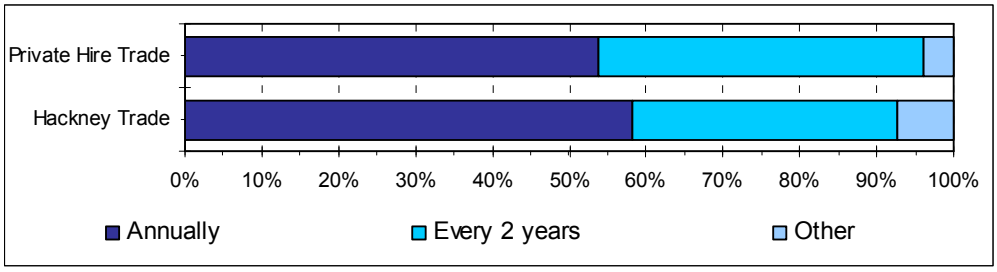
Figure 8.4 Opinions relating to hackney carriage fares



Respondents were then asked how often they thought the fare tariff should be increased. The results are shown in Figure 8.5 and show that 58% of hackney carriage respondents felt fares should be increased annually. Those who stated 'other' felt that the fare tariff should be reviewed;

- In line with inflation/cost of living
- Every five years
- Every 3 years

Figure 8.5 Opinions relating to fare tariff increases



8.8 Training

Respondents were asked whether they feel the current driver requirements prior to being issued a licence are satisfactory. The majority of both the hackney carriage (87.8%) and private hire (86.8%) trades do agree with the policy an increase from 66% of hackney carriage respondents and 73% of private hire respondents in 2009. Those respondents who felt that existing conditions were unsatisfactory were asked why, the most common responses were:

- BTEC not necessary or beneficial;
- Knowledge test should be harder; and
- English language skills should be better.

8.9 Taxi market in Brighton and Hove

Members of both trades were asked whether they consider there to be sufficient hackney carriages to meet the current level of demand in Brighton and Hove. The results are shown in Figure 8.6. This indicates that 84% of hackney carriage and 53% of private hire respondents feel there are too many.

All respondents were asked to state how many hackney carriages there should be in the Brighton and Hove fleet and the results are displayed in Figure 8.7. Of those drivers who responded, 65.7% of the hackney carriage trade and 46.6% of the private hire trade felt that the hackney carriage fleet size should be less than 540.

Figure 8.6 Do you consider there to be sufficient hackney carriages to meet demand?

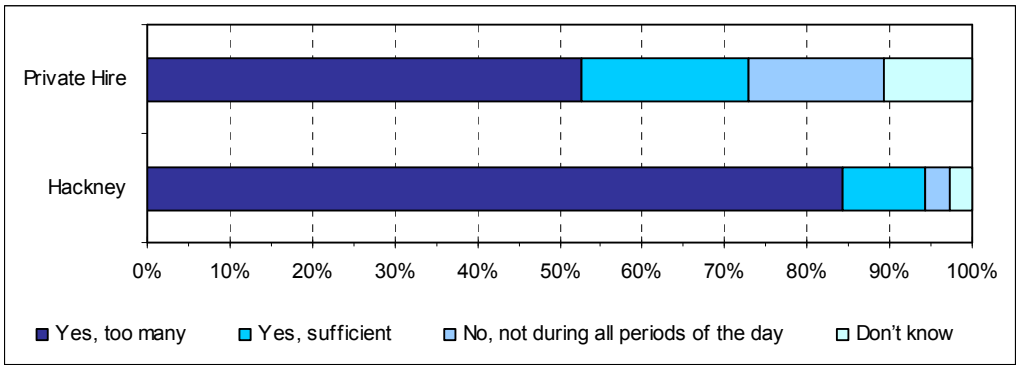
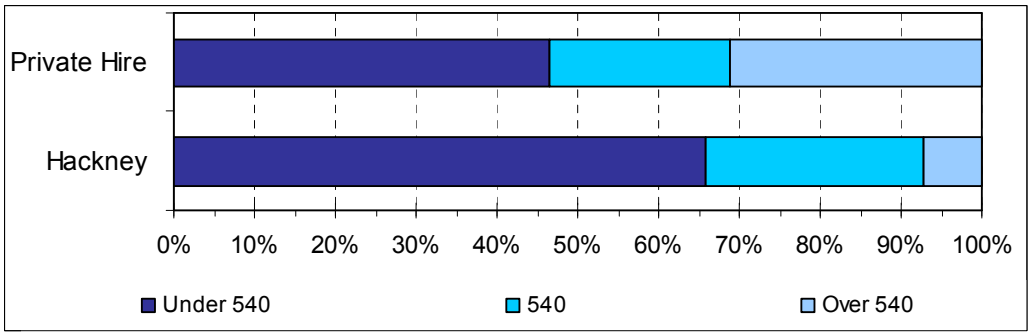
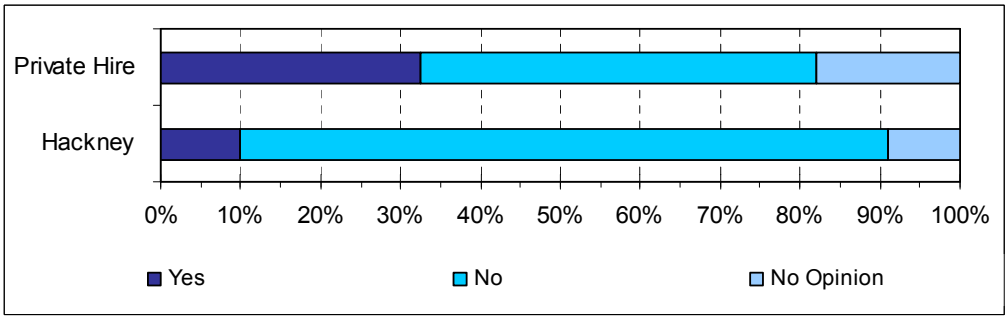


Figure 8.7 Opinion on ideal hackney carriage fleet size



Respondents were then asked to state whether they think Brighton and Hove Council should remove the numerical limit on the number of hackney carriage vehicles. The results in Figure 8.8 indicate that 81.1% of the hackney carriage trade and 49.7% of the private hire trade do not think that the limit should be removed. These levels have reduced from 2009 when 87% of hackney carriage and 58% of private hire respondents believed the limit should not be removed.

Figure 8.8 Opinion on removing the numerical limit on hackney carriage vehicle licences in Brighton and Hove



Views were sought regarding the likely impact on a series of factors if Brighton and Hove Council were to remove the limit on hackney carriage licences. The findings are summarised below and presented in detail in Appendix 4.

Congestion

The majority of respondents from the hackney carriage trade (79.4%) felt traffic congestion would increase following the removal of the limit, whilst 55.2% of the private hire trade felt there would be no effect.

Fares

Some 52.5% of the hackney carriage trade and 67.6% of the private hire trade were of the opinion that removing the limit on the number of hackney carriage vehicles in Brighton and Hove would have no effect on the fare tariffs.

Passenger Waiting Times

The majority of the hackney carriage trade felt that there would be no effect on passenger waiting times at rank, when flagging hackneys or when booking by telephone, as did the private hire respondents.

Vehicle Quality

Some 60.6% of hackney carriage respondents and 29.6% of private hire respondents were of the opinion that removing the limit on the number of hackney carriage licences would result in a decrease in the quality of hackney carriages. Similarly some 55.2% of the hackney carriage trade felt that private hire vehicle quality would decrease if the limit was removed. Whereas the majority of the private hire trade felt that there would be no effect on private hire vehicle quality.

Effectiveness of Enforcement

Some 49.3% of the hackney carriage trade felt that following de-restriction, effectiveness of enforcement would decrease. Some 61.2% of the private hire trade felt that there would be no effect.

Illegal Plying for Hire

In terms of illegal plying for hire, some 52.4% of hackney carriage respondents and 28.6% of private hire respondents felt that removing the limit on the number of licences would increase illegal plying for hire by private hire vehicles. A further 36.4% of the private hire trade felt de-restriction would have no effect.

Over Ranking

The majority of both hackney carriage (76.5%) and private hire (63.1%) respondents felt over ranking would increase following de-restriction.

Customer Satisfaction

Some 45.6% of hackney carriage respondents thought customer satisfaction would decrease following de-restriction. Some 20.7% of the private hire trade were also of the same opinion.

All respondents were asked their response to the statement ***"there is not enough work to support the current number of hackney carriages"***. The results in Table 8.2 show that the majority of hackney carriage respondents (82%) strongly agree or agree with the statement that there is not enough work to support the current number of hackney carriages. Some 47.6% of private hire respondents were of the same opinion.

Table 8.2 Opinion of "there is not enough work to support the current number of hackney carriages"

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	37	7.9	17	11.4
Disagree	19	4.1	23	15.4
Neither agree or disagree	28	6.0	38	25.5
Agree	110	23.6	31	20.8
Strongly agree	272	58.4	40	26.8
Total	466	100	149	100

Some of the most common responses to the statement included;

- Too many taxis, not enough work
- Drop in customers due to recession
- Drivers having to work longer to make a living

The survey then asked for opinions on the following statement; ***"Removing the limit on the number of hackney carriages in Brighton and Hove would benefit the public by reducing waiting times at ranks"***. The results in Table 8.3 show that 75.9% of hackney carriage drivers strongly disagreed or disagreed that removing the limit on the number of hackney carriages in Brighton and Hove would reduce public waiting times at ranks, compared with 35.8% of the private hire trade.

Finally, the trade were asked what effect they thought it would have on them if the authority removed the numerical limit on hackney carriages. The results show in Table 8.4 that 57.4% of hackney carriage responses cited they would work longer hours and 43.9% would leave the trade. Some 29.0% of private hire drivers said they would not change if the limit was removed and 36.1% said they would work more hours.

Table 8.3 Opinion of "removing the limit on the number of hackney carriages in Brighton and Hove would benefit the public"

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	277	59.7	35	23.6
Disagree	75	16.2	18	12.2
Neither agree or disagree	60	12.9	31	20.9
Agree	34	7.3	33	22.3
Strongly agree	18	3.9	31	20.0
Total	464	100	148	100

Table 8.4 Effect on the trade if the numerical limit was removed (multiple responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
No change	63	13.1	45	29.0
Work more hours	276	57.4	56	36.1
Work fewer hours	19	4.0	13	8.4
Acquire a hackney vehicle licence	23	4.8	35	22.6
Acquire more than one hackney vehicle licence	10	2.1	3	1.9
Switch from hackney to private hire	11	2.3	5	3.2
Switch from private hire to hackney	23	4.8	54	34.8
Leave the trade	211	43.9	29	18.7
Other	11	2.3	5	3.2

9 Wheelchair Accessibility

9.1 Introduction

An assessment of the level of demand for disabled accessible vehicles has been carried out in Brighton and Hove. This includes an assessment of observed wheelchair usage along with an evaluation of the availability of wheelchair accessible vehicles for telephone booking.

9.2 General Operational Issues

Brighton and Hove Council currently license 167 wheelchair accessible hackney carriages. This equates to 30.6% of the total fleet. There are also 36 wheelchair accessible private hire vehicles licensed, equating to 8.2% of the fleet.

9.3 Observed Usage

During the rank observation programme, 8 wheelchair users were observed hiring a taxi from a rank. In total there were 37,214 passenger departures indicating fewer that 0.5% of all departures at ranks involve wheelchair users. This low figure suggests that there is not a significant demand for wheelchair accessible vehicles from ranks in Brighton and Hove. This is supported through the consultation responses which indicate customers requiring wheelchair accessible vehicles tend to prebook. Table 9.1 highlights the ranks where wheelchair users were observed throughout the course of the study. This shows 62.5% of wheelchair hirings were made from Brighton Station.

Table 9.1 Wheelchair users observed

Rank	Observed users
Brighton Station	5
East Street	1
Hove Railway Station	1
West Street	1
Total	8

9.4 Latent Demand

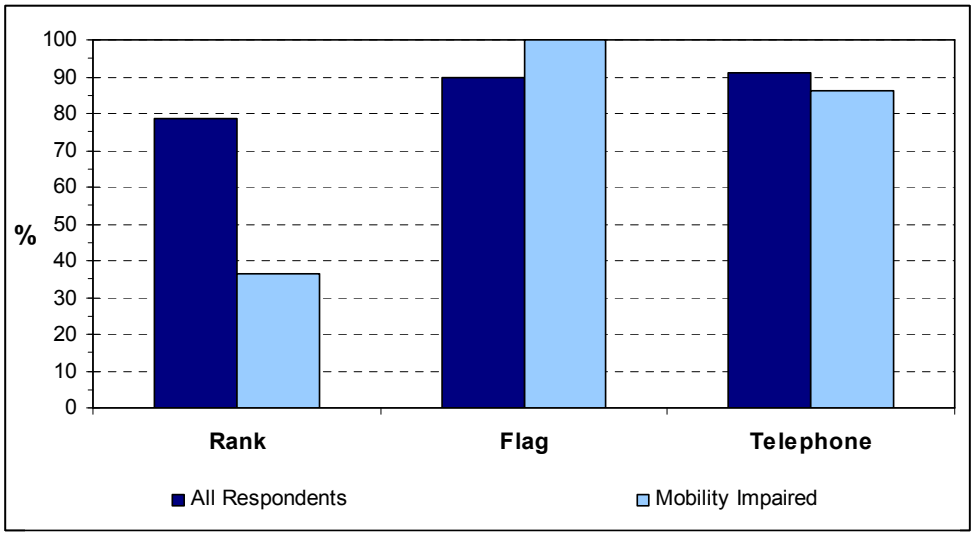
Some 449 on-street, telephone and on-line public interview surveys were carried out during summer 2012. Of these respondents 42 (9.4%) considered themselves to have a mobility impairment and 18 (42.9%) of these respondents used a wheelchair. Of those mobility impaired respondents 34 (81.0%) had used a taxi in the last three months. Some 22 (64.7%) booked their vehicle by telephone, 11 obtained their vehicle at a rank and 1 person obtained a vehicle by flagdown.

