



Braintree District– Hackney Carriage Unmet Demand Survey

Final Report

May 2016





EXECUTIVE SUMMARY

Key points

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

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

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages.

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

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

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

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

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

The busiest ranks were Manor Street in Braintree and the rank at Witham Station.

Incidences of passenger waiting were observed, involving 87 passengers. Incidences of passenger queuing were spread throughout the period observed and spread over most of the active taxi ranks. Occasions when passengers had to wait for a Hackney Carriage to arrive at a rank were generally isolated events rather than lengthy continuous periods of queuing. A total of 2,556 passengers were observed departing the ranks in Hackney Carriages, over the four days surveyed. Only 0.6% of passengers had to wait for a Hackney Carriage to arrive at a rank. The normal situation was that Hackney Carriages were observed waiting for passengers to arrive at the ranks.

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



RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
Manor Street	370	1319	1689	1954	1.5
Witham Station	62	1453	1515	2095	1.4
Braintree Station	306	283	589	396	1.4
Halstead	83	39	122	58	1.5
Total	821	3094	3915	4503	1.5

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

Some Hackney Carriages left the ranks empty. It may be the case that many of these empty departures may have been responding to telephone bookings. However, some of those leaving the rank empty at Braintree Station may have left the rank after trains arrived and no passenger was picked up, intending to return later for another train arrival.

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

The consultation feedback indicated that:

- The Hackney Carriage fleet in Braintree District is generally well regarded.
- Consultation feedback from stakeholders, the public and the trade suggests that there are few issues with the availability of Hackney Carriages and the levels of service provided.
- Representatives of elderly, disabled and mobility impaired passengers raised issues over the availability of accessible vehicles for wheel chair users and mobility impaired users late at night. However, generally feedback was good. Feedback from the public and stakeholders also highlighted the lack of accessible Hackney Carriages available at ranks.
- The principal feedback from the trade was regarding lack of space at taxi ranks.

Observations

Not all Hackney Carriage drivers work full time. Some work for shorter periods, a few days a week, others work long hours (12 hours + per day) up to 7 days a week, on occasions. Drivers were asked how many hours they worked each day. The average working week for Hackney Carriage drivers was 55.7 hours per week.

The average mileage covered by Hackney Carriages, between taxi tests, was analysed. The profile of average mileage suggests that approximately 10% of Hackney Carriages appear to be used on an irregular basis and are not available for hire on a daily basis. This assessment is based on analysis of average Hackney Carriage mileage.

Some individuals own multiple Hackney Carriage vehicle licences and rent these licenced vehicles to drivers for a weekly fee. A small proportion of the drivers interviewed or who returned survey forms, resented the ownership of multiple plates by individuals and the need to rent a plate, as they cannot obtain one in their own right. It may be the case that some of the licenced Hackney Carriages which are available for drivers to rent, are not rented to drivers and so do not incur much mileage. This may be a reason for the low average daily mileage for some of the Hackney Carriages in Braintree District.

A small proportion of licenced vehicle drivers indicated that they had been physically or verbally attacked in the previous year.



Unmet need assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results was 27.2. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

Future requirements

There is an adequate supply of Hackney Carriages currently and this is likely to be enough to cater for more than 3 years. No additional licences would be necessary to cater for growth in demand over the next three years.

Conclusions and recommendations

The primary purpose of this study was to determine whether there is evidence of significant unmet demand. The evidence gathered suggests that there is **no significant unmet demand**.

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

The principal issues identified by the trade relate to lack of space on the ranks.





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1 STUDY OBJECTIVES

1.1 General

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

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

The objectives of the study may be broadly defined as:

- A survey of activity at taxi ranks
- Consultation with the trade
- Consultation with major stakeholders
- Comparison of licenced vehicle fleet size and composition, with other local authorities
- Assessment of unmet demand
- Conclusions



2 BACKGROUND

2.1 Definitions

This report refers to Taxis, Hackney Carriages and Private Hire Vehicles. Both Hackney Carriages and Private Hire Vehicles are licenced to operate within the Braintree District area.

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

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

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

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

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

2.2 DfT guidance on Unmet Demand surveys

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

Significant Unmet Demand (SUD) has two components:

- Observed or 'patent' demand – that which is directly observable
 - Latent or 'suppressed' demand – that which is released by additional supply.
- Where a limit has been imposed, the DfT recommend that surveys be repeated every three years to confirm that unmet demand had not arisen.

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

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



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

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

2.3 Observed unmet demand

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

2.4 Latent unmet demand

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

2.5 Other Surveys

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

2.6 Breakdown of the Hackney Carriage trade

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

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



- Various combinations of the above that 'fit together' in time

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

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

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

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

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

2.7 Braintree District Overview

Braintree forms a Local Authority district within the County of Essex. Braintree district comprises the main settlements of Braintree, Witham and Halstead. The population of the district was 149,985 (mid-year population estimate 2014).

2.8 Background to the Hackney Carriage Market in Braintree District

At the time of the survey, Braintree district licenced 84 hackney carriages which operate predominantly in Braintree, Witham and Halstead. This provides Braintree district with a hackney carriage provision of one hackney per 1,714 resident population. The majority of these Hackney Carriages are ordinary saloon/estate type vehicles.

Of the 84 licenced Hackney Carriages, 17 were wheelchair accessible vehicles. In addition, there were 176 Private Hire vehicles licenced and 45 Private Hire Operators.

There were a total of 28 Hackney Carriage Drivers, 100 Private Hire Drivers and 152 Dual Drivers. The Dual Licence which combines both Hackney Carriage and Private Hire Licences. With 280 licenced drivers and 260 licenced vehicles, the ratio of drivers to vehicles is 1.08. this suggests a low level of multi-shifting of vehicles. This suggestion is borne out by analysis of average mileage per Hackney Carriage which is assessed in paragraph 3.4.

Braintree District Council have a policy that all future new Hackney Carriage plates issued will be to wheelchair accessible vehicles only.



2.9 Provision of Hackney Carriage Stands

There were 7 official or established ranks located across the Braintree licensing district, which were observed during this survey.

The official ranks were:

Rank	Max No of Hackney Carriages permitted to stand and ply for hire.
Albert Road, Witham	8
Rayne Road, Braintree	4
Manor Street, Braintree	14
Station Approach, Braintree	6
George Yard Car Park Approach, Braintree On east side of permit car park at rear of 101/103 High Street, Braintree	1
Trinity Street, Halstead	5
Freeport Rank –Outside Cineworld/Number Ten Freeport, Braintree, Essex.	4

Table 2 - Formal Taxi Ranks in Braintree

In addition to the ranks indicated in Table 2, a further informal rank has been implemented at Freeport, alongside the bus stop area and close to Freeport Railway Station. This location (Freeport Railway Station) was also included in the rank surveys.

2.10 Hackney Carriage Fares and Licence Premiums

Hackney carriage fares are regulated by the Local Authority. There are four tariffs:

- One for Monday to Sunday travel (6am – 11pm);
- One for night time travel (11pm –6am) and Sunday and bank holiday travel;
- One for 6pm to 11pm on Christmas Eve and New Years Eve and
- A fourth for over Christmas and New Year.

The standard charge tariff is made up of two elements; and initial fee (or “flag drop”) for entering the vehicle, and a fixed price addition for each subsequent 104 yards (95.4006 metres), plus fixed additions for waiting time. A standard two-mile daytime fare undertaken by one individual would therefore be £6.00 (assuming no waiting time applied).

Figure 1 outlines the fare structure in more detail.



Braintree District Council Fares for Distance

(1) **MILEAGE TARIFF 1**

If the distance does not exceed 643.7 metres (704 yards or 0.4 mile) for whole distance	£3.20
If the distance exceeds 643.7 metres, for the first 643.7 metres (704 yards or 0.4 mile)	£3.20
For each subsequent 95.4006 metres (104 yards) or uncompleted part thereof	£0.10

(2) **WAITING TIME** For each period of 1 minute or uncompleted part thereof

	£0.30
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(3) **EXTRA CHARGES**

(a) **MILEAGE TARIFF 2** for hiring's between the hours of 11.00pm and 6am or for any journey commenced on a Sunday or a Public Holiday (excluding those stated at (b) below) a charge equivalent of 50% extra (i.e. one and a half times) the tariff 1 fare will be charged.

(b) **MILEAGE TARIFF 2 (b)** for hiring's between 6pm and 11pm on CHRISTMAS EVE (24th December) and NEW YEARS EVE (31st December)

(c) **MILEAGE TARIFF 3 (a)** for hiring's between 11pm on CHRISTMAS EVE & NEW YEARS EVE and 6am on the day succeeding BOXING DAY (27th December) & NEW YEARS DAY (2nd January) - a charge equivalent to 100% extra (i.e. double) of the tariff 1 charged.

(d) **SOILING FEE** £30 per occasion vehicle is soiled and is required to be withdrawn from service for valeting.

(e) **CARRIAGE OF 5 PERSONS OR MORE** - Vehicles licensed to carry 5 or more passengers may charge Tariff 2 for journeys only when 5 or more persons are travelling and Tariff 3 for journeys only when 5 or more persons are travelling between the hours of 11.00pm and 6am or for any journey commenced on a Sunday or a Public Holiday. Tariff 1 applies when 4 or less passengers travel.

NOTE: These are the maximum fares allowed. Passengers may negotiate a lesser fare at the discretion of the owner/driver. Hiring covering two tariff periods may be charged proportionately according to time or Distance in each tariff period.

Passenger complaints with respect to this Hackney Carriage and/or its Driver should be made, in writing, to the Licensing Team, Braintree District Council, Causeway House, Bocking End, Braintree, Essex CM7 9HB quoting the Licence number displayed in the front window or on the rear and sides of the vehicle.

Figure 1 - Braintree District Council Taxi Fares Table

2.11 Fares comparison

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares for 363 authorities. These are ranked from 1 to 363, with 1 being the most expensive.

A comparison of fares ranking, with neighbouring authorities, is presented in Table 3.

Licensing Authority	Rank	Cost of 2 mile journey (tariff 1 distance only)
Colchester	18	£6.80
Chelmsford	40	£6.50
Harlow	49	£6.40
Brentwood	78	£6.20
Braintree	112	£6.00
Castle Point	115	£6.00
Rochford	126	£6.00
Tendring	137	£5.95
Basildon	148	£5.80
Uttlesford	165	£5.80

Table 3 - Comparison of Taxi fares with neighbouring authorities

Source: Private Hire and Taxi Monthly, May 2016



2.12 Hackney Carriage “plate premium”

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

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

Notwithstanding the difficulties in obtaining accurate data with respect to “plate premium” values, anecdotal evidence from licensing officers and the trade, suggest that the premium in Braintree District lies in the range £5,000 - £25,000..

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

2.13 Essex Transport Strategy

Essex County Council have published the Essex Transport Strategy: the Local Transport Plan for Essex, which sets out strategies and policies to address the transport challenges faced by the local area. The current document was published in June 2011.

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

The Plan recognises that taxis are important to those living in more isolated areas, or for those who find transport difficult. The strategy states *“Where not already in place, we will promote Quality Taxi Partnerships to improve the quality and standards of taxis – making these accessible to all Essex residents. Particular focus will be given to those areas with the poorest public transport coverage key to the public transport system providing an alternative to bus and rail travel in some circumstances, such as in rural areas, where more frequent bus services are not viable. Innovations such as taxi sharing are also considered within measures to complement other public transport services.”*

Community transport and the needs of disabled users are recognised and the part that taxis can play in fulfilling these transport needs is addressed. The strategy recognises the importance of staff operating in public transport modes, including taxis, to understand the needs of mobility impaired passengers, to enhance the ability to accommodate the needs of people with disabilities, mobility impairments and learning difficulties.



3 BENCHMARKING

3.1 Introduction

In order to compare the current level of taxi provision in Braintree District, a comparison has been prepared which benchmarked Braintree District against other licensing authorities in the East of England Region, as defined by the Department for Transport.

The proportion of Hackney Carriages and Private Hire Vehicles, per 1,000 population (mid 2014 values), for all authorities in the East of England, is presented in Table 4 and Figure 2. Authorities are grouped by those which limit the number of Hackney Carriages and those which do not. These groups are each ordered in terms of increasing proportions of total licenced vehicles per 1,000 population.

Braintree District has a relatively low proportion of Hackney Carriages per 1,000 population, compared with other authority areas which apply a limit. However, it does not have the lowest proportion amongst these areas. The proportion of Hackney Carriages is lower in Braintree District, than the ratios generally observed in areas which do not limit.

3.2 Fleet Composition

The statistics presented for comparison of fleet composition are derived from Department for Transport statistics collected in 2015. This was the latest set of statistics available when the report was prepared.

Population and licenced vehicle statistics for each of the comparator areas are presented in Table 4. The population statistics for each authority area was derived from mid-2014, estimates which were the latest statistics available.



Table 4 - Licenced vehicle statistics

Licensing Area	Mid 2014 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Braintree [Limit]	149,985	84	161	245	0.6	1.1	1.6
Southend-on-Sea [Limit]	177,931	276	188	464	1.6	1.1	2.6
Rochford [Limit]	84,776	215	56	271	2.5	0.7	3.2
St Edmundsbury [Limit]	112,073	61	314	375	0.5	2.8	3.3
Colchester [Limit]	180,420	131	498	629	0.7	2.8	3.5
Stevenage [Limit]	85,997	100	207	307	1.2	2.4	3.6
Bedford [Limit]	163,924	70	523	593	0.4	3.2	3.6
Cambridge [Limit]	128,515	324	178	502	2.5	1.4	3.9
Luton [Limit]	210,962	167	829	996	0.8	3.9	4.7
Watford [Limit]	95,505	291	176	467	3.0	1.8	4.9
Suffolk Coastal [No Limit]	124,776	36	127	163	0.3	1.0	1.3
Mid Suffolk [No Limit]	99,121	106	38	144	1.1	0.4	1.5
Breckland [No Limit]	133,986	131	75	206	1.0	0.6	1.5
King's Lynn and West Norfolk [No Limit]	150,026	94	146	240	0.6	1.0	1.6
Fenland [No Limit]	97,732	114	44	158	1.2	0.5	1.6
East Cambridgeshire [No Limit]	86,685	115	26	141	1.3	0.3	1.6
Thurrock [No Limit]	163,270	88	182	270	0.5	1.1	1.7
Broadland [No Limit]	125,961	0	224	224	0.0	1.8	1.8
Chelmsford [No Limit]	171,633	183	127	310	1.1	0.7	1.8
Maldon [No Limit]	62,767	97	17	114	1.5	0.3	1.8
Babergh [No Limit]	88,845	39	124	163	0.4	1.4	1.8
North Hertfordshire [No Limit]	131,046	181	68	249	1.4	0.5	1.9
South Norfolk [No Limit]	129,226	159	90	249	1.2	0.7	1.9
North Norfolk [No Limit]	102,867	133	68	201	1.3	0.7	2.0
Tendring [No Limit]	139,916	255	22	277	1.8	0.2	2.0
Waveney [No Limit]	115,919	136	107	243	1.2	0.9	2.1
East Hertfordshire [No Limit]	143,021	257	57	314	1.8	0.4	2.2
Central Bedfordshire [No Limit]	269,076	226	367	593	0.8	1.4	2.2
Castle Point [No Limit]	88,907	141	63	204	1.6	0.7	2.3
Forest Heath [No Limit]	62,812	128	34	162	2.0	0.5	2.6
Dacorum [No Limit]	149,741	235	176	411	1.6	1.2	2.7
Basildon [No Limit]	180,521	204	310	514	1.1	1.7	2.8
Welwyn Hatfield [No Limit]	116,024	190	171	361	1.6	1.5	3.1
St Albans [No Limit]	144,834	284	170	454	2.0	1.2	3.1
Harlow [No Limit]	84,564	63	212	275	0.7	2.5	3.3
Huntingdonshire [No Limit]	173,605	99	479	578	0.6	2.8	3.3
Broxbourne [No Limit]	95,748	230	91	321	2.4	1.0	3.4
Great Yarmouth [No Limit]	98,172	185	145	330	1.9	1.5	3.4
Ipswich [No Limit]	134,966	172	317	489	1.3	2.3	3.6
Brentwood [No Limit]	75,645	255	32	287	3.4	0.4	3.8
Peterborough [No Limit]	190,461	175	577	752	0.9	3.0	3.9
Epping Forest [No Limit]	128,777	429	100	529	3.3	0.8	4.1
Norwich [No Limit]	137,472	223	431	654	1.6	3.1	4.8
Hertsmere [No Limit]	102,427	14	484	498	0.1	4.7	4.9
South Cambridgeshire [No Limit]	153,281	8	855	863	0.1	5.6	5.6
Three Rivers [No Limit]	90,423	18	604	622	0.2	6.7	6.9
Uttlesford [No Limit]	84,042	63	1,028	1,091	0.7	12.2	13.0

