

PERTH & KINROSS COUNCIL**Licensing Committee – 26 March 2015****LIMIT ON TAXI NUMBERS IN PERTH AND BLAIRGOWRIE****Report by Head of Legal Services****PURPOSE OF REPORT**

This report outlines the findings and recommendations of a recent survey of demand for taxis in Perth and in Blairgowrie and proposes that the limit of seventy taxis for Perth and twelve taxis for Blairgowrie should remain unchanged.

1 BACKGROUND/MAIN ISSUES

- 1.1 The Council is responsible for regulating taxi and private hire operators and drivers in the Perth and Kinross area. In terms of Section 10(3) of the Civic Government (Scotland) Act 1982, an application for the grant of a taxi licence may be refused by a licensing authority for the purpose of limiting the number of taxis in respect of which licences are granted by them if, but only if, they are satisfied that there is no significant demand for the services of taxis in their area which is unmet. The Council currently limits the number of taxi operator licences for Perth and Blairgowrie to seventy and twelve respectively. In order to be satisfied that there is no significant unmet demand, it is normal practice to carry out a survey.
- 1.2 A survey of whether there is any significant unmet demand for taxi services in the Perth and Blairgowrie areas was carried out in January and February 2015. The survey was carried out by Vector Transport Consultancy according to current best practice in this field. The survey was based on rank observation and a public survey.
- 1.3 The survey concludes that there is no significant unmet demand for taxi services in Perth or Blairgowrie. A copy of the report which outlines the findings is attached as an Appendix.

2 PROPOSAL

As the survey concludes that there is no significant unmet demand for taxi services in Perth or Blairgowrie at this time, it is proposed that the current limits on the number of taxi operator licences granted by the Council for these areas remains unchanged.

3 CONCLUSIONS AND RECOMMENDATIONS

3.1 Following receipt of a survey that concludes that there is no significant unmet demand for taxis in the Perth and Blairgowrie area it is recommended that the Committee:

- (i) Notes the findings of the survey carried out by Vector Transport Consultancy;
- (ii) Agrees that the current limits of 70 operator licences and twelve operator licences granted by the Council for the areas of Perth and Blairgowrie respectively remain unchanged.

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IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Yes
Corporate Plan	Yes
Resource Implications	
Financial	None
Workforce	None
Asset Management (land, property, IST)	None
Assessments	
Equality Impact Assessment	None
Strategic Environmental Assessment	None
Sustainability (community, economic, environmental)	None
Legal and Governance	Yes
Risk	None
Consultation	
Internal	None
External	Yes
Communication	
Communications Plan	None

1. Strategic Implications

Community Plan / Single Outcome Agreement

The report contributes to the following priority:

- 1.1 (iv) Supporting people to lead independent, healthy and active lives

Corporate Plan

- 1.2 The report contributes to the following priority:

- (iv) Supporting people to lead independent, healthy and active lives

2. Resource Implications

Financial

- 2.1 Not Applicable

Workforce

- 2.2 Not Applicable

Asset Management (land, property, IT)

Not Applicable

3. Assessments

Not applicable

Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This section should reflect that the proposals have been considered under the Corporate Equalities impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as not relevant for the purposes of EqIA

Strategic Environmental Assessment

Not Applicable

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.3 The proposals contained within this report have been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

Sustainability

Not applicable

Legal and Governance

- 3.3 The Head of Legal Services has been consulted.

Risk

Not Applicable

4 Consultation

Internal

4.1 Not applicable

External

5 Communication

5.1 The trade was consulted about this report.

6 Background papers

None

7 Appendices

One



Perth and Blairgowrie – Hackney Carriage Unmet Demand Survey

Final Report

March 2015



EXECUTIVE SUMMARY

Key points

This study has been conducted by Vector Transport Consultancy on behalf of Perth and Kinross Council.

The study is intended to fulfil the requirements set out in the Civic Government (Scotland) Act 1982 (CGSA) and Best Practice Guidance (BPG) issued by the Scottish Government.

The objectives of the study include:

- Gather evidence to establish whether there is any unmet demand for Hackney Carriages.
- Assess the effectiveness of existing taxi stances.
- Consult with stakeholders, members of the trade and members of the public, regarding the service provided by Hackney Carriages and any issues associated with these services.

Surveys were undertaken at the five taxi stances in common use in Perth and the taxi stance in Blairgowrie. Perth and Blairgowrie are treated as separate licensing areas, with respect to Hackney Carriage vehicle licenses. Both areas have a limit on the number of Hackney Carriage vehicle licenses which are available. Hence, each area is separately assessed for the purpose of determining whether there is significant unmet demand for Hackney Carriage services.

Surveys were undertaken at the taxi stances for a continuous period of 96 hours from 7:00 on Friday 4th December 2014 to 7:00 on Tuesday 8th December 2014.

The estimated weekly volumes at the taxi stances in Perth are presented below. The totals are calculated, based on the assumption that the Thursday results are representative of week days, i.e. (4 x Thursday) + Friday + Saturday + Sunday.

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Pomarium Street	127	25	152	39	1.6	7
Railway Station	92	979	1071	1265	1.3	15
South Street East	139	1190	1329	1617	1.4	8
South Street West	75	443	518	687	1.6	1
Murray Street	1297	1949	3246	2803	1.4	7
Total	1730	4586	6316	6411	1.4	8

Similarly, the estimated weekly volumes at the Blairgowrie taxi stance are presented below.

	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Blairgowrie						
Estimated weekly total	393	109	502	140	1.3	14

In Blairgowrie, the majority of Hackney Carriage departures from the taxi stance, were without passengers on board. There was a small number of passengers who had to wait at the stance in Blairgowrie.



One of the principal indicators of unmet demand is the presence of passenger queues at taxi stances for lengthy periods. The observations recorded significant passenger queuing on Saturday night in Perth and relatively low levels of passenger queuing at taxi stances at other times in Perth.

In Perth, 64% of all passenger wait times occurred on Saturday night (between 21:00 hours and 04:00 hours the following morning. These delays occurred at the Murray Street stance and the night time stance on South Street, outside 'That Bar'.

The remaining 36% of passenger wait time occurred over the remaining period surveyed. These were spread through the days observed and can be characterised as occasional queues by individuals or groups of passengers travelling together, rather than periods of continuous queuing.

The Index of Significant Unmet Demand (ISUD) value was calculated as an indicator of the level of unmet demand which was present.

Summary of key findings for Perth

The ISUD value calculated for Perth was 77.6. Values below 80 are generally considered to indicate that there is no significant unmet demand for Hackney Carriages.

There have been suggestions put forward, by the trade and by stakeholders, for additional taxi stances, in Perth, including Perth Royal Infirmary and at the larger supermarkets and in the Council housing estates. To service the night time economy, an additional night time rank outside Zoo night club.

Most Hackney Carriages are driven by more than one driver. For some, an additional driver operates at the weekend. For others, the vehicles may be driven by two or three drivers on different shifts, throughout the week. This level of vehicle utilisation is relatively high.

Some feedback from the trade suggested that some Hackney Carriage drivers habitually waited outside night clubs to pick up fares, rather than return to the City Centre stances. This leaves the stances under serviced on Saturday nights.

The Hackney Carriage fleet in Perth was generally held to be clean and in good condition with helpful and well presented drivers. Members of the public value driver helpfulness and knowledge.

Summary of key findings for Blairgowrie

The ISUD value calculated for Blairgowrie was 56.5. Values below 80 are generally considered to indicate that there is no significant unmet demand for Hackney Carriages.

The trade in Blairgowrie is based primarily on operation by owner drivers who depend heavily of telephone bookings rather than hires from the taxi stance. Activity at the stance was fairly constant throughout each day surveyed. Most of the Hackney Carriages which waited at the stance, left empty, returning some time later. It is assumed that the majority of the departures without passengers, were in response to telephone bookings.

The Hackney Carriages in Blairgowrie were generally held to be clean and in good condition with helpful and well presented drivers.

Many drivers have regular clients and trade is built on service and repeat business.



Disabled users

Consultation with disabled representatives covered licensed vehicle services throughout Perth and Kinross.

The needs of disabled passengers are generally satisfied by the existing licensed vehicle fleet. Most users who require the services of a wheel chair accessible vehicle, book travel with a regular service provider.

Many of these bookings are with Private Hire Operators. Some are with specific owner drivers. An issue with booking travel for a wheel chair is that some operators cannot guarantee a wheel chair accessible vehicle for a specific time. Many of the wheel chair accessible vehicles in the fleet are used for airport trips, as they have a higher seating capacity and luggage capacity than saloon cars. Disabled or wheel chair using passengers do occasionally encounter some difficulties with drivers who are not confident when handling passengers with some types of disabilities or impairments. However, such occurrences are relatively rare.

A range of initiatives to improve disabled transport in licensed vehicles are being explored. Some feedback from the trade indicates that, whilst not everyone feels that additional training for drivers, regarding carriage of people with disabilities, is necessary, many agree that such training would help improve services. However, there is some disagreement over what form such training should take. Some respondents felt that the focus of attention was on wheel chair users, at the expense of service provision and training regarding other impairments which affect travel, including visual impairment and autism. Feedback from smaller business representatives, such as solo owner drivers, suggested that whilst training would be useful for drivers new to the trade, the expense training course would be difficult to bear.

Recommendations

Whilst there was significant passenger queueing observed on Saturday night in Perth, this was as a result of a large peak in demand. When considering the need for additional licenses, the availability of Hackney Carriages, service level perception and public opinion was considered over the week as a whole and not just periods of peak demand. On this basis, there is no requirement for the issue of additional Hackney Carriage licenses, to address unmet demand as the level of unmet demand is not deemed to be significant. Hence, there is **no significant unmet demand** in Perth.

In Blairgowrie, the nature of the trade is such that, whilst the taxi stance is serviced throughout the days and evenings, the stance is left empty from time to time, when drivers respond to telephone bookings. Any passengers waiting at the stances tend to be on an individual basis, rather than prolonged periods of passenger queuing. Hence, this is not indicative of significant unmet demand, but symptomatic of the nature of the trade in this area and would not be altered by introducing additional Hackney Carriage plates. Hence, there is **no significant unmet demand** in Blairgowrie.

The trade in Perth should keep a weather eye on servicing all stances, even at times of low demand. The level of passenger queuing, whilst not currently significant, would not need to increase by much to push up the ISUD value to a level which would indicate significant unmet demand.





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1 STUDY OBJECTIVES

1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Perth and Kinross Council.

The study is intended to fulfil the requirements set out in the Civic Government (Scotland) Act 1982 (CGSA) and Taxi and Private Hire Car Licensing: Best Practice Guidance (BPG) issued by the Scottish Government.

The objectives of the study include:

- Gather evidence to establish whether there is any unmet demand for Hackney Carriages.
- Assess the effectiveness of existing taxi stances and the demand and suitability of additional stance locations.
- Consult with stakeholders, members of the trade and members of the public, regarding the service provided by Hackney Carriages and any issues associated with these services.

Hackney Carriages in Perth and Kinross are licensed per area. In two of these areas; the City of Perth and Blairgowrie, the number of Hackney Carriages is limited.

The Best Practice Guidance recommends that where the number of Hackney Carriages is limited and the licensing authority wishes to retain a limit, that an unmet demand survey should be undertaken to establish whether there is any significant unmet demand.

Surveys and consultation was undertaken in Perth and in Blairgowrie. Each area was assessed separately, with respect to the assessment of unmet demand.



2 BACKGROUND

2.1 Definitions

This report refers to Taxis, Hackney Carriages and Private Hire Cars. Both Hackney Carriages and Private Hire Cars are licensed to operate within the Perth and Kinross Council area.

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

Private Hire Cars may only be hired through advance booking through . This is generally done by telephone or at a Private Hire Car operator's office.

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

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

Perth and Kinross Council 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 licenses they issue.

2.2 Best Practice Guidance (BPG)

The Scottish Government issued 'Taxi and Private Hire Car Licensing: Best Practice Guidance for licensing authorities'. This guidance was updated in April 2012. 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 guidance recommends that surveys be repeated every three years to confirm that significant unmet demand had not arisen.

2.3 Observed unmet demand

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



2.4 Latent unmet demand

Where potential passengers are deterred from using taxis 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 stance surveys. Therefore to get an estimate of this latent demand an alternative form of survey is required. This generally consists of face to face interviews with pedestrians to enquire about their experience in hiring and using taxis. Such a survey can also provide other information on taxi use.

2.5 Other Surveys

The Government 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 stances;
- 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 on stance based hire.

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

The market for taxis – both Private Hire Cars (PHC) 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 PHCs, in terms of the quality, affordability and quantity of provision – both perceived and actual.



3 TAXI STANCE SURVEYS

3.1 Perth taxi stances

There are five taxi stances in effective day to day use in Perth. These are at the Railway Station, Pomarium Street (near the Bus Station), South Street East (outside Tesco), South Street West (outside 'That Bar') and Murray Street.

3.2 Stance surveys

All of the Taxi Stances were surveyed for a continuous 96 hour period from 7:00 on Thursday 4th December 2014 to 7:00 on Monday 8th December 2014. The taxi stances were surveyed, using video cameras fixed to nearby lamp posts and sign posts. The days surveyed ensured that a sample of weekday and weekend activity was observed. The observation of week day and weekend periods enables an estimate of weekly activity levels to be calculated.

3.3 Stance survey results

Full details of tabulated volumes and waiting times for Hackney carriages and passengers are presented in Appendix A. Summary results are presented below.

Passenger waiting times were recorded when passengers arrived at a taxi stance and there were no taxis waiting at the stance, i.e. passengers had to wait for a taxi to arrive at the stance. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi stance until the passenger boarded a Hackney Carriage.

It is worth noting that the prevalent condition at the taxi stances was that taxis queue at the stances, waiting for passengers. Therefore, for the majority of the times surveyed, passengers arrived at the taxi stances and a Hackney Carriage was waiting and ready for immediate boarding. On these occasions, the recorded passenger wait time was zero.

Pomarium Street

Hackney carriages were occasionally to be found waiting at this stance. The stance was more active on Thursday and Friday, than Saturday and Sunday. The majority (85%) of the Hackney Carriages observed at this stance left the stance empty.

The activity on each day surveyed is presented in the following figures.