To provide evidence relating to suppressed demand in the event of finding significant patent unmet demand, respondents were asked to identify whether or not

they had given up waiting for a taxi at a rank, on the street, or by telephone in Brighton and Hove in the last three months. Of those citing mobility impairment 9 (21.4%) respondents had given up waiting for a taxi at a rank and 4 respondents (9.5%) had given up trying to obtain a vehicle by flagdown. Some 9 (21.4%) had given up by either rank or flag down. Just 4 (9.5%) respondents had given up by telephone – this compares to 22.4% for rank/flagdown and 7.3% for telephone cited by respondents without a mobility impairment.

When asked if they were satisfied with the time taken and the promptness of the taxis arrival 23.8% of those citing a mobility impairment were not satisfied with the level of delay. This compares to 14.6% across all respondents. On average those with a mobility impairment were less satisfied than respondents as a whole, particularly with rank hirings.

Figure 9.1 Satisfaction with delay



Respondents were asked how long in minutes they had to wait for their taxi to arrive from the time of booking, arriving at a rank or attempting to flag down a vehicle. Of the respondents citing a mobility impairment the average wait time was recorded as 14.97 minutes in comparison to 8.08 minutes for respondents as a whole.

9.5 Consultation response from the Fed

To engage with a range of disabled taxi users and non users, consultation was carried out with a local disability access group. Feedback is highlighted in Chapter 7 of this report. The consultation with the Fed highlighted that provision of wheelchair accessible vehicles has improved since the last report three years ago, however, it can still be difficult to guarantee availability around school-run times and the evenings and weekends, for which there was a general concern around waiting times. The respondent said that they felt hackney carriages often won't stop if flagged by a disabled user.

There were two main issues highlighted for concern by the Fed:

- Most powered wheelchair users cannot use wheelchair accessible vehicles (WAV's), and the definition of a WAV as defined by the council is not applicable to all wheelchair types.
- Once inside the vehicles, chairs are said to be very rarely secured properly. It is thought this may be as a result of a lack of training/knowledge, and partly down to driver attitude.

The Fed felt that disability awareness training should be improved and audited by local disabled people to ensure the quality of the training, and also to share experiences that people have had from previous journeys. It was suggested that operator training could be useful, as there is currently a mix of helpfulness when booking taxis.

It was acknowledged that a mixed fleet is required, but the current policy of only licensing WAV's at this time is good to balance up the different vehicle types in the fleet. It was felt more rear loading vehicles should be licensed as these are better for many wheelchair users as the ramps are shallower and the door and head space is higher. The respondent would like to see the council change vehicle standards to only licence vehicles that can accommodate all wheelchair users, and at the very least provide advice to drivers on what different vehicles can accommodate. The respondent said that they had been provided with a list of wheelchair vehicle drivers, however, this list was only made up of those people that had volunteered the information. It was suggested that it would be useful to have the contact details for those drivers that have the rear loading vehicles.

9.6 Other Consultation Responses

Further organisations and residents were contacted in writing. Responses were received from a number of residents and the Sussex Deaf Association.

Members of the Sussex Deaf Association felt strongly that many more disabled / wheelchair taxis should be made available. Users have first hand experience of problems with availability, it is often difficult to pre book, they always experience time delays in getting the taxi to the user and also have great difficulty pushing disabled persons in to the taxi whilst they remain in their chair. They feel that the cars should be larger and more available.

Residents responding to the consultation had mixed views. One noted that on every occasion she had prebooked wheelchair accessible vehicles for her grandmother they have failed to arrive, either on time or at all. This level of service is considered to be entirely unacceptable. They considered it was important that a training programme was implemented for the drivers and operators and that it should be standard practice to confirm bookings by email/call/text.

In contrast other residents highlighted the importance of maintaining a mixed fleet as some people with mobility impairments and the elderly find it difficult to get into the "big" wheelchair accessible vehicles. It was noted that there was no question that some taxis should be wheelchair/disabled friendly but they wanted to know what statistics exist which show the actual use by the disabled of taxis which demonstrate

the need for all taxis to be of this type. It was considered the original good idea had been taken over by a PC brigade and that common sense was needed as majorities as well as minorities matter too.

9.7 Trade Survey

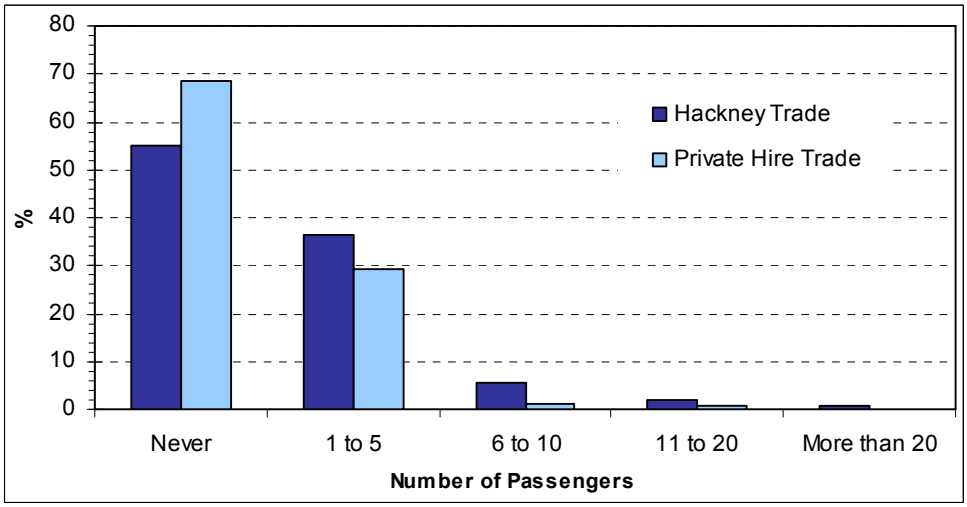
The trade survey (detailed in Chapter 8) identified that 66% of the hackney carriage trade drive a saloon vehicle most often, compared with 83.9% of the private hire trade. In addition, some 33.1% and 11.4% of the hackney and private hire trades respectively drive purpose built cabs or wheelchair accessible minibuses/people carriers most often. These results are shown in Table 9.2 below.

Table 9.2 Vehicle type driven most frequently

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Purpose built cab	74	16.1	4	2.7
Saloon Car	303	66.0	125	83.9
Minibus/People carrier (wheelchair accessible)	78	17.0	13	8.7
Minibus/People carrier (Not wheelchair accessible)	4	0.9	7	4.7
Total	**459**	**100**	**149**	**100**

Both the hackney carriage and private hire trades were asked to identify the number of times they carry wheelchair bound passengers (who prefer to travel in their chair) on a weekly basis. Figure 9.2 shows that some 68.5% of private hire respondents stated that they never carry wheelchair bound passengers, in comparison to 55.1% of hackney carriage respondents.

Figure 9.2 Frequency of transport of wheelchair bound passengers



9.8 Availability of Accessible Vehicles via Telephone Bookings

A telephone based mystery shopper survey was carried out to determine the difference between average waiting times for an accessible vehicle in comparison to a standard vehicle.

Some 40 enquiries were undertaken with a range of operators obtained from a telephone directory within the Brighton and Hove City Council licensing district. Half of enquiries made asked for an estimate of waiting times for any type of vehicle, and the other half asked for an estimate of waiting times for an accessible vehicle. Table 9.3 summarises the results.

Table 9.3 Waiting times for accessible and standard vehicles (minutes)

	Minimum Wait Time	Maximum Wait Time	Average Wait Time
Standard Vehicle	5	60	15
Accessible Vehicle	5	60	32

The results indicated that when booking a taxi via the telephone, passengers experience a difference in waiting time for an accessible vehicle than they do for a standard vehicle. The waiting time for a wheelchair accessible vehicle is over twice the waiting time reported for a standard vehicle. Of the phone calls made only1 operator did not have a wheelchair accessible vehicle available in their fleet. The average waiting time for a wheelchair accessible vehicle has reduced 11 minutes from 43 minutes in 2009.

Given that, at the time of the surveys, the number of accessible vehicles within the entire hackney and private hire fleet was 203 (167 hackney carriages and 36 private hire vehicles) the following formula provides an estimate of the number of accessible vehicle required to eliminate this discrepancy in waiting times:

$$Q_2 = \frac{D_1}{D_2} x\, Q_1$$

Where:

D_1 is the average delay for accessible vehicles = 32 minutes
D_2 is the delay for any type of vehicle = 15 minutes
Q_1 is the current number of accessible vehicles in the entire fleet (hackneys plus private hire cars) = 203
Q_2 is the total required number of accessible vehicles required to eliminate this discrepancy in waiting times = 476

The formula indicates than an additional 230 accessible vehicles, linked to a radio circuit, would be required to eliminate the discrepancy in telephone booking waiting times between accessible and non accessible vehicles. It should be noted that this demand for additional vehicles is private hire demand and therefore not relevant to the issue of significant unmet demand. This value is also high due to there being very few wheelchair accessible vehicles in the private hire fleet. It is also the case that the requirement of additional accessible vehicles is not necessarily a requirement for more licensed vehicles. The discrepancy in waiting times could be alleviated by replacing standard vehicles with accessible vehicles or connecting the current accessible vehicles to radio circuits. Nevertheless, it remains the case that it is possible to improve the level of service to disabled people via increasing the number of accessible vehicles available significantly.

10 Flagdown Assessment

10.1 Introduction

In line with the study specification, a series of journeys were undertaken/attempted to quantify the length of time it takes to flag down a taxi. A series of hirings were undertaken/attempted by taxi to ascertain the ease of acquiring a vehicle in different locations across Brighton and Hove. The surveys also rated a number of aspects of each journey including the driver knowledge; driver appearance; helpfulness of the driver; and quality of the vehicle.

10.2 Results

A number of journeys were attempted by flagdown over a series of different week day, day time periods in June and September in Brighton and Hove. The locations chosen were selected in response to consultation and survey responses. Table 10.1 below shows the data obtained from the surveys.

Three of the eleven attempted journeys were unsuccessful by flagdown after 30 minutes of waiting from Hove Seafront, Hangleton and Preston Park Station. Taxis were easy to obtain in Brighton centre and at Hove Town Hall rank. It is clear that in some of the outer or non central areas there are fewer taxis circulating and it is therefore more difficult to obtain a taxi by flagdown. The most successful locations for obtaining taxis outside Brighton centre were on main arterial routes.

Each taxi journey was rated on a list of criteria (see Table 10.2). With regard to the driver's appearance, the observer found that most of the drivers dressed reasonably smartly with just two of the drivers wearing casual clothes such as jeans. The condition of all vehicles on the outside (bar one which had a wing mirror attached with tape following a minor accident) was good or very good. Inside the vehicles was considered to be average to good by the observer as some vehicles upholstery was very worn. One vehicle was exemplary, being completely spotless and the driver obviously took pride in his vehicle.

The drivers were all generally polite and friendly and had a good knowledge of the area. Three of the drivers were very helpful by getting out of their vehicle without being asked to assist the observer with their luggage. It was however observed that one driver did not know a particular location and became unhappy with the observer when they were unable to direct him street by street to the requested destination. One driver undertook a very erratic manoeuvre into oncoming traffic and was therefore rated poor for driver safety. In general drivers' ability and safety was noted as very good.

Table 10.1 Journey Details

	Attempted hire	Start location	End location	Time of day	Delay observed (mins)	Number of passing cabs	Successful journey made by cab	Vehicle type
1	Flag	Moulescoombe	County Hospital	14:30	5	1	Yes	Saloon
2	Flag	Kemp Town	Preston Park Station	15:30	10	0	Yes	Saloon
3	Rank	Brighton Station	Hove	12:30	0	0	Yes	MPV
4	Flag	Hove Seafront	Brighton	18:45	30	2	No	-
5	Flag	Preston Park Station	Hove	16:00	30	0	No	-
6	Flag	Central Brighton	Brighton Marina	19:30	5	2	Yes	MPV
7	Flag	Hangleton	Hove	17:15	30	2	No	-
8	Flag	Brighton Marina	Queens Road Brighton	21:30	15	0	Yes	Saloon
9	Rank	Hove	Queens Road Brighton	15:00	0	0	Yes	Saloon
10	Flag	Old Shoreham Road Aldrington	Hove	18:00	10	0	Yes	Saloon
11	Flag	Dyke Road Withdean	Hangleton	16:40	10	1	Yes	Saloon

Table 10.2 Assessment Criteria

	Very Good	Good	Average	Poor	Very Poor
Driver Appearance	✓✓	✓✓✓✓	✓✓		
Condition of vehicle outside	✓✓✓	✓✓✓✓		✓	
Condition of vehicle inside	✓	✓✓✓✓	✓✓✓		
Helpfulness of driver	✓✓✓✓	✓	✓✓✓		
Driver knowledge	✓✓✓✓✓		✓✓	✓	
Driving ability / Safety	✓✓✓✓	✓✓	✓	✓	

11 Deriving the Significant Unmet Demand Index Value

11.1 Introduction

The data provided in the previous chapters can be summarised using Halcrow's ISUD factor described in Section 2.

The component parts of the index, their source and their values are given below;

Average Passenger Delay (Table 5.2)	0.18
Peak Factor (Figure 5.1)	0.5
General Incidence of Delay (Table 5.3)	1.44
Steady State Performance (Table 5.1)	2
Seasonality Factor (paragraph 5.4.5)	1
Latent Demand Factor (paragraph 6.3.3)	1.224
ISUD (0.18*0.5*1.44*2*1*1.224)	0.25

The cut off level for a significant unmet demand is 80. It is clear that Brighton and Hove is well below this cut off point as the ISUD is 0, indicating that there is **NO significant unmet demand**. This conclusion covers both patent and latent/suppressed demand. It can be concluded, therefore, that any passenger delay that is present in the licensing district arises for operational rather than regulatory reasons.