Statistics for Fleet composition are presented in Figure 2

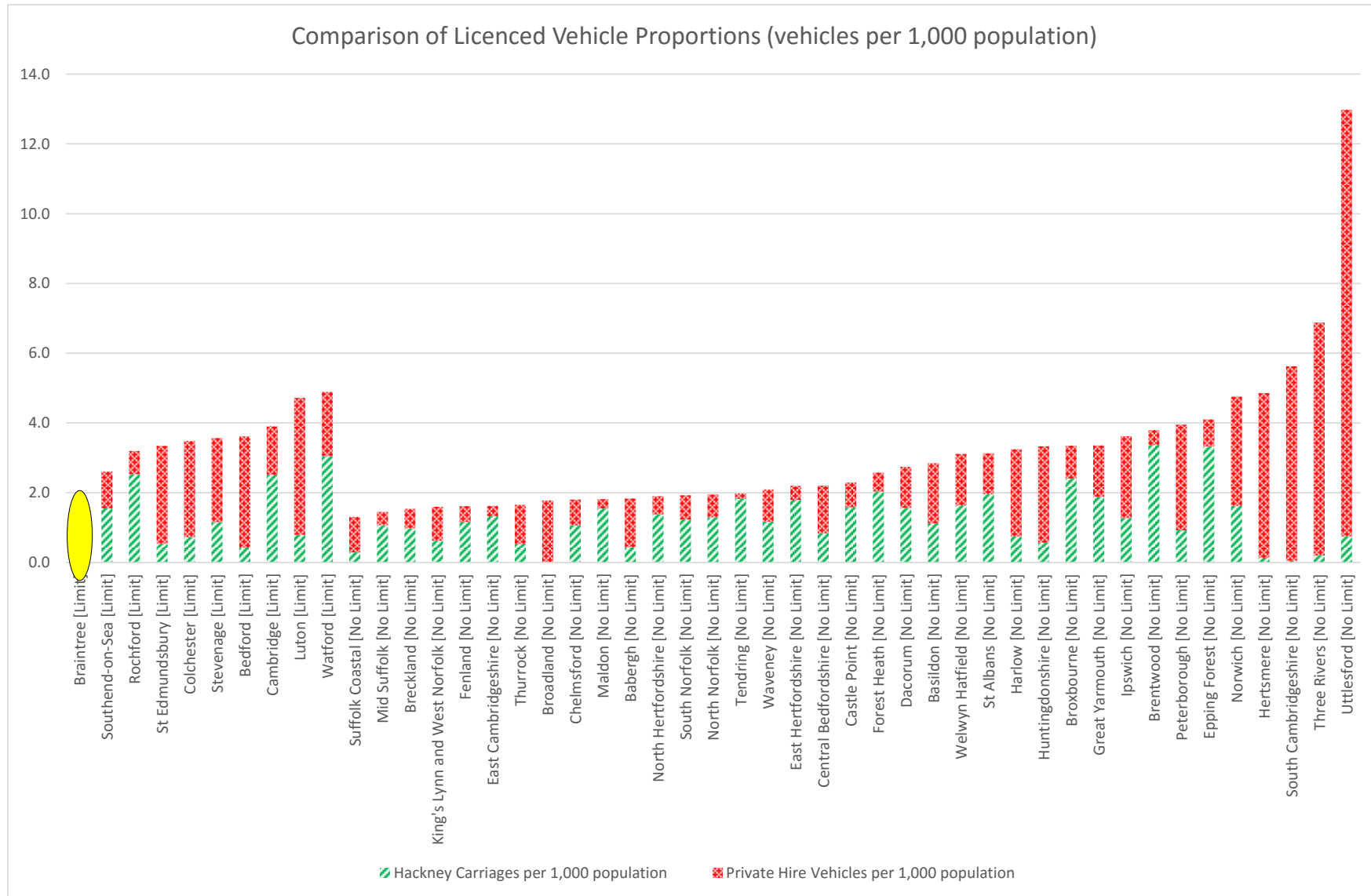


Figure 2 - Fleet composition comparison



The number of Hackney Carriages per 1,000 population in Braintree District is third lowest of the 10 authorities which limit numbers. Of all of the authorities in the region, (47) Braintree District has the 10th equal lowest number of Hackney Carriages per 1,000 population.

3.3 Rail Passenger growth

The sole rank in Witham serves Witham Railway Station. One of the ranks in Braintree serves Braintree Railway Station. The volume of hires which Hackney Carriage drivers, waiting on the station ranks, can expect, clearly relates to the volume of passengers passing through the station.

Historic passenger volume trends are presented in Table 5 and Figure 3.

Annual rail statistics		
Total annual passenger entries and exits		
Year	Witham Station	Braintree Station
2006 - 7	2,342,618	845,994
2007 - 8	2,341,123	892,412
2008 - 9	2,277,436	907,798
2009 - 10	2,076,532	813,182
2010 - 11	2,159,090	831,670
2011 - 12	2,251,940	819,498
2012 - 13	2,244,774	814,944
2013 - 14	2,349,736	806,471
2014 - 15	2,380,266	808,240

Table 5 - Historic Rail Passenger Volumes

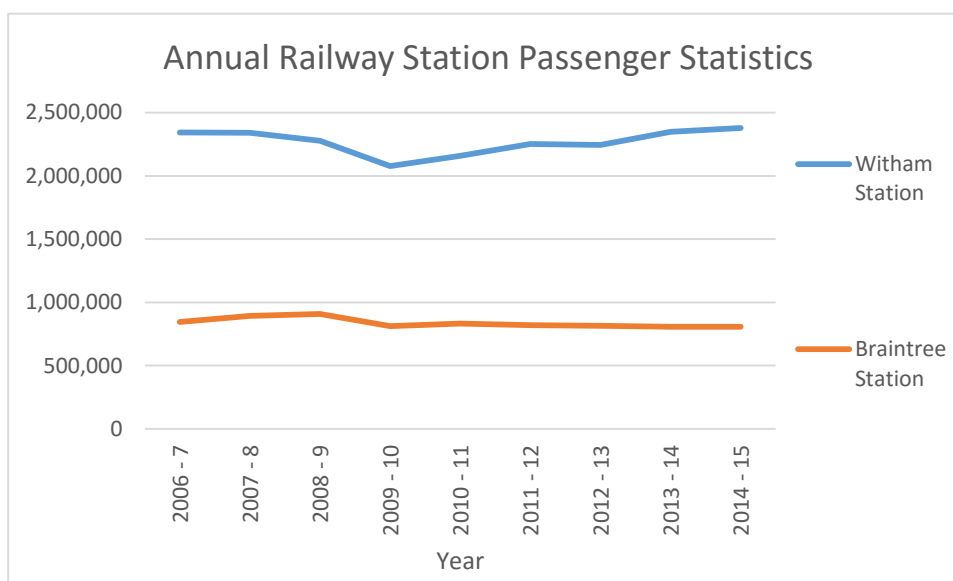


Figure 3 – Profile of annual rail passengers



Passenger volumes at Witham station reached a low point in the year 2009 – 10, but has grown to the highest recorded volumes in the year 2014 - 15. Passenger volumes at Braintree Station have declined since 2010 – 11.

3.4 Hackney Carriage Vehicle Mileage

A useful indicator of activity in the Hackney Carriage trade is analysis of the average daily mileage which Hackney Carriages undertake, between vehicle tests. The mileage data from the last two vehicle tests for each Hackney Carriage was analysed to determine the distribution of average daily mileage over approximately six months between vehicle tests. There was not data available for all Hackney Carriage plates, as some vehicles had been replaced between tests and had no comparable mileage reading from an earlier test. However, data was available for the majority of vehicles.

Figure 4 presents a distribution of average daily mileage for the majority of vehicles in the fleet.

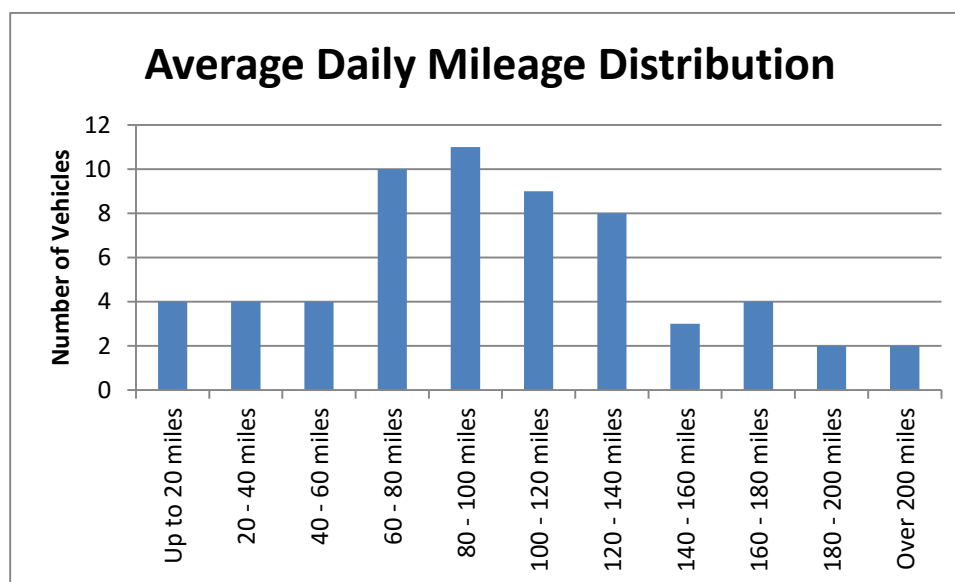


Figure 4 - Average Daily Mileage per Hackney Carriage

The most common daily mileage was 80 to 100 miles per day. This represents a fairly common level of travel for a single shift vehicle working 5 to 6 days per week. Half of the vehicles fall within the range 60 to 120 miles per day. Approximately a third of vehicles travel more than 120 miles per day. Many of these are likely to be used by more than one driver, or may commonly engage in regular longer distance journeys, such as regular school contract hires.

Many of the vehicles travelling less than 60 miles per day are likely to be used less frequently than daily. There can be many reasons for such low mileage. The most common reasons, based on evidence from other studies, is that low mileage vehicles may be in use part time, such as only in use at weekends, or vehicles which are leased to drivers, but for which there is no demand. i.e. no one is willing to pay the rental fee asked.

There were four vehicles which travelled less than 20 miles per day and a further four vehicles which travelled less than 40 miles per day.



The four vehicles which averaged less than 20 miles per day travelled; 81 miles, 318 miles, 2,022 miles and 2,175 miles respectively, in the six months since their previous tests. This level of usage is very low for a public hire vehicle and suggests a low level of availability to the public. The four highest mileage vehicles travelled 32,568, 34,928, 36,017 and 37,127 miles respectively in the six months between tests.

Around a tenth of the fleet, for which data was available, were in infrequent use.



4 TAXI RANK SURVEYS

4.1 Current taxi ranks

Seven taxi ranks were surveyed.

These locations were:

- Albert Road, Witham
- Rayne Road, Braintree
- Manor Street, Braintree
- Station Approach, Braintree
- George Yard Car Park Approach, Braintree Trinity Street, Halstead
- Freeport Rank –Outside Cineworld/Number Ten Freeport, Braintree
- Freeport rank at the bus stops.

4.2 Rank surveys

The ranks were surveyed continuously from 7.00 on Thursday 14th April 2016 to 7.00 on Monday 18th April 2016. Cameras were used to record activity during these periods at all ranks.

4.3 Rank survey results

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

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

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



Albert Road, Witham (Witham Station)

Witham Station Passengers per hour

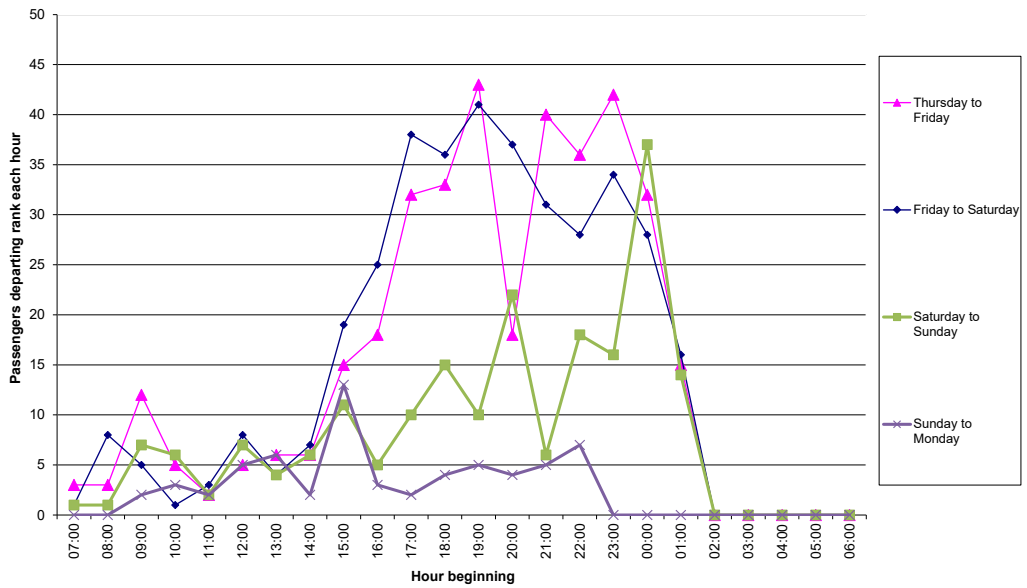


Figure 5 – Albert Road, Witham (Witham Station) Passengers Per Hour

Witham Station Hackney Carriages per hour

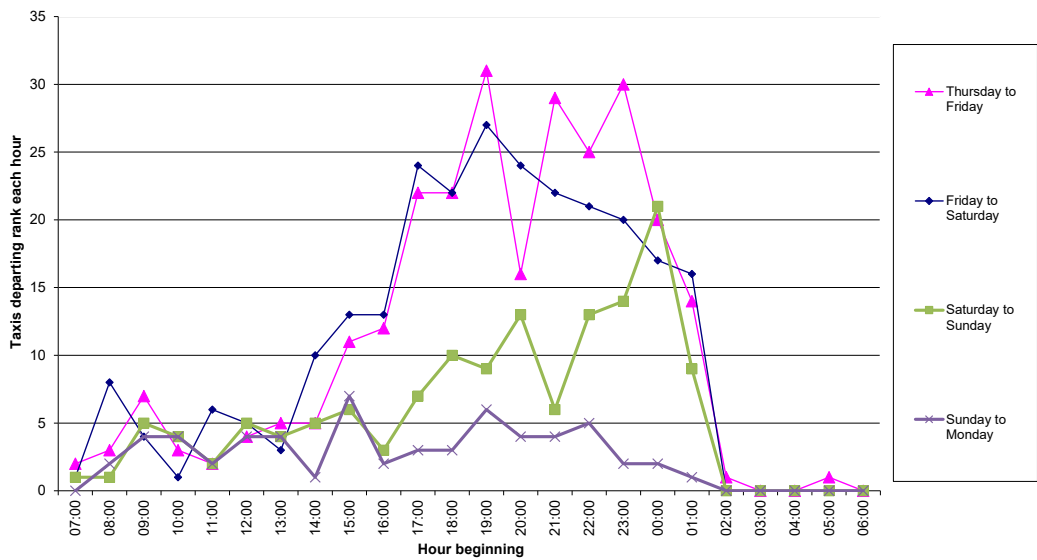


Figure 6 - Albert Road, Witham (Witham Station) Hackney Carriages Per Hour



Witham Station Hackney Carriage vehicle average wait times

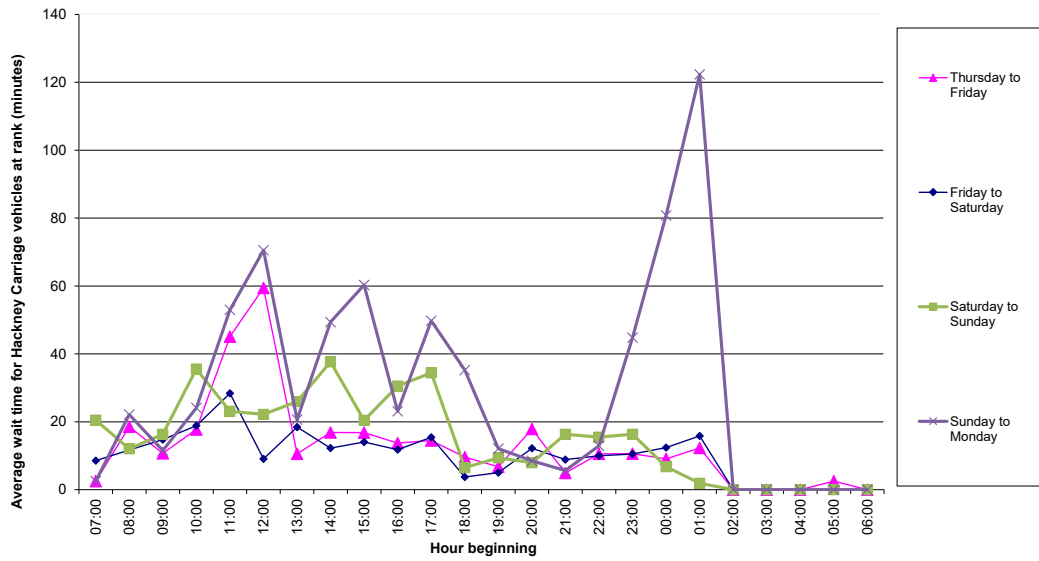


Figure 7 - Albert Road, Witham (Witham Station) Hackney Carriage Average Wait Times

