



THE DATA COLLECTION SPECIALISTS

Oxford City Council

Hackney carriage unmet demand survey

Final Report

April 2016



Contents

Executive summary	vii
1. Introduction.....	1
2. Background to taxi licensing in Oxford	7
3. Results from rank surveys	11
4. Public Consultation results	29
5. Stakeholder Consultation.....	33
6. Licensed Vehicle Trade Consultation	37
7. Summary and conclusions	39
8. Recommendations	45

CTS Traffic & Transportation Ltd.
Unit 14 Aqueduct Mill, Aqueduct Street, Preston, PR1 7JN
Tel: (01772) 251 400 Fax: (01772) 252 900
E-mail: enquiries@ctstraffic.co.uk Web-site: www.ctstraffic.co.uk

Data Quality Assurance:

Report by: Ian Millership
Date: 14/04/16

Checked by: Joe Maclaren
Date: 15/04/16

Executive summary

CTS Traffic and Transportation were appointed by Oxford City Council to undertake their "Hackney carriage unmet demand survey" on 3rd September 2015. This report presents the results of all investigations undertaken to provide a database of robust information on which a decision can be taken by councillors in regard to the hackney carriage vehicle limitation policy. All research was undertaken in line with the current Department for Transport Best Practice Guidance (April 2010) and taking advantage of the extensive research undertaken by the Law Commission in their recent review of licensing.

Oxford is a University town and a City within the county of Oxfordshire. Highway and transport policy, and therefore rank provision, come under the authority of the County. The current LTP supports hackney carriage and private hire services and considers their importance will increase in the transport mix with a focus on sustainable access to the city centre. A set of detailed plans provided by the County of rank locations is excellent best practise.

Statistics show eight hackney carriage plates added since 1997 whilst private hire growth has been 365% plus more recent influxes of out of town vehicles servicing the area. Driver growth has been much less – evidence of a decrease in the level of double and treble shifting of vehicles though there is evidence this remains high on the hackney carriage side. The hackney carriage and private hire trades are almost entirely separate in the area. The two largest private hire firms recently merged whilst there are a large number of non-public facing companies. There appears to be strong brand loyalty.

Rank provision has not changed since 2012 though at the time of this survey one key rank was not usable due to road works. Demand around some ranks has disappeared, particularly in some suburban areas. Nine ranks were covered for some 268 hours by video methods in November 2015. There was little abuse of ranks by other vehicles.

Despite claims of Oxford being a 24/7 City only Gloucester Green tends to operate 24/7 and even this has gaps mid week in the early hours. Queen St was active whenever it was legally available and was the busiest location in average passenger levels. The station rank was active when train services operated. Overall flows appear generally low compared to other cities. There appears spare capacity in the hackney carriage fleet to meet demand, which appears to have reduced since 2012. Even the private hire situation seemed to suggest reduced demand and increased competition.

The industry standard ISUD index showed improved performance from 2012 and the small levels of unmet demand observed are far from significant.

The 200 members of the public interviewed said 40% of them had recently used a 'licensed vehicle', reduced from 2012. Ranks provided 26% of demand with the main focus on phone demand. Overall licensed vehicle usage of 1.4 trips per person per month reduce to 0.4 when focussed specifically on hackney carriage usage. Private hire companies dominate provision, with the hackney carriage radio circuit relatively little used by people. Hackney carriages are very visible to people, but not used. Ranks were well-known but again relatively little used by people, with a need for better marketing of ranks needed.

The 100% WAV hackney carriage vehicle policy remained supported by those interviewed in the streets.

Most key stakeholders tended to use private hire services, although night clubs knew of and felt their customers appreciated and used the available central ranks. They also felt there was a lot of hailing. Despite growth since the last survey in passenger levels at Oxford station, hackney carriage demand there has seen a 10% actual reduction.

One person was seen using a wheel chair to access a hackney carriage at a rank during our surveys. One other person was noted visually disabled.

The trade response was at a normal level of 5%. 74% of respondents were hackney carriage. Typical weeks were generally low – five days, 37 hours. Rank use was consistent with the rank survey and public attitudes in terms of the station being most used, followed by Gloucester Green, then Queen St and finally St Giles.

35% supported retaining the limit policy but there was a vocal group wanting to own their own plates rather than rent therefore opposing the policy. This is not a recent issue.

Hackney carriage usage in Oxford appears to have declined since 2012. Whilst some is explained by the road works and loss of the key rank, it appears that there has been a much increased share of the overall work taken by private hire (from both within and outside the city). People do appreciate the hackney carriage fleet, know where to get them, are willing to hail them, but generally seem to choose private hire. The recent high levels of competition from and within private hire have probably ensured that this part of the trade have marketed themselves even more and therefore increased market share of what appears to be a reducing market.