12 Summary and Conclusions

12.1 Introduction

Halcrow has conducted a study of the hackney carriage and private hire market on behalf of Brighton and Hove City Council. The present study has been conducted in pursuit of the following objectives. To determine;

- whether or not there is a significant unmet demand for Hackney Carriage services within Brighton and Hove as defined in Section 16 of the Transport Act 1985; and
- how many additional taxis are required to eliminate any significant unmet demand.

This section provides a brief description of the work undertaken and summarises the conclusions.

12.2 Significant Unmet Demand

The 2012 study has identified that there is NO evidence of significant unmet demand for hackney carriages in Brighton and Hove. This conclusion is based on an assessment of the implications of case law that has emerged since 2000, and the results of Halcrow's analysis.

When comparing the results of the 2012 study with the previous study in 2009 it is clear that demand for rank based hackney carriage services has reduced. This has also had the effect of reducing passenger delay.

12.3 Public Perception

Public perception of the service was obtained through the undertaking of 449 surveys. Overall the public were generally satisfied with the service – key points included;

- Some 69.8% of respondents had used a taxi within the last three months
- Some 22.4%of respondents had given up waiting for a hackney carriage or private hire vehicle in the last three months by rank and/or flagdown
- Average waiting times were 8.08 minutes
- Some 98.4% of respondents agreed with the councils new CCTV safety policy

12.4 Stakeholder Consultation

The views of stakeholders were mixed but in general it was considered that taxi services in Brighton and Hove were of a high quality. Visitors like the green/white livery of the hackney carriage vehicles and the text message services used by many companies to advise passengers that their taxi has arrived and feedback from Visit Brighton is positive.

The lack of a rank at the American Express Stadium on the edge of Brighton was raised. The stadium implements a transport plan for events which secures pedestrian safety for 30,000 people. Taxi drop off and pick up points are provided but not all the trade are happy with the arrangements. The stadium feel there is no safe location for a rank within the Brighton and Hove side.

Issues have been raised around the Brighton Station rank and the level of congestion. Some people have suggested a further rank should be implemented at the back of the station but the front rank should not be removed. This would split the taxis and hopefully result in less congestion on the forecourt.

Other key issues raised related to wheelchair accessible taxis and is covered at 12.6.

12.5 Trade Perception

Overall the public were generally satisfied with the service – key points included;

- Some 47% of hackney carriage respondents and 56.1% of private hire respondents stated that they felt safe all of the time;
- The majority of the hackney carriage trade (75.4%) do not feel that there is enough rank space in Brighton and Hove and wish to see further ranks on Kings Road, Queens Road and Church Street.
- Some 84% of hackney carriage and 53% of private hire respondents feel there are too many hackney carriages.
- Some 81.1% of the hackney carriage trade and 49.7% of the private hire trade do not think that the numerical limit should be removed.

12.6 Disabled Access

Brighton and Hove Council currently license 167 wheelchair accessible hackney carriages. This equates to 30.6% of the total fleet. There are also 36 wheelchair accessible private hire vehicles licensed, equating to 8.2% of the fleet. The benchmarking exercise demonstrated this provision means Brighton and Hove is in the middle of the comparable authorities having neither the best or worst provision.

During the rank observation programme only 8 wheelchair users were observed hiring a taxi from a rank. An indication of the potential demand for wheelchair accessible taxi services in Brighton and Hove in comparison to the benchmarked authorities was assessed through the interrogation of disability living allowance claimants in each authority. This indicated that of the benchmarked authorities, Brighton and Hove has an average level of claimants at 5.3% of the total population. The level of the total population in each authority claiming incapacity benefit/severe disablement allowance was also assessed. The level of claimants in Brighton and Hove is slightly above the average or 3.9% at 4.1%.

Of the public attitude respondents 42 (9.4%) considered themselves to have a mobility impairment and 18 (42.9%) of these respondents used a wheelchair. Of those mobility impaired respondents 34 (81.0%) had used a taxi in the last three months mainly booking by phone.

When asked if they were satisfied with the time taken and the promptness of the taxis arrival 23.8% of those citing a mobility impairment were not satisfied with the level of delay. This compares to 14.6% across all respondents. On average those with a mobility impairment were less satisfied than respondents as a whole, particularly with rank hirings. Of the respondents citing a mobility impairment the average wait time for hiring a taxi was recorded as 14.97 minutes in comparison to 8.08 minutes for respondents as a whole. This indicates that mobility impaired respondents wait longer for their taxi and are less satisfied with the delay.

A telephone based mystery shopper survey was also carried out to determine the difference between average waiting times for an accessible vehicle in comparison to a standard vehicle. The waiting time for a wheelchair accessible vehicle is over twice the waiting time reported for a standard vehicle. Though overall the average waiting time for a wheelchair accessible vehicle has reduced 11 minutes from 43 minutes in 2009 indicating services are improving. The calculations indicate than an additional 230 accessible vehicles, linked to a radio circuit, would be required to eliminate the observed discrepancy in telephone booking waiting times between accessible and non accessible vehicles.

The stakeholder consultation highlighted that provision of wheelchair accessible vehicles has improved since the last report three years ago, however, it can still be difficult to guarantee availability around school-run times and the evenings and weekends, for which there was a general concern around waiting times. It was highlighted that most powered wheelchair users cannot use wheelchair accessible vehicles (WAV's), and the definition of a WAV as defined by the council is not applicable to all wheelchair types. It was acknowledged that a mixed fleet is required, but the current policy of only licensing WAV's at this time is good to balance up the different vehicle types in the fleet. Some respondents were concerned that the Council wished to see a 100% wheelchair accessible hackney carriage fleet and highlighted that elderly users should also be considered and they prefer saloons.

It was felt more rear loading vehicles should be licensed as these are better for many wheelchair users as the ramps are shallower and the door and head space is higher. Members of the public would be happy to see rear or side loading hackney carriages (75% of respondents). Just 17% said only side access should be permitted.

It is apparent the level of service for wheelchair bound passengers in Brighton and Hove has improved over since 2009, but there remains a discrepancy in the level of service enjoyed by the population as a whole and disabled persons.

12.7 Recommendations

The 2012 study has identified that there is NO evidence of significant unmet demand for hackney carriages in Brighton and Hove. This conclusion covers both patent and latent/suppressed demand and is based on an assessment of the implications of case law that has emerged since 2000, and the results of Halcrow's analysis.

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

- Maintain the current limit of 545 hackney carriage licences plus an additional 5 wheelchair licenses issued annually;
- issue any number of additional plates as it sees fit, either in one allocation or a series of allocations; or
- remove the numerical limit.

Appendix 1

Rank Observation Summary

Appendix 1: Brighton and Hove Rank Observations

Halcrow
A CH2M HILL COMPANY

Brighton Rail Station

Thursday 03/05/2012 0700-1000

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
0700-0800	18	19	0	36	0.00	9.47	0	1	0	1	0
0800-0900	25	18	0	110	0.00	30.56	0	4	0	0	1
0900-1000	53	56	0	125	0.00	11.16	10	2	1	0	0
1000-1100	92	71	0	175	0.00	12.32	0	11	0	0	1
1100-1200	78	61	0	158	0.00	12.95	0	6	0	0	1
1200-1300	93	75	0	130	0.00	8.67	0	5	0	0	1
Total	**359**	**300**	**0**	**734**	**0.00**	**12.23**			**1**	**1**	**4**

Thursday 17/04/2012 1400-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	89	71	0	273	0.00	19.23	0	20	0	0	1
1500-1600	86	93	0	194	0.00	10.43	0	10	0	0	1
1600-1700	113	119	0	163	0.00	6.85	0	7	0	0	1
1700-1800	108	92	11	77	0.51	4.18	6	0	1	0	0
Total	**396**	**375**	**11**	**707**	**0.14**	**9.43**			**1**	**0**	**3**

Wednesday 18/04/2012 2000-0000

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	212	143	0	201	0.00	7.03	0	10	0	0	1
2100-2200	185	123	0	251	0.00	10.20	0	20	0	0	1
2200-2300	198	101	0	249	0.00	12.33	0	15	0	0	1
2300-0000	188	129	0	270	0.00	10.47	0	20	0	0	1
Total	**783**	**496**	**0**	**971**	**0.00**	**9.79**			**0**	**0**	**4**

Saturday **03/12/2011** **1000-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	69	49	1	41	0.07	4.18	1	0	0	1	0
1100-1200	101	56	0	84	0.00	7.50	0	3	0	0	1
1200-1300	234	119	0	147	0.00	6.18	0	7	0	0	1
1300-1400	157	87	0	103	0.00	5.92	0	4	0	0	1
1400-1500	81	55	0	59	0.00	5.36	0	3	0	0	1
1500-1600	64	50	0	38	0.00	3.80	0	2	0	1	0
Total	**706**	**416**	**1**	**472**	**0.01**	**5.67**			**0**	**2**	**4**

Friday **27/04/2012** **1800-0000**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	171	112	0	221	0.00	9.87	0	13	0	0	1
1900-2000	203	140	0	190	0.00	6.79	0	10	0	0	1
2000-2100	150	119	20	204	0.67	8.57	20	0	1	0	0
2100-2200	268	183	174	110	3.25	3.01	39	0	1	0	0
2200-2300	140	102	0	191	0.00	9.36	0	10	0	0	1
2300-0000	85	64	0	217	0.00	16.95	0	12	0	0	1
Total	**1017**	**720**	**194**	**1133**	**0.95**	**7.87**			**2**	**0**	**4**

Sunday **13/05/2012** **1200-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	38	19	0	137	0.00	36.05	0	9	0	0	1
1300-1400	68	43	13	96	0.96	11.16	7	2	1	0	0
1400-1500	81	51	8	86	0.49	8.43	8	2	1	0	0
1500-1600	62	41	0	161	0.00	19.63	0	11	0	0	1
Total	**249**	**154**	**21**	**480**	**0.42**	**15.58**			**2**	**0**	**2**

East Street

Tuesday **17/04/2012** **1000-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	17	16	0	91	0.00	28.44	0	5	0	0	1
1100-1200	15	22	0	73	0.00	16.59	0	4	0	0	1
1200-1300	27	26	0	116	0.00	22.31	0	6	0	0	1
1300-1400	18	18	0	132	0.00	36.67	0	6	0	0	1
1400-1500	23	23	0	174	0.00	37.83	0	12	0	0	1
1500-1600	29	34	0	129	0.00	18.97	0	8	0	0	1
1600-1700	45	27	0	125	0.00	23.15	0	8	0	0	1
1700-1800	71	51	0	97	0.00	9.51	0	3	0	0	1
Total	**245**	**217**	**0**	**937**	**0.00**	**21.59**			**0**	**0**	**8**

Wednesday **25/04/2012** **2200-0400**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2200-2300	132	85	0	164	0.00	9.65	0	10	0	0	1
2300-0000	98	60	0	182	0.00	15.17	0	12	0	0	1
0000-0100	74	49	0	181	0.00	18.47	0	10	0	0	1
0100-0200	41	43	0	181	0.00	21.05	0	11	0	0	1
0200-0300	58	46	0	94	0.00	10.22	0	3	0	0	1
0300-0400	88	51	0	63	0.00	6.18	0	1	0	1	0
Total	**491**	**334**	**0**	**865**	**0.00**	**12.95**			**0**	**1**	**5**

Saturday **21/04/2012** **1000-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	7	9	0	101	0.00	56.11	0	7	0	0	1
1100-1200	3	5	0	111	0.00	111.00	0	6	0	0	1
1200-1300	8	23	0	108	0.00	23.48	0	6	0	0	1
1300-1400	79	43	0	63	0.00	7.33	0	2	0	1	0
1400-1500	80	37	2	53	0.13	7.16	2	0	0	1	0
1500-1600	18	18	0	83	0.00	23.06	0	4	0	0	1
1600-1700	21	17	0	122	0.00	35.88	0	7	0	0	1
1700-1800	169	70	13	92	0.38	6.57	6	0	1	0	0
Total	**385**	**222**	**15**	**733**	**0.19**	**16.51**			**1**	**2**	**5**

Friday **04/05/2012** **2200-0400**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2200-2300	32	22	0	256	0.00	58.18	0	18	0	0	1
2300-0000	58	34	0	224	0.00	32.94	0	15	0	0	1
0000-0100	30	19	0	248	0.00	65.26	0	16	0	0	1
0100-0200	34	18	0	258	0.00	71.67	0	20	0	0	1
0200-0300	23	14	0	194	0.00	69.29	0	15	0	0	1
0300-0400	13	8	0	186	0.00	116.25	0	14	0	0	1
Total	**190**	**115**	**0**	**1366**	**0.00**	**59.39**			**0**	**0**	**6**

Sunday **22/04/2012** **1400-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	50	33	0	47	0.00	7.12	0	1	0	1	0
1500-1600	61	47	6	49	0.49	5.21	5	0	1	0	0
1600-1700	68	33	0	176	0.00	26.67	0	7	0	0	1
1700-1800	139	72	0	153	0.00	10.63	0	0	0	1	0
Total	**318**	**185**	**6**	**425**	**0.09**	**11.49**			**1**	**2**	**1**

St Peters Place

Monday **16/04/2012** **1000-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	8	13	0	40	0.00	15.38	0	0	0	1	0
1100-1200	18	18	0	39	0.00	10.83	0	1	0	1	0
1200-1300	12	15	0	37	0.00	12.33	0	1	0	1	0
1300-1400	13	14	0	29	0.00	10.36	0	1	0	1	0
1400-1500	11	6	0	60	0.00	50.00	0	4	0	0	1
1500-1600	12	13	0	48	0.00	18.46	0	2	0	1	0
1600-1700	7	12	0	36	0.00	15.00	0	2	0	1	0
1700-1800	13	14	1	23	0.38	8.21	1	0	0	1	0
Total	**94**	**105**	**1**	**312**	**0.05**	**14.86**			**0**	**7**	**1**

Thursday 19/04/2012 2100-0300

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2100-2200	25	19	0	67	0.00	17.63	0	2	0	1	0
2200-2300	15	14	0	82	0.00	29.29	0	4	0	0	1
2300-0000	27	27	0	58	0.00	10.74	0	3	0	0	1
0000-0100	28	22	0	50	0.00	11.36	0	1	0	1	0
0100-0200	4	2	0	58	0.00	145.00	0	4	0	0	1
0200-0300	5	3	0	41	0.00	68.33	0	3	0	0	1
Total	**104**	**87**	**0**	**356**	**0.00**	**20.46**			**0**	**2**	**4**