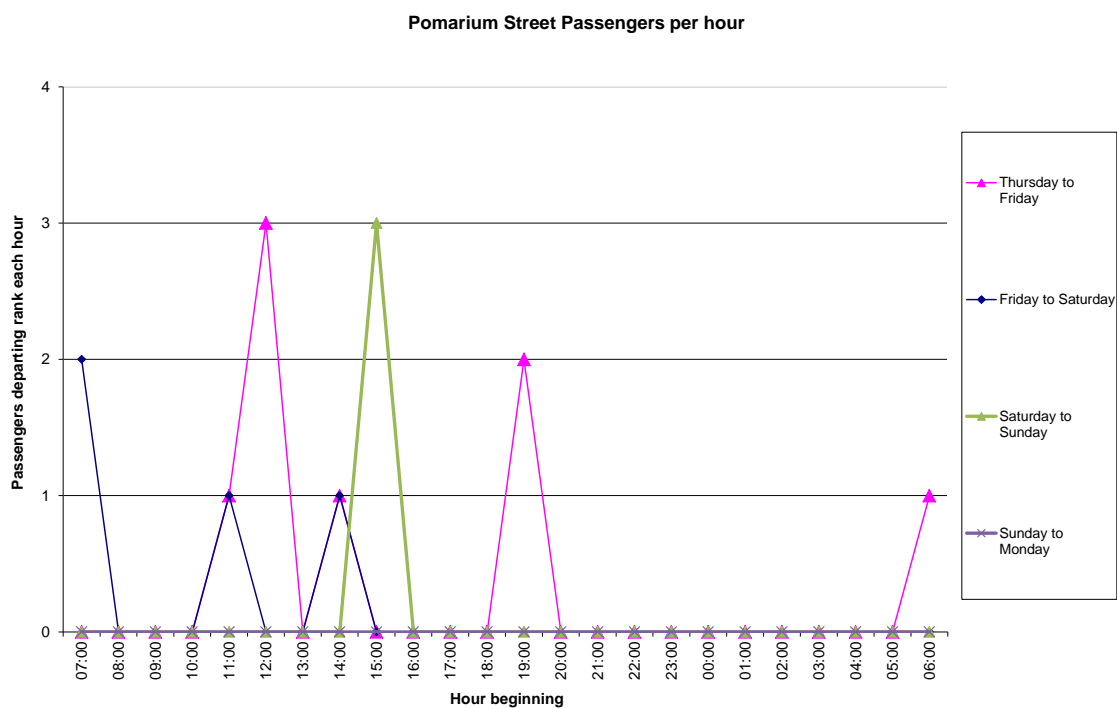


Figure 1 – Pomarium Street Passengers Per Hour

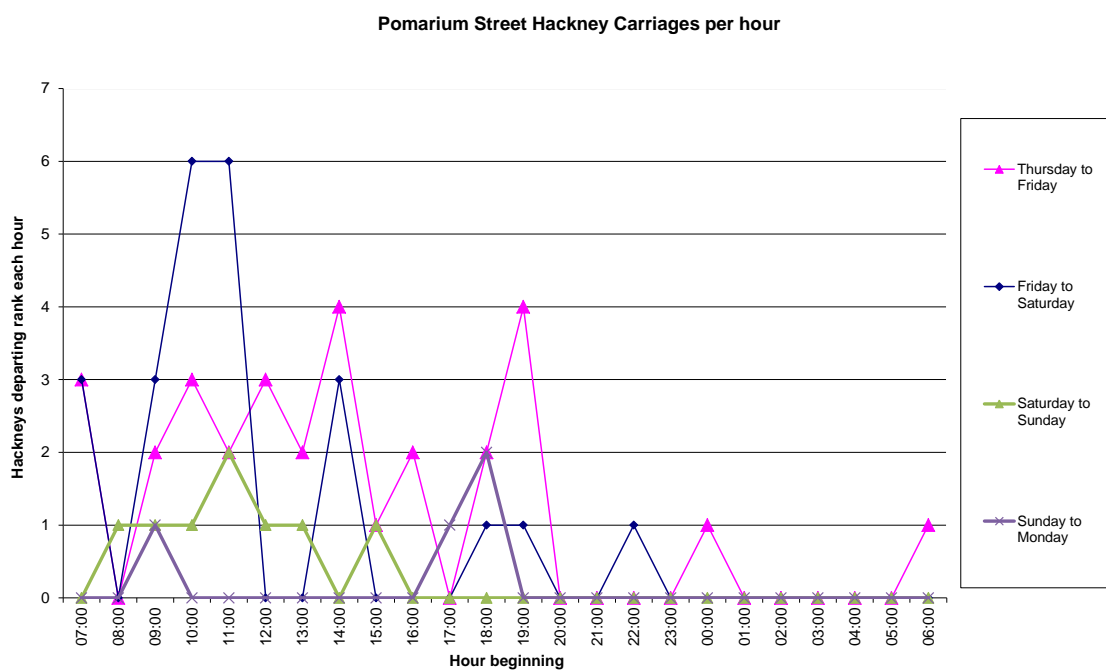


Figure 2 - Pomarium Street Hackney Carriages Per Hour

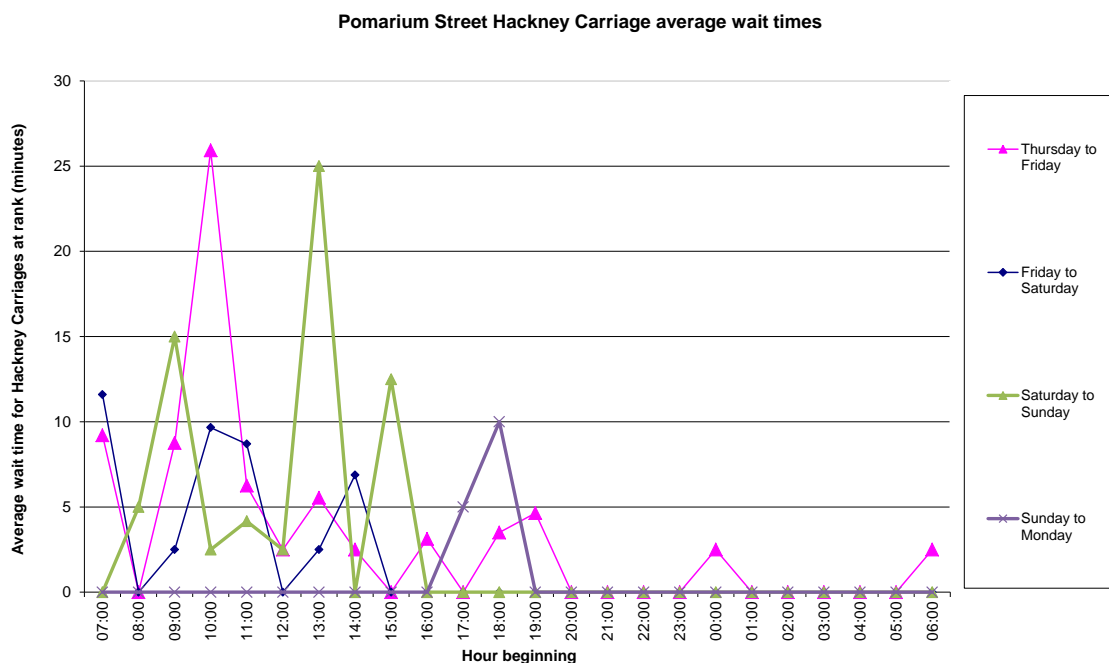


Figure 3 - Pomarium Street average Hackney Carriage wait times at the stance

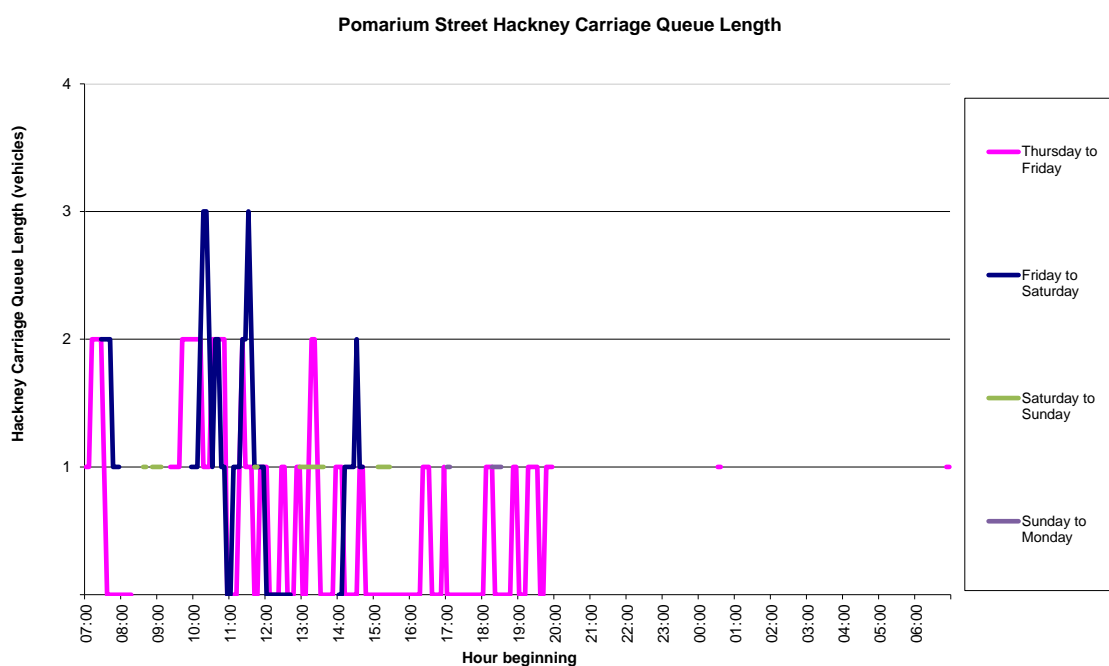


Figure 4 - Pomarium Street Hackney Carriage Queue Length



Railway Station

The Railway Station stance is serviced by drivers who have bought a station permit from Scotrail. Hence, not all Hackney Carriages operate off this stance. In common with many Railway Station stances, drivers tended to arrive in time to service arriving rail services, rather than wait continuously at the stance. Daily levels of activity were similar on Thursday, Friday and Saturday. Activity on Sunday was lower than on the other days surveyed.

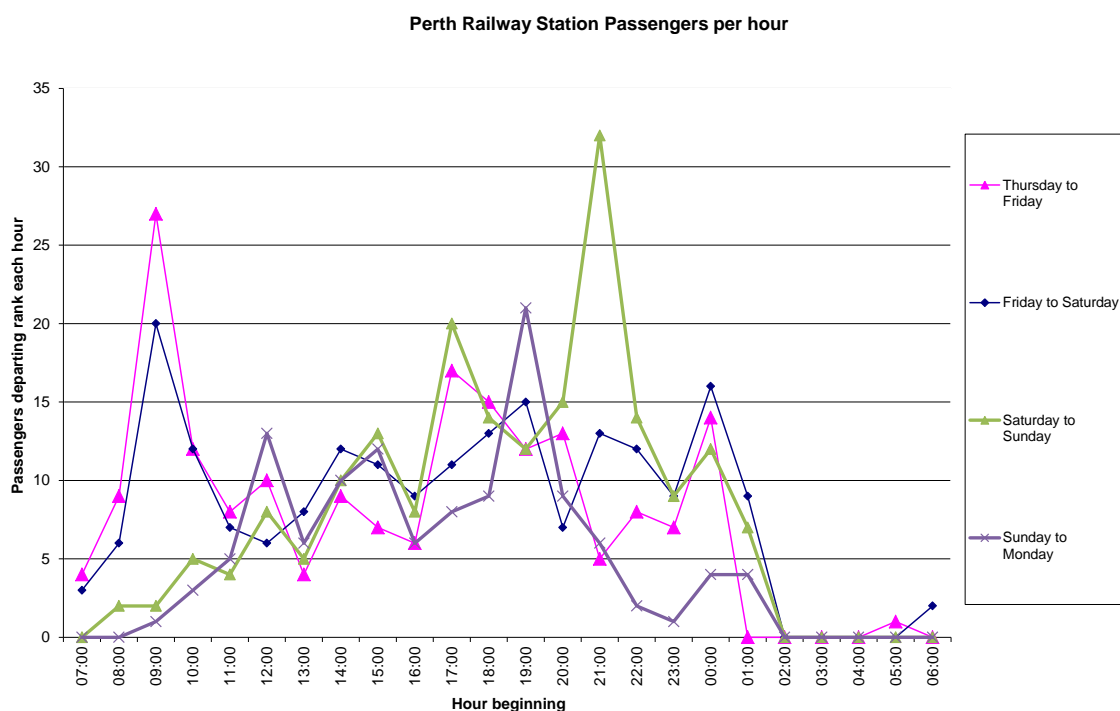


Figure 5 – Railway Station Passengers Per Hour

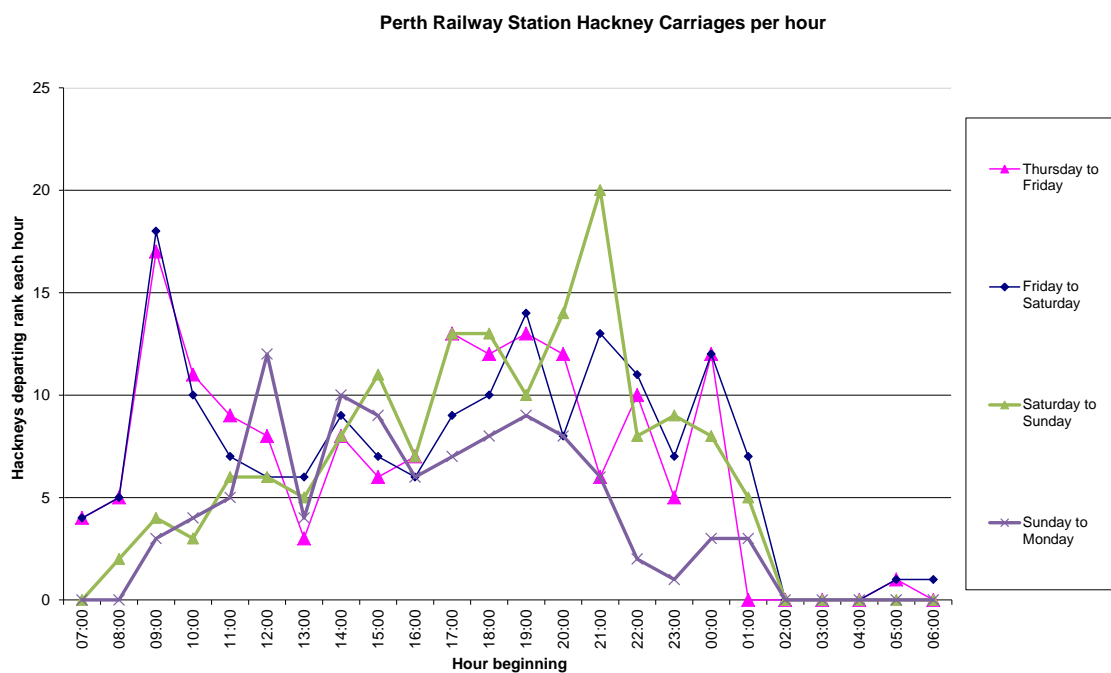


Figure 6 - Railway Station Hackney Carriages Per Hour

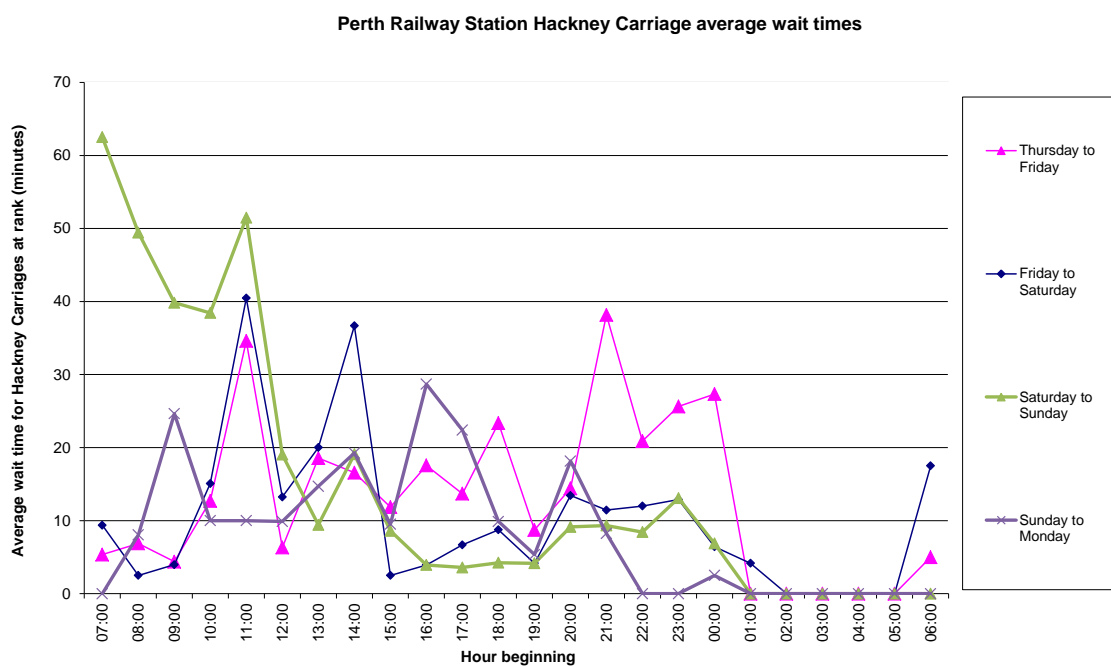


Figure 7 - Railway Station Hackney Carriage Average Wait Times

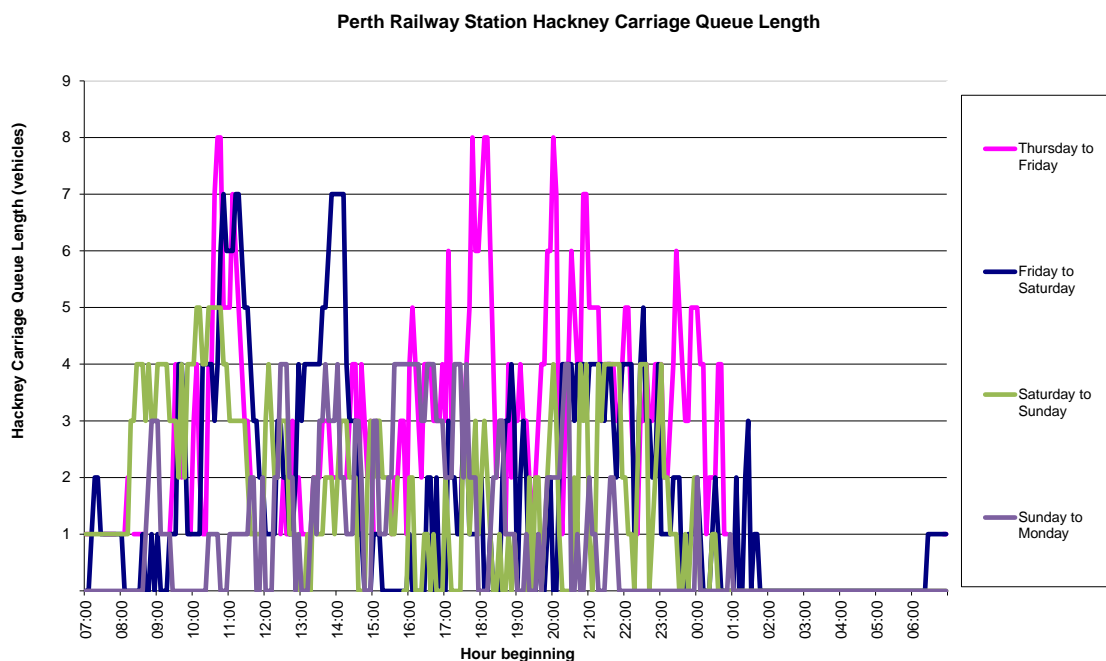


Figure 8 - Railway Station Hackney Carriage Queue Length

South Street East

The South Street Stance services nearby retail outlets, including the Tesco store, adjacent to the Stance. The stance is active during shopping hours and early evening.

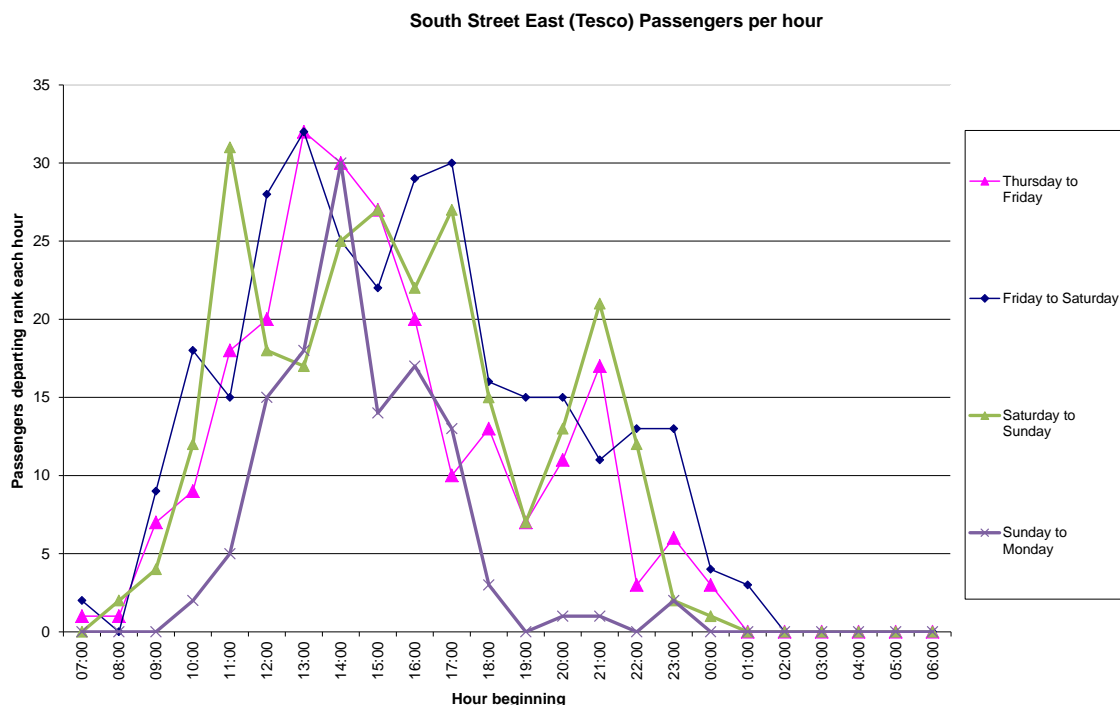


Figure 9 – South Street East Passengers Per Hour

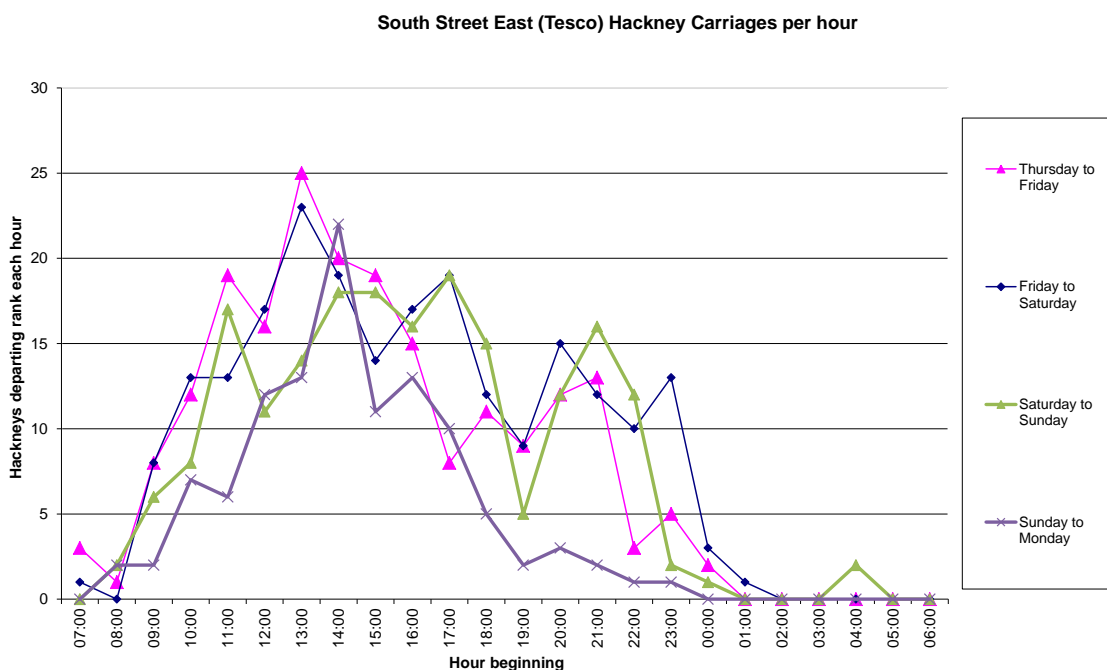


Figure 10 - South Street East Hackney Carriages Per Hour

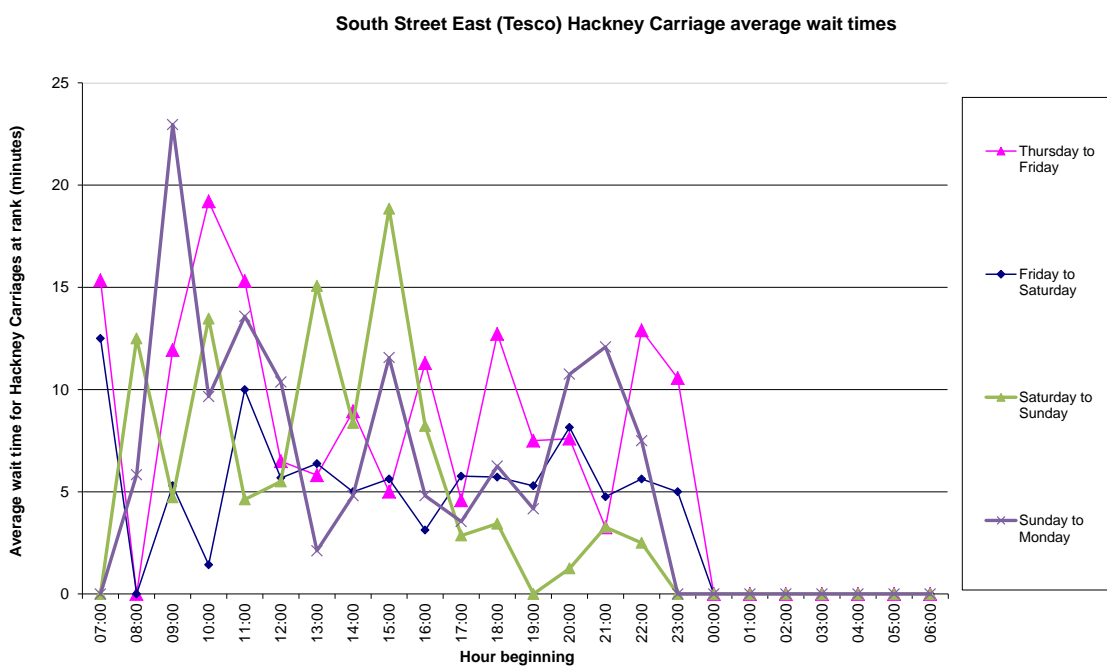


Figure 11 - South Street East average Hackney Carriage wait times at the stance

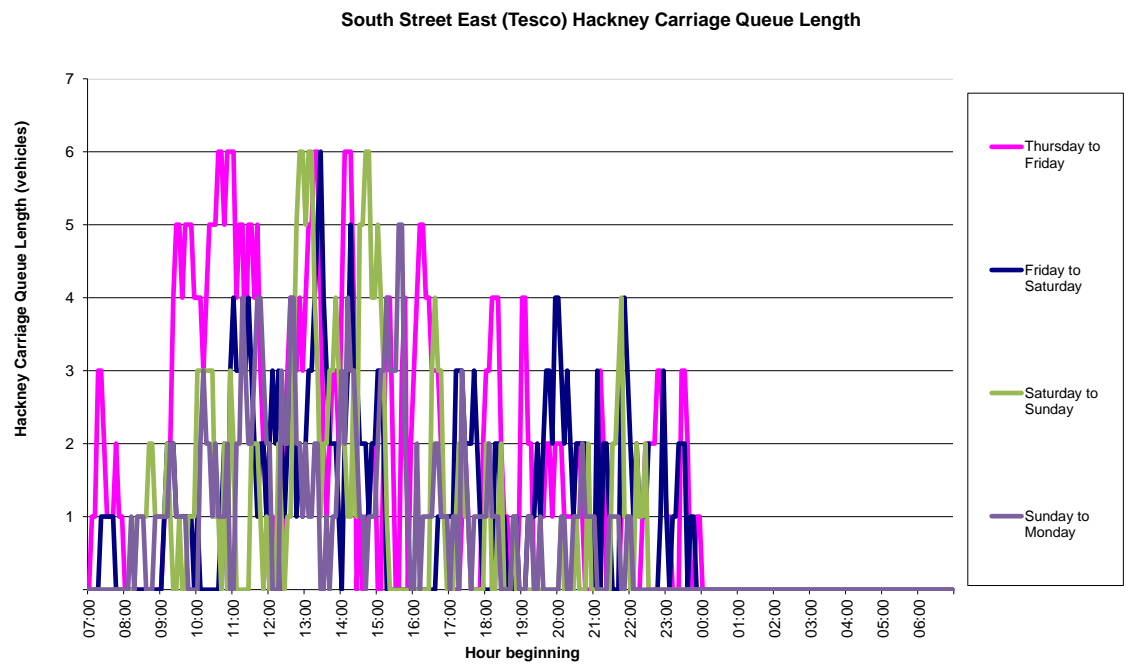


Figure 12 - South Street East Hackney Carriage Queue Length



South Street West

The South Street West stance is located outside 'That Bar' and Loft night club. The stance is a part time, night time only stance and primarily services the adjacent bar and club. Whilst the footage from this stance was observed for the full four days, including periods when the stance is not officially active, there was no activity, except late night on Thursday, Friday and Saturday nights. It was noted that the stance was generally partially occupied by parked vehicles during the late night active hours. Hackney Carriages commonly waited alongside the parked vehicles, to pick up passengers. On Saturday night, from 1:25 to 3:35 am, passengers had to wait for Hackney Carriages to arrive at the stance. A continuous queue formed during this period. As the stance was occupied by parked cars, the crowd of pedestrians waiting for Hackney Carriages to arrive, waited in the roadway.