There is no evidence of latent or patent significant unmet demand at this time and the limit on plates can remain and be kept at the current level, and defended in court if required.

Retention of the limit at the current level would help the trade to focus on attempting to develop their current offer. Whilst the Council and County could help by providing better access to rank location plans, and providing better information at ranks and on the internet about the service, there is a strong need for all the hackney carriage trade to unite and focus on developing and marketing their offer. This may include taking advantage of recent developments (such as apps) which mean that many other cities have much more utilised hackney carriage fleets than Oxford currently appears to have.

1. Introduction

Oxford City Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the council area. The licensing authority retains a limit on the number of hackney carriage vehicles it licences. This limit has been in place since at least 1990, though formal DfT information suggests 1997. There have been regular reviews of policy supported by surveys with the last undertaken in 2012.

Study timetable

Oxford appointed CTS Traffic and Transportation on 3rd September 2015 to undertake this survey of taxi demand in line with our quotation dated 30th July 2015 as confirmed at the Inception Meeting held on 6th October 2015.

The review was carried out between September 2015 and April 2016, with pedestrian survey work undertaken in November 2015. Licensed vehicle driver opinions were obtained by issue of a letter to all drivers by the Council in November 2015. Other key stakeholder consultation was undertaken between September 2015 and April 2016. Rank surveys were undertaken in mid-November 2015. A Draft Final report was submitted and this was reviewed to identify any factual or missing issues. The Final Report will be reported to committee in May 2016.

National background and definitions

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

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

More recently a further HoC SC has led to the Law Commission (LC) taking on a wide ranging review of vehicle licensing law to be completed over the next few years. The consultation document from the LC was released in mid-May 2012, final LC recommendations were published on 23rd May 2014, but no specific Government response has yet been provided nor any date for when this might be provided.

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

At the present time, passenger carrying vehicles in England are split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing and licensing authorities only have jurisdiction over those carrying eight or less passengers. These locally administered vehicles are subdivided into:

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

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

Further, there are several different kinds of licensing regime for vehicles within the hackney carriage framework. There are several authorities who have a requirement that all, or sometimes new, vehicles must be fully wheelchair accessible to various criteria. 20% of authorities have such a stipulation and are currently fully wheelchair accessible for hackney carriages. Oxford is one of these authorities. 40% of authorities have such a stipulation but are not 100% WAV whilst the remaining 40% (less the two authorities who have never licensed hackney carriages) have no such stipulation and have various levels of WAV vehicles in their fleet. Government legislation originally planned further requirements on WAV many years ago, but this was superseded by several sets of legislation since.

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

Review aims and objectives – national background

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

The “Best Practice Guidance” paragraph 47 states: “Most licensing authorities do not impose quantity restrictions the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered...”. Our database of taxi regulation, updated to December 2015, shows 91 authorities who openly declare a limit on hackney carriage vehicle numbers.

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

Of the 91 authorities in England and Wales with a formal limit on vehicle numbers, four have never seemed to have any formal study of the limit. A further 26 have tested their policy, but on an irregular basis (and not within the last three years). Over two thirds (61 authorities) undertake a regular review, all but three of which tend to undertake this more or less every three years. Many of these authorities are very strict on their repeat cycle. Oxford is among these authorities.

In recent years several authorities have determined to remove their limit policy – most recently Exeter. Others – most recently Cambridge – have returned a limit. In some cases authorities returning a limit set either a ‘settling limit’ eg Watford, or a limit beneath the current level (Chesterfield), whilst others fixed at the level when the decision was made (allowing for vehicles in the pipeline at the time of decision). Some limited authorities (notably Knowsley) have set a new limit lower than the current to take account of dormant licences at time of survey. Some authorities still are found needing to issue plates (eg BANES). Other authorities are currently considering if a limit needs to be re-applied in their area given evidence that the market is not restricting numbers appropriately.

Current Oxford requirements

Oxford held the previous survey in 2012 and is repeating to ensure the policy is reviewed in line with the current BPG guidance.