Saturday 28/04/2012 1000-1700

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	2	3	0	6	0.00	10.00	0	0	0	1	0
1100-1200	3	6	0	9	0.00	7.50	0	0	0	1	0
1200-1300	8	6	0	40	0.00	33.33	0	3	0	0	1
1300-1400	2	4	0	24	0.00	30.00	0	1	0	1	0
1400-1500	8	8	0	17	0.00	10.63	0	1	0	1	0
1500-1600	31	22	7	31	1.13	7.05	5	0	1	0	0
1600-1700	22	17	0	26	0.00	7.65	0	1	0	1	0
Total	**76**	**66**	**7**	**153**	**0.46**	**11.59**			**1**	**5**	**1**

Saturday 12/05/2012 2100-0300

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2100-2200	39	25	0	56	0.00	11.20	0	1	0	1	0
2200-2300	27	24	0	84	0.00	17.50	0	2	0	1	0
2300-0000	37	23	0	34	0.00	7.39	0	0	0	1	0
0000-0100	31	24	0	41	0.00	8.54	0	2	0	1	0
0100-0200	20	10	0	23	0.00	11.50	0	0	0	1	0
0200-0300	44	28	0	22	0.00	3.93	0	0	0	1	0
Total	**198**	**134**	**0**	**260**	**0.00**	**9.70**			**0**	**6**	**0**

Sunday **13/05/2012** **1400-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	11	9	0	8	0.00	4.44	0	0	0	1	0
1500-1600	6	8	0	13	0.00	8.13	0	0	0	1	0
1600-1700	17	12	5	5	1.47	2.08	3	0	1	0	0
1700-1800	16	9	0	29	0.00	16.11	0	0	0	1	0
Total	**50**	**38**	**5**	**55**	**0.50**	**7.24**			**1**	**3**	**0**

Queens Square

Monday **18/04/2012** **1000-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	14	11	0	28	0.00	12.73	0	1	0	1	0
1100-1200	33	25	0	23	0.00	4.60	0	1	0	1	0
1200-1300	14	12	0	27	0.00	11.25	0	1	0	1	0
1300-1400	36	31	0	29	0.00	4.68	0	1	0	1	0
1400-1500	43	29	0	25	0.00	4.31	0	1	0	1	0
1500-1600	29	19	0	29	0.00	7.63	0	1	0	1	0
1600-1700	39	23	0	32	0.00	6.96	0	2	0	1	0
1700-1800	48	36	0	33	0.00	4.58	0	2	0	1	0
Total	**256**	**186**	**0**	**226**	**0.00**	**6.08**			**0**	**8**	**0**

Wednesday **02/05/2012** **0000-0300**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
0000-0100	13	8	0	60	0.00	37.50	0	3	0	0	1
0100-0200	7	7	0	64	0.00	45.71	0	4	0	0	1
0200-0300	5	9	0	28	0.00	15.56	0	1	0	1	0
Total	**25**	**24**	**0**	**152**	**0.00**	**31.67**			**0**	**1**	**2**

Saturday 28/04/2012 1000-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	2	3	0	18	0.00	30.00	0	0	0	1	0
1100-1200	4	3	1	33	1.25	55.00	1	0	0	1	0
1200-1300	10	7	0	76	0.00	54.29	0	4	0	0	1
1300-1400	9	7	0	52	0.00	37.14	0	0	0	1	0
1400-1500	20	8	0	52	0.00	32.50	0	2	0	1	0
1500-1600	33	22	0	61	0.00	13.86	0	0	0	1	0
1600-1700	27	17	9	23	1.67	6.76	3	0	1	0	0
1700-1800	39	22	7	25	0.90	5.68	5	0	1	0	0
Total	**144**	**89**	**17**	**340**	**0.59**	**19.10**			**2**	**5**	**1**

Friday 11/05/2012 2100-0300

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2100-2200	21	12	0	46	0.00	19.17	0	1	0	1	0
2200-2300	19	21	0	61	0.00	14.52	0	3	0	0	1
2300-0000	37	24	0	45	0.00	9.38	0	2	0	1	0
0000-0100	71	37	0	44	0.00	5.95	0	2	0	1	0
0100-0200	67	43	1	33	0.07	3.84	1	0	0	1	0
0200-0300	58	34	6	39	0.52	5.74	6	0	1	0	0
Total	**273**	**171**	**7**	**268**	**0.13**	**7.84**			**1**	**4**	**1**

Sunday 13/05/2012 1200-1600

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	12	14	0	18	0.00	6.43	0	0	0	1	0
1300-1400	3	8	0	22	0.00	13.75	0	0	0	1	0
1400-1500	5	10	0	29	0.00	14.50	0	0	0	1	0
1500-1600	5	7	0	42	0.00	30.00	0	1	0	1	0
Total	**25**	**39**	**0**	**111**	**0.00**	**14.23**			**0**	**4**	**0**

Norton Road

Monday **23/04/2012** **1000-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	5	10	0	21	0.00	10.50	0	0	0	1	0
1100-1200	1	5	0	54	0.00	54.00	0	2	0	1	0
1200-1300	5	6	0	50	0.00	41.67	0	3	0	0	1
1300-1400	10	7	0	25	0.00	17.86	0	0	0	1	0
1400-1500	4	8	0	20	0.00	12.50	0	1	0	1	0
1500-1600	2	5	0	29	0.00	29.00	0	1	0	1	0
Total	**27**	**41**	**0**	**199**	**0.00**	**24.27**			**0**	**5**	**1**

Wednesday **18/04/2012** **1800-2200**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	8	14	0	50	0.00	17.86	0	2	0	1	0
1900-2000	6	13	0	50	0.00	19.23	0	1	0	1	0
2000-2100	6	7	0	53	0.00	37.86	0	2	0	1	0
2100-2200	4	11	0	52	0.00	23.64	0	2	0	1	0
Total	**24**	**45**	**0**	**205**	**0.00**	**22.78**			**0**	**4**	**0**

Saturday **28/04/2012** **1000-1400**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	67	39	0	27	0.00	3.46	0	0	0	1	0
1100-1200	62	44	1	20	0.08	2.27	1	0	0	1	0
1200-1300	65	42	3	4	0.23	0.48	2	0	0	1	0
1300-1400	64	42	0	20	0.00	2.38	0	0	0	1	0
Total	**258**	**167**	**4**	**71**	**0.08**	**2.13**			**0**	**4**	**0**

Friday **20/04/2012** **1800-2200**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	5	13	0	40	0.00	15.38	0	1	0	1	0
1900-2000	8	12	0	43	0.00	17.92	0	2	0	1	0
2000-2100	3	12	0	27	0.00	11.25	0	0	0	1	0
2100-2200	14	17	0	44	0.00	12.94	0	2	0	1	0
Total	**30**	**54**	**0**	**154**	**0.00**	**14.26**			**0**	**4**	**0**

Sunday **13/11/2011** **1200-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	7	8	0	11	0.00	6.88	0	0	0	1	0
1300-1400	10	10	0	23	0.00	11.50	0	0	0	1	0
1400-1500	4	7	0	37	0.00	26.43	0	1	0	1	0
1500-1600	9	11	0	16	0.00	7.27	0	0	0	1	0
Total	**30**	**36**	**0**	**87**	**0.00**	**12.08**			**0**	**4**	**0**

Hove Rail Station

Monday **16/04/2012** **0700-1300**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
0700-0800	1	5	0	17	0.00	17.00	0	1	0	1	0
0800-0900	12	14	0	40	0.00	14.29	0	0	0	1	0
0900-1000	10	15	0	30	0.00	10.00	0	2	0	1	0
1000-1100	4	5	0	23	0.00	23.00	0	1	0	1	0
1100-1200	12	12	0	21	0.00	8.75	0	0	0	1	0
1200-1300	11	10	0	18	0.00	9.00	0	0	0	1	0
Total	**50**	**61**	**0**	**149**	**0.00**	**12.21**			**0**	**6**	**0**

Monday **17/04/2012** **1400-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	8	10	0	46	0.00	23.00	0	1	0	1	0
1500-1600	7	13	0	58	0.00	22.31	0	4	0	0	1
1600-1700	7	10	0	40	0.00	20.00	0	2	0	1	0
1700-1800	18	18	1	49	0.28	13.61	1	0	0	1	0
Total	**40**	**51**	**1**	**193**	**0.13**	**18.92**			**0**	**3**	**1**

Thursday **19/04/2012** **1800-0000**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	45	41	0	60	0.00	7.32	0	2	0	1	0
1900-2000	33	29	0	73	0.00	12.59	0	4	0	0	1
2000-2100	28	30	0	69	0.00	11.50	0	2	0	1	0
2100-2200	22	17	0	91	0.00	26.76	0	5	0	0	1
2200-2300	12	14	0	71	0.00	25.36	0	0	0	1	0
2300-0000	17	15	0	55	0.00	18.33	0	2	0	1	0
Total	**157**	**146**	**0**	**419**	**0.00**	**14.35**			**0**	**4**	**2**

Saturday **05/05/2012** **1000-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	15	13	0	7	0.00	2.69	0	0	0	1	0
1100-1200	12	10	2	20	0.83	10.00	2	0	0	1	0
1200-1300	14	14	0	18	0.00	6.43	0	0	0	1	0
1300-1400	16	11	0	16	0.00	7.27	0	0	0	1	0
1400-1500	13	11	0	31	0.00	14.09	0	1	0	1	0
1500-1600	9	13	1	23	0.56	8.85	0	0	0	1	0
1600-1700	7	11	0	38	0.00	17.27	0	0	0	1	0
1700-1800	26	22	0	38	0.00	8.64	0	1	0	1	0
Total	**112**	**105**	**3**	**191**	**0.13**	**9.10**			**0**	**8**	**0**

Friday **20/04/2012** **1800-0000**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	35	32	0	69	0.00	10.78	0	0	0	1	0
1900-2000	33	28	0	75	0.00	13.39	0	3	0	0	1
2000-2100	52	35	0	45	0.00	6.43	0	2	0	1	0
2100-2200	24	22	0	62	0.00	14.09	0	2	0	1	0
2000-2100	11	9	0	56	0.00	31.11	0	3	0	0	1
2100-2200	29	20	0	55	0.00	13.75	0	2	0	1	0
Total	**184**	**146**	**0**	**362**	**0.00**	**12.40**			**0**	**4**	**2**

Sunday **13/05/2012** **1200-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	10	12	0	57	0.00	23.75	0	2	0	1	0
1300-1400	6	14	0	63	0.00	22.50	0	3	0	0	1
1400-1500	5	9	0	78	0.00	43.33	0	3	0	0	1
1500-1600	9	13	0	79	0.00	30.38	0	5	0	0	1
Total	**30**	**48**	**0**	**277**	**0.00**	**28.85**			**0**	**1**	**3**

Brunswick Place

Monday **23/04/2012** **1000-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	6	8	0	62	0.00	38.75	0	4	0	0	1
1100-1200	4	5	0	38	0.00	38.00	0	2	0	1	0
1200-1300	0	4	0	28	0.00	35.00	0	1	0	1	0
1300-1400	3	3	0	7	0.00	11.67	0	0	0	1	0
1400-1500	4	6	0	10	0.00	8.33	0	0	0	1	0
1500-1600	2	5	0	23	0.00	23.00	0	0	0	1	0
Total	**19**	**31**	**0**	**168**	**0.00**	**27.10**			**0**	**5**	**1**

Thursday **10/05/2012** **2000-0100**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	2	6	0	5	0.00	4.17	0	0	0	1	0
2100-2200	0	0	0	0	0.00	0.00	0	0	0	1	0
2200-2300	0	0	0	0	0.00	0.00	0	0	0	1	0
2300-0000	1	6	0	12	0.00	10.00	0	0	0	1	0
0000-0100	5	5	0	9	0.00	9.00	0	0	0	1	0
Total	**8**	**17**	**0**	**26**	**0.00**	**7.65**			**0**	**5**	**0**

Saturday **28/04/2012** **1000-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	22	17	2	4	0.45	1.18	1	0	0	1	0
1100-1200	10	18	3	23	1.50	6.39	3	0	1	0	0
1200-1300	7	11	0	27	0.00	12.27	0	0	0	1	0
1300-1400	15	21	0	30	0.00	7.14	0	0	0	1	0
1400-1500	8	8	0	18	0.00	11.25	0	0	0	1	0
1500-1600	17	19	0	24	0.00	6.32	0	1	0	1	0
1600-1700	27	16	0	20	0.00	6.25	0	0	0	1	0
1700-1800	11	13	0	8	0.00	3.08	0	0	0	1	0
Total	**117**	**123**	**5**	**154**	**0.21**	**6.26**			**1**	**7**	**0**

Friday **27/04/2012** **2000-0100**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	16	28	0	23	0.00	4.11	0	0	0	1	0
2100-2200	25	31	0	27	0.00	4.35	0	0	0	1	0
2200-2300	13	21	0	14	0.00	3.33	0	0	0	1	0
2300-0000	18	23	0	11	0.00	2.39	0	0	0	1	0
0000-0100	15	19	0	9	0.00	2.37	0	0	0	1	0
Total	**87**	**122**	**0**	**84**	**0.00**	**3.44**			**0**	**5**	**0**

Sunday **13/05/2012** **1400-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	5	10	0	34	0.00	17.00	0	1	0	1	0
1500-1600	5	10	0	26	0.00	13.00	0	0	0	1	0
1600-1700	6	12	0	20	0.00	8.33	0	0	0	1	0
1700-1800	5	8	0	25	0.00	15.63	0	1	0	1	0
Total	**21**	**40**	**0**	**105**	**0.00**	**13.13**			**0**	**4**	**0**