Witham Station Hackney Carriage Vehicle Queue Length

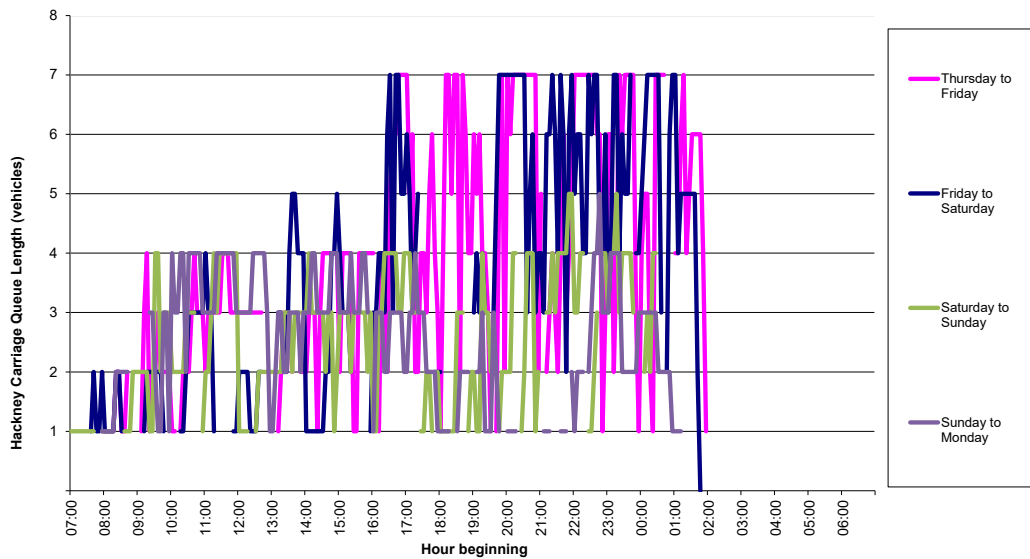


Figure 8 - Albert Road, Witham (Witham Station) Hackney Carriage Queue Length

The rank is outside Witham Railway station and primarily serves passengers arriving by train to Witham. Whilst the presence of Hackney Carriages was not continuous, there were generally Hackney Carriages available from 7:00 to 2:00 the following morning.



Rayne Road, Braintree.

The rank is located outside the George Yard shopping centre, and near to a recently closed Morrisons supermarket.

No passengers were picked up from this rank.

Manor Street, Braintree.

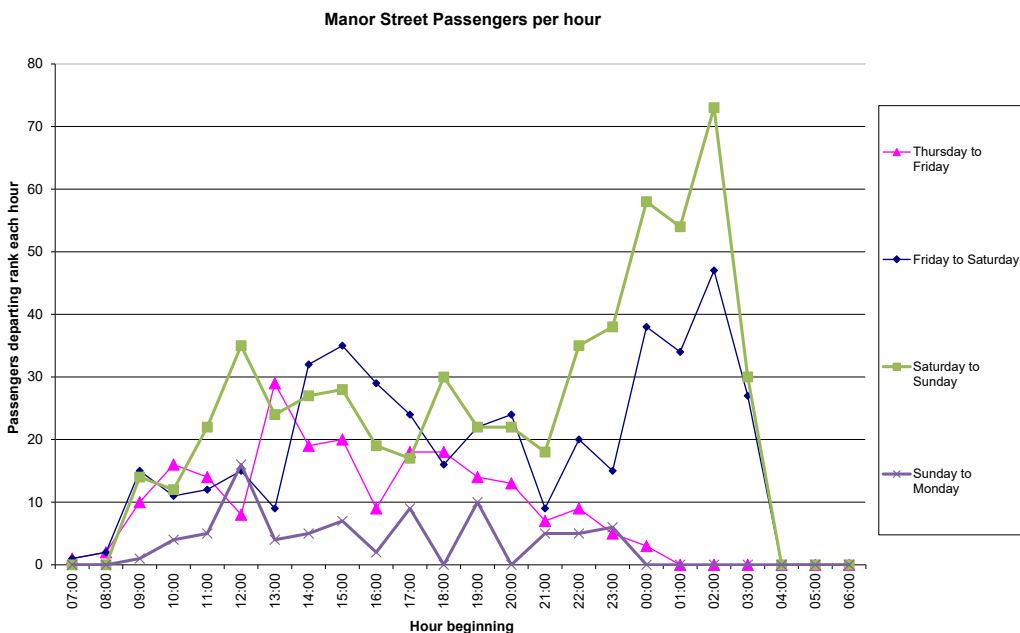


Figure 9 - Manor Street Passengers Per Hour

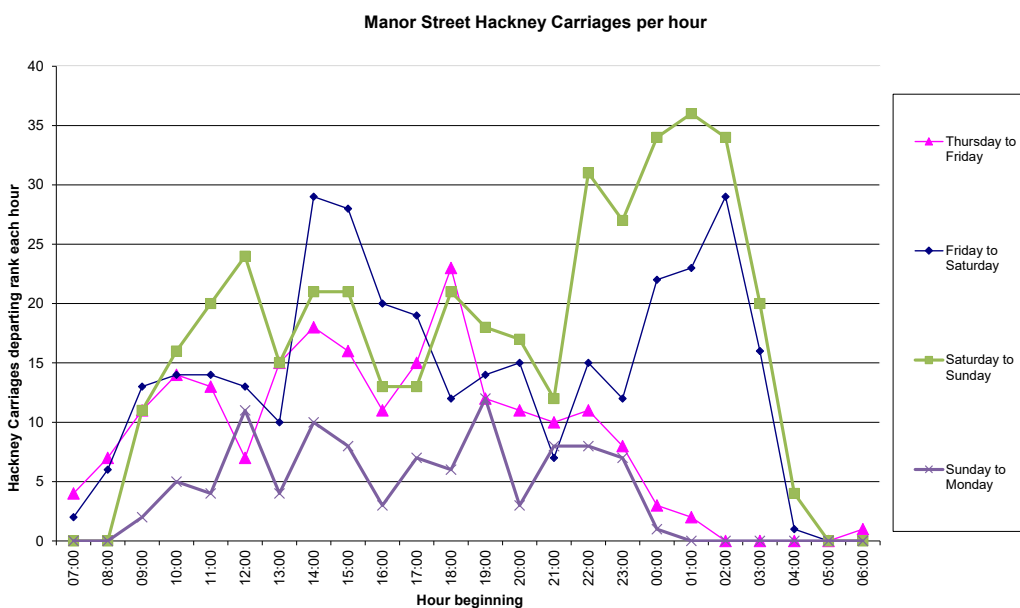


Figure 10 - Manor Street Hackney Carriages Per Hour

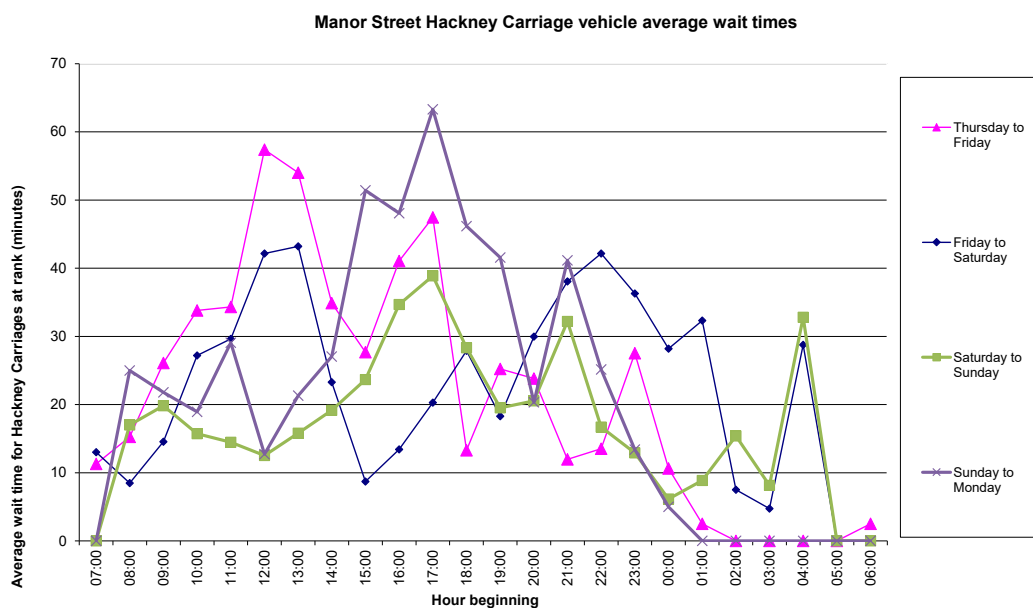


Figure 11 - Manor Street Hackney Carriage Average Wait Times

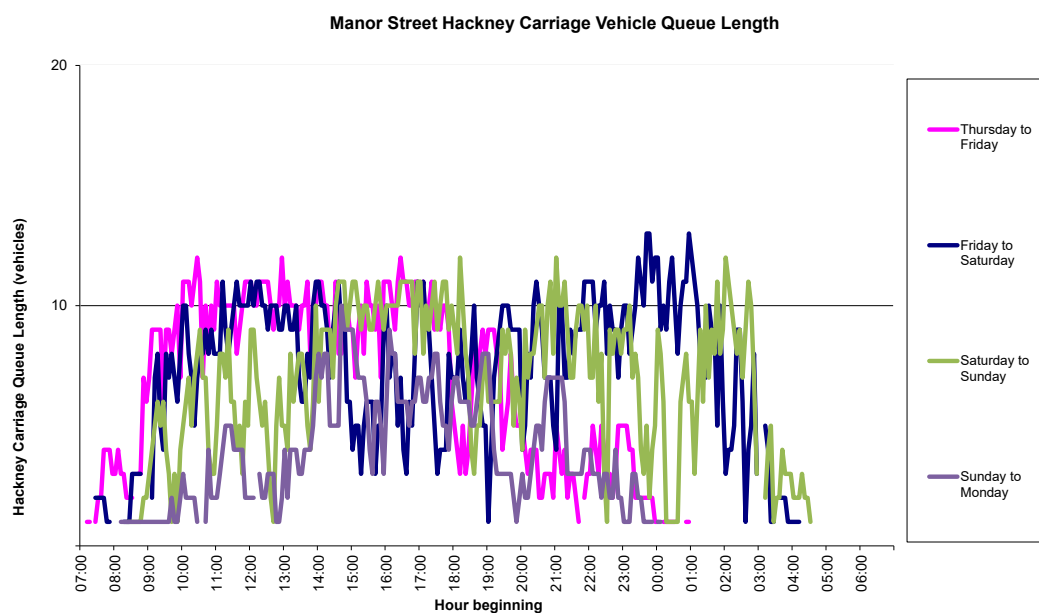


Figure 12 - Manor Street Hackney Carriage Queue Length

Manor Street rank was active from early morning to late at night, each day. The rank served demand associated with day time retail and the night time economy. The busiest times were on Friday and Saturday nights, as one may expect from the nature of this location.

The rank is split into several marked rank spaces along Manor Street. These allow for breaks where entrances to premises and a car park, cross the rank. To the east of the rank, the road is marked with parking areas for local businesses and residents. From time to time, if the rank was full of Hackney Carriages waiting for fares, additional Hackney Carriages, approaching from the East, would wait on the



street, in the parking areas, until a space on the rank became available. On these occasions, the waiting Hackney Carriages were not included in the analysis of waiting vehicles, until they reached the marked rank spaces.

Whilst the rank is designated as having space for up to 14 Hackney Carriages, the number of waiting Hackney Carriages frequently didn't reach this total, despite the fact that the rank was fully occupied, i.e. there was no space available at the rear of the rank for another vehicle to join. The rank was generally fully occupied when 11 or 12 vehicles were waiting on the rank.

Whilst most hires were obtained from the Hackney Carriage waiting at the front of the rank, from time to time, passengers would hire a Hackney Carriage further back in the rank. This may be in relation to a preference for a particular vehicle type, or to hire a driver who the passenger knows.



