

## 8 Summary and Conclusions

### 8.1 Introduction

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

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

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

### 8.2 Significant Unmet Demand

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

Since the 2009 study demand for hackney carriages has increased by 13%.

### 8.3 Public Perception

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

- Some 62.0% of hiring's are by telephone;
- High levels of satisfaction with delay on last trip –hiring's at ranks providing the highest levels;
- Some 30.8% of people had given up trying to obtain a taxi at a rank or by flag down in the three months prior to being surveyed;
- Some 56.3% of people felt that CCTV should be introduced in taxis;
- Some 27.7% of people felt that new ranks were not needed.

### 8.4 Conclusions

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

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