Church Road

Monday **30/04/2012** **1400-1700**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	2	8	0	36	0.00	22.50	0	1	0	1	0
1500-1600	5	5	0	6	0.00	6.00	0	0	0	1	0
1600-1700	0	4	0	17	0.00	21.25	0	0	0	1	0
1700-1800	5	7	0	4	0.00	2.86	0	0	0	1	0
Total	**12**	**24**	**0**	**63**	**0.00**	**13.13**			**0**	**4**	**0**

Tuesday **24/04/2012** **1000-1500**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	5	7	0	67	0.00	47.86	0	5	0	0	1
1100-1200	7	11	0	43	0.00	19.55	0	0	0	1	0
1200-1300	3	14	0	49	0.00	17.50	0	1	0	1	0
1300-1400	4	13	0	42	0.00	16.15	0	0	0	1	0
1400-1500	12	12	0	16	0.00	6.67	0	0	0	1	0
Total	**31**	**57**	**0**	**217**	**0.00**	**19.04**			**0**	**4**	**1**

Thursday **26/04/2012** **1800-2300**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	1	3	0	9	0.00	15.00	0	0	0	1	0
1900-2000	4	4	0	7	0.00	8.75	0	0	0	1	0
2000-2100	3	3	0	4	0.00	6.67	0	0	0	1	0
2100-2200	4	6	0	7	0.00	5.83	0	0	0	1	0
2200-2300	0	4	0	6	0.00	7.50	0	0	0	1	0
Total	**12**	**20**	**0**	**33**	**0.00**	**8.25**			**0**	**5**	**0**

Saturday **21/04/2012** **1000-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	1	4	0	5	0.00	6.25	0	0	0	1	0
1100-1200	0	3	0	9	0.00	15.00	0	0	0	1	0
1200-1300	0	3	0	1	0.00	1.67	0	0	0	1	0
1300-1400	2	6	0	2	0.00	1.67	0	0	0	1	0
1400-1500	1	3	0	6	0.00	10.00	0	0	0	1	0
1500-1600	0	4	0	2	0.00	2.50	0	0	0	1	0
Total	**4**	**23**	**0**	**25**	**0.00**	**5.43**			**0**	**6**	**0**

Friday **04/05/2012** **1800-2300**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	14	10	0	23	0.00	11.50	0	0	0	1	0
1900-2000	7	8	0	38	0.00	23.75	0	2	0	1	0
2000-2100	6	15	0	31	0.00	10.33	0	0	0	1	0
2100-2200	3	9	0	40	0.00	22.22	0	2	0	1	0
2200-2300	9	12	0	33	0.00	13.75	0	0	0	1	0
Total	**39**	**54**	**0**	**165**	**0.00**	**15.28**			**0**	**5**	**0**

Sunday **13/05/2012** **1200-1600**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	1	1	0	8	0.00	40.00	0	0	0	1	0
1300-1400	3	4	0	4	0.00	5.00	0	0	0	1	0
1400-1500	1	3	0	10	0.00	16.67	0	0	0	1	0
1500-1600	2	4	3	5	7.50	6.25	3	0	1	0	0
Total	**7**	**12**	**3**	**27**	**2.14**	**11.25**			**1**	**3**	**0**

West Street

Wednesday **02/05/2012** **2300-0400**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2300-0000	25	25	0	37	0.00	7.40	0	0	0	1	0
0000-0100	23	17	0	35	0.00	10.29	0	1	0	1	0
0100-0200	40	27	0	33	0.00	6.11	0	1	0	1	0
0200-0300	73	45	0	45	0.00	5.00	0	3	0	0	1
0300-0400	155	70	68	20	2.19	1.43	27	0	1	0	0
Total	**316**	**184**	**68**	**170**	**1.08**	**4.62**			**1**	**3**	**1**

Friday **04/05/2012** **2300-0400**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2300-0000	18	14	0	61	0.00	21.79	0	2	0	1	0
0000-0100	47	40	0	84	0.00	10.50	0	3	0	0	1
0100-0200	68	39	0	70	0.00	8.97	0	3	0	0	1
0200-0300	96	46	0	55	0.00	5.98	0	3	0	0	1
0300-0400	75	32	0	69	0.00	10.78	0	4	0	0	1
Total	**304**	**171**	**0**	**339**	**0.00**	**9.91**			**0**	**1**	**4**

Goldstone Villas

Tuesday 24/04/2012 1000-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	1	3	0	49	0.00	81.67	0	3	0	0	1
1100-1200	2	3	0	29	0.00	48.33	0	1	0	1	0
1200-1300	1	5	0	21	0.00	21.00	0	0	0	1	0
1300-1400	2	9	0	35	0.00	19.44	0	1	0	1	0
1400-1500	4	6	0	30	0.00	25.00	0	0	0	1	0
1500-1600	4	10	0	37	0.00	18.50	0	0	0	1	0
1600-1700	2	8	0	18	0.00	11.25	0	0	0	1	0
1700-1800	0	1	0	0	0.00	0.00	0	0	0	1	0
Total	**16**	**45**	**0**	**219**	**0.00**	**24.33**			**0**	**7**	**1**

Saturday 28/04/2012 1000-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	11	14	2	11	0.91	3.93	1	0	0	1	0
1100-1200	3	5	0	27	0.00	27.00	0	0	0	1	0
1200-1300	3	14	0	10	0.00	3.57	0	0	0	1	0
1300-1400	5	8	0	17	0.00	10.63	0	0	0	1	0
1400-1500	11	14	0	16	0.00	5.71	0	0	0	1	0
1500-1600	2	4	0	21	0.00	26.25	0	0	0	1	0
1600-1700	5	12	0	13	0.00	5.42	0	0	0	1	0
1700-1800	3	8	1	6	1.67	3.75	1	0	0	1	0
Total	**43**	**79**	**3**	**121**	**0.35**	**7.66**			**0**	**8**	**0**

Sunday 29/04/2012 1400-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	0	3	0	10	0.00	16.67	0	0	0	1	0
1500-1600	0	5	0	9	0.00	9.00	0	0	0	1	0
1600-1700	3	6	0	5	0.00	4.17	0	0	0	1	0
1700-1800	0	3	0	2	0.00	3.33	0	0	0	1	0
Total	**3**	**17**	**0**	**26**	**0.00**	**7.65**			**0**	**4**	**0**

Paston Place

Friday 04/05/2012 1300-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1300-1400	13	24	0	59	0.00	12.29	0	0	0	1	0
1400-1500	10	19	0	64	0.00	16.84	0	3	0	0	1
1500-1600	12	25	0	57	0.00	11.40	0	2	0	1	0
1600-1700	18	22	0	29	0.00	6.59	0	0	0	1	0
1700-1800	17	23	0	29	0.00	6.30	0	1	0	1	0
Total	**70**	**113**	**0**	**238**	**0.00**	**10.53**			**0**	**4**	**1**

Friday 20/04/2012 1300-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1300-1400	10	26	0	73	0.00	14.04	0	2	0	1	0
1400-1500	11	19	0	97	0.00	25.53	1	6	0	0	1
1500-1600	11	24	0	68	0.00	14.17	0	2	0	1	0
1600-1700	15	29	0	78	0.00	13.45	0	5	0	0	1
1700-1800	7	17	0	59	0.00	17.35	0	3	0	0	1
Total	**54**	**115**	**0**	**375**	**0.00**	**16.30**			**0**	**2**	**3**

Wednesday 23/05/2012 1800-2100

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	12	13	0	31	0.00	11.92	0	1	0	1	0
1900-2000	26	17	0	42	0.00	12.35	0	2	0	1	0
2000-2100	26	21	0	60	0.00	14.29	0	3	0	0	1
Total	**64**	**51**	**0**	**133**	**0.00**	**13.04**			**0**	**2**	**1**

Saturday 26/05/2012 1400-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	19	12	6	23	1.58	9.58	0	0	0	1	0
1500-1600	8	9	0	31	0.00	17.22	0	0	0	1	0
1600-1700	10	13	0	34	0.00	13.08	0	0	0	1	0
1700-1800	17	19	0	28	0.00	7.37	0	0	0	1	0
Total	**54**	**53**	**6**	**116**	**0.56**	**10.94**			**0**	**4**	**0**

Friday 04/05/2012 1800-2100

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	14	20	0	21	0.00	5.25	0	0	0	1	0
1900-2000	10	27	0	49	0.00	9.07	0	1	0	1	0
2000-2100	17	25	0	34	0.00	6.80	0	1	0	1	0
Total	**41**	**72**	**0**	**104**	**0.00**	**7.22**			**0**	**3**	**0**

Friday 20/04/2012 1800-2100

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	19	26	0	58	0.00	11.15	0	3	0	0	1
1900-2000	12	43	0	55	0.00	6.40	0	1	0	1	0
2000-2100	15	27	1	40	0.33	7.41	1	0	0	1	0
Total	**46**	**96**	**1**	**153**	**0.11**	**7.97**			**0**	**2**	**1**

Sunday 13/05/2012 1200-1600

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	14	17	2	24	0.71	7.06	2	0	0	1	0
1300-1400	6	10	0	38	0.00	19.00	0	1	0	1	0
1400-1500	5	13	0	39	0.00	15.00	0	2	0	1	0
1500-1600	5	6	0	35	0.00	29.17	0	2	0	1	0
Total	**30**	**46**	**2**	**136**	**0.33**	**14.78**			**0**	**4**	**0**

Elm Grove

Thursday 03/05/2012 1300-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1300-1400	1	5	0	11	0.00	11.00	0	0	0	1	0
1400-1500	1	2	1	3	5.00	7.50	1	0	0	1	0
1500-1600	0	6	0	4	0.00	3.33	0	0	0	1	0
1600-1700	1	2	0	0	0.00	0.00	0	0	0	1	0
1700-1800	0	2	0	0	0.00	0.00	0	0	0	1	0
Total	**3**	**17**	**1**	**18**	**1.67**	**5.29**			**0**	**5**	**0**

Thursday 03/05/2012 1800-2100

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	0	0	0	0	0.00	0.00	0	0	0	1	0
1900-2000	0	3	0	0	0.00	0.00	0	0	0	1	0
2000-2100	0	0	0	3	0.00	0.00	0	0	0	1	0
Total	**0**	**3**	**0**	**3**	**0.00**	**5.00**			**0**	**3**	**0**

Saturday 12/05/2012 1300-1800

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1300-1400	0	2	0	3	0.00	7.50	0	0	0	1	0
1400-1500	0	4	0	3	0.00	3.75	0	0	0	1	0
1500-1600	0	6	0	8	0.00	6.67	0	0	0	1	0
1600-1700	0	4	0	12	0.00	15.00	0	0	0	1	0
1700-1800	0	5	0	2	0.00	2.00	0	0	0	1	0
Total	**0**	**21**	**0**	**28**	**0.00**	**6.67**			**0**	**5**	**0**

Friday **12/05/2012** **1800-2100**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	0	3	0	3	0.00	5.00	0	0	0	1	0
1900-2000	0	2	0	0	0.00	0.00	0	0	0	1	0
2000-2100	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	**0**	**5**	**0**	**3**	**0.00**	**3.00**			**0**	**3**	**0**

Sunday **29/04/2012** **1400-1800**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	0	2	0	0	0.00	0.00	0	0	0	1	0
1500-1600	0	2	0	2	0.00	5.00	0	0	0	1	0
1600-1700	0	0	0	0	0.00	0.00	0	0	0	1	0
1700-1800	0	0	0	0	0.00	0.00	0	0	0	1	0
Total	**0**	**4**	**0**	**2**	**0.00**	**2.50**			**0**	**4**	**0**

Old Ship

Thursday **03/05/2012** **2200-0300**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2200-2300	6	7	0	14	0.00	10.00	0	0	0	1	0
2300-0000	11	10	0	24	0.00	12.00	0	1	0	1	0
0000-0100	9	8	0	64	0.00	40.00	0	3	0	0	1
0100-0200	43	27	0	112	0.00	20.74	0	7	0	0	1
0200-0300	62	36	0	91	0.00	12.64	0	7	0	0	1
Total	**131**	**88**	**0**	**305**	**0.00**	**17.33**			**0**	**2**	**3**

Friday **04/05/2012** **2200-0300**

	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
Hour	**Passengers**	**Cabs**	**Passenger Queue**	**Cab Queue**	**Average Passenger Delay**	**Average Cab Delay**	**Maximum Passenger Queue**	**Minimum Cab Queue**	**Excess Demand**	**Equilibrium**	**Excess Supply**
2200-2300	14	11	0	19	0.00	8.64	0	0	0	1	0
2300-0000	28	12	0	33	0.00	13.75	0	1	0	1	0
0000-0100	44	29	0	40	0.00	6.90	0	1	0	1	0
0100-0200	86	58	0	72	0.00	6.21	0	4	0	0	1
0200-0300	192	112	0	84	0.00	3.75	0	4	0	0	1
Total	**364**	**222**	**0**	**248**	**0.00**	**5.59**			**0**	**3**	**2**

Appendix 2

Public Attitude Survey Results

Halcrow Group Limited
Arndale House, Otley Road, Headingley, Leeds
LS6 2UL
tel 0113 220 8220 fax 0113 274 2924
halcrow.com

Technical Note

Project **Brighton and Hove Unmet Demand Survey 2012** **Date** 17th September 2012
Subject Public Attitude Survey Analysis **Ref** GTXBAH000
Author Katie Dixon

1 Introduction

The purpose of this technical note is to present the results of a public attitude survey undertaken by Halcrow on behalf of Brighton and Hove Council.

The public attitude interview was designed with the aim of collecting information regarding opinions on the taxi market in Brighton and Hove. In particular, the survey allowed an assessment of flagdown, telephone and rank delays, the satisfaction with delays, and general use information across Brighton and Hove.

It should be noted that in the tables that follow, the totals do not always add up to the same amount. This is due to one of two reasons. First, not all respondents were required to answer all questions; and second, some respondents failed to answer some questions that were asked.

2 Survey Administration

Some 197 public attitude surveys were carried out in June and July2012 online via Brighton and Hove Council's consultation portal. These surveys were supplemented with a further 252 on-street and telephone surveys during August and September 2012. The on street and telephone surveys were conducted across a range of locations within the Brighton and Hove licensing area Some 449 public attitude surveys were completed in total providing a robust basis for assessment. The age and gender samples are given in Table 1 below.