Station Approach (Braintree Station), Braintree

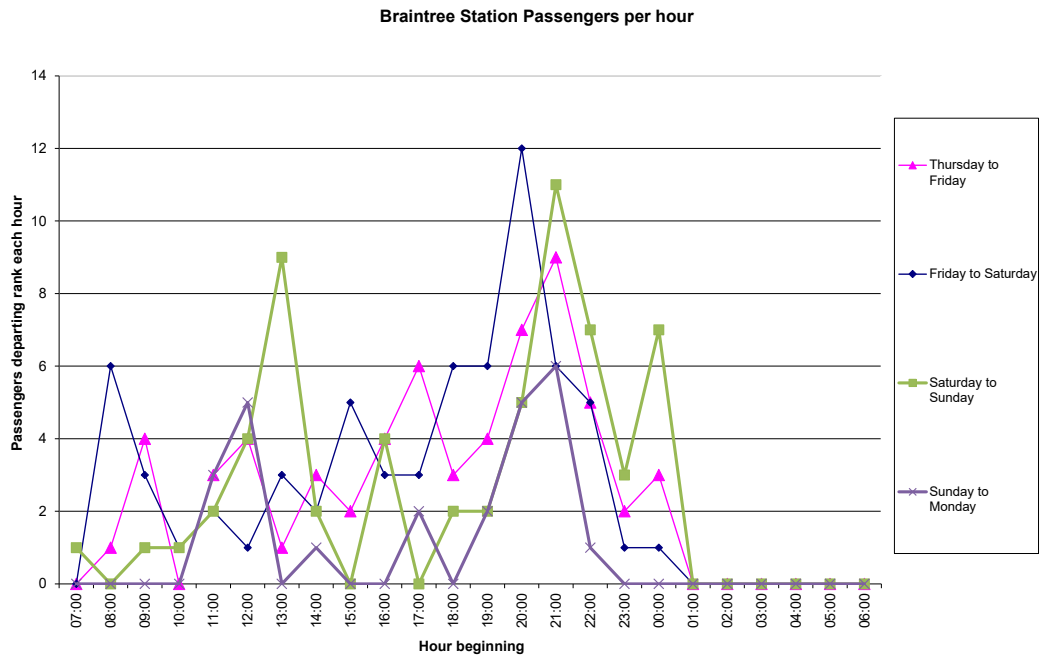


Figure 13 – Braintree Station Passengers Per Hour

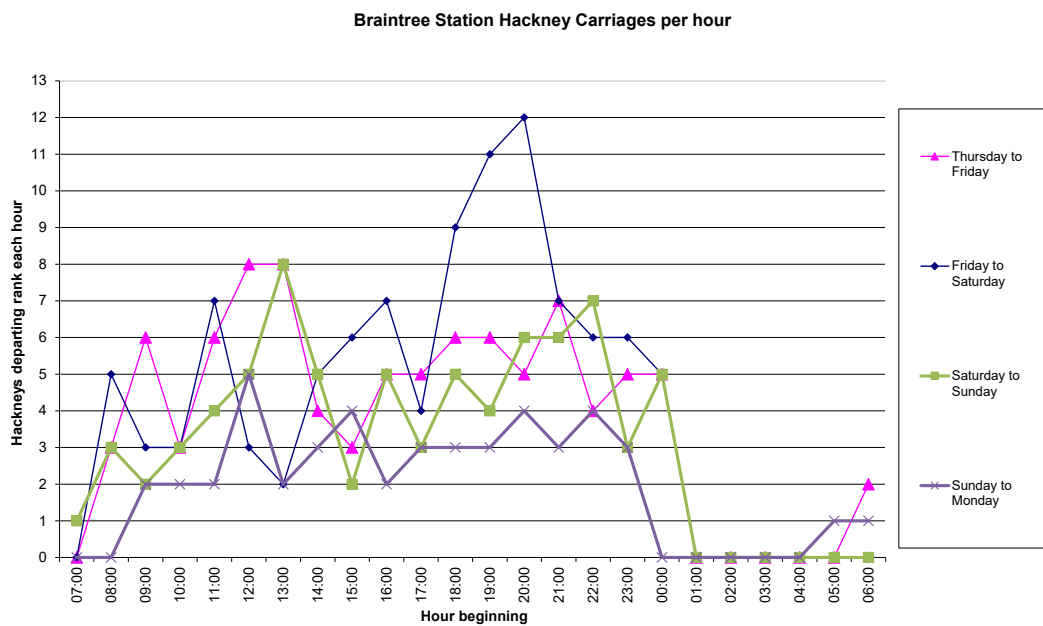


Figure 14 - Braintree Station Hackney Carriages Per Hour

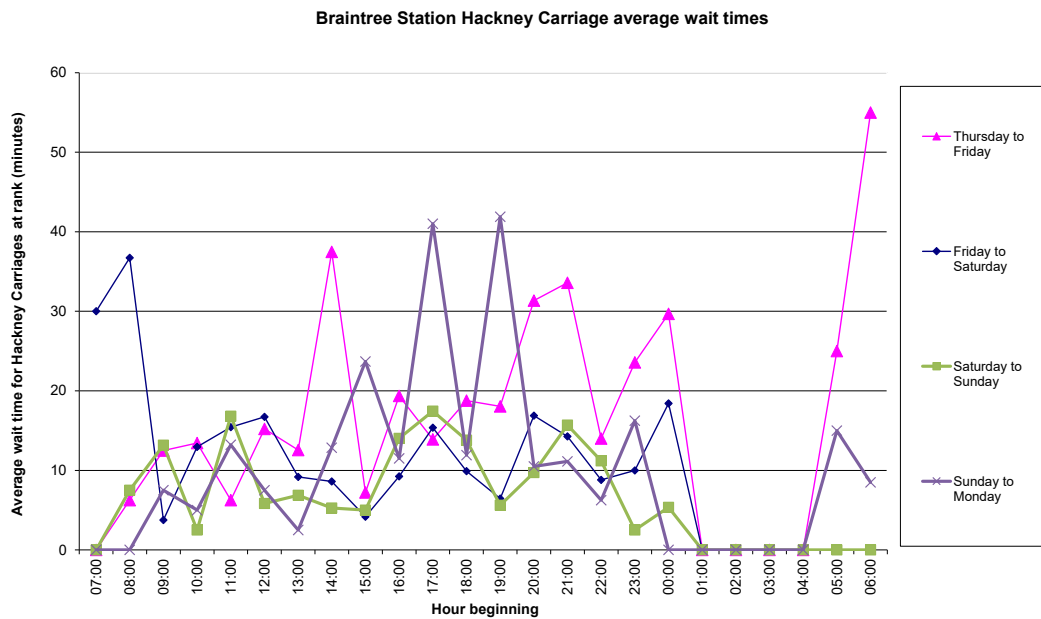


Figure 15 - Braintree Station Average Hackney Carriage Wait Times

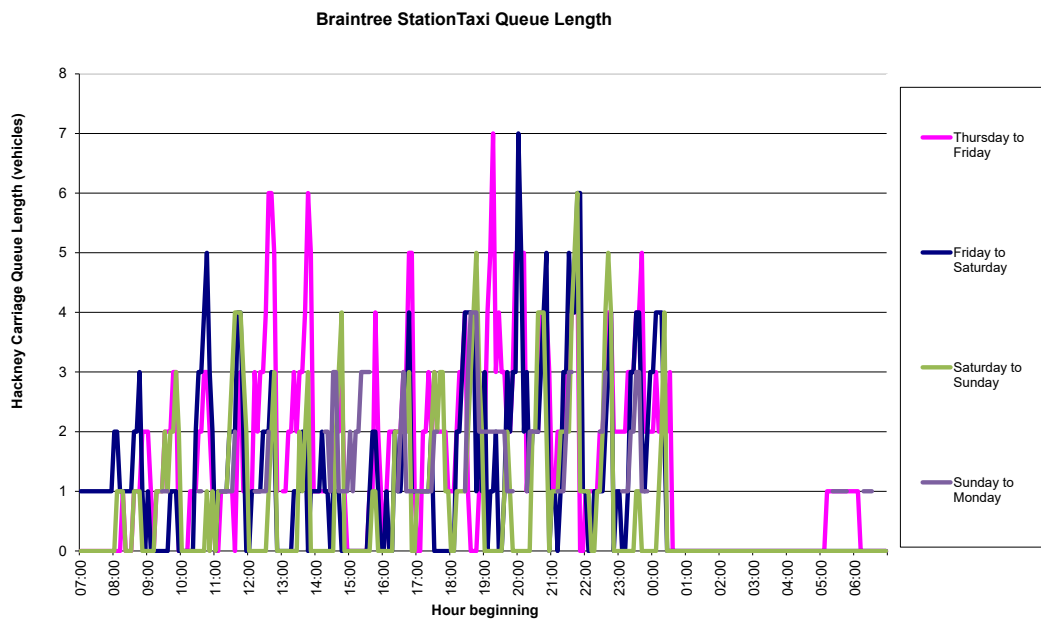


Figure 16 - Braintree Station Hackney Carriage Queue Length

The Station Approach (Braintree Station) rank was occupied by hackney carriages for the majority of the time each day. The majority of hires appeared to be made by rail passengers, as one may expect. Typical practices by drivers were to arrive at the rank prior to the arrival of a train. This was often 15 or more minutes prior to arrival. This early arrival pattern may have been in order to secure a position close to the front of the rank.

Demand was highest in the evening and late evening on each of the days surveyed.



George Yard Car Park Approach, Braintree

The rank is formed from spaces in the car park and operates at night only, from midnight to 4:00 am. No activity was observed at this rank.

Freeport Rank –Outside Cineworld

The Freeport rank outside Cineworld is a part time rank, operating from 20:00 to 04:00 each night. Whilst it is an officially designated rank, it was rarely used by Hackney Carriages to wait for fares. A small number of hires were picked up from this rank. Many of those picked up appeared to have pre-booked the taxi which arrived.

There were two occasions when Hackney Carriages waited at the rank for passengers. These were on Saturday afternoon and Sunday afternoon. On both occasions, the Hackney Carriages left the rank empty after waiting for ten minutes.

When passengers were picked up, most waited a few minutes at the rank before a Hackney Carriage arrived to collect them. Many of these hires appeared to have been pre-booked. The occurrence of hires is summarised in Table 6

Date	Time	Number of passengers	Passenger wait time (minutes: seconds)
14/4/16	17:51	2 (with wheelchair)	13:03
16/4/16	00:04	1	6:23
16/4/16	16:51	1	0:35
16/4/16	18:30	2	1:48
16/4/16	21:02	1	7:42
16/4/16	23:04	1	5:32
16/4/16	23:15	2	1:06
17/4/16	10:03	2	1:16
17/4/16	13:20	1	0:56
17/4/16	23:08	1	4:52
18/4/16	00:20	1	14:32

Table 6 - Passenger volumes through Freeport / Cineworld rank



Freeport rank at the bus stop

The Freeport rank at the bus stop is not an officially designated taxi rank. Whilst there is no pole mounted sign to indicate the presence of the taxi rank, the road is marked as a taxi rank. The rank experienced a very limited level of use on Friday and Saturday.

On the Friday, two Hackney Carriages waited and left, without having picked up passengers, after twelve and one minutes on the two respective occasions. On Saturday, a Hackney Carriage waited for seven minutes before leaving empty

On Friday evening, a passenger waited at the rank for nine minutes before leaving on foot.

On Saturday, there were three occasions when passengers hired Hackney Carriages. On each occasion, it appeared that the passengers had called to book a Hackney Carriage.

The occurrence of hires is summarised in Table 7 Table 6

Date	Time	Number of passengers	Passenger wait time (minutes: seconds)
16/4/16	15:34	1	7:56
16/4/16	16:15	2	22:16
16/4/16	19:15	1	1:48

Table 7 - Passenger volumes through Freeport rank at the bus stop

4.4 Summary of results

The results of the rank surveys, in terms of passenger and vehicle statistics are presented in the following tables, for each day surveyed. The results separately report the volume of taxis which leave the rank with passengers and those taxis which leave the rank empty. The average vehicle wait time for Hackney Carriages is also presented, for each rank.

Table 8 Thursday Rank Summary Results

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Manor Street	55	157	212	215	1.4	29
Witham Station	4	261	265	366	1.4	12
Braintree Station	48	43	91	61	1.4	18
Halstead	12	5	17	7	1.4	48
Freeport Cineworld	0	1	1	2	2.0	63
Freeport Bus Stop	0	0	0	0	0.0	46
Total	119	467	586	651	1.4	20



Table 9 Friday Rank Summary Results

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Manor Street	58	276	334	437	1.6	23
Witham Station	14	243	257	370	1.5	11
Braintree Station	49	52	101	66	1.3	13
Halstead	22	6	28	9	1.5	25
Freeport Cineworld	0	1	1	1	1.0	0
Freeport Bus Stop	2	0	2	0	0.0	0
Total	145	578	723	883	1.5	17

Table 10 Saturday Rank Summary Results

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Manor Street	50	358	408	578	1.6	17
Witham Station	13	125	138	198	1.6	15
Braintree Station	37	40	77	61	1.5	9
Halstead	13	12	25	20	1.7	21
Freeport Cineworld	1	5	6	7	1.4	0
Freeport Bus Stop	1	3	4	4	1.3	0
Total	115	543	658	868	1.6	16

Table 11 Sunday Rank Summary Results

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
Manor Street	42	57	99	79	1.4	32
Witham Station	19	41	60	63	1.5	33
Braintree Station	28	19	47	25	1.3	0
Halstead	0	1	1	1	1.0	0
Freeport Cineworld	0	0	0	0	0.0	0
Freeport Bus Stop	0	0	0	0	0.0	0
Total	89	118	207	168	1.4	25

A profile of all hires across all observed ranks is presented in Table 12



Table 12 - Daily profile of all Hackney Carriages leaving ranks with passengers

HOUR BEGINNING	Thursday to Friday	Friday to Saturday	Saturday to Sunday	Sunday to Monday
07:00	3	2	2	0
08:00	7	15	1	0
09:00	21	18	17	3
10:00	15	11	16	7
11:00	16	13	19	6
12:00	13	16	30	17
13:00	21	12	23	7
14:00	22	35	23	8
15:00	26	39	27	12
16:00	25	35	20	4
17:00	37	43	19	8
18:00	41	38	31	2
19:00	43	45	26	14
20:00	29	47	31	8
21:00	40	31	27	10
22:00	35	37	44	10
23:00	36	29	41	5
00:00	25	41	58	1
01:00	12	32	41	0
02:00	0	25	33	0
03:00	0	14	14	0
04:00	0	0	0	0
05:00	0	0	0	0
06:00	0	0	0	0
Total	467	578	543	122

Daily hire profiles are also presented graphically in Figure 17

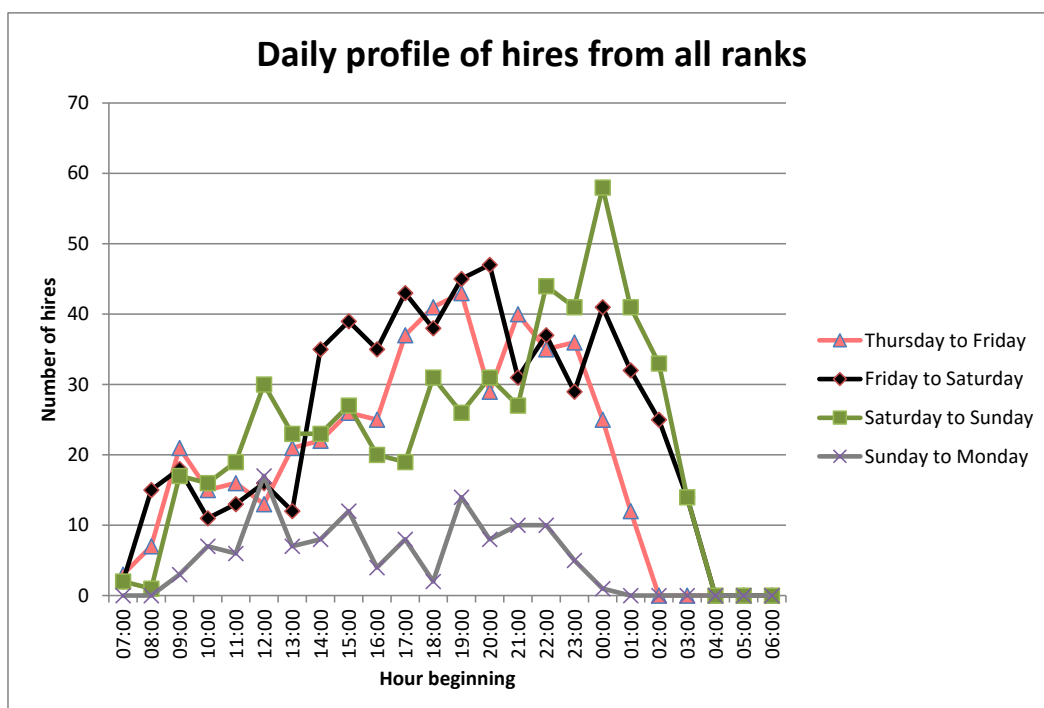


Figure 17 - Profile of daily hires from all ranks

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

Estimated weekly volumes are presented below.

Table 13 Estimated Weekly Ranks Volumes

RANK LOCATION	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
Manor Street	370	1319	1689	1954	1.5
Witham Station	62	1453	1515	2095	1.4
Braintree Station	306	283	589	396	1.4
Halstead	83	39	122	58	1.5
Freeport Cineworld	1	10	11	16	1.6
Freeport Bus Stop	3	3	6	4	1.3
Total	825	3107	3932	4523	1.5

4.5 Commentary on results

The volume of passengers and hires was similar through Manor Street and Witham Station ranks. Approximately 22% of departures from the Manor Street rank were empty vehicles. At the Braintree Station rank, the proportion of empty Hackney Carriage departures was approximately 52%. The rank in Halstead had the highest proportion of empty departures, at 68%. A common reason for empty departures is to respond to a booking. At Braintree Station, the train frequency



was relatively low. Once a train had arrived, Hackney Carriages which were still waiting on the rank after all passengers had cleared, would often leave the rank empty, to return later, when the next train was due.

The volume of activity on Friday and Saturday night was moderately higher than activity on Thursday and Friday evenings and afternoons. The night time economy trade is a significant component of overall demand for Hackney Carriages in Braintree District, but is balanced with day time demand, largely associated with the train stations in Witham and Braintree.

4.6 Passenger queuing

Passenger waiting for taxis to arrive at the ranks, can be classified as one of two types of queuing. When passengers occasionally have to wait for a taxi to arrive, but no other passengers join the queue before a taxi arrives, this type of queuing is characterised as occasional waiting by individual passengers or groups of passengers travelling together. When passengers waiting for taxis are joined by additional passengers and the queue is not cleared by taxis arriving, then this is classified as continuous queuing.

Significant unmet demand is generally characterised by the existence of continuous queuing for significant periods of time. The analysis of rank activity included recording occurrences of passenger queuing.

There were 27 occurrences of passenger occasional waiting, observed over the four day period, affecting 42 passengers. A further 60 passengers waited in brief, but continuous queues. The continuous queues and the number of passengers affected occurred at Braintree Station rank (19 passengers), Manor Street rank (4 passengers) and Witham Station rank (37 passengers). The total number of passengers observed waiting for Hackney Carriages at various times was 102 passengers.

The aggregate wait time for these waiting passengers was 797.25 passenger minutes. This is an average wait of 7.8 minutes (7 minutes 49 seconds) per waiting passenger. When the aggregate wait time is spread over all passengers, the average wait time was 0.31 minutes (19 seconds).

It should be noted that in terms of data analysis, there were several incidences of passenger waiting which may be considered to be outliers. These were events which generally occurred outside peak times when Hackney Carriages may be expected to visit the ranks. Some examples of such outliers are presented in the following table.