Many of the parked vehicles appeared to belong to staff from the adjacent licensed premises.

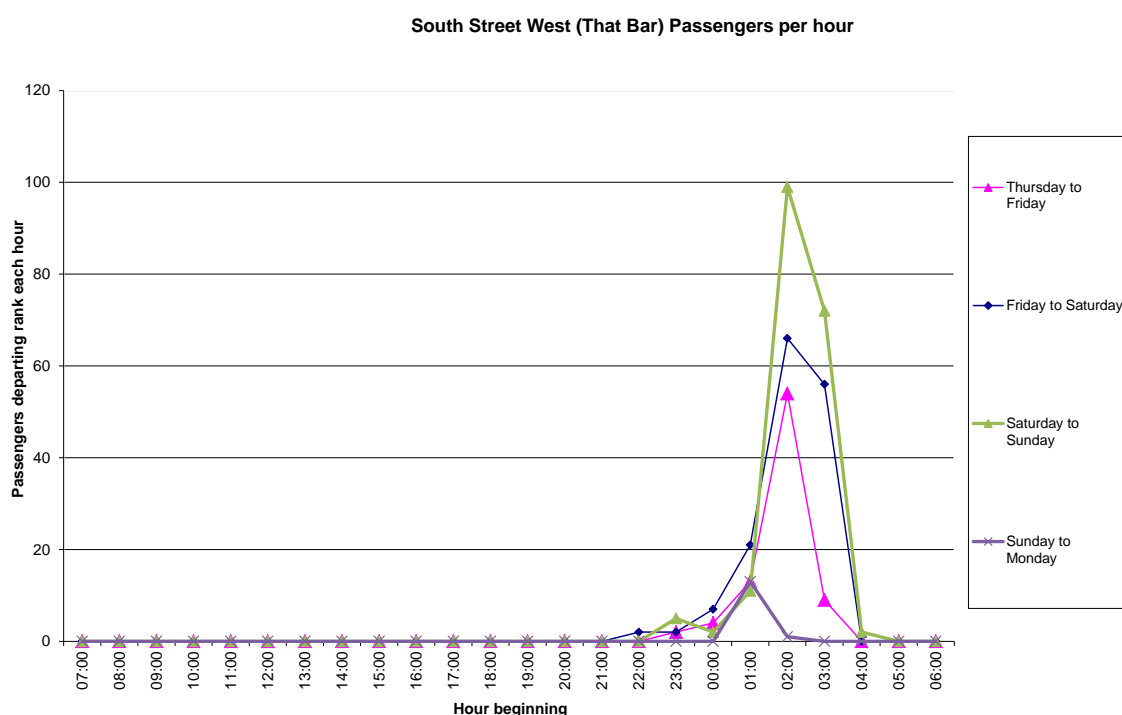


Figure 13 – South Street West Passengers Per Hour

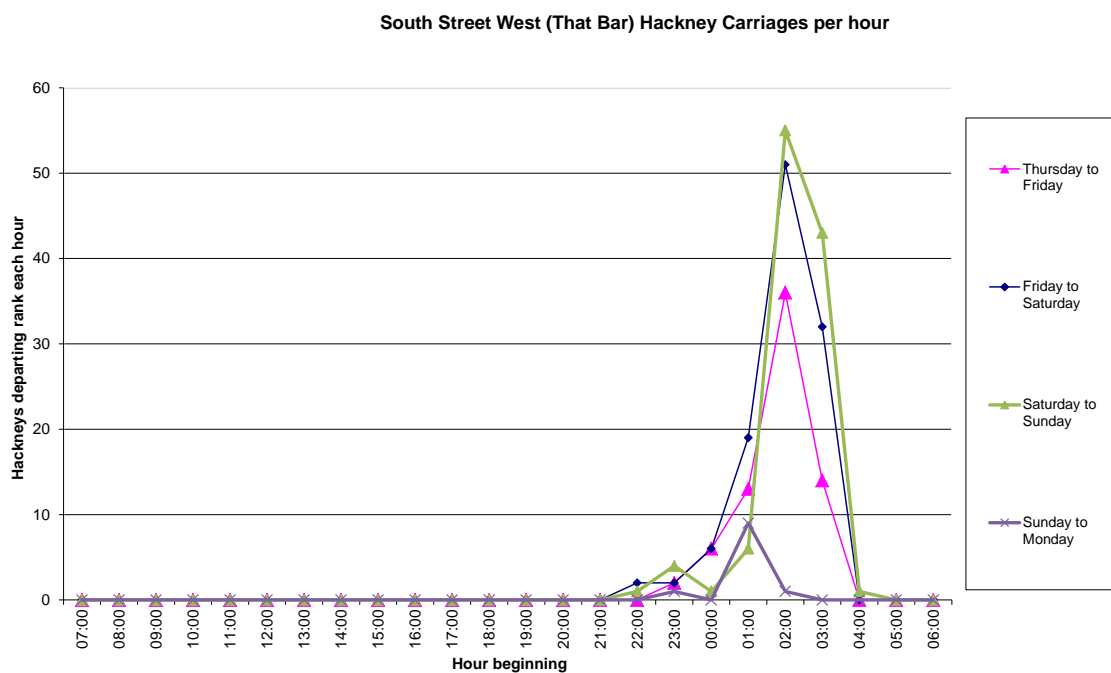


Figure 14 - South Street West Hackney Carriages Per Hour

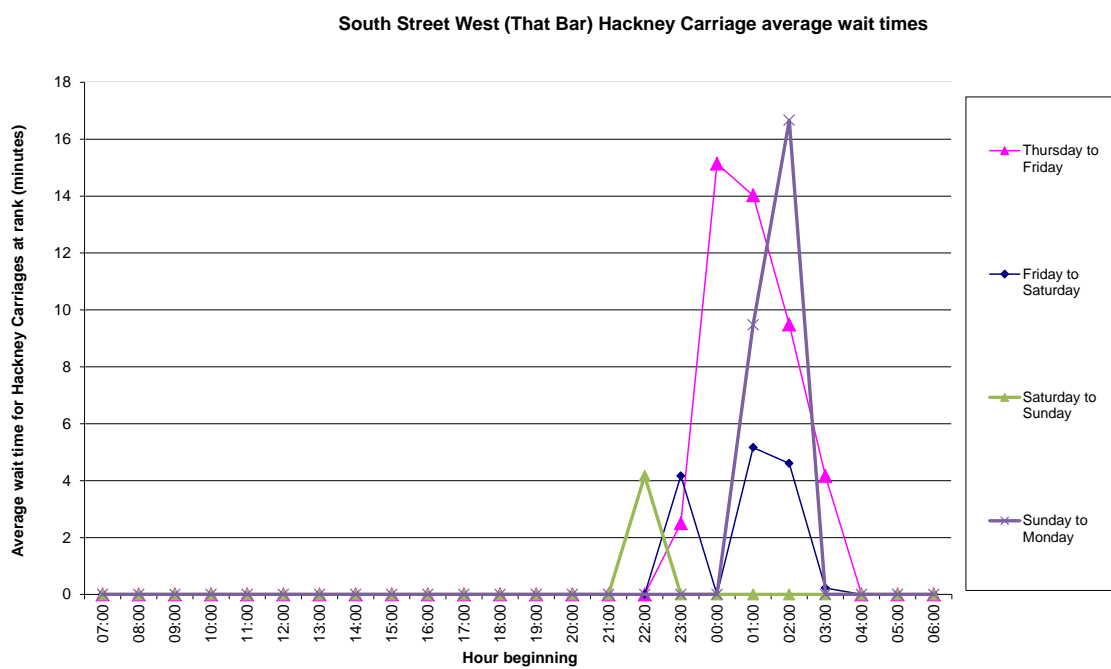


Figure 15 - South Street West Hackney Carriage Average Wait Times

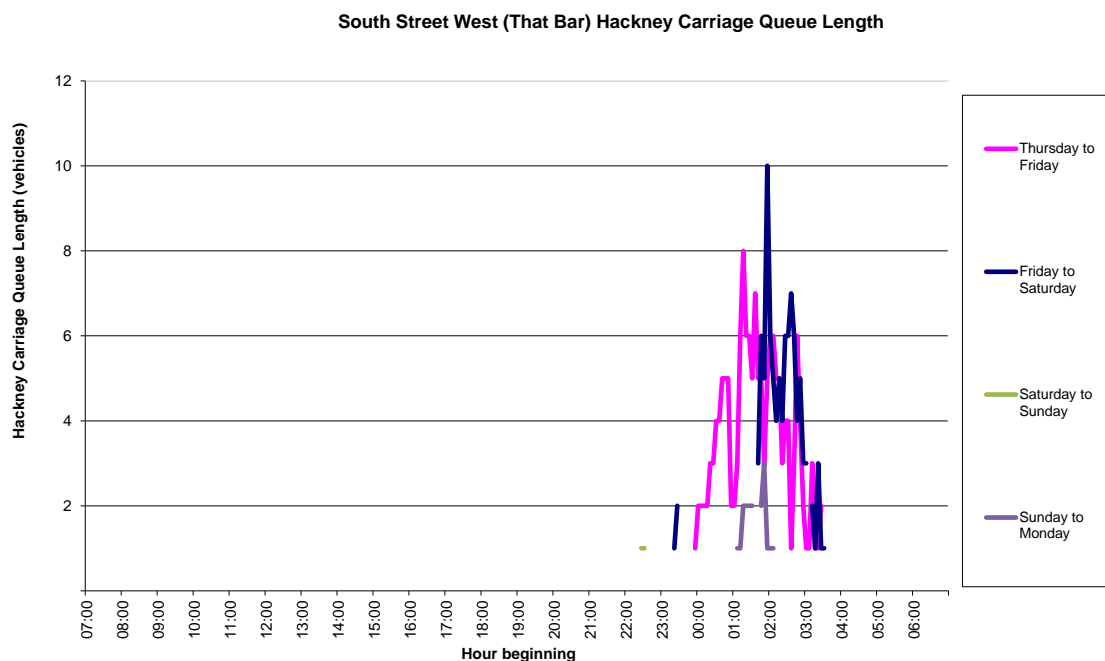


Figure 16 - South Street West Hackney Carriage Queue Length

Murray Street

The Murray Street stance is the busiest stance in Perth. The stance operated continuously each day, from early morning to late at night. On Friday and Saturday night the stance was operating at the highest rate of throughput. On Saturday night, a continuous passenger queue formed at the stance, between 00:40 hours to 02:20 hours. The maximum queue length reached 30 passengers, which equates to an under-supply of around 15 Hackney Carriage trips per hour, over the first part of the period when queuing occurred. Other than the period of peak demand on Saturday night, Hackney Carriages were generally available at this stance.

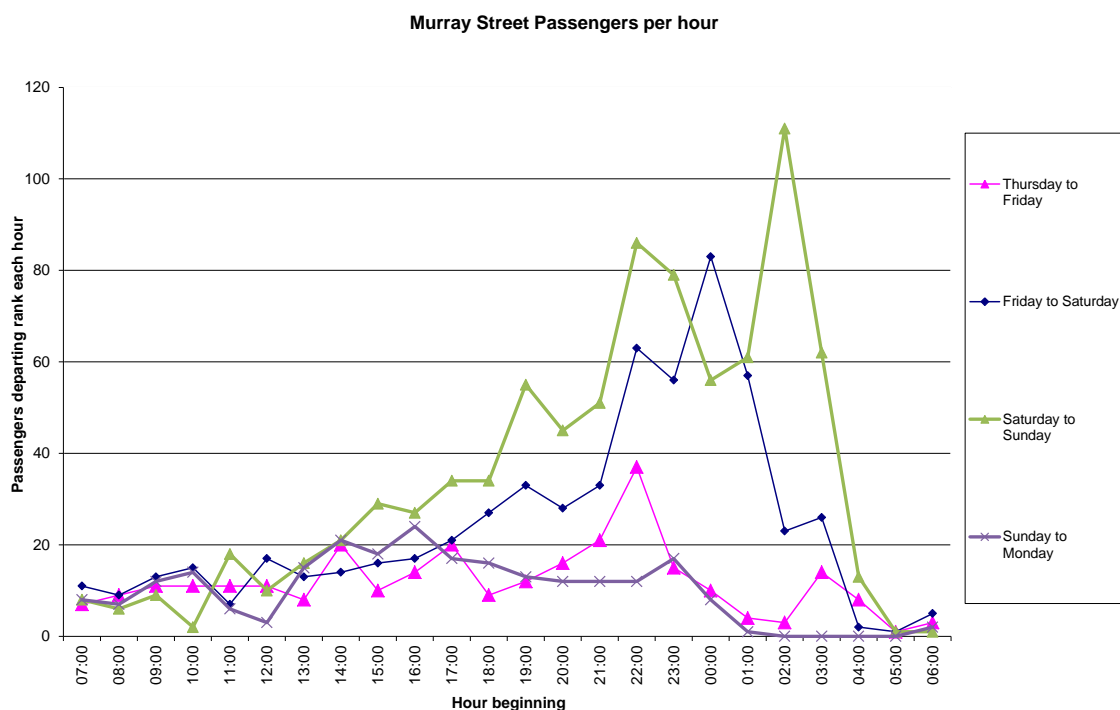


Figure 17 – Murray Street Passengers Per Hour

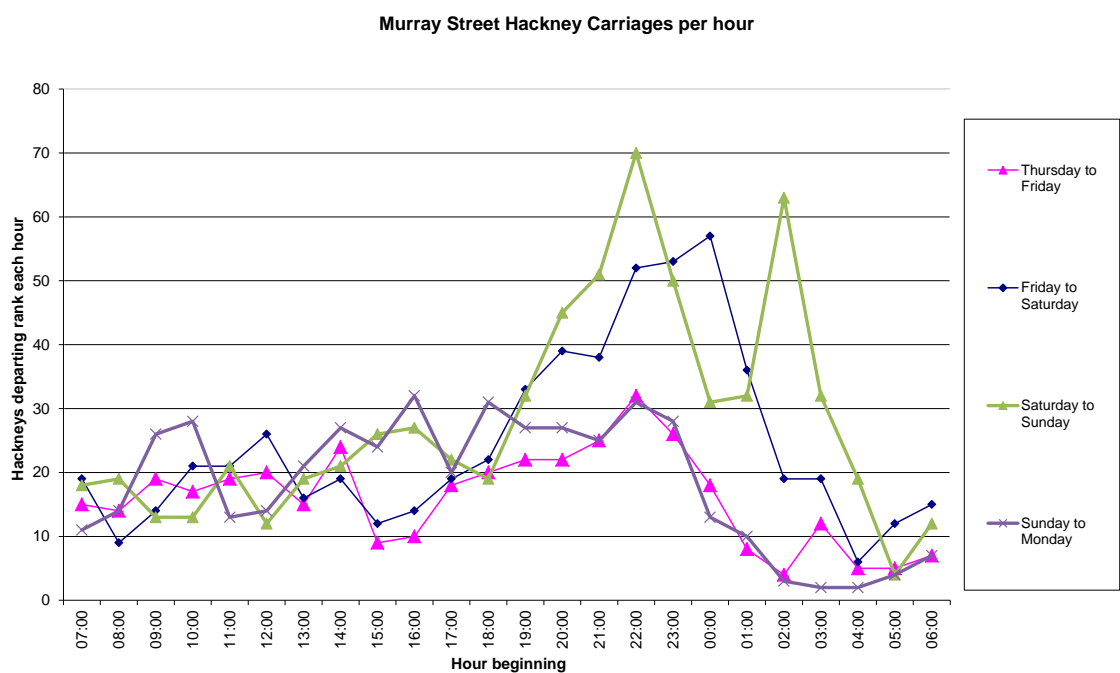


Figure 18 - Murray Street Hackney Carriages Per Hour

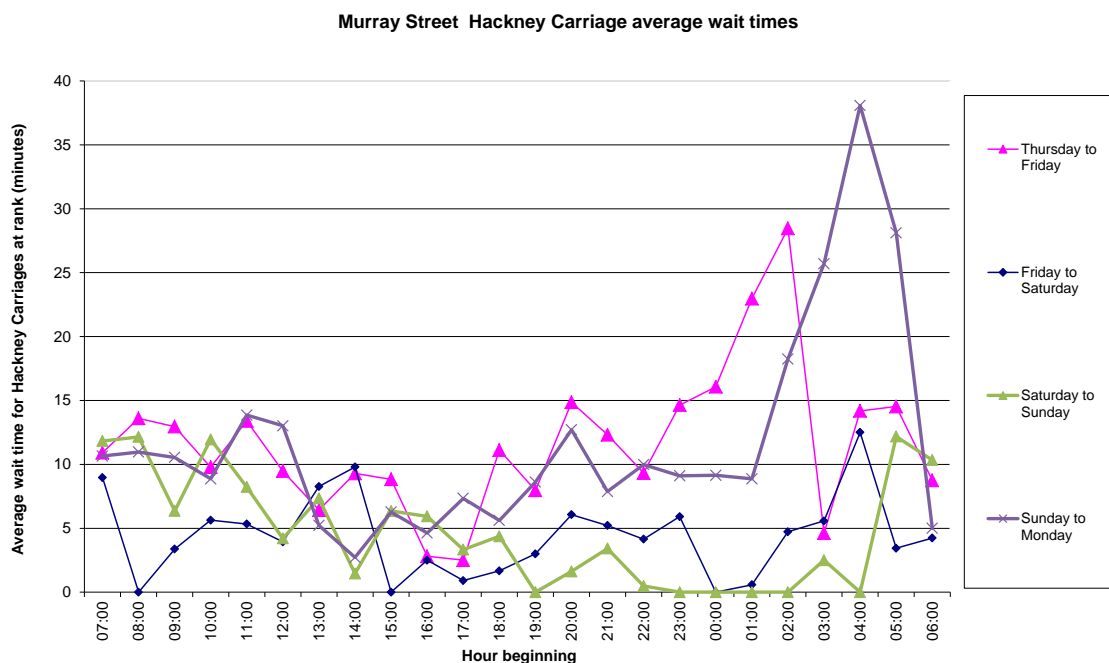
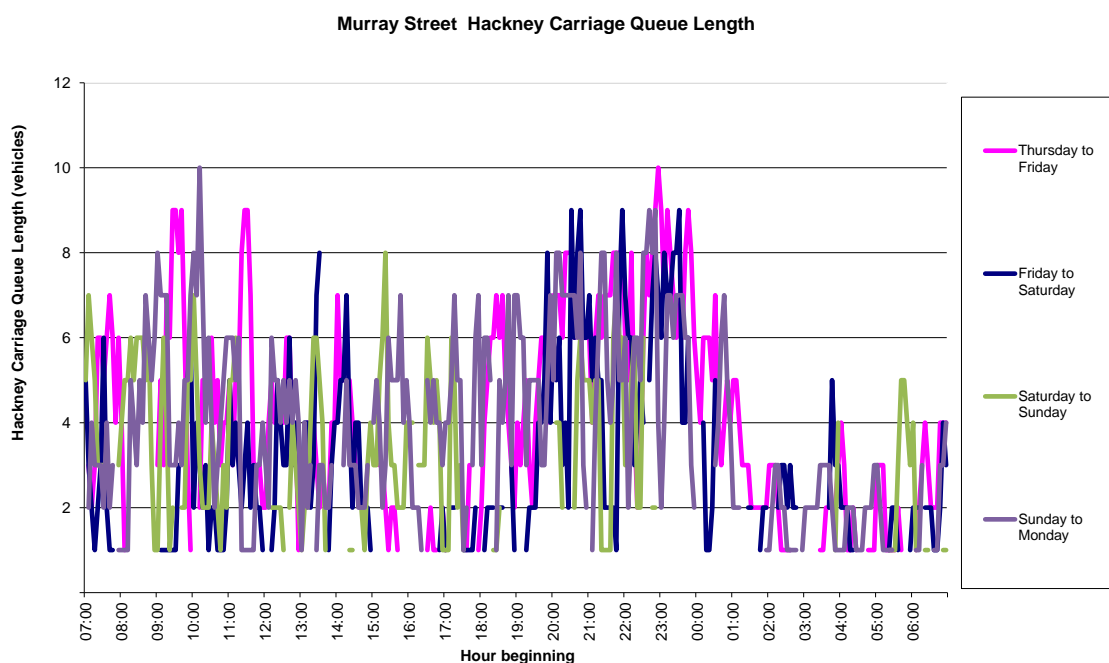