The respondents were asked to give their economic status which is displayed in Table 2. Respondents also specified their residency and the results are shown in Table 3.

Table 1: Interview Respondents by Age and Gender

Category	Frequency	Percentage
16-34	154	34.5
35-64	240	53.5
65+	53	11.8
Total	**447**	**100.0**
Male	212	47.7
Female	232	52.3
Total	**444**	**100.0**

Table 2: Economic Status

	Frequency	Percentage
Full-time employed	255	57.4
Part-time Employed	62	14.0
Unemployed	17	3.8
Student/Pupil	39	8.8
Retired	59	13.3
Housewife/Husband	5	1.1
Other	7	1.6
Total	**444**	**100.0**

Table 3: Residency

	Frequency	Percentage
Permanent Resident	346	81.4
Visitor	55	12.9
University Student	24	5.6
	425	**100.0**

In addition the online survey included monitoring of ethnic origin and sexual orientation. The results are shown in Tables 4 and 5.

Table 4: Ethnic Origin

	Frequency	Percentage
Asian or Asian British	4	2.1
Black of Black British	4	2.1
Mixed	4	2.1
White	162	84.4
Prefer not to say	17	8.8
Other	1	0.5
Total	**192**	**100.0**

Table 5: Sexual Orientation

	Frequency	Percentage
Bisexual	1	0.5
Gay Man	12	6.3
Heterosexual / Straight	143	74.9
Lesbian / Gay woman	8	4.2
Prefer not to say	27	14.1
	191	**100.0**

3 Characteristics of Last Trip

Respondents were each asked if they had made a journey by taxi in Brighton and Hove within the last three months. The survey found that 69.8% had used a taxi within this period. The results are displayed in Table 6.

Table 6: Have you made a trip by taxi in the past three months?

	Frequency	Percentage
Yes	309	69.8
No	134	30.2
Total	**443**	**100.0**

Respondents who had hired a taxi in the last three months were asked further questions about their experience. Some 44.6% of trip makers stated that they hired a taxi at a rank. Some 43.0% of hirings were achieved by telephone with 12.3% of trip makers obtaining a taxi by on-street flagdown. Table 7 reveals the pattern of taxi hire.

Table 7: Method of hire for last trip

Trip Type	Frequency	Percentage
Rank	141	44.6
Flagdown	39	12.3
Telephone	136	43.0
Total	**316**	**100.0**

Respondents were asked what type of vehicle they hired. The most common type of vehicle used was a saloon car (43.8%) with 38.2% of respondents hiring a purpose built cab and 18.0% travelling by minibus or people carrier.

Table 8: Vehicle type for last trip

Vehicle Type	Frequency	Percentage
Purpose Built Cab	121	38.2
Saloon car	139	43.8
Minibus / people carrier	57	18.0
Total	**317**	**100.0**

Respondents were asked if they were satisfied with the time taken and the promptness of the taxis arrival. The majority of people (85.4%). were satisfied with their last taxi journey and the results are shown in Table 9.

Table 9: Satisfaction with time taken and promptness?

	Frequency	Percentage
Yes	270	85.4
No	46	14.6
Total	**316**	**100.0**

Table 10 shows that for each method of obtaining a taxi, the majority were satisfied with the service. Satisfaction with obtaining a taxi by rank was 78.7%, by telephone was 91.1% and by flagdown was 89.7%.

Table 10: Satisfaction with delay on last trip

Type of Booking	Frequency	Percentage
Rank	111	78.7
Flagdown	35	89.7
Telephone	123	91.1

Respondents were asked how long in minutes they had to wait for their taxi to arrive from the time of booking, arriving at a rank or attempting to flag down a vehicle. Of the 276 respondents answering this question the minimum wait was 0 minutes with the longest recorded being 120 minutes. The average recorded wait time was 8.08 minutes.

Respondents were asked what time of day they hired their taxi, the results are shown in Table 11 below. The majority of respondents hired their vehicle between 6pm and 10pm.

Table 11: Time of hire

	Frequency	Percentage
Day (before 6pm)	99	31.3
Evening (6pm-10pm)	129	40.8
Night (after 10pm)	88	27.8
Total	**316**	**100.0**

4 Attempted Method of Hire

To provide evidence of suppressed demand in the event of finding significant patent unmet demand, all respondents were asked to identify whether or not they had given up waiting for a taxi at a rank, on the street, or by telephone in Brighton and Hove in the last three months. The results are summarised in Table 12.

Table 12: Given up attempting to hire a taxi by method of hire in the last three months

	Yes		No	
	Frequency	Percent	Frequency	Percent
Given up at a rank	69	15.4	380	84.6
Given up flagdown	53	11.8	396	88.2
Given up telephone	33	7.3	416	92.7

The majority of respondents replied that they had not given up waiting for a taxi in the last three months. Some 22.4% had given up waiting for a taxi by rank and/or flagdown.

Respondents who had given up trying to obtain a taxi in the last three months at a rank, by flagdown and/or by telephone were asked the location where they had given up waiting for a taxi. The most common areas were Brighton Station, Western Road Hove, Hove generally, East Street, The seafront, Lewes Road and generally in the city centre. In addition the majority of respondents had given up waiting at night after 10pm as shown in Table 13. The majority of those who had given up were waiting for any type of vehicle (74.5%). Some 17.3% required a minibus or people carrier while 8.2% required a wheelchair accessible vehicle.

Table 13: Time given up waiting

	Frequency	Percentage
Day (before 6pm)	23	20.5
Evening (6pm-10pm)	42	37.5
Night (after 10pm)	47	42.0
Total	**112**	**100.0**

5 Service Provision

Respondents were asked whether they feel there are enough hackney carriages in Brighton and Hove at the current time. Some 59.7% commented that there are sufficient, 20.0% felt more were required in Brighton and Hove and 20.3% were unsure. The results are shown in Table 15.

Table 15: Are there enough hackney carriages in Brighton and Hove?

	Frequency	Percentage
Yes	268	59.7
No	90	20.0
Don't know	91	20.3
Total	**449**	**100.0**

Respondents were informed that most wheelchair accessible hackney carriages in Brighton and Hove had side access to allow loading from a rank. In other locations away from a rank rear loading vehicles may have some advantages. Respondents were asked if they thought wheelchair accessible vehicles licensed as hackney carriages should be rear or side loading. The results are shown in Table 16 and show the majority believed either side or rear access should be acceptable.

Table 16: Opinion on side and rear vehicle access for wheelchairs

	Frequency	Percentage
Side access only	73	17.1
Rear access only	36	8.4
Either side or rear access	318	74.5
Total	**427**	**100.0**

The survey asked respondents whether taxi services in Brighton and Hove could be improved. Some 60.6% felt that they could be improved. These respondents were then asked what could be done to improve the service. The results are shown in Table 17.

Table 17: Service improvements (multiple responses)

Vehicle Type	Frequency	Percentage
More of them	96	21.4
Better drivers	78	17.4
More ranks	42	9.4
Shared taxis	42	9.4
Cheaper	161	35.9
Better vehicles	47	10.5
More Wheelchair accessible vehicles	53	11.8
Other	48	10.7

Of those that stated other, the most common improvements requested were;

- Allow more taxis at night
- Ability of drivers to speak good English
- Better customer service from drivers

- Better driver knowledge
- Improve arrangements at the station including congestion which delays taxis and leaves customer paying. Implement a station drop off point.
- Allow greener vehicles
- Fewer taxis
- Standardised / set fares

6 Safety

Respondents were asked whether they feel safe whilst using taxis both during the day and at night. The results are shown in Table 18.

Table 18: Safety using taxis

	Day		Night	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes	404	91.8	333	75.5
No	11	2.5	50	11.3
At times	25	5.7	58	13.2
Total	**440**	**100.0**	**441**	**100.0**

Respondents were informed that their safety whilst using taxis (hackney carriage and private hire) was very important to Brighton and Hove Council. In order to improve public safety the Council have implemented a policy from April 2012 that requires taxis to be fitted with CCTV to record images which would be accessible in the event of a complaint. Respondents were asked if they agreed with this safety policy and the results are shown in Table 19 and show the majority were in agreement.

Table 19: Agreement with CCTV policy

Vehicle Type	**Frequency**	**Percentage**
Agree	389	88.4
Disagree	51	11.6
TOTAL	**440**	**100**

Those respondents who did not agree with the in vehicle CCTV policy were asked to give comments and state what else should be done to ensure their safety. Comments included;

- CCTV is an invasion of privacy
- It is not necessary
- CCTV at ranks instead
- I feel safe, nothing else needs to be done
- Proper registration and security checks on licensed drivers

7 Rickshaws

Respondents were asked if cycle drawn rickshaws (pedicabs) were introduced in Brighton and Hove would they use them and if so how often. The majority of respondents (58.6%) stated they would not use cycle drawn rickshaws. Of the 41% who stated they may use such a service, Table 20 indicates that of these 42.4% would use them up to twice a year or less frequently. Some 34.3% of those who would use them stated they would use them frequently (equivalent to 9.6% of total respondents).

Table 20: How often would you use cycle drawn rickshaws?

	Frequency	Percentage
Once a year or less	38	21.5
Twice a year	37	20.9
Three times a year	15	8.5
Up to five times a year	27	15.3
Up to ten times a year	17	9.6
More often	43	24.3
Total	**177**	**100.0**

The 58.6% of respondents who stated they would not use pedicabs were asked why not. The most common responses included:

- Would not feel comfortable asking someone to manually pedal for me – particularly up hills and with baggage.
- Dangerous, would not feel safe
- Uncomfortable and no luggage space

- Not suitable for people with disabilities
- Not convenient or practical, slow
- Exposure to elements, rain and cold
- Not a serious type of transport, just a novelty and couldn't replace regular cab journeys.

8 Ranks

Respondents were asked if there were any locations in Brighton and Hove where new ranks were needed. Some 42.0% of respondents commented that no new ranks are needed, whilst 16.8% considered there were areas where new ranks would be beneficial.

Table 21: Are new ranks required in Brighton and Hove?

	Frequency	Percentage
Yes	74	16.8
No	185	42.0
Don't know	181	41.2
Total	**440**	**100.0**

Those respondents who stated they would like to see a new rank were subsequently asked to provide a location. The most common responses included;

- Rear of Brighton Station (but not shutting the front rank)
- Marina area
- Seafront
- Kemp Town
- London Road/Lewes Road
- Hospital
- Portslade Station
- Preston Park

Appendix 3

Pre Study Consultation Record

Halcrow Group Limited
Arndale House, Otley Road, Headingley, Leeds
LS6 2UL
tel 0113 220 8220 fax 0113 274 2924
halcrow.com

Technical note

Project	**Brighton and Hove Unmet Demand Survey 2012**	**Date**	19th March 2012
Subject	Initial Consultation Note	**Ref**	GTXBAH
Author	Nikki Callaghan		

1 Meeting 1

Location: Hove Town Hall, Brighton and Hove City Council

Date: 08/03/2012

Time: 13:30 pm

Present: Mick Hildreth (City Cabs), Jon Smith (GMB), Tony Turner, Tony Brelin (Brighton and Hove Radio Cabs), Andy Cheeseman (Southern Taxis), Katie Kearney, Nikki Callaghan (Halcrow)

Apologies: Afgan Taxi Association, Arab Taxi Association, Brighton Sudanese Taxi Forum, United Taxi Association, Taxi Link, NPTTU, Independent Drivers Representation.

The trade were made aware that Halcrow has been appointed by Brighton and Hove City Council to conduct a survey of unmet demand. The trade commented that they were particularly concerned about the assessment for wheelchair demand. It was commented that the type of wheelchair a passenger uses has a big impact on whether their journey needs can be met. Those wheelchairs which are electric or are larger than the average chair are often too big to fit in a purpose built wheelchair accessible vehicle. It was commented that only transit vans are able to carry medium and large wheelchairs. Therefore, the trade would like wheelchair demand to be assessed for average (small) sized wheelchairs.

The trade stated that in the last report, there was a comment referring to the number of wheelchair accessible vehicles required to eliminate any unmet demand for wheelchair users. In the forthcoming report, the trade would like it to be clearer to councillors that this number is not the number of additional vehicles require to remove overall taxi demand in Brighton and Hove.

It was mentioned that there can be a particular problem between 02:30 am and 05:30 am near The Old Ship rank with drivers cherry picking fares. If there are more than four people in a taxi the fare is higher

Prepared by	Nikki Callaghan	Date	15/03/2012
Confirmation - action completed		Date	
Completion approved by project manager	Katie Kearney	Date	15/03/2012

and consequently wheelchair users are often not picked up as other people cannot access the taxi at the same time as the wheelchair user.

With regard to ranks, the trade would like to see a rank in Woodingdean, Brighton as at present it can take 15 minutes to get a car to a customer there.

2 Meeting 2

Location: Hove Town Hall, Brighton and Hove City Council

Date: 08/03/2012

Time: 15:00 pm

Present: Katie Kearney, Nikki Callaghan (Halcrow)

Apologies: Private Hire Association

No one was able to attend this meeting however Mark Durell from the Private Hire Association has since been contacted via telephone and commented that he is keen for the issues related to wheelchair demand to be resolved. For this to happen, the representative for the Private Hire Association stated that it is important to assess wheelchair demand from the outskirts of Brighton and Hove as this is where wheelchair demand is often higher. It was felt that few wheelchair users use the ranks as they prefer the convenience of ringing from where they are to obtain a vehicle.