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

- Determine whether there is any evidence of significant unmet demand for hackney carriage services in Oxford
- If significant unmet demand is found recommend how many licences would be required to eliminate this

The study includes the following:

- Inception meeting
- Rank review
- Rank observations based on direct observations
- Public attitude interviews comprising face to face interviews
- Written consultation
- Report (draft and final)
- A presentation to committee

Methodology

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

- Review of relevant policies, standards etc: to understand the authority's aspirations for meeting travel needs and social inclusion and provide context to determining overall demand for travel and how this should be met;
- Extensive rank observations and audits of all the ranks in the Authority, including monitoring passengers' waiting time, any illegal plying for hire, use of Hackney Carriages by wheelchair users and rank audits;
- On street interviews: a survey of representative people on street to obtain information about their understanding of the sector, their last taxi journey, their overall levels of taxi use, about quality and barriers to use;
- Consultation: including consultation with all relevant stakeholders – the local authorities, police, trade associations, all drivers, mobility impaired, specific user groups, businesses, and other major generators of taxi trips

In essence, the methodology used follows similar principles to all surveys undertaken by CTS together with all developments of methodology more recently applied to our surveys, particularly including guidance from both the 2004 DfT letter and their 2010 Best Practice Guidance (which includes the 2004 guidance as an appendix), and including the latest knowledge arising from the Law Commission Review and the current status of the Equality Act. This report also seeks to provide compatibility with previous reports provided by other consultants to the Council.

The 2012 (and 2009) survey was undertaken by another contractor but we have obtained relevant details to allow continuity to occur in the time series of data available. Some items undertaken in 2012 have not been repeated in 2015 to ensure best value for money.

Report structure

This Report provides the following further chapters:

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

2. Background to taxi licensing in Oxford

The Oxford Council area

Oxford City Council is one of five councils within the Oxfordshire county area. The City has a current population of just over 150,700 according to the 2015 estimates from the 2011 census.

Oxford City Council covers a fairly tight urban area around the central part of Oxford but also includes more suburban areas of Cowley and Headington. It lies on both the Thames and Cherwell rivers and has key traffic routes including the M40, A34, A44 and A40 making it a strategic crossroads between London – Midlands and East – West routes. In public transport terms it is the focus of the rail route from London Paddington to Worcester as well as being on the Cross Country route from the Midlands to the South East. A further east-west link is under way currently providing the start of a second rail link to London Marylebone as well as the early beginnings of revival of the link eastwards to Cambridge, long severed.

Background Council policy

Oxford is a City Council with Oxfordshire County having highway and transport powers for the area. This includes provision of all taxi ranks. Transport Policy is summarised in the current Local Transport Plan (LTP). This covers the period from 2015 to 2031, having been adopted in September 2015. This acknowledges that many residents, particularly those with disabilities, rely on taxis, which are regulated by the local councils of the area. Their value providing links to stations is identified as well as that enabling people with disabilities or difficult journeys – with the County seeking to ensure there are adequate waiting and drop off facilities in central areas.

The LTP includes a specific Oxford Transport Strategy. This is partly driven by expected growth at Oxford Station of up to 70% by 2026 due to planned rail developments. Part of this includes improving the taxi interchange at the station alongside the other public transport provision there. This document recognises that 'taxis and private hire vehicles' will perhaps even more so be an important part of the Oxford integrated transport network. Works to reduce the attractiveness of the private car as a means of accessing the city centre should increase their role. A key role is seen of ensuring adequate interchange for licensed vehicles not just at the main station, but at Oxford Parkway and at the Park and Ride bus hubs (however all but one Park and Ride site as well as the Parkway station are in fact not within Oxford City Council's jurisdiction).

One aim is to try to encourage licensed vehicles to make use of electric vehicles where possible, including ensuring all taxi interchanges include charging points.

The City has ensured that detailed plans are available showing the location of each and every taxi rank – plans produced by the relevant authorities in the County but shared so both authorities are fully aware of the exact location and current scope of these facilities.

Policy of restricting hackney carriage vehicle licences

Oxford City Council has a power to restrict the number of hackney carriage vehicle licences it grants when it is satisfied there is no unmet demand for the services of hackney carriages which is deemed to be significant. This power has been in this format since the introduction of the 1985 Transport Act, Section 16 (before which the power to limit was unfettered). Formal Government encouragement remains towards the minimisation of restrictions, including limit policies.

Further details of rank locations are provided in Chapter 3 below although there are no major changes since 2012 in provision.

Background statistics

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

	Hackney carriage vehicles	Private hire vehicles	Total fleet	Driver numbers				Operators
				Hcd	phd	Dual	Total	
	Limit began at least 1990							
1989	99	84	183		120			
1994D	99	unknown	n/k	350				
1997D	99	150	249	315	215	0	530	n/k
1999D	99	198	297	0	251	278	529	8
2001D	99	248	347	0	280	248	528	7
2004D	106	278	384	0	358	292	650	9
2005D	106	308	414	0	368	294	662	9
2007D	106	350	456	0	406	317	723	10
2009D	107	443	550	0	504	319	823	17
2010N	107	520	627	Not collected				
2011D	107	524	625	0	631	333	964	20
2012N	107	556	663	Not collected				
2013D	107	569	676	0	620	328	948	24
2014N	107	583	690	Not collected				
2015D	107	697	804	0	644	331	975	30
2015C	107						(939)	