Figure 19 - Murray Street Hackney Carriage Average Wait Times



3.4 Summary of results

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



Table 1 Thursday to Friday Stance Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Pomarium Street	24	5	29	8	1.6	7
Railway Station	15	147	162	188	1.3	16
South Street East	23	178	201	235	1.3	9
South Street West	16	55	71	82	1.5	0
Murray Street	169	217	386	285	1.3	10
Total	247	602	849	798	1.3	10

Table 2 Friday to Saturday Stance Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Pomarium Street	20	4	24	4	1.0	7
Railway Station	14	157	171	201	1.3	11
South Street East	13	206	219	300	1.5	5
South Street West	9	103	112	154	1.5	3
Murray Street	182	409	591	590	1.4	4
Total	238	879	1117	1249	1.4	5

Table 3 Saturday to Sunday Stance Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Pomarium Street	7	1	8	3	3.0	9
Railway Station	9	143	152	192	1.3	12
South Street East	11	183	194	256	1.4	7
South Street West	1	110	111	191	1.7	0
Murray Street	178	493	671	835	1.7	3
Total	206	930	1136	1477	1.6	5

Table 4 Sunday to Monday Stance Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Pomarium Street	4	0	4	0	0.0	6
Railway Station	9	91	100	120	1.3	13
South Street East	23	89	112	121	1.4	7
South Street West	1	10	11	14	1.4	9
Murray Street	261	179	440	238	1.3	8
Total	298	369	667	493	1.3	9

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 5 Estimated Weekly Stances Volumes

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Pomarium Street	127	25	152	39	1.6	7
Railway Station	92	979	1071	1265	1.3	15
South Street East	139	1190	1329	1617	1.4	8
South Street West	75	443	518	687	1.6	1
Murray Street	1297	1949	3246	2803	1.4	7
Total	1730	4586	6316	6411	1.4	8

3.5 Commentary on results

The most active Stance was Murray Street. No single Stance dominated the trade.

Around 27% of all Hackney Carriages departing the Stances, left empty. When Hackney Carriages leave the Stance empty, this is often in response to a telephone hire.

3.6 Perth Passenger Queues

Some periodic passenger queuing was observed throughout the survey period, with continuous queuing observed on Saturday night at Murray Street and at South Street West stances. A total of 424 passengers (10.5% of all observed passengers) waited for Hackney Carriages. The majority of passenger queuing occurred on Saturday night.

Observed queuing was generally characterised as occasional waiting by individual passengers or groups of passengers travelling together. On the majority of occasions when passenger waiting was observed, the arrival of a single Hackney Carriage at the stance would clear all waiting passengers. However, on Saturday night, passenger waiting was characterised by continuous queuing of passengers at Murray Street and South Street West stances. These queues occurred at the time of peak demand associated with the night time economy.

Passenger queuing is quantified in terms of passenger minutes, for the purposes of calculating the Index of Significant Unmet Demand. The passenger queuing on Saturday night, at Murray Street and South Street West stances, in terms of passenger minutes, accounted for 64% of all passenger minutes observed across all the stances over the four days surveyed.

3.7 Wheel Chair Users

The observation of activity at the taxi stances included separate identification of any wheel chair users hiring a Hackney Carriage at the stances. There were no wheel chair users observed at the taxi stances over the four days surveyed.

3.8 Balance of Supply and Demand

The balance of supply of Hackney Carriages and demand for Hackney Carriages was assessed at each of the stances. 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.
- **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 Table 6 and Table 7.

Table 6 - Balance of Supply and Demand at Pomarium Street

		Excess Supply	Equilibrium	Excess Demand
Pomarium Street	Thursday to Friday		24	
	Friday to Saturday		24	
	Saturday to Sunday		24	
	Sunday to Monday		24	
	Total		96	
	Total %		100%	

Table 7 - Balance of Supply and Demand at the Railway Station

		Excess Supply	Equilibrium	Excess Demand
Railway Station	Thursday to Friday	1	23	
	Friday to Saturday	3	21	
	Saturday to Sunday	2	22	
	Sunday to Monday	1	23	
	Total	7	89	
	Total %	7.3%	92.7%	



Table 8 - Balance of Supply and Demand at the South Street East

		Excess Supply	Equilibrium	Excess Demand
South Street East	Thursday to Friday	2	22	
	Friday to Saturday	0	24	
	Saturday to Sunday	0	24	
	Sunday to Monday	0	24	
	Total	2	94	
	Total %	2.1%	97.9%	

Table 9 - Balance of Supply and Demand at the South Street West

		Excess Supply	Equilibrium	Excess Demand
South Street West	Thursday to Friday		23	1
	Friday to Saturday		22	2
	Saturday to Sunday		21	3
	Sunday to Monday		24	
	Total		90	6
	Total %		93.7%	6.3%

Table 10 - Balance of Supply and Demand at the Murray Street

		Excess Supply	Equilibrium	Excess Demand
Murray Street	Thursday to Friday	5	18	1
	Friday to Saturday	2	19	3
	Saturday to Sunday		19	5
	Sunday to Monday	5	19	
	Total	12	75	9
	Total %	12.5%	78.1%	9.4%

Table 11 - Balance of Supply and Demand across all stances

		Excess Supply	Equilibrium	Excess Demand
All Stances	Thursday to Friday	8	110	2
	Friday to Saturday	5	110	5
	Saturday to Sunday	2	110	8
	Sunday to Monday	6	114	
	Total	21	444	15
	Total %	4.4%	92.5%	3.1%



3.9 Commentary on results

The most common situation across all stances in Perth was equilibrium. The periods of excess demand at Murray Street and South Street West were concentrated on Saturday night. Whilst these periods of excess demand were intensive, they were not indicative of the normal situation.

3.10 Blairgowrie taxi stance

Blairgowrie is serviced by a single taxi stance, located in the car park, adjacent to the bus stances and Co-op store.

3.11 Stance survey

The taxi stance was surveyed for a continuous 96 hour period from 7:00 on Thursday 4th December 2014 to 7:00 on Monday 8th December 2014. The taxi stance was surveyed, using video cameras fixed to a nearby lamp post. The days surveyed ensured that a sample of weekday and weekend activity was observed. The observation of week day and weekend periods enables an estimate of weekly activity levels to be calculated.

3.12 Stance survey results

Full details of tabulated arrival frequencies and waiting times for Hackney carriages and passengers are presented in Appendix A. Summary results are presented below.

Passenger waiting times were recorded when passengers arrived at a taxi stance and there were no taxis waiting at the stance, i.e. passengers had to wait for a taxi to arrive at the stance. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi stance until the passenger boarded a Hackney Carriage.

It is worth noting that the prevalent condition at the taxi stances was that taxis queue at the stances, waiting for passengers. Therefore, for the majority of the times surveyed, passengers arrived at the taxi stances and a Hackney Carriage was waiting and ready for immediate boarding. On these occasions, the recorded passenger wait time was zero.

Blairgowrie Stance

Hackney carriages were observed waiting at this stance from early morning until late at night, on each of the days surveyed. The majority (78%) of the Hackney Carriages observed at this stance left the stance empty.

The activity on each day surveyed is presented in the following figures.

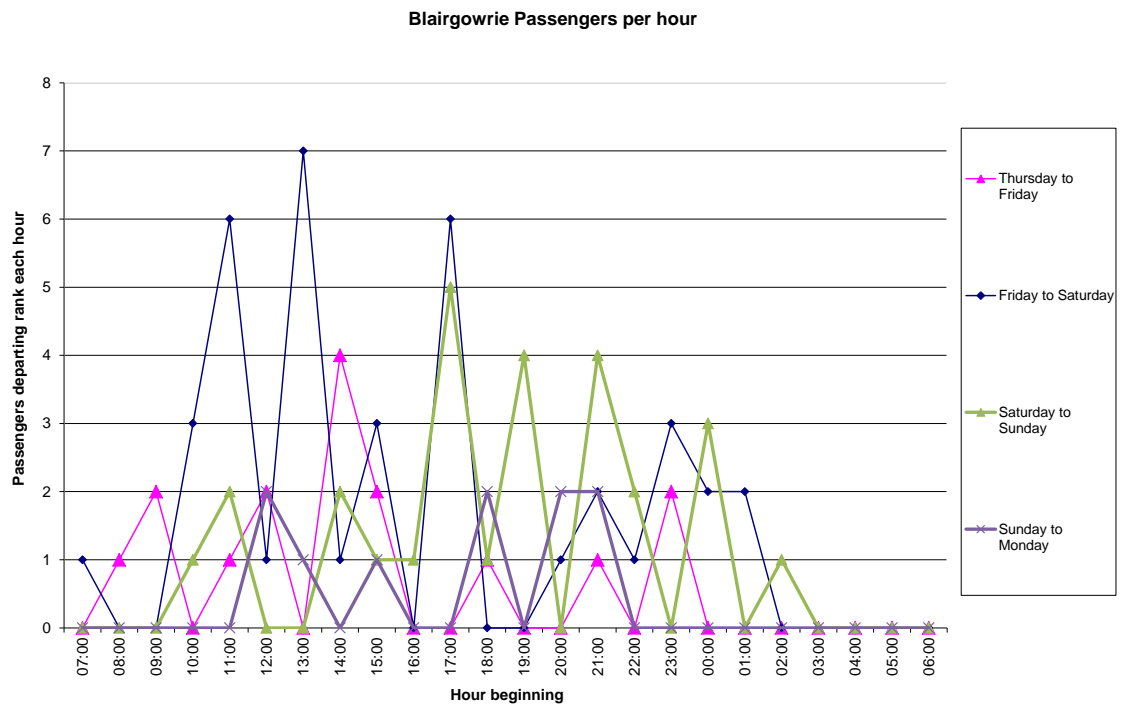


Figure 20 – Blairgowrie Passengers Per Hour

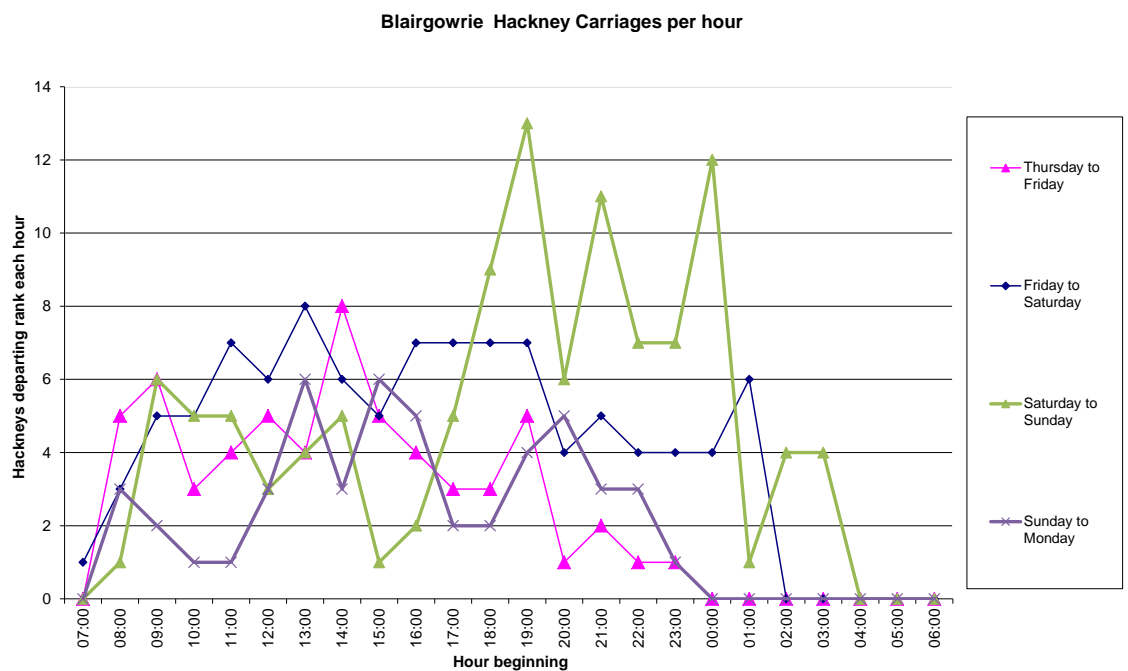


Figure 21 - Blairgowrie Hackney Carriages Per Hour

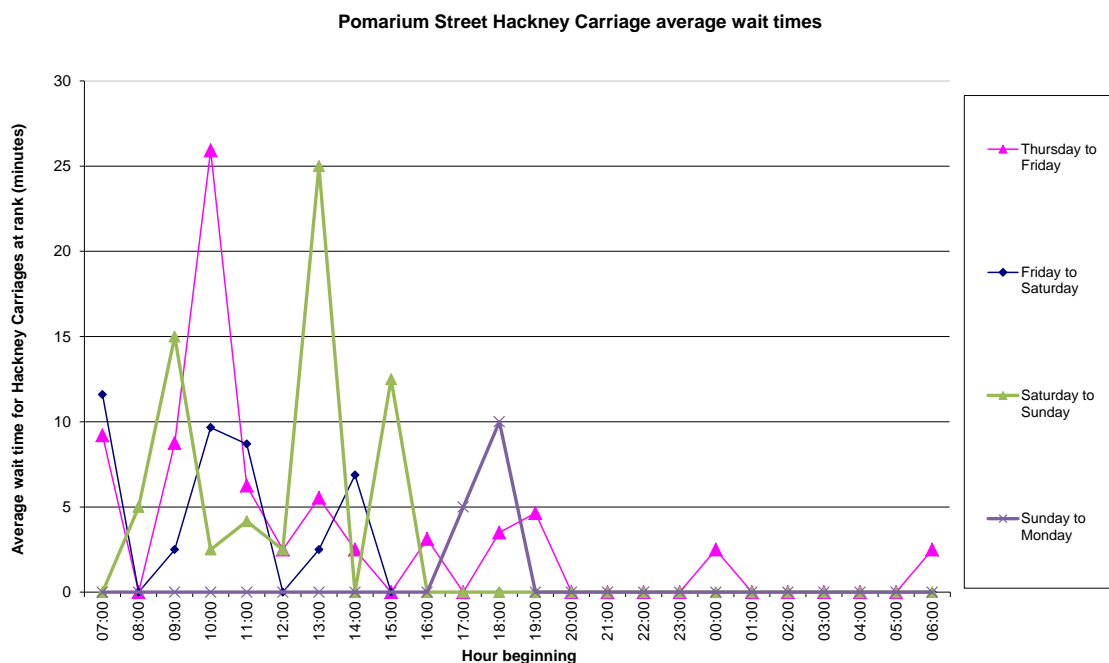


Figure 22 - Blairgowrie average Hackney Carriage wait times at the stance

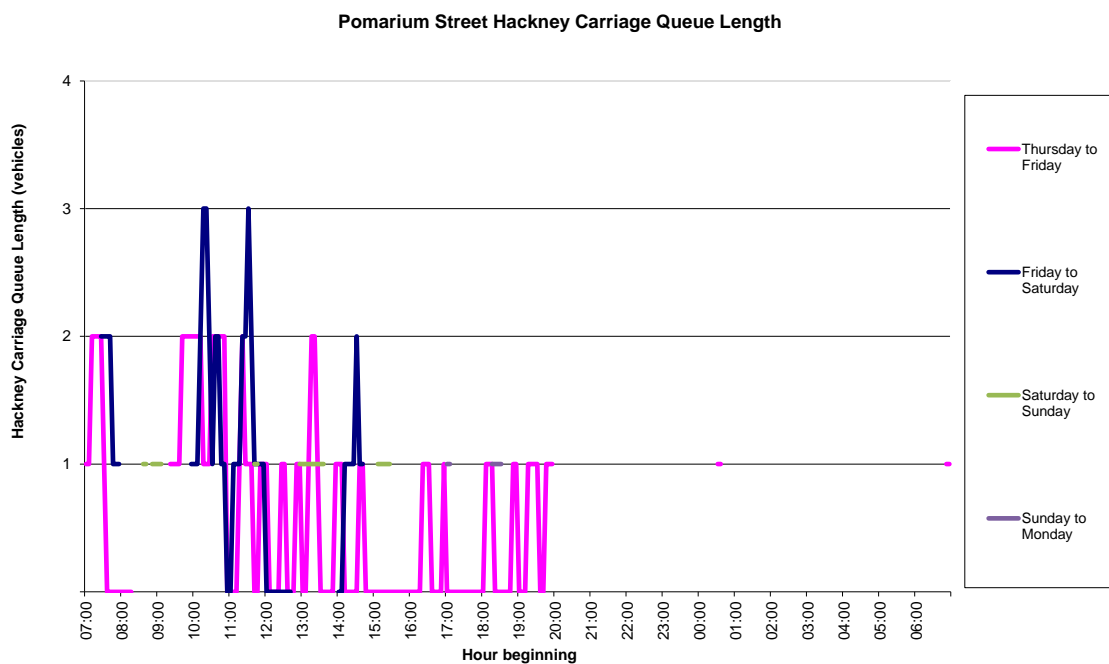


Figure 23 - Blairgowrie Hackney Carriage Queue Length

3.13 Summary of results

The results of the Blairgowrie stance survey, in terms of passenger and vehicle statistics are presented in the following tables.



Table 12 Stance Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Thursday to Friday	47	13	60	16	1.2	13
Friday to Saturday	73	28	101	39	1.4	16
Saturday to Sunday	89	22	111	27	1.2	14
Sunday to Monday	43	7	50	10	1.4	15
Total Observed	252	70	322	92	1.3	15
Estimated weekly total	393	109	502	140	1.3	

3.14 Blairgowrie Passenger Queues

Some periodic passenger queuing was observed throughout the survey period. A total of 17 passengers (12.1% of all observed passengers) waited for Hackney Carriages.

Observed queuing was generally characterised as occasional waiting by individual passengers or a single group of passengers travelling together. On the majority of occasions when passenger waiting was observed, the arrival of a single Hackney Carriage at the stance would clear all waiting passengers.

3.15 Wheel Chair Users

The observation of activity at the taxi stance included separate identification of any wheel chair users hiring a Hackney Carriage at the stances. There were no wheel chair users observed at the taxi stance over the four days surveyed.

3.16 Balance of Supply and Demand

The balance of supply of Hackney Carriages and demand for Hackney Carriages was assessed at the stances. 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.
- **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 was in equilibrium for all of the period surveyed.

3.17 Commentary on Blairgowrie results

Most of the hires undertaken by Hackney Carriages at the Blairgowrie stance were from telephone bookings. The minority of hires were off the stance. Therefore, with Hackney Carriages leaving the Stance for telephone bookings, the number of Hackney Carriages waiting at the Stance was not always consistently 3 or more for a complete hour. Hence, there was never an hour which exhibited excess demand. Similarly, the number of passengers waiting at



the stance never exceeded two, so there were never any hours which were classified as excess demand.