3 Meeting 3

Location: Hove Town Hall, Brighton and Hove City Council

Date: 08/03/2012

Time: 16:00 pm

Present: David Smith (B&H Streamline Taxis), John Oram (Unite), Katie Kearney, Nikki Callaghan (Halcrow)

Apologies: None

The representatives were made aware that Halcrow has been appointed by Brighton and Hove City Council to conduct a survey of unmet demand. Comments from the representatives were largely associated with the assessment of wheelchair demand. It was stated that drivers do their best to accommodate people in wheelchairs, however sometimes it is not safe to take the wheelchair user if the chair is too large/heavy. A risk assessment has to be conducted on collection of the passenger to determine whether it is safe to take the wheelchair user. The size of the vehicle can therefore determine whether wheelchair demand is met. In addition, it was commented that all wheelchair accessible vehicles should be on a radio circuit and a list of telephone numbers to individual drivers should be made readily available to the public.

With regard to ranks, it was stated that residents in Woodingdean have objected any proposals to implement a rank there. In addition, it was commented that the trade are not allowed a rank at Portslade Station.

4 Meeting 4

Location: Hove Town Hall, Brighton and Hove City Council

Date: 09/03/2012

Time: 09:00 am

Present: Adam Bates (BHCC Tourism and Leisure), Christina Liassides (BHCC Highways), Katie Kearney, Nikki Callaghan (Halcrow)

Apologies: Mark Prior (City Regulation and Infrastructure), Wendy Ellis-Martin (Home to School Transport), Martin Randall (Head of Planning and Public Protection)

The representatives were made aware that Halcrow has been appointed by Brighton and Hove City Council to conduct a survey of unmet demand. The representatives acknowledged that a lot of transport schemes in the city do not favour taxis however, it was felt that there is an adequate supply of taxis in Brighton and Hove.

With regard to ranks, it was commented that taxis queuing at the rail station often block the Queens Road junction and cabs often over rank at the North Street rank at night. It was stated that there have been many complaints from the Old Ship Hotel regarding noise from taxis at the rank outside as the hotel is unable to update its windows.

The representative from BHCC Tourism and Leisure recommended distributing the public attitude survey around the councils Disabled Workers Forum and the local business Tourism and Hospitality Forum.

Finally, it was commented that the quality of vehicles is good and the livery makes hackney carriages easily identifiable. It was suggested that drivers need to be made aware that they are ambassadors for the city, often the first and last point of call for many visitors.

Appendix 4

Trade Survey Results

Halcrow Group Limited
Arndale House, Otley Road, Headingley, Leeds
LS6 2UL
tel 0113 220 8220 fax 0113 274 2924
halcrow.com

Technical note

Project	**Brighton and Hove Unmet Demand Survey 2012**	**Date**	9 August 2012
Subject	Trade Survey Analysis	**Ref**	GTXBAH 000
Author	Katie Dixon/Pam Murray		

1 Introduction

A public and private hire trade survey was designed with the aim of collecting information and views from both trades. In particular the survey allowed an assessment of operational issues and views of the hackney carriage market to supplement the rank observations, as well as covering enforcement and disability issues.

2 Survey Administration

The survey was conducted through a self-completion questionnaire. These were sent to2,850 licensed hackney and private hire drivers, operators and owners in Brighton and Hove. A total of 635 questionnaire forms were completed and returned, giving a response rate of around 22.3%, a higher than average response rate for this type of survey. It should be noted that not all totals sum to the total number of respondents per trade group as some respondents failed to answer all of the questions.

3 General Operational Issues

The responses provided have been disaggregated on a hackney carriage and private hire trade basis as shown in Table 3.1 below.

Table 3.1 – Breakdown of Responses between Trades

	Frequency	Percent
Hackney Carriage Trade	481	75.6
Private Hire Trade	155	25.4
Total	**636**	**100**

It should be noted that 6.44% of hackney trade respondents were also involved in the private hire trade as car drivers, operators or plate holders.

Both trades were asked how long they have been involved in the taxi trade in Brighton and Hove. The results in Table 3.2 show for the hackney carriage trade the highest proportion have been involved for over 20 years (36.3%).

Table 3.2 – Involvement in the Taxi Trade in Brighton and Hove

Years	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
0 to 2	53	11.1	26	16.9
3 to 5	53	11.1	26	16.9
6 to 10	80	16.8	27	17.5
11 to 15	76	15.9	24	15.6
16 to 20	42	8.8	16	10.4
Over 20	173	36.3	35	22.7
	477	**100**	**154**	**100**

Table 3.3 indicates the proportion of the trade who subscribe to a radio circuit. Over three quarters of private hire respondents (89.9%) subscribe to a radio circuit as do 70.1% of hackney carriage respondents.

Table 3.3 – Subscription to a Radio Circuit

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes	314	70.1	133	89.9
No	134	29.9	15	10.1
	448	**100**	**148**	**100**

4 Driving

Respondents were asked what type of vehicle they drive most frequently. The results are shown in Table 4.1.

Table 4.1 – Vehicle Type Driven Most Frequently

Vehicle	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Purpose Built Cab	74	16.1	4	2.7
Saloon car	303	66.0	125	83.9
Minibus/People carrier (Wheelchair accessible)	78	17.0	13	8.7
Minibus/People carrier (Not wheelchair accessible)	4	0.9	7	4.7
	459	**100**	**149**	**100**

Respondents were asked the average number of hours they worked in a typical week. Hackney carriage respondents claimed they worked on average 43 hours per week. Private hire respondents stated they worked on average 45 hours a week.

Respondents were then asked to state how many hours they worked at different times of day during a typical week. Figure 4.1 documents the average hours worked during the daytime period (06:00 – 18:00) for each day of the week. On average, it shows that the private hire trade work less hours than the hackney carriage trade during the day.

Figure 4.1 – Average Daytime Hours Worked

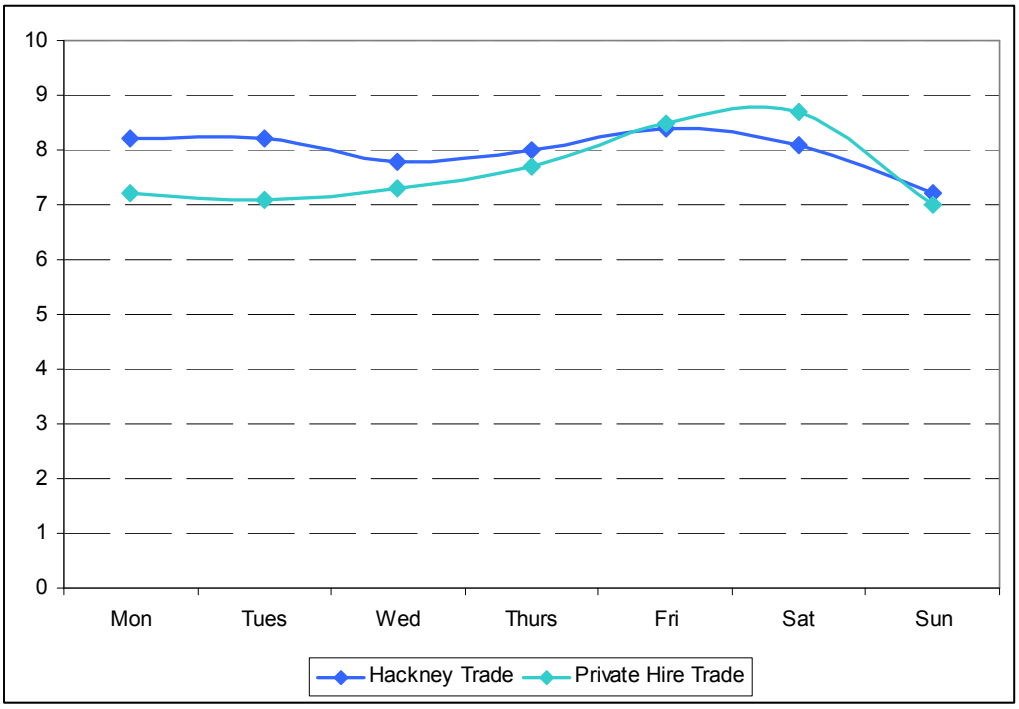
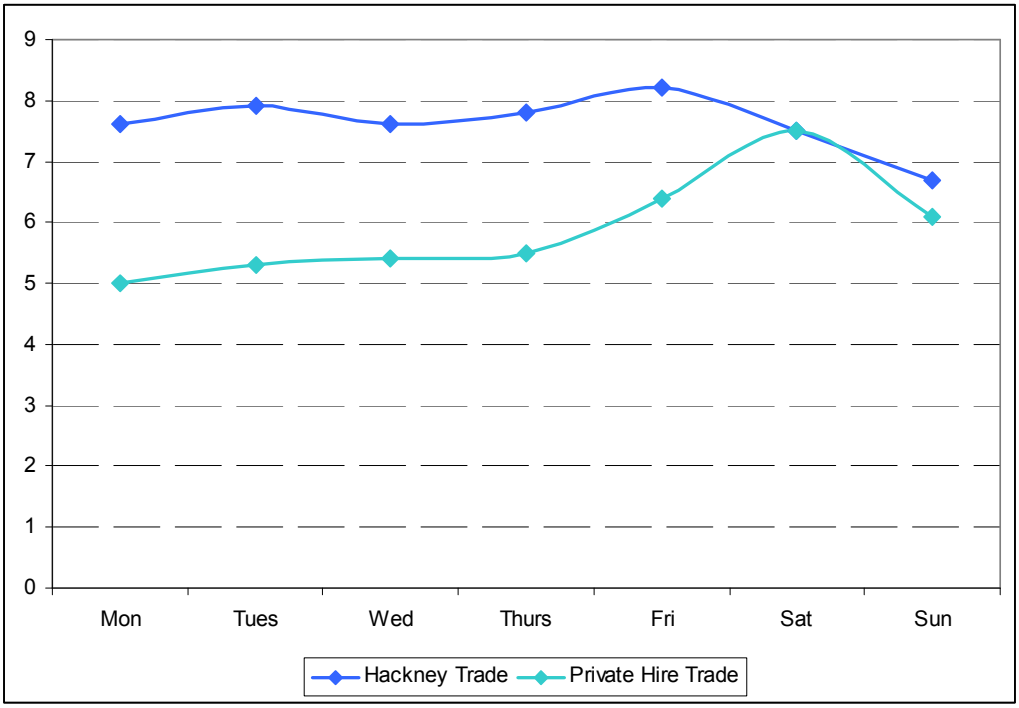


Figure 4.2 shows the average number of hours worked during the evening/night period (18:00 – 06:00). During the night time period both hackney carriage and private hire trades worked less hours at the weekend than during the week.

Figure 4.2 – Average Night Time Hours Worked



Respondents were asked to state the number of times they carry wheelchair bound passengers on a weekly basis. Table 4.2 shows the results. Some 68.5% of private hire respondents stated that they never carry wheelchair bound passengers in comparison to 55.1% of hackney carriage respondents.

Figure 4.2 – Frequency of Transport of Wheelchair Bound Passengers

Years	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Never	245	55.1	102	68.5
1 to 5	163	36.6	44	29.5
6 to 10	25	5.6	2	1.3
11 to 20	9	2.0	1	0.7
More than 20	3	0.7	0	0.0
	445	**100**	**149**	**100**

5 Safety and Security

Respondents were asked whether they had been attacked by a passenger in the last year. Table 5.1 details the results.

Table 5.1 – Frequency of Attacks by Passengers within the Last Year (multiple responses)

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Physically attacked	32	7.0	8	5.3
Verbally attacked	180	39.6	39	26.0
Not attacked	256	56.3	106	70.7

Some 7% of the hackney carriage trade and 5.3% of the private hire trade have been physically attacked within the last 12 months, with 39.6% and 26% respectively being verbally attacked. Some 56.3% of the hackney carriage trade and 70.7% of the private hire trade have not been attacked in the last 12 months.

The trade were asked if they felt safe working as a taxi driver in Brighton and Hove, the results of which are shown below in Table 5.2.

Table 5.2 – Do You Feel Safe Working as a Taxi Driver in Brighton and Hove?

Vehicle	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes all of the time	216	47.0	83	56.1
Some of the time	229	49.8	60	40.5
None of the time	15	3.2	5	3.4
Total	**460**	**100**	**148**	**100**

Some 47% of the hackney carriage respondents stated that they felt safe all of the time, compared to 56.1% of the private hire respondents. Some 49.8% of hackney carriage respondents felt safe some of the time compared with 40.5% of private hire respondents.

Those respondents who felt unsafe working in Brighton and Hove were then asked when they felt unsafe. The results are outlined below in Table 5.3. Of those that did feel unsafe working in Brighton and Hove, 89.3% of the hackney carriage respondents and 75.4% of the private hire respondents stated that they felt unsafe whilst working at night in Brighton and Hove.

Table 5.3 – When Do You Feel Unsafe Working in Brighton and Hove? (multiple responses)

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Daytime	36	14.8	9	13.8
Night time	218	89.3	49	75.4
In certain areas	69	28.3	30	46.2

Some 28.3% of hackney carriage respondents and 46.2% of private hire respondents feel unsafe in certain areas of Brighton and Hove. The areas that were most commonly suggested as being unsafe were the town centre, Whitehawk and Moulscombe.

Respondents were told safety is of paramount importance to Brighton and Hove council. In order to contribute to driver and passenger safety, the Council requires drivers to install CCTV within their vehicles to record digital images which are only accessed in the event of a complaint. Respondents were asked if they agreed with this policy and the results are shown below in Table 5.4.

Table 5.4 – Do you agree with the policy of taxis being fitted with CCTV?

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes	333	71.9	80	54.1
No	130	28.1	68	45.9
Total	**463**	**100**	**148**	**100**

Those respondents who did not agree with the policy were invited asked why. The most frequent responses were:

- Invasion of privacy
- Too expensive
- Should be optional

6 Ranks

Members of both trades were asked whether they believe there is sufficient rank space in Brighton and Hove. As shown in Table 6.1, 75.4% of the hackney carriage trade did not feel there was enough rank space in Brighton and Hove, compared to 53.3% of the private hire trade who felt there was sufficient space.

Table 6.1 – Sufficient Rank Space in Brighton and Hove

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes	118	24.9	72	53.3
No	356	75.4	63	46.7
Total	**474**	**100**	**135**	**100**

The trade were asked whether there were any areas where a new rank should be located. Table 6.2 shows that 51.6% of the hackney carriage respondents state that there are areas in Brighton and Hove where there should be new hackney carriage ranks. In contrast the majority of private hire respondents (73.2%) said that there should be no new ranks.