Location	Survey day	Time waiting started	Number of people waiting	Wait duration (decimal minutes)	Total wait time in passenger minutes
Manor Street	Sunday to Monday	00:45:51	1	15.63	15.63
Manor Street	Sunday to Monday	00:51:55	2	41.53	83.07
Braintree Station	Friday to Saturday	15:01:55	4	14.23	56.92
Braintree Station	Friday to Saturday	12:52:38	3	16.00	48.00
Witham Station	Friday to Saturday	17:35:08	10	9.8	98.00
Witham Station	Friday to Saturday	18:11:14	10	11.23	112.3
Total			30		413.92

Table 14 - Selected examples of lengthy passenger waiting

The six waiting events in Table 14 account for 30 of the 102 waiting passengers and also accounts for 413.92 of the total 797.25 passenger minutes total waiting. i.e. 29% of waiting passengers accounted for 52% of all waiting time. For the remaining 71% of passengers, the average wait time per passenger was 5.4 minutes (5 minutes 24 seconds).

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

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

Wheel Chair Users

Only seven wheel chair hires were observed during the four days of rank observation.

4.7 Balance of Supply and Demand

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

- **Excess Supply** – The minimum Hackney Carriage queue in an hour was three or more Hackney Carriages and no occurrences of Passenger Queuing were observed.
- **Equilibrium** – The minimum Hackney Carriage queue in an hour was two or less and the maximum passenger queue was two or less, or the maximum passenger wait was less than one minute. During observed



periods when no activity was observed, this was taken as a period of equilibrium.

- **Excess Demand** – The maximum passenger queue in an hour was three or more, or the maximum passenger wait exceeds one minute.

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

Table 15 - Summary of the Balance of Supply and Demand across all active ranks

Period		Excess Demand	Equilibrium	Excess Supply
Weekday	Day	2%	78%	20%
	Night	2%	45%	53%
Weekend	Day	4%	42%	54%
	Night	2%	36%	62%
Sunday	Day	0%	84%	16%
Total		2%	68%	30%



5 PUBLIC CONSULTATION

5.1 Public consultation questionnaires

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

478 on street surveys were completed. The on street surveys were collected in the three principal conurbations in Braintree District, with 285 surveys undertaken in Braintree, 95 surveys in Witham and 98 surveys in Halstead. In addition, the questionnaire was also hosted online. A further 2 online questionnaires were also completed. Results are presented in this chapter.

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

Whilst 480 respondents provided feedback to the questionnaires, not all respondents answered all questions. Therefore, the totals in each table do not always add up to 480.

Respondents were asked to indicate the ways in which Private Hire Vehicles may be hired. 13% of respondents suggested illegitimate means of hire, such as hailing a passing vehicle or hiring a vehicle waiting in the street or in a car park. It is not uncommon for members of the public to be unaware of the distinction between Hackney Carriages and Private Hire Vehicles. Respondents who indicated illegitimate means of hire, were informed of the differences in the way in which vehicles may be hired. This approach also helped clarify the differences between vehicle types, for subsequent questions.

In the last three months, have you made one or more trips by Hackney Carriage or Private Hire Vehicle in Braintree and, if yes, was this a Hackney Carriage or Private Hire vehicle?		
Yes Private Hire	239	49.8%
Yes Hackney Carriage	134	27.9%
Yes both types or don't know	107	22.3%
No	0	0.0%
Total	480	



Regarding your last trip by Hackney Carriage OR Private Hire Vehicle, how did you obtain your Hackney Carriage or Private Hire Vehicle?		
At a rank	110	22.9%
Hailed in the street	96	20.0%
By telephone	274	57.1%
Total	480	

Were you satisfied with the service you received?	Rank	Flag	Phone
Yes	98.1%	92.3%	91.2%
No	1.9%	7.7%	8.8%

Regarding your last trip by Hackney Carriage or Private Hire Vehicle. How would you rate the following aspects					
	Very Poor	Poor	Neutral	Good	Very Good
a) Vehicle quality	0.0%	13.3%	28.3%	53.1%	5.2%
b) Driver quality	0.0%	9.4%	33.8%	55.4%	1.5%
c) Value for money	0.0%	10.8%	31.5%	56.9%	0.8%

Do you feel that there are enough Hackney Carriages in Braintree District? i.e. the ones with the taxi sign on the roof which can be hired at a rank or by hailing.		
Yes	444	92.5%
No	36	7.5%
Don't know	0	0.0%
Total	480	

Do you feel that there are enough Wheelchair Accessible Hackney Carriages in Braintree District?		
Yes	438	95.0%
No	23	5.0%
Don't know	0	0.0%
Total	461	

Please tell us how you feel about Hackney Carriage fares?				
Very Expensive	Expensive	About Right	Cheap	Too Cheap
2.3%	26.0%	58.1%	8.5%	5.0%



Could Hackney Carriage services be improved?		
Yes	20	4.2%
No	460	95.8%
Total	480	

The following improvements were suggested.

Suggestion	Frequency	Proportion
Better trained drivers	19	95%
Less reliance on sat nav	1	5%

Do you feel safe using Hackney Carriages during the day? (before 6.00 pm)		
Yes	478	99.6%
No	2	0.4%

Do you feel safe using Hackney Carriages at night? (after 6.00 pm).		
Yes 1	473	98.5%
No 2	7	1.5%

Suggestions received to improve safety in the evenings were CCTV and Police vetting of drivers.

If video cameras were fitted in Hackney Carriages to record audio and video, to improve safety, would you have any objections to this facility?		
Yes	62	12.9%
No	418	87.1%
Total	480	

Are there any locations in Braintree District where new taxi ranks are needed?		
Yes	0	0.0%
No	480	100.0%

Have you wanted to hire a Hackney Carriage in the last three months at a rank and given up or made alternative arrangements for travel because none were available?		
Yes	1	0.2%
No	479	99.8%



Have you wanted to hire a Hackney Carriage in the last three months by flagging down and given up or made alternative arrangements for travel because none were available?		
Yes	7	1.5%
No	473	98.5%

Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last three months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time? ,		
Yes	27	5.6%
No	453	94.4%

The proportion of respondents who had given up trying to hire a Hackney Carriage by flagging down or at a rank, is used in the ISUD calculation. One person indicated that they had given up at a rank and seven different people indicated having given up trying to flag down a Hackney Carriage. Therefore, a total of 8 out of 480 respondents (1.7%).

Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last three months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time? [Remember,		
Yes	27	5.6%
No	453	94.4%

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

Don't Recall	0
None available	0
60 minutes	3
45 minutes	6
30 minutes	18

The following two questions were asked of the 95 respondents in Witham only.

If the Council were to create a new rank in an appropriate location in Witham Town Centre, would you use it?		
Yes	21	22.6%
No	72	77.4%

Respondents who indicated that they would use a new rank were asked when and how often they were likely to use the rank. Around half of respondents indicated that they would be likely to use the rank in the afternoon. Around a quarter indicated mornings and the remaining quarter, in the evening. The most common frequency of use was estimated to be once or twice per month.



Braintree District Council currently limits the number of Hackney Carriage vehicle licences in Braintree District. Do you agree with this policy?		
Yes	461	96.0%
No	19	4.0%

Are you a permanent resident in Braintree District?		
Yes, permanent resident	464	96.7%
Yes, Student	16	3.3%
No	0	0.0%

Is the respondent Male or Female

Male	246	51.3%
Female	234	48.8%

What is the age group of the respondent.

16 - 34	37	7.7%
35 - 64	363	75.6%
65+	80	16.7%

What is the employment status of the respondent?

Full time employed	325	67.7%
Part time employed	70	14.6%
Unemployed	2	0.4%
Student / pupil	16	3.3%
Retired	67	14.0%
Housewife / House husband	0	0.0%
Other	0	0.0%

5.2 Comments on results

All of the respondents indicated that they had made one or more trips in a licenced vehicle in Braintree District in the last three months. The most common vehicle type used was Private Hire Vehicle.

Telephone booking was the most common means of obtaining a licenced vehicle and customer satisfaction was high.

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

The majority of respondents felt that there are sufficient Hackney Carriages and wheelchair accessible Hackney Carriages in Braintree District.

Respondents were asked how they felt about Hackney Carriage fares. The majority felt they were about right, with the next most common response indicating that they felt that fares were expensive.



Respondents were asked if Hackney Carriage services could be improved and if so, what improvements were suggested. The most common suggestion was improved driver training.

Almost all respondents felt safe using Hackney Carriages during the day and night.

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

The proportion of respondents who indicated that they had given up trying to hire a Hackney Carriage at a rank or by flagging down was 1.7%. This proportion is taken as an indicator of latent unmet demand. The low value suggests that there is little latent unmet demand.

Respondents in Witham were asked if they would use a new rank in Witham Town Centre. A minority of respondents indicated that they would use such a rank, but the likely level of use would be infrequent.



6 TRADE CONSULTATION

6.1 Background

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

6.2 Taxi trade consultation

Members of the Hackney Carriage trade were asked for feedback on any issues they wanted to raise with respect to the trade in Braintree District. A survey of drivers and owners was undertaken through postal self-completion questionnaires. 347 questionnaires were posted to drivers and owners. A freepost return envelope was included with each questionnaire. In addition to the postal return questionnaire, drivers were also offered the opportunity to complete the questionnaire online and the postal questionnaire included a link to the online version.

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

61 completed questionnaires were received. The responses are summarised in the following tables. It should be noted that not all respondents completed all questions. So the tables do not always add up to 61.

Respondents were asked to indicate categories which described their involvement in the taxi market. They were asked to indicate which of the following categories applied to them and to indicate all categories which applied. Therefore, some respondents will have completed multiple categories.

The number of responses per category, were as follows:

Category	Number of responses
Hackney Carriage Driver	20
Private Hire Driver	25
Hackney Carriage Proprietor	23
Private Hire Operator	10
Dual Hackney Carriage / Private Hire Driver	21

Two respondents selected all categories.

The number of respondents who were Hackney Carriage Proprietors, but not drivers, was eight.

Eight of the Private Hire Drivers were also Private Hire Operators.

Respondents were asked if they had traded a Hackney Carriage plate in the last 3 years. Three respondents indicated that they had traded a plate. Respondents were also asked if they would provide the value that the plates sold for. From the results provided, the estimated value of a plate, was £5,000.



Drivers were asked how long they had been involved in the Licenced Vehicle trade in Braintree District. Responses were

	Hackney Carriage Driver	Private Hire Driver	Dual licenced driver	Proprietor or operator who doesn't drive
0 to 2 years	1	6	4	1
3 to 5 years	0	4	1	
6 to 10 years	5	7	1	1
11 to 15 years	1	2	1	2
16 to 20 years	1	1	3	
Over 20 years	2	1	2	4

Most Hackney Carriage drivers had over 5 years experience. Around half of the Private Hire drivers had 6 years or more experience.

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

	Hackney Carriage Driver	Private Hire Driver	Dual licenced driver
Yes	1	8	5
No	10	13	6

Surprisingly, the majority of Private Hire drivers do not subscribe to a radio booking circuit. A small proportion of Hackney Carriages also subscribe to a radio circuit.

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

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Purpose built taxi vehicle	3		1
Saloon car	4	14	3
Minibus / people carrier (wheel chair accessible)	1	0	2
Minibus / people carrier (not wheel chair accessible)	3	8	4



Drivers were asked about the number of hours they worked in a typical week. Each driver was asked to indicate how many hours they worked during day time and night time, for each day of the week. When the total hours worked each week per driver, were analysed, the results indicated that Hackney Carriage drivers worked an average of 55.7 hours per week, Private Hire drivers worked an average of 31.1 hours per week.

The number of daytime hours and night time hours worked each day of the week, were analysed, by driver type. Average day time hours worked are indicated in Figure 18.

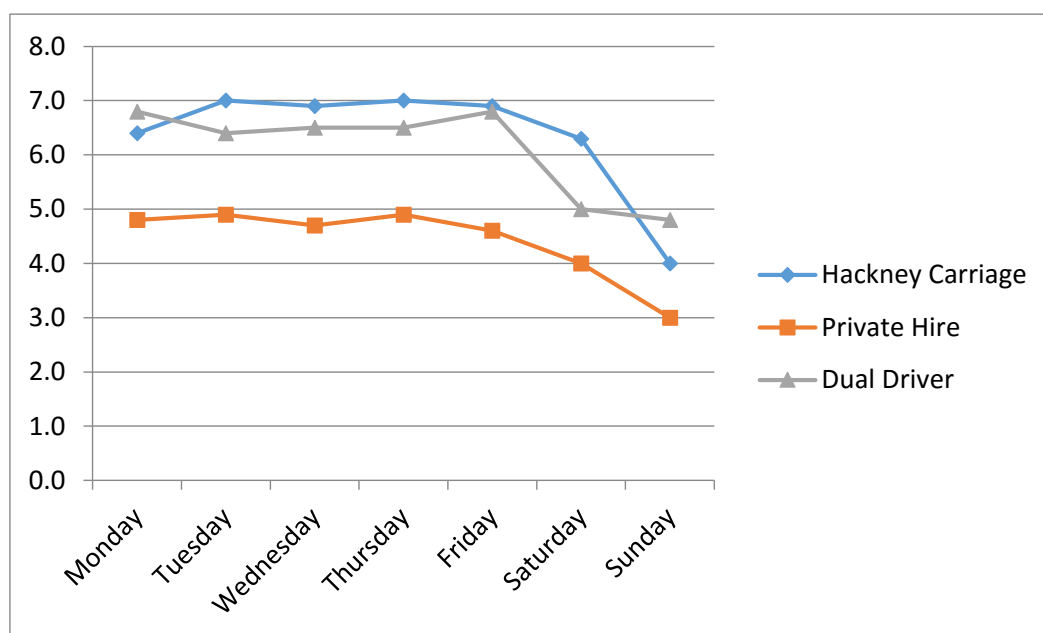


Figure 18 - Average day time hours worked each day

Similarly, the average night time hours worked each day of the week are indicated in Figure 19.

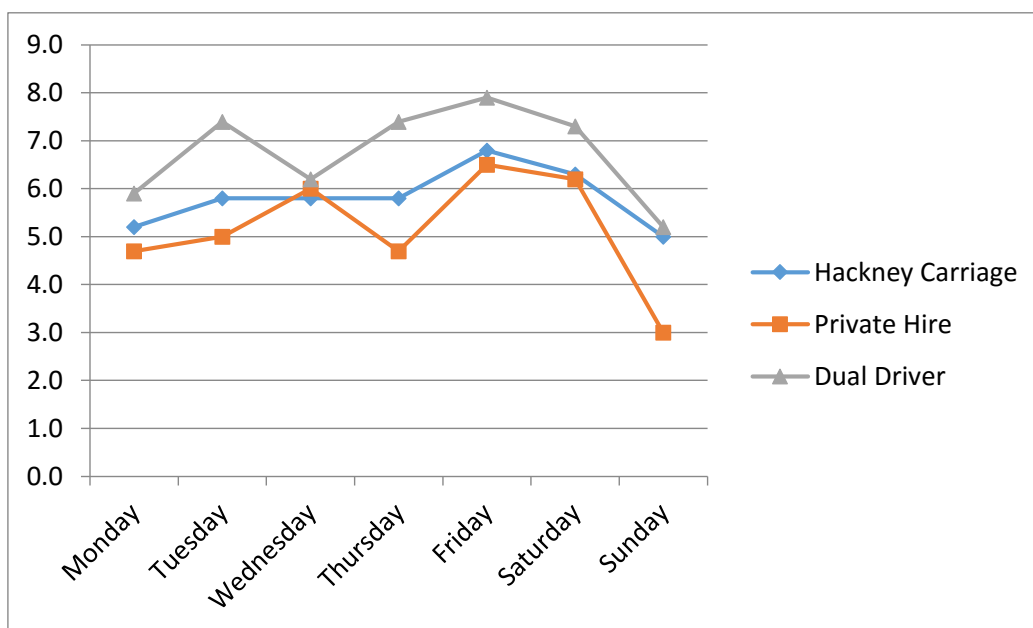


Figure 19 - Average night time hours worked each day

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

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
None	9	26	13
1 to 5		5	5
6 to 10-	1	1	0
11 to 20		0	0
More than 20	1	4	1

Drivers were asked if they rent a Hackney Carriage plate and if so, how much they pay for the licenced vehicle and whether, if renting, they are responsible for maintaining the vehicle. 3 out of 28 Hackney Carriage drivers and dual drivers, who answered this question indicated that they did rent a plate.

The drivers who rent, were asked how much the weekly rent is. The average cost was. Only two respondents answered this question. The responses were £280 and £70 per week.