4 PUBLIC CONSULTATION

4.1 Public consultation questionnaires

Public attitude surveys were undertaken in Perth and Blairgowrie. The same questionnaire was used in both locations. However, in order to facilitate assessment of unmet demand separately for the two areas, the survey results are reported separately for Perth and for Blairgowrie. The questionnaire was designed for this study and field work was undertaken 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. In addition, the questionnaire was also hosted online and members of the public were invited to complete the questionnaire. 260 surveys were completed in Perth and 255 surveys in Blairgowrie.

The questionnaire, with results, is presented in this chapter, separately for each area.

Table 13 - Perth public consultation questionnaire with results incorporated.

	This brief questionnaire relates to Hackney Carriages and Private Hire Cars in the Perth & Kinross Council area.
	<p>There are two broadly defined types of vehicle, which operate for hire in Perth & Kinross. These are Hackney Carriages and Private Hire Cars, sometimes known as mini cabs.</p> <p>Hackney Carriages have a "TAXI" sign on the roof. Private Hire Cars do not have a TAXI sign on the roof.</p>



1.	<p>“Can you tell me all the ways in which a Private Hire Car may be hired? i.e. the ones without a TAXI sign on the roof.”</p> <p>Possible answers (tick all which apply): [This is to establish the level of understanding of the interviewee. Do not show to interviewee or suggest any answers to the interviewee]</p> <ul style="list-style-type: none">A) Book by telephoneB) Book online or via a mobile app.C) Book in person at a Private Hire Booking officeD) Hail a passing cab in the streetE) Hire a waiting cab in the street or in a car parkF) Hire one at a taxi stanceG) Don't knowH) Other (Please enter details) <p>108 of the 260 respondents chose one or more of the options other than telephone, online or booking office methods. The most common additional method chosen was E – Hire a waiting cab in the street or in a car park</p>
2.	<p>“Can you tell me all the ways in which a Hackney Carriage may be hired? i.e. the ones with a TAXI sign on the roof.”</p> <p>Possible answers (tick all which apply): [Do not show to interviewee or suggest any answers to the interviewee]</p> <ul style="list-style-type: none">I) Book by telephoneJ) Book online or via a mobile app.K) Book in person at a Private Hire Booking officeL) Hail a passing cab in the streetM) Hire a waiting cab in the street or in a car parkN) Hire one at a taxi stanceO) Don't knowP) Other (Please enter details) <p>All of the above options are possible. However, the most popular option was to hire by telephone, followed closely by hire at a stance.</p>
3.	<p>If the interviewee gets the answers to 1 wrong, or doesn't know, explain to the interviewee that Private Hire Cars must be pre-booked before use. Hackney Carriages can be pre-booked, hailed in the street or hired at a taxi stance.</p> <p>The questions were asked to establish the level of understanding. Those who chose non valid answers to question 1 (i.e. other than A, B or C) were told which are valid and legal options.</p>



4. In the **last three months**, have you made one or more trips by Hackney Carriage or Private Hire Car in Perth & Kinross and, if yes, was this a Hackney Carriage or Private Hire Car?

Yes Private Hire 1	67	25.8%
Yes Hackney Carriage 2	40	15.4%
Yes both types 3	103	39.6%
No 4	50	19.2%
	260	100.0%

If the answer is No, then go to Question 15 otherwise go to Q5

5. How frequently do you travel by Hackney Carriage, as opposed to Private Hire Car?

Rarely (e.g. less than twice a year) 1	14	6.7%
Very Occasionally (e.g. two to five trips a year) 2	45	21.4%
Occasionally (e.g. six to ten trips per year) 3	26	12.4%
Fairly often (e.g. up to five trips per month) 4	38	18.1%
Frequently (e.g. more than one trip per week) 5	84	40.0%
Never 6	3	1.4%
	210	58.6%

6. What was the purpose of your **last trip** by Hackney Carriage

Work or education 1	55	26.2%
Shopping 2	69	32.9%
Leisure 3	28	13.3%
Hospital / medical 4	11	5.2%
Link to other transport mode 5	17	8.1%
Personal business 6	26	12.4%
Other 7	4	1.9%
	210	77.6%

7. Regarding your **last trip** by Hackney Carriage **or** Private Hire Car, how did you obtain your Hackney Carriage or Private Hire Car?

At a stance 1 Go to Q8	26	12.4%
Hailed in the street 2 Go to Q9	56	26.7%
By telephone 3 Go to 10	128	61.0%
	210	100.0%



8. If hired from a stance –
How long did you have to wait for a Hackney Carriage at the stance?
_____ minutes **Go to Q13**

0 minutes	8	3.1%
2 minutes	3	1.2%
4 minutes	1	0.4%
5 minutes	11	4.2%
10 minutes	2	0.8%
15 minutes	1	0.4%
N/A	234	90.0%
	260	100.0%

9. If hailed on the street-
How long did it take you to hail a Hackney Carriage from the time you started looking for one? _____ minutes **Go to Q13**

0 minutes	0	0.0%
1 minute	3	1.2%
2 minutes	8	3.1%
3 minutes	10	3.8%
4 minutes	9	3.5%
5 minutes	27	10.4%
6 minutes	3	1.2%
7 minutes	4	1.5%
8 minutes	2	0.8%
9 minutes	0	0.0%
10 minutes	2	0.8%
N/A	192	73.8%
	260	100.0%

10. If hired by telephone-
Did you require the Hackney Carriage or Private Hire Car immediately, or did you pre-book it for another time?

Immediately 1 Go to Q11	110	42.3%
Not immediately 2 Go to Q12	6	2.3%
N/A	144	55.4%
	260	100.0%



11. If you telephoned for an immediate booking, how long did it take for the Hackney Carriage or Private Hire Car to arrive?

_____minutes **Go to Q13**

0 minutes	4	1.5%
1 minute	0	0.0%
2 minutes	0	0.0%
3 minutes	8	3.1%
4 minutes	4	1.5%
5 minutes	72	27.7%
6 minutes	0	0.0%
7 minutes	4	1.5%
8 minutes	0	0.0%
10 minutes	14	5.4%
20 minutes	4	1.5%
N/A	150	57.7%
	260	100.0%

12. If pre booked for another time, how close to the booked time did the Hackney Carriage or Private Hire Car arrive?

- _____minutes early, or, On time **99** , or, + _____minutes late

(use negative numbers to denote early arrival and positive numbers to denote late arrival) Go to Q13

On time	4	1.5%
1 minute	0	0.0%
2 minutes	0	0.0%
3 minutes	0	0.0%
4 minutes	0	0.0%
5 minutes	2	0.8%
6 minutes	0	0.0%
7 minutes	0	0.0%
8 minutes	0	0.0%
10 minutes	0	0.0%
20 minutes	0	0.0%
N/A	254	97.7%
	260	100.0%

13. Regarding your **last trip** by **Private Hire Car**, did you consider this trip to represent good value for money?

Yes 1	165	63.5%
No 2	45	17.3%
Not Applicable 3	50	19.2%
	260	100.0%



14.

Regarding your **last trip** by **Hackney Carriage**, did you consider this trip to represent good value for money?

Yes 1	161	62.9%
No 2	45	17.6%
Not Applicable 3	50	19.5%
	256	100.0%

15.

With respect to the standard of **Hackney Carriages**, in Perth & Kinross. How would you rate the following aspects, using the ratings; Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):

a) Vehicle Cleanliness

b) Standard of mechanical condition

c) Driver Helpfulness

d) Driver standard of dress

e) Driver standard of hygiene

f) Driver professionalism

g) Driver communication

h) Driver knowledge of the area.

	a	b	c	d	e	f	g	h
Very Poor	11	0	0	0	0	0	0	0
Poor	0	0	11	6	12	0	17	22
Neutral	42	64	48	107	84	54	49	38
Good	120	115	106	77	77	129	132	52
Very Good	87	81	95	70	87	77	62	148
Total	260	260	260	260	260	260	260	260

	a	b	c	d	e	f	g	h
Very Poor	4%	0%	0%	0%	0%	0%	0%	0%
Poor	0%	0%	4%	2%	5%	0%	7%	8%
Neutral	16%	25%	18%	41%	32%	21%	19%	15%
Good	46%	44%	41%	30%	30%	50%	51%	20%
Very Good	33%	31%	37%	27%	33%	30%	24%	57%
Total	100%	100%	100%	100%	100%	100%	100%	100%



16.

With respect to the standard of **Private Hire Cars**, in Perth & Kinross. How would you rate the following aspects, using the ratings;
Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):

i) Vehicle Cleanliness
j) Standard of mechanical condition
k) Driver Helpfulness
l) Driver standard of dress
m) Driver standard of hygiene
n) Driver professionalism
o) Driver communication
p) Driver knowledge of the area.

	i	j	k	l	m	n	o	p
Very Poor	0	0	0	0	0	0	0	0
Poor	0	0	0	0	0	0	10	0
Neutral	21	43	70	81	55	82	50	40
Good	169	113	73	68	122	89	100	33
Very Good	70	104	117	111	83	89	100	187
Total	260	260	260	260	260	260	260	260

	i	j	k	l	m	n	o	p
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%
Poor	0%	0%	0%	0%	0%	0%	4%	0%
Neutral	8%	17%	27%	31%	21%	32%	19%	15%
Good	65%	43%	28%	26%	47%	34%	38%	13%
Very Good	27%	40%	45%	43%	32%	34%	38%	72%
Total	100%	100%	100%	100%	100%	100%	100%	100%

17.

Have you encountered any difficulty in entering or exiting any particular type of Hackney Carriage or Private Hire Car? Yes 1 No 2

Yes	0	0.0%
No	260	100.0%
	260	100.0%

18.

If the answer to the previous question was yes, do you recall which type of vehicle this was?
Hackney Carriage 1 Private Hire Car 2 Don't know 3



	THE FOLLOWING QUESTIONS RELATE TO HACKNEY CARRIAGES ONLY, NOT Private Hire Cars														
19.	<p>Regarding any trips by Hackney Carriage in the last three months: Were you or anyone in your party disabled?, e.g. mobility impaired, visually impaired or a wheel chair user</p> <p>Yes, another member of the party 1 Yes, the respondent 2 No 3 (go to Q23)</p> <table border="1"> <tr> <td>Yes, another member of the party</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Yes, the respondent</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No</td> <td>260</td> <td>100.0%</td> </tr> <tr> <td></td> <td>260</td> <td>100.0%</td> </tr> </table>			Yes, another member of the party	0	0.0%	Yes, the respondent	0	0.0%	No	260	100.0%		260	100.0%
Yes, another member of the party	0	0.0%													
Yes, the respondent	0	0.0%													
No	260	100.0%													
	260	100.0%													
20.	If the answer to the previous question was yes, can you recall the type or types of impairment or disability?														
21.	Did travelling with a mobility impaired or disabled person create any difficulties with travel? If so, can you describe any difficulties encountered?														
22.	Do you have any suggestions regarding how the service provided by Hackney Carriages could be improved to address or overcome such difficulties?														



23.	<p>What is the principal factor which limits your use of Hackney Carriages? Please choose the most relevant factor for you:</p> <p>Cost 1 Waiting time 2 Usually cycle or walk 3 Use the bus instead 4 No need to use Hackney Carriages 5 Drivers don't know the route 6 The nearest taxi stances are too far away 7 I generally use a car 8 I use Private Hire Cars 9 Other 10 (Please record the other reason if available)</p> <table border="1"> <tr> <td>Cost</td> <td>116</td> <td>44.6%</td> </tr> <tr> <td>Waiting time</td> <td>18</td> <td>6.9%</td> </tr> <tr> <td>Usually cycle or walk</td> <td>21</td> <td>8.1%</td> </tr> <tr> <td>Use the bus instead</td> <td>26</td> <td>10.0%</td> </tr> <tr> <td>No need to use Hackney Carriages</td> <td>11</td> <td>4.2%</td> </tr> <tr> <td>Drivers don't know the route</td> <td>5</td> <td>1.9%</td> </tr> <tr> <td>The nearest taxi stances are too far away</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>I generally use a car</td> <td>53</td> <td>20.4%</td> </tr> <tr> <td>I use Private Hire Cars</td> <td>10</td> <td>3.8%</td> </tr> <tr> <td>Other (Please record the other reason if available)</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td></td> <td>260</td> <td>100.0%</td> </tr> </table>	Cost	116	44.6%	Waiting time	18	6.9%	Usually cycle or walk	21	8.1%	Use the bus instead	26	10.0%	No need to use Hackney Carriages	11	4.2%	Drivers don't know the route	5	1.9%	The nearest taxi stances are too far away	0	0.0%	I generally use a car	53	20.4%	I use Private Hire Cars	10	3.8%	Other (Please record the other reason if available)	0	0.0%		260	100.0%
Cost	116	44.6%																																
Waiting time	18	6.9%																																
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Other (Please record the other reason if available)	0	0.0%																																
	260	100.0%																																
24.	<p>Have you experienced problems in obtaining a Hackney Carriage in Perth & Kinross in the last three months?</p> <p>Yes 1 Go to Q25 No 2 Go to Q28</p> <table border="1"> <tr> <td>Yes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No</td> <td>260</td> <td>100.0%</td> </tr> <tr> <td></td> <td>260</td> <td>100.0%</td> </tr> </table>	Yes	0	0.0%	No	260	100.0%		260	100.0%																								
Yes	0	0.0%																																
No	260	100.0%																																
	260	100.0%																																
25.	<p>If _____ yes, _____ for _____ what reason? _____</p>																																	
26.	<p>If yes, Where did this problem occur?</p>																																	
27.	<p>If yes, approximately what time of day and day of week did this occur?</p>																																	



28.	What method do you use most often to obtain a Hackney Carriage (NOT PRIVATE HIRE!)? Phone booking 1 Hailed 2 At Stance 3 Never use Hackney Carriages 4	<table><tr><td>Phone booking 1</td><td>178</td><td>68.5%</td></tr><tr><td>Hailed 2</td><td>25</td><td>9.6%</td></tr><tr><td>At Stance 3</td><td>57</td><td>21.9%</td></tr><tr><td>Never use Hackney Carriages 4</td><td>0</td><td>0.0%</td></tr><tr><td></td><td>260</td><td>100%</td></tr></table>	Phone booking 1	178	68.5%	Hailed 2	25	9.6%	At Stance 3	57	21.9%	Never use Hackney Carriages 4	0	0.0%		260	100%						
Phone booking 1	178	68.5%																					
Hailed 2	25	9.6%																					
At Stance 3	57	21.9%																					
Never use Hackney Carriages 4	0	0.0%																					
	260	100%																					
29.	How would you assess the availability of Hackney Carriages in Perth & Kinross ? Very good 5 Good 4 Average 3 Poor 2 Very poor 1 Don't know 6	<table><tr><td>Very Poor</td><td>0</td><td>0.0%</td></tr><tr><td>Poor</td><td>0</td><td>0.0%</td></tr><tr><td>Neutral</td><td>8</td><td>3.1%</td></tr><tr><td>Good</td><td>72</td><td>27.7%</td></tr><tr><td>Very Good</td><td>180</td><td>69.2%</td></tr><tr><td>Don't know</td><td>0</td><td>0.0%</td></tr><tr><td></td><td>260</td><td>100.0%</td></tr></table>	Very Poor	0	0.0%	Poor	0	0.0%	Neutral	8	3.1%	Good	72	27.7%	Very Good	180	69.2%	Don't know	0	0.0%		260	100.0%
Very Poor	0	0.0%																					
Poor	0	0.0%																					
Neutral	8	3.1%																					
Good	72	27.7%																					
Very Good	180	69.2%																					
Don't know	0	0.0%																					
	260	100.0%																					
30.	If the cost of Hackney Carriage fares was to increase by 10%, do you think this would lead to you using Hackney Carriages less frequently?	<table><tr><td>Yes</td><td>159</td><td>61.2%</td></tr><tr><td>No</td><td>101</td><td>38.8%</td></tr><tr><td></td><td>260</td><td>100.0%</td></tr></table>	Yes	159	61.2%	No	101	38.8%		260	100.0%												
Yes	159	61.2%																					
No	101	38.8%																					
	260	100.0%																					
31.	If the cost of Hackney Carriage fares was to decrease by 10%, do you think this would lead to you using Hackney Carriages more frequently?	<table><tr><td>Yes</td><td>176</td><td>67.7%</td></tr><tr><td>No</td><td>84</td><td>32.3%</td></tr><tr><td></td><td>260</td><td>100.0%</td></tr></table>	Yes	176	67.7%	No	84	32.3%		260	100.0%												
Yes	176	67.7%																					
No	84	32.3%																					
	260	100.0%																					
32.	Are there any locations where you would like a new Taxi Stance?	<table><tr><td>Yes</td><td>2</td><td>0.8%</td></tr><tr><td>No</td><td>258</td><td>99.2%</td></tr><tr><td></td><td>260</td><td>100.0%</td></tr></table>	Yes	2	0.8%	No	258	99.2%		260	100.0%												
Yes	2	0.8%																					
No	258	99.2%																					
	260	100.0%																					



33.	<p>If the answer above was yes, please specify.</p> <p>_____ #</p> <p>Both respondents indicated St Catherine's retail park</p>										
34.	<p>Are there any existing Taxi stances that you would use more often if Hackney Carriages were more reliably found there?</p> <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 150px;"> <tr> <td style="padding: 2px 5px;">Yes</td> <td style="text-align: center; padding: 2px 5px;">0</td> <td style="text-align: center; padding: 2px 5px;">0.0%</td> </tr> <tr> <td style="padding: 2px 5px;">No</td> <td style="text-align: center; padding: 2px 5px;">260</td> <td style="text-align: center; padding: 2px 5px;">100.0%</td> </tr> <tr> <td style="padding: 2px 5px;"></td> <td style="text-align: center; padding: 2px 5px;">260</td> <td style="text-align: center; padding: 2px 5px;">100.0%</td> </tr> </table>	Yes	0	0.0%	No	260	100.0%		260	100.0%	
Yes	0	0.0%									
No	260	100.0%									
	260	100.0%									
35.	<p>If the answer above was yes, please specify.</p> <p>_____</p>										
36.	<p>Have you wanted to hire a Hackney Carriage in the last three months at a taxi stance or by hailing and given up or made alternative arrangements for travel because none were available?</p> <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 150px;"> <tr> <td style="padding: 2px 5px;">Yes</td> <td style="text-align: center; padding: 2px 5px;">0</td> <td style="text-align: center; padding: 2px 5px;">0.0%</td> </tr> <tr> <td style="padding: 2px 5px;">No</td> <td style="text-align: center; padding: 2px 5px;">260</td> <td style="text-align: center; padding: 2px 5px;">100.0%</td> </tr> <tr> <td style="padding: 2px 5px;"></td> <td style="text-align: center; padding: 2px 5px;">260</td> <td style="text-align: center; padding: 2px 5px;">100.0%</td> </tr> </table>	Yes	0	0.0%	No	260	100.0%		260	100.0%	
Yes	0	0.0%									
No	260	100.0%									
	260	100.0%									
37.	<p>If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?</p> <p>_____</p>										
38.	<p>Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Car, 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, this relates to Hackney Carriages not Private Hire, check for understanding]</p> <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 150px;"> <tr> <td style="padding: 2px 5px;">Yes</td> <td style="text-align: center; padding: 2px 5px;">5</td> <td style="text-align: center; padding: 2px 5px;">1.9%</td> </tr> <tr> <td style="padding: 2px 5px;">No</td> <td style="text-align: center; padding: 2px 5px;">255</td> <td style="text-align: center; padding: 2px 5px;">98.1%</td> </tr> <tr> <td style="padding: 2px 5px;"></td> <td style="text-align: center; padding: 2px 5px;">260</td> <td style="text-align: center; padding: 2px 5px;">100.0%</td> </tr> </table>	Yes	5	1.9%	No	255	98.1%		260	100.0%	
Yes	5	1.9%									
No	255	98.1%									
	260	100.0%									
39.	<p>If the answer to the previous question is yes, how long approximately was the wait time quoted?</p> <p>_____ minutes or No Availability (Code 999 minutes if no availability)</p> <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 200px;"> <tr> <th style="padding: 2px 5px;">Minutes</th> <th style="padding: 2px 5px;">Frequency of response</th> </tr> <tr> <td style="text-align: center; padding: 2px 5px;">40</td> <td style="text-align: center; padding: 2px 5px;">1</td> </tr> <tr> <td style="text-align: center; padding: 2px 5px;">30</td> <td style="text-align: center; padding: 2px 5px;">2</td> </tr> <tr> <td style="text-align: center; padding: 2px 5px;">25</td> <td style="text-align: center; padding: 2px 5px;">1</td> </tr> <tr> <td style="text-align: center; padding: 2px 5px;">10</td> <td style="text-align: center; padding: 2px 5px;">1</td> </tr> </table>	Minutes	Frequency of response	40	1	30	2	25	1	10	1
Minutes	Frequency of response										
40	1										
30	2										
25	1										
10	1										
40.	<p>Are there any features of Hackney Carriage services in Perth & Kinross that</p>										



	<p>you feel are particularly good? If so, please tell us what features.</p> <table><tr><td>Response</td><td>Frequency of response</td></tr><tr><td>Drivers</td><td>7</td></tr><tr><td>Easy to get a taxi</td><td>3</td></tr><tr><td>Good level of service</td><td>3</td></tr></table>	Response	Frequency of response	Drivers	7	Easy to get a taxi	3	Good level of service	3							
Response	Frequency of response															
Drivers	7															
Easy to get a taxi	3															
Good level of service	3															
41.	<p>What would encourage you to use Hackney Carriages more frequently?</p> <p>21 respondents indicated lower fares would encourage more frequent use. No other suggestions were provided.</p>															
42.	<p>Are there any features of Hackney Carriage services in Perth & Kinross that you feel are UNSATISFACTORY? If so, please tell us what features.</p> <table><tr><td>Response</td><td>Frequency of response</td></tr><tr><td>Fares can be high</td><td>2</td></tr><tr><td>Drivers need to learn patience!</td><td>1</td></tr></table>	Response	Frequency of response	Fares can be high	2	Drivers need to learn patience!	1									
Response	Frequency of response															
Fares can be high	2															
Drivers need to learn patience!	1															
43.	<p>Would you like to see any improvements to Hackney Carriage services in Perth & Kinross? If so, what improvements would you like to see?</p> <p>No suggestions</p>															
44.	<p>Are you a permanent resident in Perth & Kinross Council area?</p> <p>Yes 1 No, I am a visitor (on business / personal business) 2 No, I am a Tourist 3 No, I am a visitor for another purpose 4</p> <table><tr><td>Yes 1</td><td>248</td><td>95.4%</td></tr><tr><td>No, I am a visitor (on business / personal business) 2</td><td>9</td><td>3.5%</td></tr><tr><td>No, I am a Tourist 3</td><td>3</td><td>1.2%</td></tr><tr><td>No, I am a visitor for another purpose 4</td><td>0</td><td>0.0%</td></tr><tr><td></td><td>260</td><td>100.0%</td></tr></table>	Yes 1	248	95.4%	No, I am a visitor (on business / personal business) 2	9	3.5%	No, I am a Tourist 3	3	1.2%	No, I am a visitor for another purpose 4	0	0.0%		260	100.0%
Yes 1	248	95.4%														
No, I am a visitor (on business / personal business) 2	9	3.5%														
No, I am a Tourist 3	3	1.2%														
No, I am a visitor for another purpose 4	0	0.0%														
	260	100.0%														
45.	<p>Is the respondent Male 1 or Female 2</p>															



	<table><tr><td>Male</td><td>135</td><td>51.9%</td></tr><tr><td>Female</td><td>125</td><td>48.1%</td></tr><tr><td></td><td>260</td><td>100.0%</td></tr></table>	Male	135	51.9%	Female	125	48.1%		260	100.0%
Male	135	51.9%								
Female	125	48.1%								
	260	100.0%								
	Thank the respondent for their patience and cooperation.									