*Note: DfT statistics used from 1994 to 2007, 2011/ 2013 and 2015 (D). National Private Hire Association surveys for 2010/12/14(N). Council figures given at start of survey, Sept 2015
NB 2011 DfT had figure of 101 hcv - amended*

The Table above shows that Oxford became a fully wheel chair accessible fleet around 2000. Since DfT stats have been available, plates have increased by a total of eight (8%). At the same time, dual driver numbers have increased by 20% (hackney carriage drivers can also drive private hire, but not the reverse). This has been the case since 1995. There has been a limit on hackney carriage vehicle numbers since at least 1990 (there was a study of demand in 1989 suggesting the limit was in place then).

In terms of private hire vehicle numbers, which cannot be limited, there has been growth of 365% since 1997. This growth has been continuous through all the data available. In 1989, there was 46% of the fleet private hire – the proportion is now 87%.

For the total licensed vehicle fleet, growth from 1997 to date has been some 223% overall, with the bulk of growth therefore on the private hire side. In 2015 the total fleet grew to around 800 vehicles for the first time.

The situation with drivers is slightly different to many places. It appears that hackney carriage drivers are all able to drive private hire, whilst people can have a private hire only drivers licence. This has been the case since around 1995. Total driver numbers grew between 2001 and 2011 but have remained relatively stable since then. There are about 21% more drivers than vehicles in total, but the picture on the private hire only driver side suggests there are many 'dual' drivers who are choosing to drive private hire vehicles at the present time. If the 'dual' driver number is compared to the hackney carriage vehicle numbers, there are very clearly significant levels of double shifting still in place with over 3 drivers per vehicle – even if there may be a number of these drivers not actually using their licence at present.

Operator numbers are now significantly higher than the eight to 10 from 1997 to 2009, with recent growth seeing the level currently at 30 according to the latest DfT statistics.

Driver ratios

As noted above, there appears to be evidence that the hackney carriage fleet has much higher levels of driver ratio than the private hire although with the partly dual driver licences this is not fully clear.

Structure of Trade

Information was provided with the tender documentation and at inception about the structure of the overall licensed vehicle trade, which can affect the overall way services are delivered.

We were advised that there is one hackney carriage radio network, and that the hackney carriage and private hire trades are entirely separate entities. None of the private hire companies have hackney carriages at all. There are around five WAV style vehicles in the private hire fleet mainly to fulfil contract work, particularly on Oxfordshire school contracts.

There is a hackney carriages association which administers the rail station contract from the trade side (COLTA) with up to 80 vehicles available to this site. The hackney carriage fleet became fully WAV in 2000 and all must also have swivel seats fitted. Many hackney carriage vehicles have remained in the same family over many years. There was a policy in the 1980's encouraging ethnic groups to join the hackney carriage trade and these plates are traditionally very highly used by members of families.

There are two large private hire companies (who press reports in July 2015 suggest had in fact merged). All Oxford private hire have operator stickers on rear doors but are not allowed roof signs. There are out of town vehicles – and some hackney carriages operating on local private hire circuits – who are saloons with roof signs which can cause some confusion.

3. Results from rank surveys

The Table below shows the result of our review of the ranks available in the Oxford licensing area. This is based on a list provided by Oxford in the proposal documents backed up by a full set of plans and further information provided at the inception meeting. They are listed in order of the usage category provided in the Council tender documents based on performance in 2012.

Rank / operating hours (council plan reference no.)	Spaces	Comments
Well used ranks		
Gloucester Green St Georges Place (8)	12	Main council rank
Queen Street, Carfax (6)	3	Operates from 18:30 to 08:00 only plus all day Sunday, advised works better now that nearby bus stop is no longer in use and has been removed
St Giles (9)	15	Original rank mainly used for parking by vehicles on break in day, but by passengers at night
Moderately used ranks		
Barns Road, Cowley (1)	4	Community Centre and Post Office this used to service now both gone.
Between Towns Road, Cowley (2)	2	Introduced to prevent phv parking on footway without consultation with council or trade and has seen little usage.
Cowley Road, Health Centre (3)	2	Rarely used – health centre generates little traffic and route has 24/7 bus services
Little if at all used rank locations		
The Plain (4)	3	Resurfaced but without lines on ground and with wrong times on signs – rarely used as night club it serviced closed. Correct hours are 2000-0600 every day
High Street (5)	2	
Park End Street (7)	3	Likely to be unavailable due to road works but need to try to survey
London Road A (11A)	1	Near London Tube bus stop
London Road B (11B)	1	For Oxford heading journeys
Oakthorpe Rd	n/a	Still formally exists but over-painted by County with disabled parking. Not currently active but might be valuable if could be restored – not required to be surveyed
Private rank location		
Oxford Station	15	Under agreement with rail operator

In comparison to 2012, Oakthorpe Road was not covered then either. The main difference otherwise will be the impact of road works in particular the displacement of any ability to provide hackney carriage pick-ups at or near to Park End Street. The changes to local facilities in Cowley and other reduction of facilities that might feed hackney carriage usage should imply reduced demand albeit at lesser used sites in general.