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



Responses are summarised as follows:

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Physically attacked	1	0	0
Verbally attacked	4	1	4
Both physically and verbally attacked.	0	2	2
Not attacked	6	18	13

27% of drivers indicated that they had endured some form of assault. The most common form of assault experienced was verbal assault.

Those who had experienced some form of assault were asked to provide further details regarding the circumstances. The following comments were received:

- Verbal abuse by members of staff from local pub out on a staff do.
- Swearing and Aggressive behaviour
- Car Hijack
- Just a drunk person outside scenarios bar/ club in town. He just started swearing at me for no reason, then he thumped on the bonnet of my taxi. This was November 2015. I have not worked off of the taxi rank since on a Friday or Saturday night.
- Drunk lads, thumped on back of head whilst driving
- Shouted racist comments at myself
- Drunk customer not wanting to pay, caused argument, started shouting racist abusive words and then became physical with me. The police were called
- I take children who have medical problems at times, usually at the end of the day. They have an odd relapse
- Special needs children (Adults)

Respondents were asked if they felt safe working as a licenced vehicle driver in Braintree District.

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Feel safe all of the time	4	15	9
Feel safe some of the time	6	7	7
Feel safe none of the time	0	0	3



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

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Daytime (06:00 to 18:00)			
Night time (18:00 to 06:00)	4	4	1
In certain areas	1	1	2

Locations or times identified as particularly unsafe, were:

- East London- Day and night
- Traveller sites
- "Scenarios in Halstead
- Royal oak
- Some public houses"
- Deserted areas, areas away from your normal area when carrying multiple occupants. Especially when they get near to the drop off point, becoming abusive and threatening (not wanting to pay fare)
- Town, pubs
- Braintree Rank and Town Centre
- Braintree High Street Evenings
- When used to work nights.
- Town Centres
- Rougher estates and Travellers sites
- Late at night- weekends on taxi rank (question 14)
- Braintree town centre Saturday and Sunday morning between 2am and 4am
- The rank town centre

Respondents were asked "Would implementation of new CCTV or improvement of existing CCTV at ranks improve the perception of safety at ranks?"

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Yes	10	11	16
No	0	3	1



Respondents were asked “If Hackney Carriages and Private Hire Vehicles were fitted with fixed cameras which record digital images within the vehicle, do you feel that this would improve safety?”

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Yes	9	14	16
No	0	4	1

Should the fitting of CCTV in all vehicles be compulsory?

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Yes	5	9	6
No	5	10	10

Respondents were asked about taxi ranks in Braintree District. When asked about whether there is sufficient rank space in Braintree District, responses were as follows.

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Yes	3	9	4
No	7	3	12

The majority of respondents felt that there is not sufficient rank space in Braintree District.

Do you think new ranks are required?

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Yes	3	1	6
No	8	12	12

The following suggestions were received for new rank locations:

- Town centre where no ranks exist (Witham)
- Bank Street
- On the new estates in Witham in the mornings to take people to railway station.
- All over
- Manor Street
- Witham High Street
- Opposite existing rank. Braintree has enough parking spaces to allow this.



Are there any ranks in Braintree District which need more spaces?

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Yes	6	3	12
No	4	9	6

The response was in favour of more spaces at ranks. The Manor Street and Witham Station ranks were identified as needing more space for taxis.

Are there any ranks in the Braintree District that you consider are no longer used and should be removed?

	Hackney Carriage Driver	Private Hire Driver	Driver of both HC & PH
Yes	3	3	1
No	6	6	12

The Rayne Road rank was most commonly identified as no longer in use. The Freeport rank was also identified by one respondent.

Respondents were asked if they normally service the rank at Witham Station. This question was used to determine whether there were any response trends which varied according to Witham trade versus the trade in the rest of Braintree District. There was no clear variation in responses, according to trade location.

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

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Too high	1	1	0	0
Too low	3	3	0	3
About right	7	7	9	14
Don't know / no opinion	0	3	2	1

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

Responses, in order of popularity, were as follows:

- Annually
- Annually in line with fuel / running costs
- "All bank holidays and after 23:30"
- A minimum amount but every year.
- Never
- Annual Review- not necessarily resulting in increase
- As often as possible
- Saturdays



In Braintree District, drivers are required to pass knowledge test before being granted a licence. Respondents were asked if they agreed with this policy.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	11	16	8	15
No	0	3	3	3

Respondents were asked if they thought drivers received sufficient training.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	4	6	6	9
No	7	10	6	9



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

	Hackney Carriage Driver	Private Hire Driver	Hire	Don't normally drive	Driver of both HC & PH
NVQ	2		4	2	4
Driving Skills Assessment	3		7	5	2
Basic Skills Assessment	2		6	2	1
English language	7		8	7	4
Disability awareness	3		6	4	3
Knowledge test	7		6	5	3
Customer care	7		10	7	4

Respondents were asked if they were aware that Braintree Council implement a numerical limit on the number of Hackney Carriages licenced in the city.

	Hackney Carriage Driver	Private Hire Driver	Hire	Don't normally drive	Driver of both HC & PH
Yes	8		16	12	15
No	3		2	1	3

Respondents were asked if there were sufficient Hackney Carriages in Braintree District to meet demand.

	Hackney Carriage Driver	Private Hire Driver	Hire	Don't normally drive	Driver of both HC & PH
Yes, too many	7		8	5	9
Yes, generally sufficient	2		4	4	7
No, not during all periods	0		1	1	2
No opinion	0		2	1	0
Don't know	0		3	2	1



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

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

Respondents were asked how many Hackney Carriages there should be in Braintree District. Few respondents provided answers to this question. Of those who did, one said 4, one said 60 two said 90 and one said 120.

Respondents were asked if Braintree District should remove the numerical limit.

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Yes	0	1	1	2
No	7	13	10	14
Don't know/ no opinion	2	2	1	3

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

Respondents were asked what the effect would be, on a range of features of the licenced vehicle trade, in Braintree District, if the numerical limit were removed.

Hackney Carriage Driver Responses

	Increase	No effect	Decrease
A Traffic congestion	4	5	0
B Fares	0	4	4
C Passenger waiting times at ranks	0	5	1
D Passenger waiting times at flag down	0	6	0
E Passenger waiting time for telephone bookings	1	6	0
F Hackney Carriage vehicle quality	1	3	4
G Private Hire Vehicle quality	0	3	2
H Effectiveness of enforcement	1	2	3
I Illegal plying for hire by Private Hire Vehicles	4	4	0
J Illegal plying for hire by unlicensed vehicles	4	3	0
K Over ranking	9	0	0
L Customer satisfaction	1	4	3



Private Hire Driver Responses

	Increase	No effect	Decrease
A Traffic congestion	9	5	0
B Fares	1	4	8
C Passenger waiting times at ranks	0	6	7
D Passenger waiting times at flag down	0	7	5
E Passenger waiting time for telephone bookings	1	8	4
F Hackney Carriage vehicle quality	0	3	10
G Private Hire Vehicle quality	1	4	7
H Effectiveness of enforcement	0	5	9
I Illegal plying for hire by Private Hire Vehicles	5	6	2
J Illegal plying for hire by unlicensed vehicles	7	3	3
K Over ranking	10	3	1
L Customer satisfaction	1	5	8



Respondents who don't normally drive

	Increase	No effect	Decrease
A Traffic congestion	7	5	0
B Fares	0	6	6
C Passenger waiting times at ranks	0	6	4
D Passenger waiting times at flag down	0	7	3
E Passenger waiting time for telephone bookings	1	8	1
F Hackney Carriage vehicle quality	0	6	6
G Private Hire Vehicle quality	0	7	3
H Effectiveness of enforcement	0	5	6
I Illegal plying for hire by Private Hire Vehicles	3	5	3
J Illegal plying for hire by unlicensed vehicles	5	3	3
K Over ranking	10	2	0
L Customer satisfaction	2	4	5

Drivers of both Hackney Carriages and Private Hire Vehicles

	Increase	No effect	Decrease
A Traffic congestion	8	6	0
B Fares	5	6	3
C Passenger waiting times at ranks	3	7	5
D Passenger waiting times at flag down	3	9	2
E Passenger waiting time for telephone bookings	4	8	3
F Hackney Carriage vehicle quality	2	6	8
G Private Hire Vehicle quality	2	7	7
H Effectiveness of enforcement	1	8	6
I Illegal plying for hire by Private Hire Vehicles	11	4	1
J Illegal plying for hire by unlicensed vehicles	12	2	2
K Over ranking	15	0	0
L Customer satisfaction	3	3	9



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

Hackney Carriage Driver Responses

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A “There is not enough work to support the current number of Hackney Carriages”	1	0	0	5	5
B “Removing the limit on the number of Hackney Carriages in Braintree District would benefit the public by reducing waiting times at ranks”	6	1	3	0	1
C “There are special circumstances in Braintree District that make the retention of the numerical limit essential”	0	0	2	3	6

Private Hire Driver Responses

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A “There is not enough work to support the current number of Hackney Carriages”	0	0	7	5	4
B “Removing the limit on the number of Hackney Carriages in Braintree District would benefit the public by reducing waiting times at ranks”	5	4	2	4	1
C “There are special circumstances in Braintree District that make the retention of the numerical limit essential”	0	0	5	5	4



Respondents who don't normally drive

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A "There is not enough work to support the current number of Hackney Carriages"	0	1	6	3	3
B "Removing the limit on the number of Hackney Carriages in Braintree District would benefit the public by reducing waiting times at ranks"	4	3	3	1	2
C "There are special circumstances in Braintree District that make the retention of the numerical limit essential"	2	0	5	2	4

Drivers of both Hackney Carriage and Private Hire Vehicles

	1 Strongly Disagree	2 Disagree	3 Neither Agree or Disagree	4 Agree	5 Strongly Agree
A "There is not enough work to support the current number of Hackney Carriages"	0	2	3	3	11
B "Removing the limit on the number of Hackney Carriages in Braintree District would benefit the public by reducing waiting times at ranks"	13	1	2	2	0
C "There are special circumstances in Braintree District that make the retention of the numerical limit essential"	1	1	6	2	7



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

Forecast effect if the limit were to be removed.	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
A No change	1	7	3	2
B Work more hours	8	6	5	9
C Work fewer hours	0	3	0	1
D Acquire a Hackney Carriage vehicle licence	0	1	1	4
E Acquire more than one Hackney Carriage vehicle licence	0	1	2	3
F Switch from Hackney Carriages to Private Hire Vehicles	0	0	0	1
G Switch from Private Hire Vehicles to Hackney Carriages.	6	1	5	3
H Leave the trade	0	3	3	12

Respondents were asked, if Braintree District Council were to adopt a standard livery for Hackney Carriages, would you consider this to be:

	Hackney Carriage Driver	Private Hire Driver	Don't normally drive	Driver of both HC & PH
Satisfactory	3	6	1	3
Unsatisfactory	6	7	9	13



Respondents were invited to provide further comments on proposals for a standard livery. The following comments were received:

- Can see the benefit in a large city or town, yes. But not in a small market town.
- I don't know enough about the benefits of the proposal but it seems unnecessary. Hackneys are clearly marked as taxis and are already plated.
- If a system works well, for district, why change it?
- We already have door livery. It is adequate enough.
- Uniform will break relationship with customer which not only will make it hard to give good customer satisfaction, but makes customers feel inferior to the driver.
- Cost of purchasing a new vehicle would be higher due to difficulty of finding a specific colour, therefore vehicles would be kept longer and therefore reducing the standards of taxi fleet.
- It is easier for general public to recognise a proper fully licenced, Hackney Carriage vehicle to use safely. Deters rogue drivers



6.3 Other comments and inputs.

In addition to the questionnaire responses summarised above, there was an opportunity for drivers to provide feedback on any other aspect of the trade not covered by the other questionnaire questions. In addition to these elements of respondent feedback, trade representatives were contacted to provide further opportunities to input into the consultation process. Further driver consultation was undertaken through visits to the ranks and discussion with drivers, to capture any further feedback, which may not be provided through the questionnaires. The feedback provided through all of these interfaces, is presented in the following statements and summaries of feedback received. Any verbatim statements are presented in quote marks.

- “Drivers are driving too many hours without breaks. Health and safety please.”
- “I would have concern that an increase in the number of Hackney Carriages in the district would put pressure on the trade as a whole- both hackney and private hire. It is my firm view that un-met demand occurs only at peak periods. We need more in the way of part-time drivers to cover these "gaps". An increase in the overall numbers trying to earn their only wage from the taxi trade will serve to drive down fares, income and standards. Please do not pursue such a policy. “
- “Why keep bringing up deregulation, it causes stress and worry for existing drivers livelihood.”
- “This survey seems to apply to taxi drivers and not private hire.”
- “The NVQ would solve most training problems and language problems”
- “The number of plates need to stay restricted as there is no need for more. Look what has happened in Chelmsford, where there is not nearly enough work for the taxi drivers, leading to overcharging etc.”
- “I strongly object to having a large yellow sticker ""Permanently Attached"" to my vehicle which can put off some executive travellers. I am aware that Baintree Council operate an exemption scheme but this will only allow me to carry corporate and business clients and ""not"" normal airport journeys for those passengers requiring a better class of vehicle for their airport requirements.”
- “Following research of other companies operating under different licensing authorities I think Baintree Council are behind the times as these authorities either allow these companies to operate ""livery free"" (ie. Maldon) or with magnetic livery that can be removed for executive travel as required (ie. Castle Point). I would strongly like to see Baintree Council fall into line with these authorities and allow those of us who carry out a higher class of service to do so in expensive vehicles without having them spoiled by unsightly stickers on them. ”
- “Yes as far as customer care the council should have, like a mystery, who gets in a taxi for a short journey, to judge the care and attitude of the driver, and how helpful he was, and knowledge of the area, and his ability to communicate in English.”
- “We already have an abundance of wheelchair taxis that are never used for that purpose, Plenty of them on ranks, up to 50% of taxis is plenty.”
- “They do also need to clamp down on the firms that keep breaking the rules. “



- “Also operators licence should be on a grade depending on how many cars on that fleet. Why should a 1 man band pay the same as a firm with 100 cars.”
- “Lots of drivers are scruffy and untidy and let the Braintree area down. Cabs stink of cigarette smoke.” Several responses contained similar remarks.
- “All you need to do is look at Chelmsford council to see more [an increase in the number of] taxi vehicles will not work. Every time a plate is surrendered it is not replaced, customers complain massively because they are overcharged because of the tariff prices so as drivers can make a living.”
- “We are called all the time to Chelmsford when the trains are down to pick up people because our tariffs are so much cheaper. This also has an effect on pensioners and lower waged families, they cannot afford taxis if the prices increase to help drivers, which would happen if too many were on the road.”
- “BDC should just leave our district be, its working!!!”
- Several respondents expressed concern regarding the spread of Hackney Carriage vehicle licences around the district. There is a common practice of drivers operating a ‘Gentleman’s agreement’ insofar as Braintree drivers operate in Braintree, Witham drivers operate in Witham and Halstead drivers operate in Halstead. However, if a licence is surrendered for whatever reason, there is concern that the licence may not be re-issued for the same area. There is some concern that licences which have been re-issued in the past, have been re-allocated to operate in a different area.
- “I think there should be more police officers patrolling Braintree town centre especially between 1am and 4am Saturday and Sunday morning.”
- Some respondents alleged that some operators are using unlicensed drivers.
- “There are drivers that own more than one carriage plate that rent the plates to other drivers for the amount of £300 a week, without paying any money to acquire, making drivers work long hours to pay the plates rent. I would like to know these people that acquire 4/5 plates and rent for £300 a week without themselves working and making ridiculous amounts of money on the others back. Is there anything that will be done to these? Thank you.”
- “This survey is a waste of time and money which would have been better spent somewhere else. B.D.C. know very well that there is no need for more taxis on the towns taxi ranks as there is too many as it is. If they go ahead and increase the number any further, no one will be able to make a living.”

Further feedback gained from discussion with drivers and trade representatives included the following sentiments.

The practice of drivers who are not at the head of the rank on the Manor Street rank, accepting fares, rather than directing passengers to the first vehicle, is a cause of some friction between drivers.

Some drivers, who rent plates, object to having to rent a plate, rather than having access to a plate in their own right.



The rank at Freeport bus stop, whilst marked with road markings, does not have an official taxi rank sign. It was felt by some drivers that if a sign was installed, more passengers may be likely to use the rank and more drivers would wait there for fares.