4.2 Comments on the Perth results

42% of respondents selected a method of hiring Private Hire Cars which was not valid. It is not uncommon for members of the public to be unaware of all the differences between Private Hire Cars and Hackney Carriages in terms of the way in which the different types of vehicle may be hired. By asking these questions, the surveyors were able to assess the level of understanding and inform those who were not aware, of what the differences are.

The use of licensed vehicles in the last three months was relatively high, at 81%. A high proportion of respondents indicated that they use Hackney Carriages more than once a month.

Shopping was the most popular trip purpose, when using a Hackney Carriage. Leisure was the third most common as the trip purpose.

The majority of those who stated that they hailed a taxi for their last journey, recalled that they managed to obtain one within five minutes.

Most respondents feel that both Hackney Carriages and Private Hire Cars offer good value for money. However, respondents indicated that they are sensitive to price and would be deterred from using Hackney Carriages as frequently, if the price were to increase.

In general, there is little evidence that the public feel that taxi service levels are unsatisfactory. Hackney Carriages are generally found to be clean and in good repair,

No respondents indicated that they had given up seeking to hire a Hackney Carriage. This is a strong indicator that there is little or no latent demand which is unmet.



Table 14 - Blairgowrie public consultation questionnaire with results incorporated.

	This brief questionnaire relates to Hackney Carriages and Private Hire Cars in the Perth & Kinross Council area.
	<p>There are two broadly defined types of vehicle, which operate for hire in Perth & Kinross. These are Hackney Carriages and Private Hire Cars, sometimes known as mini cabs.</p> <p>Hackney Carriages have a "TAXI" sign on the roof. Private Hire Cars do not have a TAXI sign on the roof.</p>
1.	<p>"Can you tell me all the ways in which a Private Hire Car may be hired? i.e. the ones without a TAXI sign on the roof."</p> <p>Possible answers (tick all which apply): [This is to establish the level of understanding of the interviewee. Do not show to interviewee or suggest any answers to the interviewee]</p> <ul style="list-style-type: none"> A) Book by telephone B) Book online or via a mobile app. C) Book in person at a Private Hire Booking office D) Hail a passing cab in the street E) Hire a waiting cab in the street or in a car park F) Hire one at a taxi stance G) Don't know H) Other (Please enter details) <p>111 of the 255 respondents chose one or more of the options other than telephone, online or booking office methods. The most common additional method chosen was E – Hire a waiting cab in the street or in a car park</p>



2.	<p>“Can you tell me all the ways in which a Hackney Carriage may be hired? i.e. the ones with a TAXI sign on the roof.”</p> <p>Possible answers (tick all which apply): [Do not show to interviewee or suggest any answers to the interviewee]</p> <p>I) Book by telephone J) Book online or via a mobile app. K) Book in person at a Private Hire Booking office L) Hail a passing cab in the street M) Hire a waiting cab in the street or in a car park N) Hire one at a taxi stance O) Don't know P) Other (Please enter details)</p> <p>All of the above options are possible. However, the most popular option was to hire by telephone, followed closely by hire at a stance.</p>															
3.	<p>If the interviewee gets the answers to 1 wrong, or doesn't know, explain to the interviewee that Private Hire Cars must be pre-booked before use. Hackney Carriages can be pre-booked, hailed in the street or hired at a taxi stance.</p> <p>The questions were asked to establish the level of understanding. Those who chose non valid answers to question 1 (i.e. other than A, B or C) were told which are valid and legal options.</p>															
4.	<p>In the last three months, have you made one or more trips by Hackney Carriage or Private Hire Car in Perth & Kinross and, if yes, was this a Hackney Carriage or Private Hire Car?</p> <table border="1" data-bbox="435 1335 1040 1536"> <tr> <td>Yes Private Hire 1</td> <td>53</td> <td>20.8%</td> </tr> <tr> <td>Yes Hackney Carriage 2</td> <td>33</td> <td>12.9%</td> </tr> <tr> <td>Yes both types 3</td> <td>128</td> <td>50.2%</td> </tr> <tr> <td>No 4</td> <td>41</td> <td>16.1%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table> <p><i>If the answer is No, then go to Question 15 otherwise go to Q5</i></p>	Yes Private Hire 1	53	20.8%	Yes Hackney Carriage 2	33	12.9%	Yes both types 3	128	50.2%	No 4	41	16.1%		255	100.0%
Yes Private Hire 1	53	20.8%														
Yes Hackney Carriage 2	33	12.9%														
Yes both types 3	128	50.2%														
No 4	41	16.1%														
	255	100.0%														



5.

How frequently do you travel by Hackney Carriage, as opposed to Private Hire Car?

Rarely (e.g. less than twice a year) 1	57	22.4%
Very Occasionally (e.g. two to five trips a year) 2	47	18.4%
Occasionally (e.g. six to ten trips per year) 3	28	11.0%
Fairly often (e.g. up to five trips per month) 4	41	16.1%
Frequently (e.g. more than one trip per week) 5	39	15.3%
Never 6	2	0.8%
N/A	41	16.1%
	255	100.0%

6.

What was the purpose of your **last trip** by Hackney Carriage

Work or education 1	21	8.2%
Shopping 2	89	34.9%
Leisure 3	66	25.9%
Hospital / medical 4	10	3.9%
Link to other transport mode 5	24	9.4%
Personal business 6	4	1.6%
Other 7	0	0.0%
N/A	41	16.1%
	255	100.0%

7.

Regarding your **last trip** by Hackney Carriage **OR** Private Hire Car, how did you obtain your Hackney Carriage or Private Hire Car?

At a stance 1 Go to Q8	22	10.3%
Hailed in the street 2 Go to Q9	55	25.7%
By telephone 3 Go to 10	137	64.0%
	214	100.0%



8. If hired from a stance –
How long did you have to wait for a Hackney Carriage at the stance?
_____ minutes **Go to Q13**

0 minutes	2	0.78%
2 minutes	7	2.75%
4 minutes	2	0.78%
5 minutes	6	2.35%
10 minutes	3	1.18%
15 minutes	2	0.78%
N/A	233	91.37%
	255	100.00%

9. If hailed on the street-
How long did it take you to hail a Hackney Carriage from the time you started looking for one? _____ minutes **Go to Q13**

0 minutes	6	2.35%
1 minute	11	4.31%
2 minutes	8	3.14%
3 minutes	6	2.35%
4 minutes	4	1.57%
5 minutes	6	2.35%
6 minutes	2	0.78%
7 minutes	6	2.35%
8 minutes	4	1.57%
9 minutes	0	0.00%
10 minutes	2	0.78%
N/A	200	78.43%
	255	100.00%

10. If hired by telephone-
Did you require the Hackney Carriage or Private Hire Car immediately, or did you pre-book it for another time?

Immediately 1 Go to Q11	137	53.73%
Not immediately 2 Go to Q12	6	2.35%
N/A	112	43.92%
	255	100.00%



11. If you telephoned for an immediate booking, how long did it take for the Hackney Carriage or Private Hire Car to arrive?
 _____ minutes **Go to Q13**

0 minutes	12	4.71%
1 minute	11	4.31%
2 minutes	0	0.00%
3 minutes	5	1.96%
4 minutes	3	1.18%
5 minutes	86	33.73%
6 minutes	0	0.00%
7 minutes	3	1.18%
8 minutes	0	0.00%
10 minutes	13	5.10%
20 minutes	4	1.57%
N/A	118	46.27%
	255	100.00%

12. If pre booked for another time, how close to the booked time did the Hackney Carriage or Private Hire Car arrive?
 -_____minutes early, or, On time **99** , or, +_____minutes late
(use negative numbers to denote early arrival and positive numbers to denote late arrival) Go to Q13

On time	6	2.4%
1 minute	0	0.0%
2 minutes	0	0.0%
3 minutes	0	0.0%
4 minutes	0	0.0%
5 minutes	0	0.0%
6 minutes	0	0.0%
7 minutes	0	0.0%
8 minutes	0	0.0%
10 minutes	0	0.0%
20 minutes	0	0.0%
N/A	249	97.6%
	255	100.0%



13.

Regarding your **last trip** by **Private Hire Car**, did you consider this trip to represent good value for money?

Yes 1	164	64.3%
No 2	50	19.6%
Not Applicable 3	41	16.1%
	255	100.0%

14.

Regarding your **last trip** by **Hackney Carriage**, did you consider this trip to represent good value for money?

Yes 1	164	64.3%
No 2	50	19.6%
Not Applicable 3	41	16.1%
	255	100.0%

15.

With respect to the standard of **Hackney Carriages**, in Perth & Kinross. How would you rate the following aspects, using the ratings; Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):

a) Vehicle Cleanliness
b) Standard of mechanical condition
c) Driver Helpfulness
d) Driver standard of dress
e) Driver standard of hygiene
f) Driver professionalism
g) Driver communication
h) Driver knowledge of the area.

	a	b	c	d	e	f	g	h
Very Poor	0	0	0	0	0	0	0	0
Poor	0	0	8	4	10	0	12	23
Neutral	50	75	54	105	83	60	54	39
Good	122	104	110	81	82	125	134	44
Very Good	83	76	83	65	80	70	55	149
Total	255	255	255	255	255	255	255	255

	A	b	c	d	e	f	g	h
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%
Poor	0%	0%	3%	2%	4%	0%	5%	9%
Neutral	20%	29%	21%	41%	33%	24%	21%	15%
Good	48%	41%	43%	32%	32%	49%	53%	17%
Very Good	33%	30%	33%	25%	31%	27%	22%	58%
Total	100%	100%	100%	100%	100%	100%	100%	100%



16. With respect to the standard of **Private Hire Cars**, in Perth & Kinross. How would you rate the following aspects, using the ratings; Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):

i) Vehicle Cleanliness
j) Standard of mechanical condition
k) Driver Helpfulness
l) Driver standard of dress
m) Driver standard of hygiene
n) Driver professionalism
o) Driver communication
p) Driver knowledge of the area.

	i	j	k	l	m	n	o	p
Very Poor	0	0	0	0	0	0	0	0
Poor	0	0	0	0	0	0	15	0
Neutral	25	50	75	89	54	88	47	37
Good	162	110	77	67	128	88	105	36
Very Good	68	95	103	99	73	79	88	182
Total	255	255	255	255	255	255	255	255

	i	j	k	l	m	n	o	p
Very Poor	0%	0%	0%	0%	0%	0%	0%	0%
Poor	0%	0%	0%	0%	0%	0%	6%	0%
Neutral	10%	20%	29%	35%	21%	35%	18%	15%
Good	64%	43%	30%	26%	50%	35%	41%	14%
Very Good	27%	37%	40%	39%	29%	31%	35%	71%
Total	100%	100%	100%	100%	100%	100%	100%	100%

17. Have you encountered any difficulty in entering or exiting any particular type of Hackney Carriage or Private Hire Car? Yes 1 No 2

Yes	0	0.0%
No	255	100.0%
	255	100.0%

18. If the answer to the previous question was yes, do you recall which type of vehicle this was?
Hackney Carriage 1 Private Hire Car 2 Don't know 3



THE FOLLOWING QUESTIONS RELATE TO HACKNEY CARRIAGES ONLY, NOT Private Hire Cars																																			
19.	<p>Regarding any trips by Hackney Carriage in the last three months: Were you or anyone in your party disabled?, e.g. mobility impaired, visually impaired or a wheel chair user</p> <p>Yes, another member of the party 1 Yes, the respondent 2 No 3 (go to Q23)</p> <table border="1"> <tr> <td>Yes, another member of the party</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Yes, the respondent</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No</td> <td>255</td> <td>100.0%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>		Yes, another member of the party	0	0.0%	Yes, the respondent	0	0.0%	No	255	100.0%		255	100.0%																					
Yes, another member of the party	0	0.0%																																	
Yes, the respondent	0	0.0%																																	
No	255	100.0%																																	
	255	100.0%																																	
20.	If the answer to the previous question was yes, can you recall the type or types of impairment or disability?																																		
21.	Did travelling with a mobility impaired or disabled person create any difficulties with travel? If so, can you describe any difficulties encountered?																																		
22.	Do you have any suggestions regarding how the service provided by Hackney Carriages could be improved to address or overcome such difficulties?																																		
23.	<p>What is the principal factor which limits your use of Hackney Carriages? Please choose the most relevant factor for you:</p> <table border="1"> <tr> <td>Cost</td> <td>110</td> <td>43.1%</td> </tr> <tr> <td>Waiting time</td> <td>14</td> <td>5.5%</td> </tr> <tr> <td>Usually cycle or walk</td> <td>25</td> <td>9.8%</td> </tr> <tr> <td>Use the bus instead</td> <td>32</td> <td>12.5%</td> </tr> <tr> <td>No need to use Hackney Carriages</td> <td>35</td> <td>13.7%</td> </tr> <tr> <td>Drivers don't know the route</td> <td>7</td> <td>2.7%</td> </tr> <tr> <td>The nearest taxi stances are too far away</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>I generally use a car</td> <td>22</td> <td>8.6%</td> </tr> <tr> <td>I use Private Hire Cars</td> <td>10</td> <td>3.9%</td> </tr> <tr> <td>Other (Please record the other reason if available)</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>		Cost	110	43.1%	Waiting time	14	5.5%	Usually cycle or walk	25	9.8%	Use the bus instead	32	12.5%	No need to use Hackney Carriages	35	13.7%	Drivers don't know the route	7	2.7%	The nearest taxi stances are too far away	0	0.0%	I generally use a car	22	8.6%	I use Private Hire Cars	10	3.9%	Other (Please record the other reason if available)	0	0.0%		255	100.0%
Cost	110	43.1%																																	
Waiting time	14	5.5%																																	
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I use Private Hire Cars	10	3.9%																																	
Other (Please record the other reason if available)	0	0.0%																																	
	255	100.0%																																	



24.	<p>Have you experienced problems in obtaining a Hackney Carriage in Perth & Kinross in the last three months?</p> <p>Yes 1 Go to Q25 No 2 Go to Q28</p> <table border="1"> <tr> <td>Yes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No</td> <td>255</td> <td>100.0%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Yes	0	0.0%	No	255	100.0%		255	100.0%												
Yes	0	0.0%																				
No	255	100.0%																				
	255	100.0%																				
25.	<p>If _____ yes, _____ for _____ what reason? _____</p>																					
26.	<p>If yes, Where did this problem occur?</p>																					
27.	<p>If yes, approximately what time of day and day of week did this occur?</p>																					
28.	<p>What method do you use most often to obtain a Hackney Carriage (NOT PRIVATE HIRE!)?</p> <table border="1"> <tr> <td>Phone booking 1</td> <td>196</td> <td>76.9%</td> </tr> <tr> <td>Hailed 2</td> <td>25</td> <td>9.8%</td> </tr> <tr> <td>At Stance 3</td> <td>34</td> <td>13.3%</td> </tr> <tr> <td>Never use Hackney Carriages 4</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Phone booking 1	196	76.9%	Hailed 2	25	9.8%	At Stance 3	34	13.3%	Never use Hackney Carriages 4	0	0.0%		255	100.0%						
Phone booking 1	196	76.9%																				
Hailed 2	25	9.8%																				
At Stance 3	34	13.3%																				
Never use Hackney Carriages 4	0	0.0%																				
	255	100.0%																				
29.	<p>How would you assess the availability of Hackney Carriages in Perth & Kinross ?</p> <p>Very good 5 Good 4 Average 3 Poor 2 Very poor 1 Don't know 6</p> <table border="1"> <tr> <td>Very Poor</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Poor</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>Neutral</td> <td>7</td> <td>2.7%</td> </tr> <tr> <td>Good</td> <td>71</td> <td>27.8%</td> </tr> <tr> <td>Very Good</td> <td>164</td> <td>64.3%</td> </tr> <tr> <td>Don't know</td> <td>13</td> <td>5.1%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Very Poor	0	0.0%	Poor	0	0.0%	Neutral	7	2.7%	Good	71	27.8%	Very Good	164	64.3%	Don't know	13	5.1%		255	100.0%
Very Poor	0	0.0%																				
Poor	0	0.0%																				
Neutral	7	2.7%																				
Good	71	27.8%																				
Very Good	164	64.3%																				
Don't know	13	5.1%																				
	255	100.0%																				



30.	<p>If the cost of Hackney Carriage fares was to increase by 10%, do you think this would lead to you using Hackney Carriages less frequently?</p> <table border="1"> <tr> <td>Yes</td> <td>172</td> <td>67.5%</td> </tr> <tr> <td>No</td> <td>83</td> <td>32.5%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Yes	172	67.5%	No	83	32.5%		255	100.0%
Yes	172	67.5%								
No	83	32.5%								
	255	100.0%								
31.	<p>If the cost of Hackney Carriage fares was to decrease by 10%, do you think this would lead to you using Hackney Carriages more frequently?</p> <table border="1"> <tr> <td>Yes</td> <td>177</td> <td>69.4%</td> </tr> <tr> <td>No</td> <td>78</td> <td>30.6%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Yes	177	69.4%	No	78	30.6%		255	100.0%
Yes	177	69.4%								
No	78	30.6%								
	255	100.0%								
32.	<p>Are there any locations where you would like a new Taxi Stance?</p> <table border="1"> <tr> <td>Yes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No</td> <td>255</td> <td>100.0%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Yes	0	0.0%	No	255	100.0%		255	100.0%
Yes	0	0.0%								
No	255	100.0%								
	255	100.0%								
33.	<p>If the answer above was yes, please specify.</p> <p>_____#</p> <p>Both respondents indicated St Catherine's retail park</p>									
34.	<p>Are there any existing Taxi stances that you would use more often if Hackney Carriages were more reliably found there?</p> <table border="1"> <tr> <td>Yes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No</td> <td>255</td> <td>100.0%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Yes	0	0.0%	No	255	100.0%		255	100.0%
Yes	0	0.0%								
No	255	100.0%								
	255	100.0%								
35.	<p>If the answer above was yes, please specify.</p> <p>_____</p>									
36.	<p>Have you wanted to hire a Hackney Carriage in the last three months at a taxi stance or by hailing and given up or made alternative arrangements for travel because none were available?</p> <table border="1"> <tr> <td>Yes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No</td> <td>255</td> <td>100.0%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Yes	0	0.0%	No	255	100.0%		255	100.0%
Yes	0	0.0%								
No	255	100.0%								
	255	100.0%								
37.	<p>If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?</p> <p>_____</p>									



38.	<p>Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Car, 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, this relates to Hackney Carriages not Private Hire, check for understanding]</p> <table border="1"> <tr> <td>Yes</td> <td>2</td> <td>0.8%</td> </tr> <tr> <td>No</td> <td>253</td> <td>99.2%</td> </tr> <tr> <td></td> <td>255</td> <td>100.0%</td> </tr> </table>	Yes	2	0.8%	No	253	99.2%		255	100.0%
Yes	2	0.8%								
No	253	99.2%								
	255	100.0%								
39.	<p>If the answer to the previous question is yes, how long approximately was the wait time quoted?</p> <p>_____ minutes or No Availability (Code 999 minutes if no availability)</p> <table border="1"> <tr> <th>Minutes</th> <th>Frequency of response</th> </tr> <tr> <td>10</td> <td>2</td> </tr> </table>	Minutes	Frequency of response	10	2					
Minutes	Frequency of response									
10	2									
40.	<p>Are there any features of Hackney Carriage services in Perth & Kinross that you feel are particularly good? If so, please tell us what features.</p> <table border="1"> <tr> <th>Response</th> <th>Frequency of response</th> </tr> <tr> <td>Local drivers</td> <td>5</td> </tr> <tr> <td>Easy to get a taxi</td> <td>1</td> </tr> </table>	Response	Frequency of response	Local drivers	5	Easy to get a taxi	1			
Response	Frequency of response									
Local drivers	5									
Easy to get a taxi	1									
41.	<p>What would encourage you to use Hackney Carriages more frequently?</p> <p>6 respondents indicated lower fares would encourage more frequent use. One respondent suggested minibus taxis would be good for going into Perth.</p>									
42.	<p>Are there any features of Hackney Carriage services in Perth & Kinross that you feel are UNSATISFACTORY? If so, please tell us what features.</p> <p>No responses given</p>									
43.	<p>Would you like to see any improvements to Hackney Carriage services in Perth & Kinross? If so, what improvements would you like to see?</p> <p>No suggestions</p>									



44.	Are you a permanent resident in Perth & Kinross Council area?		
	Permanent Resident	251	98.4%
	Visitor on business	4	1.6%
	Tourist	0	0.0%
	Visitor (other)	0	0.0%
		255	100.0%
45.	Is the respondent Male 1 or Female 2		
	Male	127	49.8%
	Female	128	50.2%
		255	100.0%
	Thank the respondent for their patience and cooperation.		