Table 6.2 – New ranks required in Brighton and Hove

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes	223	51.6	33	26.8
No	209	48.4	90	73.2
Total	**432**	**100**	**123**	**100**

Of those that stated there should be new ranks, the most common areas requested were;

- Church Street
- Kings Road
- Queens Road

In response to the question asking whether there are any ranks in Brighton and Hove that should be longer or have more spaces, 67.9% of the hackney carriage trade felt this was necessary, whereas only 36.6% of the private hire trade said that there was a requirement, as shown in Table 6.3. The most commonly suggested areas for extending ranks were; East Street, Kings Road and Paston Place.

Table 6.3 – Ranks in Brighton and Hove that should be longer

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes	305	67.9	45	36.6
No	144	32.1	78	63.4
Total	**449**	**100**	**123**	**100**

7 Fares

Members of both trades were asked for their opinions regarding the current level of hackney carriage fares. Table 7.1 indicated the responses.

Table 7.1 – Opinions Relating to Hackney Carriage Fares

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Too high	23	4.9	10	6.8
Too low	100	21.2	28	18.9
About right	331	70.3	87	58.8
None/no opinion	17	3.6	23	15.5
Total	**471**	**100**	**148**	**100**

Over half of hackney carriage respondents (70.3%) considered hackney carriage fares to be 'about right', as did 58.8% of private hire respondents. Respondents were then asked how often they thought the fare tariff should be increased. The results are shown in Table 7.2. Those who stated 'other' felt that the fare tariff should be reviewed;

- In line with inflation / cost of living
- Every five years
- Every three years

Table 7.2 – Opinions Relating to Fare Tariff Increase

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Annually	263	58.2	14	53.8
Every 2 years	156	34.5	11	42.4
Other	33	7.3	1	3.8
Total	**452**	**100**	**26**	**100**

8 Vehicles

Current private hire licence conditions require licensed vehicles to be under 10 years old (or under 12 years old if wheelchair accessible) and to pass an annual mechanical test set by the Council. Respondents were asked whether they considered this policy to be acceptable; 88.2% of the hackney carriage trade and 84.5% of the private hire trade felt these conditions were satisfactory. The results are shown in Table 8.1.

Table 8.1 – Private Hire Vehicle Conditions?

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Satisfactory	410	88.2	131	84.5
Unsatisfactory	55	11.8	21	13.5
Total	**465**	**100**	**152**	**100**

Respondents were then asked the same question of the current hackney carriage vehicle licence conditions which require vehicles to be under 7 years of age (saloons) or under 12

years of age (wheelchair accessible). 81% of the hackney carriage trade and 87.9% of the private hire trade felt these conditions were satisfactory. The results are shown in Table 8.2.

Table 8.2 – Hackney Carriage Vehicle Conditions?

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Satisfactory	388	81.0	124	87.9
Unsatisfactory	91	19	17	12.1
Total	**479**	**100**	**141**	**100**

In both instances, those who felt the conditions were unsatisfactory were asked to state their reasons why, the most common responses included the following:

- Age is irrelevant;
- Should only matter if cars pass mechanical test
- Conditions for private hire and hackney carriage should be the same
- Replacement of vehicles is too expensive

9 Training

Respondents were asked if they feel the current driver requirements prior to being issued a licence are satisfactory. The majority of hackney carriage respondents indicated they feel this is satisfactory as did 86.8% of private hire drivers. The results are outlined in Table 9.1.

Table 9.1 – Current driver conditions

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Satisfactory	416	87.8	132	86.8
Unsatisfactory	58	12.2	20	13.2
Total	**474**	**100**	**152**	**100**

Those who felt that existing conditions were unsatisfactory were asked why, the most common responses were:

- BTEC not necessary or beneficial
- Knowledge test should be harder
- English language skills should be better.

Many existing drivers have voluntarily completed the disability unit of the BTEC course, respondents were asked whether they thought this unit should be compulsory, the results are outlined in Table 9.2.

Table 9.2 –Should the disability unit of the BTEC be compulsory?

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes for new drivers only	262	55.9	74	49.3
Yes for new and existing drivers	76	16.2	37	24.7
No	131	27.9	39	26.0
Total	**469**	**100**	**150**	**100**

Respondents were then asked if they feel that drivers receive sufficient training before being granted a drivers licence. The majority of both hackney carriage and private hire respondents feel that there is enough training, the results are shown in Table 9.3.

Table 9.3 – Do drivers receive sufficient training before being granted a drivers licence?

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes	341	74.8	110	75.3
No	115	25.2	36	24.7
Total	**456**	**100**	**146**	**100**

Those who felt more training were asked what additional training was required, the most common responses were a harder knowledge test, basic English language tests and appropriate training if transporting wheelchair users.

10 Taxi Market in Brighton and Hove

Members of both trades were asked whether they consider there are sufficient hackney carriages to meet the current level of demand in Brighton and Hove. Table 10.1 indicates the responses.

Table 10.1 – Level of Hackney Carriage Supply Enough to Meet Demand in Brighton and Hove

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes, too many	403	84.3	78	52.7
Yes, generally sufficient	48	10.0	30	20.3
No, not during all periods of the day	14	2.9	24	16.2
Don't know	13	2.8	16	10.8
Total	**478**	**100**	**148**	**100**

Some 84.3% of respondents from the hackney carriage trade consider there to be too many hackney carriages to meet the demand in Brighton and Hove, compared to 57.2% of private hire drivers. Some 16.2% of private hire respondents stated that there were not enough hackney carriages at certain periods of the day to meet the current demand in Brighton and Hove, with 2.9% of the hackney carriage trade of the same opinion.

The respondents that did not consider there to be enough hackney carriages at certain times were then asked at which periods more hackney carriages were required. The responses are shown in Table 9.2.

Table 9.2 – When Are More Hackney Carriages Required in Brighton and Hove

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
During the daytime	5	17.9	0	0.0
During the evening/night	18	64.2	18	75.0
All day and all night	5	17.9	6	25.0
Total	**28**	**100**	**24**	**100**

All respondents were asked to state how many hackney carriages there should be in the fleet in Brighton and Hove, the results are detailed in Table 9.3.

Table 9.3 – Opinion on Ideal Hackney Carriage Fleet Size in Brighton and Hove

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Under 540	259	65.7	48	46.6
540	107	27.2	23	22.3
Over 540	28	7.1	32	31.1
Total	**394**	**100**	**103**	**100**

Of those drivers who responded, 65.7% of the hackney carriage trade and 46.6% of the private hire trade felt that the hackney carriage fleet size should be less than 540.

The average size of hackney carriage fleet considered for Brighton and Hove was 491 for the hackney carriage trade compared with 595 cited by the private hire trade.

All respondents were asked to state whether they think Brighton and Hove Council should remove the numerical limit on the number of hackney carriage vehicles. The responses are detailed in Table 9.4.

Table 9.4 – Opinion on Removing the Limit on the Number of Hackney Licences

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Yes	47	10.0	49	32.4
No	381	81.1	75	49.7
No opinion	42	8.9	27	17.9
Total	**470**	**100**	**151**	**100**

The majority of respondents from the hackney carriage trade (81.1%) felt that the numerical limit should not be removed in Brighton and Hove compared to 49.7% of private hire respondents.

Views were sought regarding the likely impact on a series of factors if Brighton and Hove Council were to remove the limit on hackney carriage licences. The findings are summarised below and presented in Table 9.5.

Congestion

The majority of respondents from the hackney carriage trade (79.4%) felt traffic congestion would increase following the removal of the limit, whilst 55.2% of the private hire trade felt there would be no effect.

Fares

Some 52.5% of the hackney carriage trade and 67.6% of the private hire trade were of the opinion that removing the limit on the number of hackney carriage vehicles in Brighton and Hove would have no effect on the fare tariffs.

Passenger Waiting Times

The majority of the hackney carriage trade felt that there would be no effect on passenger waiting times at rank, when flagging hackneys or when booking by telephone, as did the private hire respondents.

Vehicle Quality

Some 60.6% hackney carriage respondents and 29.6% of private hire respondents were of the opinion that removing the limit on the number of hackney carriage licences would result in a decrease in the quality of hackney carriages. Similarly some 55.2% of the hackney carriage trade felt that private hire vehicle quality would decrease if the limit was removed. Whereas the majority of the private hire trade felt that there would be no effect on private hire vehicle quality.

Effectiveness of Enforcement

Some 49.3% of the hackney carriage trade felt that following de-restriction, effectiveness of enforcement would decrease. Some 61.2% of the private hire trade felt that there would be no effect.

Illegal Plying for Hire

In terms of illegal plying for hire, some 52.4% of hackney carriage respondents and 28.6% of private hire respondents felt that removing the limit on the number of licences would increase illegal plying for hire by private hire vehicles. A further 36.4% of the private hire trade felt de-restriction would have no effect.

Over Ranking

The majority of both hackney carriage (76.5%) and private hire (63.1%) respondents felt over ranking would increase following de-restriction.

Customer Satisfaction

Some 45.6% of hackney carriage respondents thought customer satisfaction would decrease following de-restriction. Some 20.7% of the private hire trade were also of the same opinion.

Table 9.5 – Opinions Relating to the Impact of De-Restriction

	Hackney Trade			Private Hire Trade		
	Increase	No Effect	Decrease	Increase	No Effect	Decrease
Traffic Congestion	79.4	16.6	4.0	39.2	55.2	5.6
Fares	19.6	52.5	27.9	10.6	67.6	21.8
Passenger waiting times at ranks	48	75.5	19.7	5.7	36.9	57.4
Passenger waiting time by flagdown	4.2	74.8	21.1	5.6	34.5	59.9
Passenger waiting time by telephone	11.6	64.6	23.8	10.6	56.0	33.3
Hackney vehicle quality	5.9	33.6	60.6	12.7	57.7	29.6
Private hire vehicle quality	7.1	37.6	55.2	1.5	94.1	4.4
Effectiveness of enforcement	16.6	34.1	49.3	12.2	61.2	26.6
Illegal plying for hire – private	52.4	31.7	15.9	28.6	36.4	35.0
Illegal plying for hire – unlicensed vehicles	55.0	33.1	11.8	28.6	40.0	31.4
Over ranking	76.5	10.8	12.7	63.1	27.0	9.9
Customer satisfaction	14.5	39.9	45.6	43.6	35.7	20.7

All respondents were asked their response to '***There is not enough work to support the current number of hackney carriages***'. The results in Table 9.6 show that the majority of hackney carriage respondents (82%) strongly agree or agree with the statement that there is not enough work to support the current number of hackney carriages. Some 47.6% of private hire respondents were of the same opinion.

Table 9.6 – Opinion of 'There is not enough work to support the current number of hackney carriages'

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Strongly disagree	37	7.9	17	11.4
Disagree	19	4.1	23	15.4
Neither agree or disagree	28	6.0	38	25.5
Agree	110	23.6	31	20.8
Strongly agree	272	58.4	40	26.8
Total	**466**	**100**	**149**	**100**

Some of the most common responses to the statement:

- Too many taxis not enough work
- Drop in customers due to recession
- Drivers having to work longer to make a living

The survey then asked opinions of the following statement; '***Removing the limit on the number of hackney carriages in Brighton and Hove would benefit the public by reducing waiting times at ranks***'. The results in Table 9.7 shows that 75.9% of hackney carriage drivers strongly disagreed or disagreed that removing the limit on the number of hackney carriages in Brighton and Hove would reduce public waiting times at ranks, compared with 35.8% of the private hire trade.

Table 9.7 – Opinion of 'Removing the limit on the number of hackney carriages in Brighton and Hove would reduce public waiting times at ranks'

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Strongly disagree	277	59.7	35	23.6
Disagree	75	16.2	18	12.2
Neither agree or disagree	60	12.9	31	20.9
Agree	34	7.3	33	22.3
Strongly agree	18	3.9	31	20.0
Total	**464**	**100**	**148**	**100**

Some of the most common responses to the statement:

- Seldom a queue at ranks
- Public rarely have to wait
- Taxis are waiting not public

The survey the asked opinions of the following statement, '***There are special circumstances in Brighton and Hove that made the retention of the numerical limit essential***'. The results in Table 9.8 show that 69.6% of the hackney carriage trade agree or strongly agree that there are special circumstances in Brighton and Hove that make the retention of a numerical limit essential, compared with 40.3% of the private hire respondents.

Table 9.8 – Opinion of 'There are special circumstances in Brighton and Hove that made the retention of the numerical limit essential'

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
Strongly disagree	41	9.2	26	18.1
Disagree	16	3.6	17	11.8
Neither agree or disagree	77	17.3	43	29.9
Agree	96	21.6	31	21.5
Strongly agree	215	48.3	27	18.8
Total	**445**	**100**	**144**	**100**

Some of the most common responses to the statement:

- Removal of the limit would lower standards
- Many drivers would have to leave the trade
- Congestion would increase

Finally the trade were asked what effect they thought it would have on them if the authority removed the numerical limit on hackney carriages. The results show in Table 9.9 that 57.4% of hackney carriage responses cited they would work longer hours and 43.9% would leave the trade. Some 29.0% of private hire drivers also said they would not change if the limit was removed and 36.1% said they would work more hours.

Table 9.9 – Effect on the trade if the numerical limit was removed (Multiple responses)

	Hackney Trade		Private Hire Trade	
	Frequency	**Percentage**	**Frequency**	**Percentage**
No change	63	13.1	45	29.0
Work more hours	276	57.4	56	36.1
Work fewer hours	19	4.0	13	8.4
Acquire a hackney vehicle licence	23	4.8	35	22.6
Acquire more than one hackney vehicle licence	10	2.1	3	1.9
Switch from hackney to private hire	11	2.3	5	3.2
Switch from private hire to hackney	23	4.8	54	34.8
Leave the trade	211	43.9	29	18.7
Other	11	2.3	5	3.2

For details of your nearest Halcrow office, visit our website
halcrow.com

Halcrow