7 STAKEHOLDER CONSULTATION

7.1 Background

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

7.2 Stakeholders

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

The following bodies or representatives were contacted:

- Braintree District Council's officers representing Equality, Diversity and the interests of disabled and minority groups.
- Essex County Council
- Political representatives
- Police;
- Braintree District Chamber of Commerce
- Schools and Colleges in Braintree District
- Bus and rail operators
- Age UK
- Hospitals
- A range of Braintree District Pubs in the City centre and suburban areas
- Night Clubs in Braintree District.
- Hotels
- Supermarkets

Feedback was sought through a combination of letters, telephone calls, emails and visits. The majority of consultees didn't respond. Many of those who did respond indicated that they were not aware of any particular issues and so had no comment to make.

7.3 Feedback received

The majority of those who provided feedback indicated that they were not aware of any particular issues with availability of the level of service provided by Hackney Carriages. Supermarkets all had Freephone booking services available. This included the Tesco supermarket in Braintree, opposite the taxi rank on Manor



Street. Staff at the Tesco and other supermarkets were not aware of any issues with service.

Some comments were received from elected members of Braintree District Council and Essex County Council. In general there were no issues identified with availability or level of service. However, one member suggested options for shared taxis could be explored to provide cheaper taxi services to rural and outlying areas and potentially to provide regular connections to Stansted Airport. It was suggested that such measures, which reduce the cost to the traveller, may result in increased demand for taxis through shared use services. Another response expressed some concern over the pedestrian and passenger facilities at Witham Station rank and the layout of the rank. The response indicated the following key issues:

- There is very limited designated drop off/pick up space for private vehicles at the station, which can result in conflict with the taxi rank and drivers parking on lines, but in the latter case with very little option at peak times.
- The lining in Albert Road near the station is in places badly faded.
- The taxi drivers have expressed concerns about the layout of the taxi rank at the station.
- The footway that runs past the taxi rank towards the car park at the foot of the "hill" just ends with no provision for pedestrians who then have to walk in the road.

No issues were raised by bus or rail operators, educational establishments or the Police.

Some feedback was received from licenced premises. Some premises in rural areas felt that at some times, there was limited availability of licenced vehicles. These were generally premises outside the urban centres of Halstead, Braintree or Witham. Licenced vehicles were generally obtained by telephone for these premises and hence, availability may relate primarily to Private Hire Vehicles.

Feedback was received from representatives of elderly and mobility impaired groups. In general the level of service received from licenced vehicles was felt to be good. As is common in many areas, those who rely on Hackney Carriages for transport tend to use a regular provider, which provides a high level of service. The most common issue raised was the cost of using Hackney Carriages.

There were issues raised regarding the use of Hackney Carriages, by mobility impaired users, including wheelchair users, for trips which were not pre-arranged. An example given relates to wheel chair users arriving at Witham station late in the evening and at night. It had proven difficult to obtain a wheelchair accessible vehicle at the station without pre-booking. In addition, even with pre-booking, difficulties were occasionally encountered with lack of availability of wheelchair accessible vehicles late at night, to meet trains.

In general, there were very few issues identified with the availability of Hackney Carriages or the level of service provided.



8 RESPONSES TO DFT BEST PRACTICE GUIDANCE 2010

Annex A of the Best Practice Guidance (BPG) provides a list of useful questions to help assess the issue of quantity controls of Hackney Carriage licences. This chapter takes the form of a response to each question based on the evidence identified earlier in this report. BPG questions are shown in bold italic with responses following in normal type.

Have you considered the Government's view that quantity control should be removed unless a specific case that such controls benefit the consumer can be made?

This report has considered benefits which the retention of quantity control can provide.

Have you recently reviewed the need for your policy of quantity controls?

Yes, this report forms a review of the need for the policy of quantity control of hackney carriages at this point in time in the Braintree District Council area.

What form did the review of your policy of quantity controls take?

This current review follows the DfT Best Practise Guidance April 2010 in undertaking a full review of the current situation in regard to the policy towards hackney carriage vehicle limits. It includes:

- A review of the background policies of the Council
- A rank survey program to identify current demand and supply
- Public consultation with people in the Licensing Area
- Stakeholder consultation with all groups recommended by the DfT Best Practise Guidance as far as people were available.
- Trade consultation with representatives of the trade

Who was involved in the review?

This review was included direct discussion with the following respondents:

- Representatives of elderly and disabled groups,
- Hotels and licenced premises,
- Transport providers,
- Police,
- Local businesses.
- Local supermarkets
- Council representatives

What decision was reached about retaining or removing quantity controls?

The decision regarding quantity controls is the subject of the final chapter of this report and is a matter for decision by the committee appointed to make such decisions on behalf of the Council.

Are you satisfied that your policy justifies restricting entry to the trade?

The survey provides some justification for restricting entry and this forms part of the collection of material which is considered when deciding whether to retain a limit.



Are you satisfied that quantity controls do not:

- ***Reduce the availability of taxis***
- ***Increase waiting times for consumers***
- ***Reduce choice and safety for consumers***

At the present time, there is a good availability of hackney carriages in the area, for the majority of time. Demand exceeds supply for relatively brief periods within the context of overall demand.

What special circumstances justify retention of quantity controls?

The present operation adequately meets the needs of the majority of travellers requiring their service in the area.

How does your policy benefit consumers, particularly in remote rural areas?

A significant proportion of the District can be classified as rural. However, none of these locations have taxi ranks and all tend to be served by private hire operations. Therefore, service in rural areas is generally unaffected by the policy relating to limiting hackney carriage numbers.

How does your policy benefit the trade?

Retention of a limit would retain some added value of having a hackney carriage vehicle licence which would, in turn, encourage some investment in the trade. Retention of a limit encourages drivers to remain within the trade. Consequently, the level of knowledge, expertise and customer service is higher than it would be with less experienced drivers. Removal of the limit would be likely to result in more people entering the trade on a short term temporary basis and, as a result, displacing the more experienced drivers from the trade. As a result, the level of knowledge, professionalism and customer service may suffer.

If you have a local accessibility policy, how does this fit with restricting taxi licences?

We are not aware of any local accessibility policy, and current evidence suggests the demand for wheel chair accessible vehicles is effectively catered for by operators specialising in this sector of the market and servicing an established client base.

When did you last assess unmet demand?

Unmet demand has been regularly reviewed, with this study preceded by an earlier one in 2012.

How is your taxi limit assessed?

In all previous studies the limit has been assessed using industry standard techniques.

Have you considered latent demand, ie potential customers who would use taxis if more were available, but currently do not?

Yes.

Are you satisfied that your limit is set at the correct level?

This is a matter for decision by the Council committee based on evidence following in our summary. The results of the survey suggest that the current limit is sufficient to cater for demand at most times.



How does the need for adequate taxi ranks affect your policy of quantity controls?

The availability of rank space does not dictate the level of the limit applied, nor whether a limit should be retained.

When consulting, have you included all those working in the market, consumer and passenger (including disabled groups), groups which represent those passengers with special needs, local interest groups, eg hospitals or visitor attractions, the police, a wide range of transport stakeholders, eg rail/bus/coach providers and traffic managers?

Yes, all appropriate consultees have been taken into account.

Do you receive representations about taxi availability?

No

What is the level of service currently available to consumers including other public transport modes?

At the present time, rail, bus and licenced vehicle services in the area are generally considered to be good.



9 DETERMINATION OF UNMET DEMAND

9.1 Quantitative Assessment

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

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

where:

ISUD = Incidence of Significant Unmet Demand

APD = Average passenger delay across all time periods

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

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

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

SF = Seasonality Factor

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

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

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

9.2 Calculation of ISUD variables

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



delay. The calculation is weighted to reflect estimated weekly passenger volumes and equivalent weekly passenger delays.

The average delay in passenger minutes was 0.20 minutes (12 seconds). Therefore the **APD** coefficient is **0.2**

PF There are no sharp peaks in demand across the taxi ranks surveyed on Friday and Saturday nights. Therefore, the **PF value is 1.0**.

SSP Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, on Thursday and Friday, Qualifying passenger queues were observed within 22.7% of the hours. Therefore, **SSP value = 22.7**

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. Whilst incidences of passenger queueing occurred throughout the day and night on each of the days surveyed, the frequency of occurrence was relatively low and hence the overall aggregate wait time for all passengers affected, was low. As a result, few hours had an average wait time of more than 1 minute. The percentage of passengers travelling in the few hours when the aggregate wait time was greater than 1 minute, was 5.9% Therefore, the **GID value was 5.9**.

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

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

The public consultation survey results indicate that 1.7% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.017**.

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

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

$$\text{ISUD} = 0.2 \times 1.0 \times 22.7 \times 5.9 \times 1.0 \times 1.017 = 27.2$$



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

9.3 Consideration of wider factors.

The ISUD value of 27.2 falls comfortably below the level which would suggest that the level of unmet demand is significant. Whilst a powerful indicator, the ISUD value should not be taken in isolation. Other available evidence should also be considered.

From the Braintree District taxi rank surveys, some passenger queuing was observed. A total of 102 passengers were observed to have been delayed waiting for a Hackney Carriage. Out of the 2,556 passengers counted at the surveyed ranks. This represents 3.9% of passengers. The incidences of passenger delay were isolated events, rather than for lengthy periods.

Demand for Hackney Carriages peaks on Friday and Saturday nights. There was little evidence of unmet demand during those peak periods of demand. The drivers appeared to respond to the increased demand by working in greater numbers during these periods, with plenty of Hackney Carriages waiting at the ranks to pick up passengers.

In general, over all the ranks at active times, the prevailing condition was that there were Hackney Carriages waiting at the ranks for passengers.

Public and Stakeholder feedback indicated that there were generally plenty of Hackney Carriages available at all times of day.

Considering all of the evidence, together with the ISUD value of 27.2, we consider that there is **no Significant Unmet Demand**.



10 CONCLUSIONS

10.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicates that there is some periodic and some continuous passenger waiting, on occasions. However, the level of unmet demand is not significant, with respect to the ISUD index calculation and this is supported by the occasional nature of passenger waiting.

The ISUD index value calculated from the survey results was 27.2. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

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

10.2 Additional issues identified

Some individuals own multiple Hackney Carriage vehicle licences and rent these licenced vehicles to drivers for a weekly fee. Some of the drivers interviewed or who returned survey forms, resented the ownership of plates by other people and the cost of renting a plate or plated vehicle.

Some licenced vehicle drivers indicated that they had been physically or verbally attacked in the previous year.

There were some Hackney Carriages which were not in common use. This practice could clearly constrain the availability of Hackney Carriages for the travelling public. During the survey there was little evidence that the lack of availability was causing any problems. However, this could become more of an issue in the future.

Within the trade, there is a convention that drivers from each of the principal towns in Braintree District should only work the ranks in their home areas. This leads to some concern that should plates be surrendered and re-issued, the plate may not go back to the area from which it came originally. This practice can also lead to inefficiencies in service. For example, if a Braintree town driver should drop off a passenger to Witham Station. The driver may not wait at Witham Station rank for a return fare, according to convention. This agreement means that not all of the trade chase all of the potential demand at the same time. However the practice has the potential to lead to localised unmet demand at times, as a result of these artificial constraints. For example, the principal demand from the night time economy is in Braintree. It could be feasible, in the future, that at peak demand times, passenger demand could outstrip supply. The supply of Hackney Carriages from Braintree town drivers alone may not be sufficient to meet demand at times. This could lead to a situation where the level of unmet demand becomes significant owing to an artificial constraint self-imposed by the trade. A similar scenario would be if rail passenger growth led to periods when passengers arriving at Witham Station regularly had to wait for Hackney Carriages to return to the



station rank to pick up passengers, whilst at the same time, Hackney Carriages queue at Manor Street in Braintree, waiting for passengers.

Whilst neither of the scenarios outlined above regularly occur in Braintree District currently, the self-imposed area limits implemented by the trade, could lead to localised unmet demand. In such circumstances, it would make little sense to issue more Hackney Carriage licences to meet demand, when capacity exists elsewhere in the district and could potentially be re-deployed to better meet demand.

10.3 Recommendations

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

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

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

It is recommended that licencing officers review vehicle mileage from test data on a regular basis to identify vehicles which are not in regular use and to consider the impact the associated lack of service provision has with respect to public benefit.

It is recommended that licensing officers liaise with the trade to consider the potential risks of continuing the self-imposed cap on capacity in the principal towns. In particular, the risk that artificial constraints may lead to localised unmet demand. The trade may wish to work with licencing officers to consider appropriate measures to maximise the efficient use of the existing fleet of hackney carriages to avoid a future requirement for the issue of additional licences.



APPENDIX A RANK OBSERVATION RESULTS



Manor Street		Thursday to Friday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	3	1	4	1	1.0	11
08:00	5	2	7	2	1.0	15
09:00	1	10	11	10	1.0	26
10:00	2	12	14	16	1.3	34
11:00	2	11	13	14	1.3	34
12:00	0	7	7	8	1.1	57
13:00	1	14	15	29	2.1	54
14:00	4	14	18	19	1.4	35
15:00	3	13	16	20	1.5	28
16:00	2	9	11	9	1.0	41
17:00	3	12	15	18	1.5	47
18:00	7	16	23	18	1.1	13
19:00	3	9	12	14	1.6	25
20:00	3	8	11	13	1.6	24
21:00	4	6	10	7	1.2	12
22:00	4	7	11	9	1.3	14
23:00	4	4	8	5	1.3	28
00:00	1	2	3	3	1.5	11
01:00	2	0	2	0	0.0	3
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	1	0	1	0	0.0	3
Total	55	157	212	215	1.4	29
Manor Street		Friday to Saturday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	1	1	2	1	1.0	13
08:00	4	2	6	2	1.0	8
09:00	2	11	13	15	1.4	15
10:00	6	8	14	11	1.4	27
11:00	5	9	14	12	1.3	30
12:00	3	10	13	15	1.5	42
13:00	3	7	10	9	1.3	43
14:00	3	26	29	32	1.2	23
15:00	3	25	28	35	1.4	9
16:00	1	19	20	29	1.5	13
17:00	2	17	19	24	1.4	20
18:00	1	11	12	16	1.5	28
19:00	1	13	14	22	1.7	18
20:00	2	13	15	24	1.8	30
21:00	2	5	7	9	1.8	38
22:00	3	12	15	20	1.7	42
23:00	4	8	12	15	1.9	36
00:00	2	20	22	38	1.9	28
01:00	3	20	23	34	1.7	32
02:00	4	25	29	47	1.9	8
03:00	2	14	16	27	1.9	5
04:00	1	0	1	0	0.0	29
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	58	276	334	437	1.6	23



Manor Street		Saturday to Sunday					
HOOR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	17	
09:00	0	11	11	14	1.3	20	
10:00	5	11	16	12	1.1	16	
11:00	5	15	20	22	1.5	14	
12:00	2	22	24	35	1.6	13	
13:00	0	15	15	24	1.6	16	
14:00	3	18	21	27	1.5	19	
15:00	1	20	21	28	1.4	24	
16:00	1	12	13	19	1.6	35	
17:00	1	12	13	17	1.4	39	
18:00	1	20	21	30	1.5	28	
19:00	2	16	18	22	1.4	20	
20:00	2	15	17	22	1.5	21	
21:00	0	12	12	18	1.5	32	
22:00	6	25	31	35	1.4	17	
23:00	4	23	27	38	1.7	13	
00:00	2	32	34	58	1.8	6	
01:00	4	32	36	54	1.7	9	
02:00	1	33	34	73	2.2	15	
03:00	6	14	20	30	2.1	8	
04:00	4	0	4	0	0.0	33	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	50	358	408	578	1.6	17	
Manor Street		Sunday to Monday					
HOOR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	25	
09:00	1	1	2	1	1.0	22	
10:00	2	3	5	4	1.3	19	
11:00	1	3	4	5	1.7	29	
12:00	1	10	11	16	1.6	13	
13:00	2	2	4	4	2.0	21	
14:00	5	5	10	5	1.0	27	
15:00	2	6	8	7	1.2	51	
16:00	1	2	3	2	1.0	48	
17:00	2	5	7	9	1.8	63	
18:00	6	0	6	0	0.0	46	
19:00	4	8	12	10	1.3	42	
20:00	3	0	3	0	0.0	20	
21:00	5	3	8	5	1.7	41	
22:00	3	5	8	5	1.0	25	
23:00	3	4	7	6	1.5	13	
00:00	1	0	1	0	0.0	5	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	42	57	99	79	1.4	32	