4.3 Comments on the Blairgowrie results

The use of licensed vehicles in the last three months was relatively high, at 84%.

A significant proportion (around 31%) indicated that they use Hackney Carriages more than once per month. The use of Hackney Carriages for leisure or shopping is high, accounting for approximately 61% of the last trips made.

The majority of respondents indicated that they obtained a Hackney Carriage for their last trip by telephone. This accords with the stance observation data and consultation with drivers, both of which indicated that the majority of hires were made by telephone.

A significant majority of respondents feel that both Hackney Carriages and Private Hire Cars offer good value for money.

Both Hackney Carriages and Private Hire Cars were generally rated highly in terms of the aspects of service that consultees were asked to rate.

Whilst many respondents indicated that they had to wait for a Hackney Carriage to be available, there were no problems indicated. In general, it would appear that users are happy with the service provided.



5 STAKEHOLDER CONSULTATION

5.1 Background

In order to gather information from a variety of sources and gather views of 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.

5.2 Licensed Vehicle trade consultation.

Postal return questionnaires were sent to all drivers in Perth and Kinross. Whilst we were primarily interested in the views of drivers working in Perth and in Blairgowrie, the drivers are not licensed by area, but for the whole of Perth and Kinross. So, it was not possible to target only drivers who worked in the areas of principle interest. As a result, some responses were from drivers working in other areas and some responses were from drivers who drove Private Hire Cars.

In addition to driver questionnaires, a sample of taxi and private hire operators were contacted by telephone and a selection of drivers were interviewed on the taxi stances in Perth.

The majority of consultees indicated that they felt that there were generally sufficient Hackney Carriages available to service demand. It was acknowledged that on Saturday nights, there was normally a period of an hour or two, when passengers had to wait on the ranks for Hackney Carriages to become available.

Consultees were asked if additional ranks or rank improvements would be beneficial. The following suggestions were received:

Perth respondents

More rank space on South Street
George Street
Pomarium Street signage needs improvement.
High Street, near Tay Street.
A night time rank outside Zoo (Club)
Letham and Muirton (for waiting for work off computer)
In the Council estates as this is where most of our work comes from.

Blairgowrie respondents

Blaigowrie – Allan Street / Wellmeadow. This is close to the client base.

Other areas

Taxi rank in Crieff
Pitlochry Station

Drivers were asked if they carried wheel chair user passengers on a weekly basis and if so, how wheel chair users hired Hackney Carriages. Almost half of the respondents indicated that they carried wheel chair users on a weekly basis. Of those who did, the majority had regular clients who were wheel chair users. All respondents who carried wheel chair users, indicated that the most common



form of hire, by wheel chair user passengers, was by pre-booking or contract hire.

The majority of driver questionnaires returned were from Perth Hackney Carriage drivers. Drivers were asked for comments on any aspect of the trade, in addition to specific questions regarding the number of hires by hire method.

Under additional comments, several drivers indicated that they undertook much of their work through telephone bookings via an operator. The bookings would typically be posted on a vehicle mounted computer / PDA type device indicating the job details. Some drivers typically waited in suburban areas between jobs, waiting for the next booking to be posted. This reduced dead mileage returning to the City centre ranks, from outlying areas.

Feedback received from drivers and operators outside Perth or Blairgowrie picked up on the issue of dead mileage in rural areas, where virtually all of the work is obtained through telephone booking and the travel distance to pick up a fare is frequently higher than the distance of the subsequent hire. The lack of taxi stances in some of the other Perth and Kinross towns was highlighted.

Adverse issues identified

School contract periods reduce availability particularly of larger vehicles and wheelchair access vehicles.

There is a perceived lack of stance space on many of the stances and different times of day. The stance on South Street East was identified most frequently as requiring more space.

Vehicles parking on ranks was also identified as perennial issues. Several respondents indicated that previous requests to the Council regarding extending stance space were turned down on the basis that some of the road space needs to be used for disabled parking and for goods vehicle loading. However, trade feedback indicates that stance space is frequently occupied by goods vehicles loading and unloading and by parked cars, driven by both able bodied and disabled drivers. This seems to be an issue which caused a significant level of frustration.

Private Hire Cars sitting near taxi ranks and poaching fares was mentioned by some respondents. However, this was not one of the major issues raised.

The most common issue identified through the consultation process was in regard to Perth Hackney Carriage plate ownership. Respondents indicated that many Hackney Carriage plates have been bought by businessmen who rent the plates to operators and drivers. This was seen as an issue and a feature of the trade to which some respondents objected. The plate ownership and rental was raised as a fairly emotive issue.

It was generally felt that any increase in Hackney Carriage plates in Perth would be to the detriment of the trade in general. However, several respondents suggested that an increase in the number of plates would hit smaller owner / operator businesses harder than larger operators, resulting in some of the smaller owner/ operators going out of business and leaving the trade. As a



consequence, the 'plates' would then be sold to either a larger operator or independent plate owner.

In terms of liaison between the Council and the trade, some respondents felt that larger operators seem to have more influence with liaison with the Council and effectively present themselves as representing the trade as a whole. One man owner/operators have "no influence and cannot afford to undertake training courses which take up to two days".

The trade were asked to comment on the level of service provided by the trade in general. Feedback agreed with that from the public. In general, it was felt that the majority of drivers provide good levels of customer service and have good knowledge of the local area. However, it was felt that there is a minority of drivers who present less desirable characteristics, including untidy and scruffy appearance and dress, poor local knowledge, an unwillingness to help passengers with doors, luggage, shopping etc. and poor language skills. It was also felt that a minority of vehicles were not kept clean and this let down the image of the trade as a whole.

The rank in Blairgowrie was felt to be in the wrong place. The rank was re-located along with re-development of the bus stances in the bus station. The new rank location is "further away from the clientele" and the number of rank hires has dropped since the rank was moved.

Benefits of limiting

Members of the trade were asked to identify any benefits to the public, which are available through limiting the number of Hackney Carriage plates. The following benefits were identified:

A limit enables drivers to earn a better living, which in turn keeps experienced drivers in the trade and leads to a more professional service. Vehicles are better maintained, with higher income. With more drivers in the market, income would drop and maintenance standards would be lower and vehicle renewals would be less frequent. So limiting the number of plates leads to a smarter, newer and better maintained fleet, with professional drivers who provide better service to the public.

The view was also expressed that there is no organised crime in the taxi trade in Perth. Any increase in plates would pose an increased risk of this changing.

5.3 Non Trade Consultation

We have broadly grouped respondents into user representatives and regulatory representatives.

5.4 User representatives.

Some major employers and both local hospitals have accounts in place with Private Hire Operators and with Hackney Carriage owner / driver operators. All large supermarkets have dedicated free phones to Private Hire or Taxi operators. Perth Royal Infirmary also has a Freephone available, for the public to book travel. All of the hotels, employers and hospitals indicated that they



generally had no difficulty obtaining taxi services and vehicles were generally available quickly. Occasionally, during rush hour or school run time, there can be a short delay before a vehicle is available. Respondents were all positive regarding the levels of service received, with perception that drivers were generally courteous and helpful. The distinction between Hackney Carriages and Private Hire Cars was not always clearly known to respondents. It was clear that all of the respondents referred to Private Hire Operators as the taxi firms that they generally call if a taxi is required.

Some sectors of the community are more reliant on the use of licensed vehicles than others. These include the elderly and disabled users. Feedback from consultees who liaise with mobility impaired users and user groups indicated that many users are regular users who develop a relationship with specific operators and specific drivers.

Some feedback from two surveys sent to mobility impaired users was made available. Whilst many users with mobility impairment do have a relationship with a provider, there were still issues which were identified.

These include:

- Lack of availability of taxis at school run times or at shift changeover.
- Large wheel chair accessible vehicles are often used on airport runs, so not always available when needed.
- Wheel chairs are not always clamped / strapped in place in vehicles.
- Non wheel chair users, with mobility impairments sometimes prefer larger vehicles, as they face difficulties getting into and out of saloon cars.
- Some mobility impaired users, including ambulant elderly users, prefer saloon cars, as the larger taxi type vehicles are difficult to get into and out of, as the floor height is too high above the pavement.
- Some operators are more helpful than others.
- A facility to book a taxi by text message would be helpful

Some drivers have a good working understanding of the needs of elderly users and the requirements of users with a variety of disabilities. The availability of wheel chair accessible vehicles at peak times can be limited. It can prove difficult to pre-book a wheel chair accessible vehicle for a specific time. Many wheel chair accessible vehicles are owned by owner drivers, who operate off a booking service, through one of the main Private Hire / Taxi operators. As such, the operator taking a booking cannot always be certain that a specific vehicle / driver will be available at a future date or time.

Powered wheel chairs can create a challenge for drivers to load and not all wheel chair accessible vehicles can carry all types of powered wheel chairs.

5.5 Regulatory representatives

Railway Station staff indicated that they had no issues with the operation of the taxi stance. Taxis were generally available for passengers and taxis responded to train arrivals. The taxi stance was felt to operate well.

Police feedback indicated that they were generally content with the way that the taxi trade was operating.



5.6 Night time economy

Feedback from representatives of the night time economy indicated that in the City of Perth, Saturday night is the busiest night of the week. Passengers looking for a licensed vehicle either use the Murray Street or South Street West rank, to hire a Hackney Carriage, or go to one of the Private Hire booking offices. The choice of which method is used to hire a licensed vehicle seems to depend, to a large extent, on the location of the licensed premises in question. For example, patrons leaving the Zoo club on Canal Street, generally went to Perth Radio Taxis booking office on Scott Street, rather than walk to one of the stances. Whereas, patrons from the Loft club generally used the rank on South Street West, which is immediately adjacent to the club.

Patrons leaving clubs, in Perth, had been seen to habitually try and flag down taxis. The distinction between Hackney Carriages and Private Hire Cars was not always drawn by patrons, who would try to flag down both types of vehicle. Aside from the peak period of demand on Saturday night, patrons from pubs and clubs would commonly phone for a licensed vehicle. During the busiest period on Saturday night, it was felt that patrons were less likely to try and phone for a licensed vehicle and would either go to a rank or booking office to obtain a hire.

Outside the City of Perth, the main method of obtaining a licensed vehicle is to book one by telephone, either for immediate travel, or to book for a pick up later in the evening. Availability is generally good, except for Saturday night around closing time.



6 COMPARISON OF LICENSED VEHICLE FLEET SIZE

6.1 Comparison

A comparison of the proportion of licensed vehicles, per head of population can inform the view of the licensed vehicle provision within Perth and Kinross as a whole. The following figure presents the proportion of licensed vehicles per 1000 people in Perth & Kinross with all other authorities in the Scotland. Licensed Vehicle numbers are based on 2014 licensed vehicle data and Mid 2012 population data.

The data is presented in a table and graphically, in a stacked bar chart. The height of each bar represents the number of licensed vehicles per 1,000 people. Each bar is broken down as Hackney Carriages and Private Hire Cars.

The statistics for Perth & Kinross are: 0.7 Hackney Carriages per 1,000 people and 1.1 Private Hire Vehicles per 1,000 people. These proportions combine to form a total of 1.8 licensed vehicles per 1,000 people.

The proportion of licensed vehicles in Perth & Kinross is towards the lower end the range of all the licensing authorities in Scotland.



Table 15 - Comparison of Licensed Vehicle Proportions

Licensing Authority and Hackney Carriage cap status	Hackney Carriages per 1,000 population.	Private Hire Vehicles (PHVs) per 1,000 population.	Total Hackney Carriages and PHVs per 1,000 population.
Angus	1.1	0.5	1.6
Perth & Kinross	0.7	1.1	1.8
East Ayrshire	1.0	0.9	1.9
Orkney Islands	1.3	0.6	1.9
North Ayrshire	1.6	0.4	2.0
Dumfries & Galloway	1.2	0.8	2.0
Stirling	0.8	1.2	2.0
Clackmannanshire	0.8	1.4	2.1
Fife	1.2	0.9	2.2
Midlothian	0.6	1.7	2.3
East Lothian	1.1	1.2	2.3
South Ayrshire	1.0	1.4	2.4
Moray	2.4	0.2	2.6
Scottish Borders	1.9	0.7	2.6
Argyll & Bute	2.1	0.5	2.6
West Lothian	1.0	1.6	2.6
Highland	2.2	0.5	2.8
Aberdeenshire	1.9	1.1	3.0
Falkirk	2.8	0.5	3.3
Eilean Siar *	3.0	0.5	3.5
Inverclyde	3.0	0.7	3.7
West Dunbartonshire	3.7	0.1	3.8
Dundee City	4.2	0.4	4.6
Edinburgh, City of	2.7	2.0	4.7
South Lanarkshire	1.1	3.8	4.8
North Lanarkshire	1.5	3.4	4.9
East Renfrewshire	0.7	4.6	5.3
Renfrewshire	1.2	4.4	5.6
Aberdeen City	4.7	1.2	5.9
East Dunbartonshire	3.1	2.8	5.9
Shetland Islands	3.8	2.5	6.3
Glasgow, City of	2.4	4.4	6.8



Figure 24 - Comparison of Licensed Vehicle Proportions

7 DETERMINATION OF UNMET DEMAND

7.1 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 the entire week, in minutes

PF = whether the demand is highly peaked. This will equal 1 if there is no peaking and 0.5 if peaking is present

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.

7.2 Calculation of ISUD variables for Perth

APD: 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 aggregate delay in passenger minutes was 7119 minutes. When divided by the total weekly passengers of 6,411, the Average Passenger Delay was 1.1 minutes (approximately 66 seconds).

PF Demand is peaked on Saturday night in particular. Therefore the **PF value is 0.5**.

SSP Weekday daytime hours are deemed to be between 7.00 am and 6.00 pm on the Friday and the Monday surveyed. Within these eleven hour periods, there were occasions when passengers were delayed by more than a minute, waiting for Hackney Carriages to arrive at the stances. 12.5% of the time surveyed recorded passenger wait times of over one minute. Therefore the **SSP proportion is 12.5**.

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was weighted to represent values throughout the week, by taking four times the Thursday values plus Friday Saturday and Sunday.

The hours where average passenger delay was more than one minute, were the hours beginning 11:00, 14:00, 17:00 on Thursday; 03:00, 08:00, 15:00 and 16:00 on Friday; 00:00, 03:00 and 20:00 on Saturday; 00:00, 01:00, 02:00 and 03:00 on Sunday.

Total weighted passengers travelling during hours when the average passenger delay exceeded 1 minute was 901. Weighted weekly passengers were 6,411..

To GID percentage was calculated as follows:

$$\frac{901}{6,411} = 14.1\%$$

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 **0.8** 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 stance 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 no respondents have given up trying to hire a taxi by hailing or at a stance. Therefore, the **LDF factor is 1.00**.

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

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

$$\text{ISUD} = 1.1 \times 0.5 \times 12.5 \times 14.1 \times 0.8 \times 1.00 = 77.6$$

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

7.3 Consideration of wider factors (Perth).

Whilst the ISUD value of 77.6 is below the threshold for significant unmet demand, it is close to the threshold value of 80. It is good practice that the ISUD index value should not be taken in isolation, as the sole indicator of no significant unmet demand. Other available evidence should also be considered.

The aggregate passenger delay is significant, however, this is heavily influenced by the large peak in demand observed on Saturday night. 64% of all passenger delay minutes occurred on Saturday night. As a sensitivity test, we calculated the average passenger wait time, excluding Saturday night. Over all other periods, the average passenger wait time was 0.44 minutes (26 seconds), compared with 1.1 minutes when Saturday night is included.

Demand is highly peaked with Saturday night demand significantly higher than other periods. Whilst demand for Hackney Carriages on a Saturday night does exceed supply, the consideration of unmet demand encompasses all periods. The balance between peak demand and demand at other times is taken into account with the factors used in the ISUD calculation.

Feedback from stakeholders and the public suggests that Hackney Carriages are generally available except for the peak period of demand on Saturday night. It is notable that the latent demand indicator from public consultation indicated that none of the members of the public interviewed felt that they had been unable to obtain a Hackney Carriage at any time by stance hire or hailing.

Taking the ISUD value and other evidence gathered from consultation, it is considered that there is **No Significant Unmet Demand**.

7.4 Calculation of ISUD variables for Blairgowrie

APD: 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 aggregate delay in passenger minutes was 180 minutes. When divided by the total weekly passengers of 140, the Average Passenger Delay was 1.3 minutes (approximately 78 seconds).

PF There is no sharp peak in passenger demand, therefore the **PF value is 1.0.**

SSP Weekday daytime hours are deemed to be between 7.00 am and 6.00 pm on the Friday and the Monday surveyed. Within these eleven hour periods, there were occasions when passengers were delayed by more than a minute, waiting for Hackney Carriages to arrive at the stances. 2.3% of the time surveyed recorded passenger wait times of over one minute. Therefore the **SSP proportion is 2.3.**

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was weighted to represent values throughout the week, by taking four times the Thursday values plus Friday Saturday and Sunday.

The hours where average passenger delay was more than one minute, were the hours beginning 15:00 and 21:00 on Thursday; 11:00 and 15:00 on Friday; 10:00, 11:00, 15:00 and 17:00 on Saturday and 00:00 on Sunday.

Total weighted passengers travelling during hours when the average passenger delay exceeded 1 minute was 33. Weighted weekly passengers were 140..

To GID percentage was calculated as follows:

$$\frac{33}{140} = 23.6\%$$

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 **0.8** 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 stance 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 no respondents have given up trying to hire a taxi by hailing or at a stance. Therefore, the **LDF factor is 1.00**.

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

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

$$\text{ISUD} = 1.3 \times 1.0 \times 2.3 \times 23.6 \times 0.8 \times 1.00 = 56.5$$

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

7.5 Consideration of wider factors (Blairgowrie).

Whilst the ISUD value of 56.5 is below the threshold for significant unmet demand, it is good practice that the ISUD index value should not be taken in isolation, as the sole indicator of no significant unmet demand. Other available evidence should also be considered.

A significant proportion of departures from the taxi stance in Blairgowrie were by empty vehicles. 78% of all vehicle departures observed over the four days were by empty vehicles. Discussion with the drivers on the stance indicated that the trade in Blairgowrie is based on independent owners. The majority of owners run one or two Hackney Carriages and take telephone bookings. The majority of work is undertaken through telephone bookings.