During our research we did not find evidence of any other ranks within the Oxford area and understand our rank coverage is therefore comprehensive as required by the Department for Transport's Best Practice Guidance on taxi and private hire licensing (BPG). The only private rank we are aware of is that at Oxford station which requires a supplementary permit from the current rail station operator.

The breakdown of rank hours covered by video is shown in **Appendix 1**. The aim was to cover the well-used ranks for all their operating hours over an extended weekend, with appropriate cover of the moderately and less-used ranks, and an attempt made to cover ranks affected by road works if at all possible. In the end, there was no suitable location identified to cover the effect of the road works in Park End Street so no data collection was possible in this area. Video observations at the London Road locations were also substituted by a more detailed on the ground review of these two sites (see below).

Ranks were observed, using video methods with the recordings observed by trained staff, and analysed to provide details of the usage and waiting times for both passengers and vehicles. Passenger waiting time was kept to that which was true unmet demand, ie when passengers were waiting but no hackney carriage vehicle was there. **Appendix 1** records the hours watched. This covered some 278 hours – marginally more than the 252 in 2012 and more than robust enough for the requirements of testing for significance of any observed unmet demand.

Full details of the observed volumes of passenger and vehicle traffic are included in **Appendix 2**. Our observations took account of feeder ranks where necessary to ensure true estimation of the hackney carriage waiting times at ranks for passengers (as at Oxford station).

Overall comments on ranks

A total of 9 different rank locations were observed by video methods. In total just over 4,600 vehicle arrivals and departures were observed at or near these ranks. Of these, some 90% were hackney carriages.

Of the total vehicle arrivals and departures observed, 7% were private cars at or near the ranks. 1% was goods vehicles. 2% was private hire vehicles and just one emergency vehicle stopped at a rank. This is overall a fairly good compliance rate with ranks – although many of the key ranks are in any event designed to reduce the opportunity for them to be abused, though this is not the case with the suburban locations.

There was just one wheel chair using passenger observed during the survey period – at Gloucester Green around 19:30 on the Thursday. One other passenger was observed as being visibly disabled (at the St Giles location just before midnight on the Friday). There were 51 cases observed of drivers assisting passengers beyond those in wheel chairs.

Detailed rank performance

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

Rank	Period (2015)	Total passengers observed	Total loaded vehicle departures	Passengers per loaded vehicle	Empty vehicle departures	% of vehicles leaving empty	No. of passengers having to wait for vehicle to arrive
Well used ranks							
Gloucester Green	Thursday 12 th Nov	340	235	1.4	8	3	9
	Friday 5 th Feb 2016	748	438	1.7	18	4	0
	Saturday 14 th Nov	1065	602	1.8	31	5	0
	Sunday 15 th Nov	158	94	1.7	6	6	0
Queen Street	Thursday 12 th Nov	357	183	2	94	34	0
	Friday 13 th Nov	786	402	2	97	19	0
	Saturday 14 th Nov	521	246	2.1	51	17	4
	Sunday 15 th Nov	119	60	2	12	17	0
St Giles	Thursday 12 th Nov	58	38	1.5	17	31	3
	Friday 13 th Nov	176	89	2	20	18	5
	Saturday 14 th Nov	328	141	2.3	37	21	11
Moderately used ranks							
Barns Road	Saturday 14 th Nov	4	1	4	2	67	0
Between Towns Rd	Saturday 14 th Nov	0	0	0	2	100	0
Cowley Rd	Friday 13 th Nov	0	0	0	7	100	0
Little if at all used rank locations							
The Plain	Friday 13 th Nov	0	0	0	0	0	0
	Saturday 14 th Nov	23	9	2.6	3	25	2
High Street	Friday 13 th Nov	1	1	1	6	86	0
Private rank location							
Oxford Station	Friday 13 th Nov	795	601	1.3	236	28	6
	Sunday 15 th Nov	475	358	1.3	33	8	1

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

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

Developing – rank of recent origin but clearly growing in use

Overview

An initial over-view of the above table suggests that the Friday sees very similar levels of usage between the station, Gloucester Green and Queen Street ranks, whilst most Sunday activity is at the station. The busiest overall period appears to be Saturday at Gloucester Green. There appears to have been further reduction in use of the formerly moderately used ranks whilst The Plain appears to see a little more usage. Further detail is provided below rank by rank.