Witham Station		Thursday to Friday					
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	2	2	3	1.5	3	
08:00	0	3	3	3	1.0	19	
09:00	0	7	7	12	1.7	11	
10:00	0	3	3	5	1.7	18	
11:00	0	2	2	2	1.0	45	
12:00	0	4	4	5	1.3	59	
13:00	0	5	5	6	1.2	11	
14:00	0	5	5	6	1.2	17	
15:00	0	11	11	15	1.4	17	
16:00	0	12	12	18	1.5	14	
17:00	0	22	22	32	1.5	15	
18:00	0	22	22	33	1.5	10	
19:00	0	31	31	43	1.4	7	
20:00	0	16	16	18	1.1	18	
21:00	0	29	29	40	1.4	5	
22:00	0	25	25	36	1.4	11	
23:00	0	30	30	42	1.4	11	
00:00	0	20	20	32	1.6	9	
01:00	2	12	14	15	1.3	12	
02:00	1	0	1	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	1	0	1	0	0.0	3	
06:00	0	0	0	0	0.0	0	
Total	4	261	265	366	1.4	12	
Witham Station		Friday to Saturday					
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	1	1	1	1.0	9	
08:00	0	8	8	8	1.0	12	
09:00	0	4	4	5	1.3	15	
10:00	0	1	1	1	1.0	19	
11:00	4	2	6	3	1.5	28	
12:00	0	5	5	8	1.6	9	
13:00	0	3	3	4	1.3	18	
14:00	3	7	10	7	1.0	12	
15:00	1	12	13	19	1.6	14	
16:00	0	13	13	25	1.9	12	
17:00	0	24	24	38	1.6	15	
18:00	0	22	22	36	1.6	4	
19:00	0	27	27	41	1.5	5	
20:00	0	24	24	37	1.5	12	
21:00	1	21	22	31	1.5	9	
22:00	0	21	21	28	1.3	10	
23:00	1	19	20	34	1.8	11	
00:00	0	17	17	28	1.6	12	
01:00	4	12	16	16	1.3	16	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	14	243	257	370	1.5	11	



Witham Station		Saturday to Sunday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	1	1	1	1.0	21
08:00	0	1	1	1	1.0	12
09:00	0	5	5	7	1.4	16
10:00	0	4	4	6	1.5	36
11:00	0	2	2	2	1.0	23
12:00	0	5	5	7	1.4	22
13:00	0	4	4	4	1.0	26
14:00	1	4	5	6	1.5	38
15:00	0	6	6	11	1.8	20
16:00	0	3	3	5	1.7	31
17:00	0	7	7	10	1.4	34
18:00	2	8	10	15	1.9	7
19:00	2	7	9	10	1.4	9
20:00	1	12	13	22	1.8	8
21:00	0	6	6	6	1.0	16
22:00	0	13	13	18	1.4	15
23:00	3	11	14	16	1.5	16
00:00	2	19	21	37	1.9	7
01:00	2	7	9	14	2.0	2
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	13	125	138	198	1.6	15
Witham Station		Sunday to Monday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	3
08:00	2	0	2	0	0.0	22
09:00	2	2	4	2	1.0	12
10:00	1	3	4	3	1.0	24
11:00	1	1	2	2	2.0	53
12:00	1	3	4	5	1.7	71
13:00	0	4	4	6	1.5	21
14:00	0	1	1	2	2.0	49
15:00	1	6	7	13	2.2	60
16:00	0	2	2	3	1.5	23
17:00	2	1	3	2	2.0	50
18:00	1	2	3	4	2.0	35
19:00	2	4	6	5	1.3	12
20:00	0	4	4	4	1.0	9
21:00	0	4	4	5	1.3	6
22:00	1	4	5	7	1.8	13
23:00	2	0	2	0	0.0	45
00:00	2	0	2	0	0.0	81
01:00	1	0	1	0	0.0	122
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	19	41	60	63	1.5	33



Braintree Station		Thursday to Friday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	2	1	3	1	1.0	6
09:00	3	3	6	4	1.3	13
10:00	3	0	3	0	0.0	13
11:00	4	2	6	3	1.5	6
12:00	6	2	8	4	2.0	15
13:00	7	1	8	1	1.0	13
14:00	1	3	4	3	1.0	37
15:00	2	1	3	2	2.0	7
16:00	2	3	5	4	1.3	19
17:00	2	3	5	6	2.0	14
18:00	3	3	6	3	1.0	19
19:00	3	3	6	4	1.3	18
20:00	0	5	5	7	1.4	31
21:00	2	5	7	9	1.8	34
22:00	1	3	4	5	1.7	14
23:00	3	2	5	2	1.0	24
00:00	2	3	5	3	1.0	30
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	25
06:00	2	0	2	0	0.0	55
Total	48	43	91	61	1.4	18
Braintree Station		Friday to Saturday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	30
08:00	0	5	5	6	1.2	37
09:00	0	3	3	3	1.0	4
10:00	2	1	3	1	1.0	13
11:00	5	2	7	2	1.0	15
12:00	2	1	3	1	1.0	17
13:00	0	2	2	3	1.5	9
14:00	3	2	5	2	1.0	9
15:00	4	2	6	5	2.5	4
16:00	4	3	7	3	1.0	9
17:00	2	2	4	3	1.5	15
18:00	4	5	9	6	1.2	10
19:00	6	5	11	6	1.2	6
20:00	3	9	12	12	1.3	17
21:00	3	4	7	6	1.5	14
22:00	2	4	6	5	1.3	9
23:00	5	1	6	1	1.0	10
00:00	4	1	5	1	1.0	18
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	49	52	101	66	1.3	13



Braintree Station		Saturday to Sunday				
HOOR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	1	1	1	1.0	0
08:00	3	0	3	3	0.0	8
09:00	1	1	2	1	1.0	13
10:00	2	1	3	1	1.0	3
11:00	2	2	4	2	1.0	17
12:00	2	3	5	4	1.3	6
13:00	4	4	8	9	2.3	7
14:00	4	1	5	2	2.0	5
15:00	2	0	2	0	0.0	5
16:00	3	2	5	4	2.0	14
17:00	3	0	3	0	0.0	17
18:00	3	2	5	2	1.0	14
19:00	2	2	4	2	1.0	6
20:00	2	4	6	5	1.3	10
21:00	0	6	6	11	1.8	16
22:00	3	4	7	7	1.8	11
23:00	1	2	3	3	1.5	3
00:00	0	5	5	7	1.4	5
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	37	40	77	61	1.5	9
Braintree Station		Sunday to Monday				
HOOR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	2	0	2	0	0.0	8
10:00	2	0	2	0	0.0	5
11:00	0	2	2	3	1.5	13
12:00	1	4	5	5	1.3	8
13:00	2	0	2	0	0.0	3
14:00	2	1	3	1	1.0	13
15:00	4	0	4	0	0.0	24
16:00	2	0	2	0	0.0	12
17:00	1	2	3	2	1.0	41
18:00	3	0	3	0	0.0	12
19:00	1	2	3	2	1.0	42
20:00	0	4	4	5	1.3	11
21:00	0	3	3	6	2.0	11
22:00	3	1	4	1	1.0	6
23:00	3	0	3	0	0.0	16
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	1	0	1	0	0.0	15
06:00	1	0	1	0	0.0	9
Total	28	19	47	25	1.3	



Halstead		Thursday to Friday					
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	1	1	1	1.0	9	
09:00	1	1	2	1	1.0	27	
10:00	3	0	3	0	0.0	22	
11:00	2	1	3	1	1.0	32	
12:00	1	0	1	0	0.0	29	
13:00	3	1	4	3	3.0	36	
14:00	0	0	0	0	0.0	26	
15:00	2	1	3	1	1.0	47	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	0	
20:00	0	0	0	0	0.0	0	
21:00	0	0	0	0	0.0	0	
22:00	0	0	0	0	0.0	0	
23:00	0	0	0	0	0.0	0	
00:00	0	0	0	0	0.0	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	12	5	17	7	1.4	32	
Halstead		Friday to Saturday					
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	1	0	1	0	0.0	11	
09:00	2	0	2	0	0.0	22	
10:00	2	1	3	1	1.0	35	
11:00	0	0	0	0	0.0	26	
12:00	2	0	2	0	0.0	48	
13:00	2	0	2	0	0.0	15	
14:00	2	0	2	0	0.0	10	
15:00	0	0	0	0	0.0	0	
16:00	0	0	0	0	0.0	0	
17:00	0	0	0	0	0.0	0	
18:00	0	0	0	0	0.0	0	
19:00	0	0	0	0	0.0	15	
20:00	1	1	2	1	1.0	19	
21:00	3	1	4	1	1.0	10	
22:00	1	0	1	0	0.0	31	
23:00	3	1	4	1	1.0	51	
00:00	2	2	4	5	2.5	12	
01:00	1	0	1	0	0.0	35	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	22	6	28	9	1.5	25	



Halstead		Saturday to Sunday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	18
10:00	1	0	1	0	0.0	9
11:00	0	0	0	0	0.0	35
12:00	2	0	2	0	0.0	43
13:00	3	0	3	0	0.0	8
14:00	1	0	1	0	0.0	26
15:00	0	0	0	0	0.0	40
16:00	0	1	1	2	2.0	41
17:00	1	0	1	0	0.0	35
18:00	0	0	0	0	0.0	5
19:00	0	0	0	0	0.0	37
20:00	1	0	1	0	0.0	57
21:00	0	2	2	2	1.0	58
22:00	2	2	4	3	1.5	20
23:00	0	3	0	6	2.0	5
00:00	1	2	3	3	1.5	3
01:00	1	2	3	4	2.0	6
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	13	12	25	20	1.7	21
Halstead		Sunday to Monday				
Hour Beginning	Total Taxis Departing Rank Empty	Total Taxis Departing Rank With Passengers	Total Taxis Departing Rank	Total Passengers Departing Rank	Average Passengers per Taxi	Average Wait Time at the Rank per Taxi (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	1	1	1	1.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	0	1	1	1	1.0	0



Freeport Cineworld		Thursday to Friday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00						
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00		1	1	2	2.0	0
17:00						
18:00						
19:00						
20:00						
21:00						
22:00						
23:00						
00:00						
01:00						
02:00						
03:00						
04:00						
05:00						
06:00						
Total		1	1	2	2.0	13
Freeport Cineworld		Friday to Saturday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00						
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						
19:00						
20:00						
21:00						
22:00						
23:00						
00:00		1	1	1	1.0	0
01:00						
02:00						
03:00						
04:00						
05:00						
06:00						
Total		1	1	1	1.0	



Freeport Cineworld		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00						
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00		1	1	1	1.0	0
17:00						
18:00		1	1	2	2.0	0
19:00						
20:00						
21:00		1	1	1	1.0	0
22:00						
23:00		2	2	3	1.5	0
00:00						
01:00						
02:00						
03:00						
04:00						
05:00						
06:00						
Total		5	5	7	1.4	
Freeport Cineworld		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00						
08:00						
09:00						
10:00		1	1	2	2.0	0
11:00						
12:00						
13:00		1	1	1	1.0	0
14:00						
15:00						
16:00						
17:00						
18:00						
19:00						
20:00						
21:00						
22:00						
23:00		1	1	1	1.0	0
00:00		1	1	1	1.0	0
01:00						
02:00						
03:00						
04:00						
05:00						
06:00						
Total		4	4	5	1.2	



Freeport Bus Stop		Thursday to Friday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00						
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						
19:00						
20:00						
21:00						
22:00						
23:00						
00:00						
01:00						
02:00						
03:00						
04:00						
05:00						
06:00						
Total						
Freeport Bus Stop		Friday to Saturday				
HOURLY BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00						
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						
19:00						
20:00						
21:00						
22:00						
23:00						
00:00						
01:00						
02:00						
03:00						
04:00						
05:00						
06:00						
Total						



Freeport Bus Stop		Saturday to Sunday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00						
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00		1	1	1	1.0	0
16:00		1	1	2	2.0	0
17:00						
18:00						
19:00		1	1	1	1.0	0
20:00						
21:00						
22:00						
23:00						
00:00						
01:00						
02:00						
03:00						
04:00						
05:00						
06:00						
Total		3	3	4	1.3	
Freeport Bus Stop		Sunday to Monday				
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI	AVERAGE WAIT TIME AT THE RANK PER TAXI (MINUTES)
07:00						
08:00						
09:00						
10:00						
11:00						
12:00						
13:00						
14:00						
15:00						
16:00						
17:00						
18:00						
19:00						
20:00						
21:00						
22:00						
23:00						
00:00						
01:00						
02:00						
03:00						
04:00						
05:00						
06:00						
Total						



Total through all ranks		Thursday to Friday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	3	3	6	4	1.3
08:00	7	7	14	7	1.0
09:00	5	21	26	27	1.3
10:00	8	15	23	21	1.4
11:00	8	16	24	20	1.3
12:00	7	13	20	17	1.3
13:00	11	21	32	39	1.9
14:00	5	22	27	28	1.3
15:00	7	26	33	38	1.5
16:00	4	24	28	31	1.3
17:00	5	37	42	56	1.5
18:00	10	41	51	54	1.3
19:00	6	43	49	61	1.4
20:00	3	29	32	38	1.3
21:00	6	40	46	56	1.4
22:00	5	35	40	50	1.4
23:00	7	36	43	49	1.4
00:00	3	25	28	38	1.5
01:00	4	12	16	15	1.3
02:00	1	0	1	0	0.0
03:00	0	0	0	0	0.0
04:00	0	0	0	0	0.0
05:00	1	0	1	0	0.0
06:00	3	0	3	0	0.0
Total	119	466	585	649	1.4

Total through all ranks		Friday to Saturday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	1	2	3	2	1.0
08:00	5	15	20	16	1.1
09:00	4	18	22	23	1.3
10:00	10	11	21	14	1.3
11:00	14	13	27	17	1.3
12:00	7	16	23	24	1.5
13:00	5	12	17	16	1.3
14:00	11	35	46	41	1.2
15:00	8	39	47	59	1.5
16:00	5	35	40	57	1.6
17:00	4	43	47	65	1.5
18:00	5	38	43	58	1.5
19:00	7	45	52	69	1.5
20:00	6	47	53	74	1.6
21:00	9	31	40	47	1.5
22:00	6	37	43	53	1.4
23:00	13	29	42	51	1.8
00:00	8	40	48	72	1.8
01:00	8	32	40	50	1.6
02:00	4	25	29	47	1.9
03:00	2	14	16	27	1.9
04:00	1	0	1	0	0.0
05:00	0	0	0	0	0.0
06:00	0	0	0	0	0.0
Total	143	577	720	882	1.5



Total through all ranks		Saturday to Sunday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	0	2	2	2	1.0
08:00	3	1	4	1	1.0
09:00	1	17	18	22	1.3
10:00	8	16	24	19	1.2
11:00	7	19	26	26	1.4
12:00	6	30	36	46	1.5
13:00	7	23	30	37	1.6
14:00	9	23	32	35	1.5
15:00	3	26	29	39	1.5
16:00	4	18	22	30	1.7
17:00	5	19	24	27	1.4
18:00	6	30	36	47	1.6
19:00	6	25	31	34	1.4
20:00	6	31	37	49	1.6
21:00	0	26	26	37	1.4
22:00	11	44	55	63	1.4
23:00	8	39	44	63	1.6
00:00	5	58	63	105	1.8
01:00	7	41	48	72	1.8
02:00	1	33	34	73	2.2
03:00	6	14	20	30	2.1
04:00	4	0	4	0	0.0
05:00	0	0	0	0	0.0
06:00	0	0	0	0	0.0
Total	113	535	645	857	1.6

Total through all ranks		Sunday to Monday			
HOUR BEGINNING	TOTAL TAXIS DEPARTING RANK EMPTY	TOTAL TAXIS DEPARTING RANK WITH PASSENGERS	TOTAL TAXIS DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER TAXI
07:00	0	0	0	0	0.0
08:00	2	0	2	0	0.0
09:00	5	3	8	3	1.0
10:00	5	6	11	7	1.2
11:00	2	6	8	10	1.7
12:00	3	17	20	26	1.5
13:00	4	6	10	10	1.7
14:00	7	8	15	9	1.1
15:00	7	12	19	20	1.7
16:00	3	4	7	5	1.3
17:00	5	8	13	13	1.6
18:00	10	2	12	4	2.0
19:00	7	14	21	17	1.2
20:00	3	8	11	9	1.1
21:00	5	10	15	16	1.6
22:00	7	10	17	13	1.3
23:00	8	4	12	6	1.5
00:00	3	0	3	0	0.0
01:00	1	0	1	0	0.0
02:00	0	0	0	0	0.0
03:00	0	0	0	0	0.0
04:00	0	0	0	0	0.0
05:00	1	0	1	0	0.0
06:00	1	0	1	0	0.0
Total	89	118	207	168	1.4