Discussion with representatives of the night time economy indicated that there were no issues with the availability of licensed vehicles in and around Blairgowrie, except perhaps late on Friday and Saturday nights. However, it was clear that most hires were undertaken by telephone and any periods of lack of availability were related to telephone bookings. In licensed establishments which hosted events and functions, it was indicated that they recommend to guests, that travel arrangements are pre-booked in advance, rather than rely on phoning up for an immediate booking, on a Friday or Saturday night. It was noted that the stance survey indicated that there were Hackney Carriages available at the stance for much of the peak period on Friday and Saturday nights.

The availability of Hackney Carriages at the stance generally exceeds the demand for Hackney Carriages, by a factor of four to one. However, as vehicles frequently leave the stance to undertake telephone bookings, there are frequent short periods when there are no Hackney Carriages at the stance. Hence, when intending passengers arrive at the stance, many of them had to wait for a Hackney Carriage to return to the stance. However, passengers wait at the stance in the expectation that a Hackney Carriage will be available within a few minutes.



Feedback regarding shortages of supply of licensed vehicles on Friday and Saturday nights relate primarily to telephone bookings. Such demand can be met by Private Hire Cars, which are not limited. Therefore, this factor should not be taken into account when assessing whether there is significant unmet demand for Hackney Carriages.

Taking the ISUD value and other evidence gathered from consultation, it is considered that there is **no Significant Unmet Demand**.



8 CONCLUSIONS

8.1 Unmet demand

Analysis of the taxi stance survey data and consultation data indicate that there is no significant unmet demand in either Perth or Blairgowrie.

8.2 Effectiveness of existing stances

There is generally equilibrium between supply to demand for Hackney Carriages, across all the stances in Perth and the stance in Blairgowrie.

8.3 Condition of the taxi fleet

Feedback from the public consultation indicated that the majority of people regard Hackney Carriages to be usually clean and in a good state of repair, whilst a minority felt that vehicle cleanliness was poor. Feedback from the trade regarding general condition of the fleet, indicated that vehicles are generally kept in good repair and clean, but a minority of vehicles were not as well presented.

8.4 Accessibility requirements

Stakeholder consultation feedback indicated that disabled passengers don't generally have difficulty obtaining the services of taxis, either Private Hire Cars or Hackney Carriages, at most times of day. However, at peak demand times, there are some reported difficulties with the wait times for wheel chair accessible vehicles.

8.5 Recommendations

There is no evidence of unmet demand at present. It is recommended that no new licenses are required to meet demand.

Whilst the passenger queues which formed on Saturday night, in Perth, do not, on their own, establish a level of unmet demand which is deemed to be significant, passenger wait times at stances at other times do also increase the ISUD index. If daytime incidences of passenger queuing/waiting for Hackney Carriages were to increase in the future, it is likely that this would increase the ISUD index value to a level which would be deemed to be significant.

Whilst it is appreciated that many Hackney Carriage drivers rely on telephone booking work to augment income, the trade in Perth need to be aware of the need to service existing ranks to limit occasions when passengers need to wait for Hackney Carriages arrive at the ranks.



APPENDIX A TAXI STANCE RESULTS

Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	3	0	3	0	0.0	9
08:00	0	0	0	0	0.0	0
09:00	2	0	2	0	0.0	9
10:00	3	0	3	0	0.0	26
11:00	1	1	2	1	1.0	6
12:00	1	2	3	3	1.5	3
13:00	2	0	2	0	0.0	6
14:00	3	1	4	1	1.0	3
15:00	1	0	1	0	0.0	0
16:00	2	0	2	0	0.0	3
17:00	0	0	0	0	0.0	0
18:00	2	0	2	0	0.0	4
19:00	3	1	4	2	2.0	5
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	1	0	1	0	0.0	3
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	1	0.0	3
Total	24	5	29	8	1.6	7
Pomarium Street						
			Friday to Saturday			
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	1	2	3	2	1.0	12
08:00	0	0	0	0	0.0	0
09:00	3	0	3	0	0.0	3
10:00	6	0	6	0	0.0	10
11:00	5	1	6	1	1.0	9
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	3
14:00	2	1	3	1	1.0	7
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	1	0	1	0	0.0	0
19:00	1	0	1	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	1	0	1	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	20	4	24	4	1.0	7



Pomarium Street		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	5
09:00	1	0	1	0	0.0	15
10:00	1	0	1	0	0.0	3
11:00	2	0	2	0	0.0	4
12:00	1	0	1	0	0.0	3
13:00	1	0	1	0	0.0	25
14:00	0	0	0	0	0.0	0
15:00	0	1	1	3	3.0	13
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	7	1	8	3	3.0	9

Pomarium Street		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	1	0	1	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	1	0	1	0	0.0	5
18:00	2	0	2	0	0.0	10
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	4	0	4	0	0.0	6



Perth Railway Station			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	3	4	4	1.3	5
08:00	0	5	5	9	1.8	7
09:00	0	17	17	27	1.6	4
10:00	0	11	11	12	1.1	13
11:00	1	8	9	8	1.0	35
12:00	0	8	8	10	1.3	6
13:00	0	3	3	4	1.3	19
14:00	0	8	8	9	1.1	17
15:00	0	6	6	7	1.2	12
16:00	1	6	7	6	1.0	18
17:00	0	13	13	17	1.3	14
18:00	0	12	12	15	1.3	23
19:00	3	10	13	12	1.2	9
20:00	3	9	12	13	1.4	14
21:00	2	4	6	5	1.3	38
22:00	3	7	10	8	1.1	21
23:00	0	5	5	7	1.4	26
00:00	1	11	12	14	1.3	27
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	1	1	1	1.0	0
06:00	0	0	0	0	0.0	5
Total	15	147	162	188	1.3	16
Perth Railway Station			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	3	4	3	1.0	9
08:00	0	5	5	6	1.2	3
09:00	2	16	18	20	1.3	4
10:00	0	10	10	12	1.2	15
11:00	1	6	7	7	1.2	40
12:00	0	6	6	6	1.0	13
13:00	0	6	6	8	1.3	20
14:00	1	8	9	12	1.5	37
15:00	0	7	7	11	1.6	3
16:00	0	6	6	9	1.5	4
17:00	1	8	9	11	1.4	7
18:00	0	10	10	13	1.3	9
19:00	0	14	14	15	1.1	4
20:00	2	6	8	7	1.2	13
21:00	2	11	13	13	1.2	11
22:00	1	10	11	12	1.2	12
23:00	0	7	7	9	1.3	13
00:00	2	10	12	16	1.6	6
01:00	0	7	7	9	1.3	4
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	1	0	1	0	0.0	0
06:00	0	1	1	2	2.0	18
Total	14	157	171	201	1.3	11



Perth Railway Station		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	63
08:00	0	2	2	2	1.0	49
09:00	2	2	4	2	1.0	40
10:00	0	3	3	5	1.7	38
11:00	2	4	6	4	1.0	51
12:00	0	6	6	8	1.3	19
13:00	1	4	5	5	1.3	9
14:00	0	8	8	10	1.3	19
15:00	0	11	11	13	1.2	9
16:00	0	7	7	8	1.1	4
17:00	0	13	13	20	1.5	4
18:00	0	13	13	14	1.1	4
19:00	0	10	10	12	1.2	4
20:00	2	12	14	15	1.3	9
21:00	1	19	20	32	1.7	9
22:00	0	8	8	14	1.8	8
23:00	1	8	9	9	1.1	13
00:00	0	8	8	12	1.5	7
01:00	0	5	5	7	1.4	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	9	143	152	192	1.3	12

Perth Railway Station		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	8
09:00	2	1	3	1	1.0	25
10:00	1	3	4	3	1.0	10
11:00	1	4	5	5	1.3	10
12:00	1	11	12	13	1.2	10
13:00	0	4	4	6	1.5	15
14:00	1	9	10	10	1.1	19
15:00	0	9	9	12	1.3	10
16:00	1	5	6	6	1.2	29
17:00	0	7	7	8	1.1	22
18:00	0	8	8	9	1.1	10
19:00	0	9	9	21	2.3	5
20:00	0	8	8	9	1.1	18
21:00	2	4	6	6	1.5	8
22:00	0	2	2	2	1.0	0
23:00	0	1	1	1	1.0	0
00:00	0	3	3	4	1.3	3
01:00	0	3	3	4	1.3	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	9	91	100	120	1.3	13



South Street East		Thursday to Friday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	2	1	3	1	1.0	15	
08:00	0	1	1	1	1.0	0	
09:00	3	5	8	7	1.4	12	
10:00	4	8	12	9	1.1	19	
11:00	4	15	19	18	1.2	15	
12:00	0	16	16	20	1.3	6	
13:00	0	25	25	32	1.3	6	
14:00	0	20	20	30	1.5	9	
15:00	0	19	19	27	1.4	5	
16:00	1	14	15	20	1.4	11	
17:00	0	8	8	10	1.3	5	
18:00	1	10	11	13	1.3	13	
19:00	3	6	9	7	1.2	8	
20:00	2	10	12	11	1.1	8	
21:00	2	11	13	17	1.5	3	
22:00	0	3	3	3	1.0	13	
23:00	1	4	5	6	1.5	11	
00:00	0	2	2	3	1.5	0	
01:00	0	0	0	0	0.0	0	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	23	178	201	235	1.3	9	

South Street East		Friday to Saturday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	1	1	2	2.0	13	
08:00	0	0	0	0	0.0	0	
09:00	1	7	8	9	1.3	5	
10:00	0	13	13	18	1.4	1	
11:00	1	12	13	15	1.3	10	
12:00	0	17	17	28	1.6	6	
13:00	1	22	23	32	1.5	6	
14:00	0	19	19	25	1.3	5	
15:00	0	14	14	22	1.6	6	
16:00	0	17	17	29	1.7	3	
17:00	0	19	19	30	1.6	6	
18:00	0	12	12	16	1.3	6	
19:00	0	9	9	15	1.7	5	
20:00	1	14	15	15	1.1	8	
21:00	3	9	12	11	1.2	5	
22:00	2	8	10	13	1.6	6	
23:00	4	9	13	13	1.4	5	
00:00	0	3	3	4	1.3	0	
01:00	0	1	1	3	3.0	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	13	206	219	300	1.5	5	



South Street East		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	2	2	2	1.0	13
09:00	2	4	6	4	1.0	5
10:00	0	8	8	12	1.5	13
11:00	0	17	17	31	1.8	5
12:00	0	11	11	18	1.6	6
13:00	1	13	14	17	1.3	15
14:00	0	18	18	25	1.4	8
15:00	0	18	18	27	1.5	19
16:00	0	16	16	22	1.4	8
17:00	0	19	19	27	1.4	3
18:00	2	13	15	15	1.2	3
19:00	0	5	5	7	1.4	0
20:00	2	10	12	13	1.3	1
21:00	0	16	16	21	1.3	3
22:00	2	10	12	12	1.2	3
23:00	0	2	2	2	1.0	0
00:00	0	1	1	1	1.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	2	0	2	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	11	183	194	256	1.4	7

South Street East		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	2	0	2	0	0.0	6
09:00	2	0	2	0	0.0	23
10:00	5	2	7	2	1.0	10
11:00	2	4	6	5	1.3	14
12:00	2	10	12	15	1.5	10
13:00	0	13	13	18	1.4	2
14:00	1	21	22	30	1.4	5
15:00	1	10	11	14	1.4	12
16:00	0	13	13	17	1.3	5
17:00	0	10	10	13	1.3	4
18:00	2	3	5	3	1.0	6
19:00	2	0	2	0	0.0	4
20:00	2	1	3	1	1.0	11
21:00	1	1	2	1	1.0	12
22:00	1	0	1	0	0.0	8
23:00	0	1	1	2	2.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	23	89	112	121	1.4	7



South Street West			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	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	2	2	2	1.0	3
00:00	2	4	6	4	1.0	15
01:00	2	11	13	13	1.2	14
02:00	4	32	36	54	1.7	9
03:00	8	6	14	9	1.5	4
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	16	55	71	82	1.5	

South Street West			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	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	2	2	2	1.0	0
23:00	1	1	2	2	2.0	4
00:00	0	6	6	7	1.2	0
01:00	2	17	19	21	1.2	5
02:00	6	45	51	66	1.5	5
03:00	0	32	32	56	1.8	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	9	103	112	154	1.5	3



South Street West		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	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	1	0	1	0	0.0	4
23:00	0	4	4	5	1.3	0
00:00	0	1	1	2	2.0	0
01:00	0	6	6	11	1.8	0
02:00	0	55	55	99	1.8	0
03:00	0	43	43	72	1.7	0
04:00	0	1	1	2	2.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	1	110	111	191	1.7	0

South Street West		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	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	1	0	1	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	9	9	13	1.4	9
02:00	0	1	1	1	1.0	17
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	1	10	11	14	1.4	9



Murray Street		Thursday to Friday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	9	6	15	7	1.2	11
08:00	5	9	14	9	1.0	14
09:00	10	9	19	11	1.2	13
10:00	7	10	17	11	1.1	10
11:00	10	9	19	11	1.2	13
12:00	11	9	20	11	1.2	9
13:00	7	8	15	8	1.0	6
14:00	9	15	24	20	1.3	9
15:00	2	7	9	10	1.4	9
16:00	1	9	10	14	1.6	3
17:00	2	16	18	20	1.3	3
18:00	13	7	20	9	1.3	11
19:00	10	12	22	12	1.0	8
20:00	10	12	22	16	1.3	15
21:00	9	16	25	21	1.3	12
22:00	8	24	32	37	1.5	9
23:00	14	12	26	15	1.3	15
00:00	10	8	18	10	1.3	16
01:00	4	4	8	4	1.0	23
02:00	2	2	4	3	1.5	28
03:00	5	7	12	14	2.0	5
04:00	2	3	5	8	2.7	14
05:00	4	1	5	1	1.0	15
06:00	5	2	7	3	1.5	9
Total	169	217	386	285	1.3	10
Murray Street		Friday to Saturday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	11	8	19	11	1.4	9
08:00	0	9	9	9	1.0	0
09:00	3	11	14	13	1.2	3
10:00	6	15	21	15	1.0	6
11:00	14	7	21	7	1.0	5
12:00	13	13	26	17	1.3	4
13:00	4	12	16	13	1.1	8
14:00	9	10	19	14	1.4	10
15:00	1	11	12	16	1.5	0
16:00	0	14	14	17	1.2	3
17:00	4	15	19	21	1.4	1
18:00	2	20	22	27	1.4	2
19:00	12	21	33	33	1.6	3
20:00	21	18	39	28	1.6	6
21:00	12	26	38	33	1.3	5
22:00	9	43	52	63	1.5	4
23:00	15	38	53	56	1.5	6
00:00	7	50	57	83	1.7	0
01:00	5	31	36	57	1.8	1
02:00	4	15	19	23	1.5	5
03:00	4	15	19	26	1.7	6
04:00	4	2	6	2	1.0	13
05:00	11	1	12	1	1.0	3
06:00	11	4	15	5	1.3	4
Total	182	409	591	590	1.4	4



Murray Street		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	10	8	18	8	1.0	12
08:00	14	5	19	6	1.2	12
09:00	6	7	13	9	1.3	6
10:00	11	2	13	2	1.0	12
11:00	8	13	21	18	1.4	8
12:00	4	8	12	10	1.3	4
13:00	9	10	19	16	1.6	7
14:00	5	16	21	21	1.3	1
15:00	7	19	26	29	1.5	6
16:00	10	17	27	27	1.6	6
17:00	5	17	22	34	2.0	3
18:00	3	16	19	34	2.1	4
19:00	0	32	32	55	1.7	0
20:00	18	27	45	45	1.7	2
21:00	21	30	51	51	1.7	3
22:00	19	51	70	86	1.7	0
23:00	4	46	50	79	1.7	0
00:00	0	31	31	56	1.8	0
01:00	0	32	32	61	1.9	0
02:00	0	63	63	111	1.8	0
03:00	0	32	32	62	1.9	3
04:00	10	9	19	13	1.4	0
05:00	3	1	4	1	1.0	12
06:00	11	1	12	1	1.0	10
Total	178	493	671	835	1.7	3
Murray Street		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	5	6	11	8	1.3	11
08:00	7	7	14	7	1.0	11
09:00	16	10	26	12	1.2	11
10:00	17	11	28	14	1.3	9
11:00	8	5	13	6	1.2	14
12:00	11	3	14	3	1.0	13
13:00	11	10	21	15	1.5	5
14:00	13	14	27	21	1.5	3
15:00	13	11	24	18	1.6	6
16:00	15	17	32	24	1.4	5
17:00	7	13	20	17	1.3	7
18:00	19	12	31	16	1.3	6
19:00	16	11	27	13	1.2	9
20:00	18	9	27	12	1.3	13
21:00	16	9	25	12	1.3	8
22:00	21	10	31	12	1.2	10
23:00	16	12	28	17	1.4	9
00:00	7	6	13	8	1.3	9
01:00	9	1	10	1	1.0	9
02:00	3	0	3	0	0.0	18
03:00	2	0	2	0	0.0	26
04:00	2	0	2	0	0.0	38
05:00	4	0	4	0	0.0	28
06:00	5	2	7	2	1.0	5
Total	261	179	440	238	1.3	8



Blairgowrie		Thursday to Friday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	7	
08:00	4	1	5	1	1.0	20	
09:00	5	1	6	2	2.0	20	
10:00	3	0	3	0	0.0	23	
11:00	3	1	4	1	1.0	18	
12:00	3	2	5	2	1.0	20	
13:00	4	0	4	0	0.0	4	
14:00	5	3	8	4	1.3	9	
15:00	3	2	5	2	1.0	5	
16:00	4	0	4	0	0.0	11	
17:00	3	0	3	0	0.0	5	
18:00	2	1	3	1	1.0	11	
19:00	5	0	5	0	0.0	20	
20:00	1	0	1	0	0.0	5	
21:00	1	1	2	1	1.0	3	
22:00	1	0	1	0	0.0	5	
23:00	0	1	1	2	2.0	5	
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	47	13	60	16	1.2	13	
Blairgowrie		Friday to Saturday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	1	1	1	1.0	6	
08:00	3	0	3	0	0.0	22	
09:00	5	0	5	0	0.0	40	
10:00	3	2	5	3	1.5	6	
11:00	3	4	7	6	1.5	13	
12:00	5	1	6	1	1.0	19	
13:00	3	5	8	7	1.4	9	
14:00	5	1	6	1	1.0	13	
15:00	3	2	5	3	1.5	12	
16:00	7	0	7	0	0.0	19	
17:00	3	4	7	6	1.5	8	
18:00	7	0	7	0	0.0	6	
19:00	7	0	7	0	0.0	13	
20:00	3	1	4	1	1.0	31	
21:00	4	1	5	2	2.0	29	
22:00	3	1	4	1	1.0	25	
23:00	2	2	4	3	1.5	25	
00:00	2	2	4	2	1.0	20	
01:00	5	1	6	2	2.0	10	
02:00	0	0	0	0	0.0	0	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	73	28	101	39	1.4	16	



Blairgowrie		Saturday to Sunday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	5	
08:00	1	0	1	0	0.0	25	
09:00	6	0	6	0	0.0	17	
10:00	4	1	5	1	1.0	12	
11:00	3	2	5	2	1.0	10	
12:00	3	0	3	0	0.0	12	
13:00	4	0	4	0	0.0	16	
14:00	3	2	5	2	1.0	7	
15:00	0	1	1	1	1.0	3	
16:00	1	1	2	1	1.0	14	
17:00	2	3	5	5	1.7	6	
18:00	8	1	9	1	1.0	7	
19:00	9	4	13	4	1.0	10	
20:00	6	0	6	0	0.0	15	
21:00	8	3	11	4	1.3	27	
22:00	6	1	7	2	2.0	14	
23:00	7	0	7	0	0.0	18	
00:00	10	2	12	3	1.5	22	
01:00	1	0	1	0	0.0	0	
02:00	3	1	4	1	1.0	7	
03:00	4	0	4	0	0.0	14	
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	89	22	111	27	1.2	14	
Blairgowrie		Sunday to Monday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	5	
08:00	3	0	3	0	0.0	9	
09:00	2	0	2	0	0.0	21	
10:00	1	0	1	0	0.0	12	
11:00	1	0	1	0	0.0	36	
12:00	2	1	3	2	2.0	34	
13:00	5	1	6	1	1.0	10	
14:00	3	0	3	0	0.0	11	
15:00	5	1	6	1	1.0	20	
16:00	5	0	5	0	0.0	19	
17:00	2	0	2	0	0.0	7	
18:00	1	1	2	2	2.0	8	
19:00	4	0	4	0	0.0	22	
20:00	4	1	5	2	2.0	4	
21:00	1	2	3	2	1.0	7	
22:00	3	0	3	0	0.0	17	
23:00	1	0	1	0	0.0	18	
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	43	7	50	10	1.4	15	