Well used ranks

Gloucester Green rank

This rank is located off George Street in a section of road principally accessible by hackney carriages. It operates all hours and provides formally 12 spaces though more vehicles can fit here. Loading can be from either side of the vehicle as the area is effectively otherwise pedestrianised.

This rank was observed from 14:00 on Thursday 15th October 2015 through to 16:30 on Sunday 15th November 2015. Data from the Friday had to be re-collected on 5th February 2016 due to equipment issues on the original date.

Thursday observations

During the Thursday observations 340 passengers were observed leaving in 235 vehicles, giving vehicle occupancy of 1.4 persons per vehicle – low. Just eight vehicles left the rank empty (3%).

Nine passengers were observed arriving when no vehicle was available for immediate hire. Four waited in the 16:00 hour (with the longest wait being ten minutes). A further five waited in the 17:00 hour, but at this time the longest wait was just two minutes. When averaged over all passengers using this rank the average expected wait was just seven seconds.

In passenger terms, total passengers in any hour ranged from 22 to 42 in most hours up to the 23:00 hour. There was a peak of 47 in the 20:00 hour, and the midnight hour saw just 11, followed by 23, 17, 8, 3 and none in the 05:00 hour.

Average vehicle waiting times for fares were generally very low (two to 15 minutes) but increased from the 21:00 hour onwards to the order of 35 to 50 minutes as flows reduced.

Friday observations

During the Friday observations 748 passengers were observed leaving in 438 vehicles, giving vehicle occupancy of 1.7 persons per vehicle – moderate. 18 vehicles left empty (4%). No passengers arrived when there was not a vehicle available for immediate hire.

In passenger terms, flows ranged from eight to 25 in the hours between the 09:00 and the 17:00 hour (not significantly reduced from the level observed on the Thursday in November), and then rose to 37 and 34 before a peak of 81 in the 22:00 hour (and 79 in the 20:00 hour). From the 23:00 to 01:00 hour flows were stable around 66-68 passengers, rising to 72 in the 02:00 hour and then falling to 47, 18 and none in the 05:00 hour.

Average vehicle waiting times for fares were relatively high until the 15:00 hour (in the order of 40 minutes or more), but then fell to between 10 and 20 minutes until the 02:00 hour when they again increased.

Saturday observations

During the Saturday observations (all in November) 1,065 passengers were observed leaving in 602 vehicles, giving vehicle occupancy of 1.8 persons per vehicle – high. 31 vehicles left empty (5%). Again, no passenger arrived when there was not a vehicle available for immediate hire – ie there was no unmet demand on this day.

In passenger terms, flows rose from 13 to 22 in the 09:00, 10:00 and 11:00 hours to around the 40 mark until the 19:00 hour which saw 64 passengers. The peak of 106 persons was reached in the 22:00 hour with 94 in the 23:00 hour and a further 98 in the 02:00 hour. After this flows reduced but there were still four passengers in the 05:00 hour. The Saturday is clearly the later night at this location compared to the Friday though the peak remained at the same time – 22:00.

Average vehicle waiting times for fares were again higher before early afternoon and then reduced to between six and 20 minutes for most of the rest of the day. Much longer vehicle waits occurred in the last hour of the observations.

Sunday observations

During the Sunday observations (which covered only up to 16:30 that evening) 158 passengers were observed leaving in 94 vehicles, giving vehicle occupancy of 1.7 persons per vehicle – moderate. Just six vehicles left the rank empty (6%). No passenger ever arrived to find no vehicle available for immediate hire.

In passenger terms, the rank was quieter than on the other three days. However, every observed hour saw passengers, although flows generally rose from the 11:00 hour onwards. The peak was during the half hour just before observations ended – with 31 people, there had been 26 in the 15:00 full hour.

Average vehicle waiting times for fares were longer than on other days – with many vehicles waiting over an hour for fares. This is typical of the lower flows observed and a main rank.

Summary

Overall, service to this rank is **good**.

Queen Street

This rank is located at the High Street end of Queen Street on a section of road which has restricted access (mainly buses and hackney carriages). It provides three spaces, and loading can be from either side of the vehicle although buses would be passing on the driver side. It formally only operates from 18:30 until 08:00 but all day on Sundays. It was formerly located in a bus stop but this no longer exists making the site clearly a hackney carriage rank.

This rank was observed from 18:00 on Thursday 12th November 2015 through to 18:00 on Sunday 15th November 2015 (but excluding the non-operating hours on the Friday and Saturday daytimes).

Thursday observations

During the Thursday observations 357 passengers were observed leaving in 183 vehicles, giving vehicle occupancy of 2 persons per vehicle – relatively high. 94 vehicles left empty (34%). No passenger ever arrived to find no vehicle available for immediate hire.

In passenger terms, flows were 13 to 26 in the first three hours from the 19:00 hour onwards, then rising to 28-40 over the next three hours with 54, the peak of 91 (in the 02:00 hour), then 45, and then two persons per hour (04:00 and 05:00) and no-one in the two hours after that.

Average vehicle waiting times were generally low (between five and 13 minutes) although one vehicle waited much longer at the end of the busy hours (in the 04:00 hour).

Friday observations

During the Friday observations 786 passengers were observed leaving in 402 vehicles, giving vehicle occupancy again of 2 persons per vehicle – relatively high. A similar number of vehicles – 97 – left empty, though this was a much lower proportion of those servicing the rank (19%). Still, no passenger had to wait for a vehicle to arrive at the rank.

In passenger terms, flows on the Friday were much higher than the Thursday, although the peak remained at the same time (the 02:00 hour), and the rank was also quiet for the last two hours. The first full three hours saw flows between 32 and 38, rising to 86 to 95 in the next three hours, 113 at 01:00 and then the peak of 161 in the 02:00 hour. 03:00 saw 127, followed by four and then no further passengers.

Average vehicle waiting times were much lower, between two and eight minutes and no maximum observed wait longer than 21 minutes.

Saturday observations

The Saturday observations saw 521 persons leave in 246 vehicles, a higher (and relatively high) occupancy of 2.1 persons per vehicle. 51 vehicles, 17% of those arriving, left the area without passengers. Four passengers arrived when there was no vehicle immediately available for hire.

These passengers were in the 23:00 hour (one waiting three minutes), the midnight hour (two waiting a maximum of four minutes) and the 02:00 hour (one person waiting just one minute). Averaged over all passengers the expected wait was just one second.

In passenger terms, flows were lower than on the Friday, ranging from 18 to 74. The peak flow occurred earlier, in the 01:00 hour. There was a higher flow in the 21:00 hour than the other two nights, although there were also passengers present right through to the final hour at 05:00 – and some 54 people in the 04:00 hour.

Vehicle waits tended to be between three and eleven minutes with no vehicle waiting longer than 23 minutes.

Sunday observations

The Sunday daytime observations saw the rank used by 119 passengers leaving in 60 vehicles – again a relatively high occupancy of two passengers per vehicle. Just twelve vehicles left without passengers (17% of those serving the rank). No passenger ever arrived without a vehicle being there to take them immediately.

Passenger flows were low – no more than eight in any hour before the 12:00 hour which saw 16 passengers. Flows then remained between 11 and 13, with 25 in both the 16:00 and 17:00 hours.

Vehicle waits were correspondingly longer – from 14 to 40 minutes although with some examples around 14:00 of longer vehicle waits. As the rank became busier in the 16:00 hour, vehicle waits reduced.

Summary

Overall, service to this rank is **good**.

St Giles

This rank is one of the oldest in Oxford. It is located in the centre of the road and has a former hackney carriage office nearby. It has a capacity of 15 vehicles but is difficult for passengers to approach vehicles by its central location. Access however, is as hard from either driver or passenger side. The location is understood to be used principally for vehicles waiting to proceed to another rank, or later in the day. It is formally a 24-hour rank.

It was observed from 16:00 on Thursday 12th November 2015 through to 05:00 in the early hours of Sunday 15th November, although on both intermediate days the daylight hours between 08:00 and 17:00 were not observed.

Thursday observations

During the Thursday observations 58 passengers were observed leaving in 38 vehicles, giving vehicle occupancy of 1.5 persons per vehicle – moderate. 17 vehicles left empty (31%).

Three passengers had to wait for a vehicle to arrive. Waits occurred in the 20:00, 22:00 and 23:00 hours. Two of the waits were just a minute, with the longest wait being five minutes. Averaged over all those using this site on this day the typical wait was seven seconds.

In passenger terms, flows ranged from two to 15. Passengers were only observed from the 20:00 to the 02:00 hours. Peak usage was in the 23:00 hour.

Average vehicle waiting times for fares were three to 11 minutes with one vehicle observed to wait up to 25 minutes before leaving – not peculiarly long periods.

Friday observations

During the Friday observations a much higher level of 176 passengers were observed leaving in 89 vehicles, giving a relatively high vehicle occupancy of 2 persons per vehicle. 20 vehicles left empty (18%).

Five people had to wait for a vehicle to arrive, with one waiting six minutes and the others all waiting less than five minutes. Shared over all passengers, this equates to a five second average wait.

In passenger terms, flows began with four in the 20:00 hour rising to a peak of 41 - again in the 23:00 hour. There was a second peak of 31 in the 02:00 hour and no passengers from the 05:00 hour onwards.

Average vehicle waiting times for fares were four to 17 minutes although the 03:00 and 04:00 hours saw longer waits – the longest vehicle waiting time for a fare being 47 minutes.

Saturday observations

During the Saturday observations a yet even larger number of 328 passengers were observed leaving in 141 vehicles, giving vehicle occupancy of 2.3 persons per vehicle – relatively high. 37 vehicles left the rank empty (21%).

A total of 11 passengers arrived when there was no vehicle available for immediate hire. Waits occurred in most hours from 20:00 onwards apart from the 21:00 and midnight hours. Most waits were one or two minutes. However, the 03:00 hour saw one person wait 13 minutes, and the next hour saw just one person waiting overall, but for 11 minutes. When the overall total waits were averaged over all passengers, the typical wait was just eight seconds.

The rank saw passengers in every hour observed between the 20:00 and the 04:00 hours. Flows began at 10 and rose to a peak of 63 in the 01:00 hour and then 76 in the 03:00 hour. Flows were 42 or more in every hour from the 23:00 to the 03:00.

Average vehicle waiting times for fares were between two and nine minutes with the longest vehicle wait observed of 23 minutes.

Summary

Overall, service to this rank is **fair** during the short period it actually is in use.

Moderately used ranks

Barns Road, Cowley

This rank has space for four vehicles but has seen the main locations generating custom for it go away in recent years. This rank was observed from 09:00 on Saturday 14th November 2015 through to midnight that day.

During the full observation period just four people left the rank in one vehicle. Two other vehicles paused at the location. The vehicle that took the four people had waited 20 minutes for this fare – suggesting there was either a booking or that people took the opportunity to hire the vehicle that waited.

This rank should now be categorised as 'little if at all used' and no service level evaluation is appropriate.

Between Towns Road, Cowley

This rank, with two spaces, was introduced by the County with the aim of stopping private hire vehicles parking on the footway waiting for customers. It was also observed on Saturday 14th November between 09:00 and midnight. Although two vehicles paused here – one for 17 minutes, no passengers were observed and again this should be in the 'little if at all used' category, and again no service category is appropriate

Cowley Road

This rank has two spaces and like the others above has been overtaken by local changes. The nearby health centre does not really generate much potential trade, and introduction of 24/7 bus routes provides significant competition.

It was observed on Friday 13th November from 10:00 through to 02:00 the next morning. During this period seven vehicles paused here for up to seven minutes, but gained no passengers at all. Again, the rank should be placed in the 'little if at all used' category and no service level is appropriate.

The Plain

This rank has a unique location just off a roundabout. Again history has overtaken it with the club it used to serve having closed some while ago. It was observed for two periods – from 03:00 on Saturday 14th November until 11:00 and again from 19:00 that evening until 05:00 the next morning.

The first period saw no vehicles or passengers. During the second period, 23 passengers left the rank in nine vehicles, a very high occupancy of 2.6 per vehicle. Three other vehicles – 25% of those serving the location – left empty. All activity was between the 23:00 and 03:00 hours. In the 01:00 hour someone had to wait a minute for a vehicle to arrive, and in the 03:00 hour someone waited twelve minutes. However, averaged over those using the location the typical wait was 34 seconds. Flows in these hours were very light – varying from three to six (this peak being in the 01:00 hour). Vehicle waits for passengers were very small perhaps suggesting this was a location where vehicles perhaps paused on their way returning to the city centre from an outbound journey.

This rank should really be counted as 'moderately used' and obtains a **fair** service particularly given the low levels of demand.

High Street

This two space rank is located just outside the main town centre but with a number of nearby shops. It loads from the passenger side and is on a busy traffic route. It was observed from 09:00 to 21:00 on Friday 13th November 2015. During this period just one passenger obtained a hackney carriage here in the 16:00 hour but this was possibly a passing vehicle as it had not waited for the passenger. Six other vehicles did wait here for between a minute and 19 minutes during various other hours.

This rank is correctly a 'little if at all used' category rank and no service level is appropriate – though it is probably best left as a good potential hailing point.

Park End Street

This three space rank was well-used in 2012 and services many of the clubs in this area. In 2015 it did not prove possible to observe since road works were ongoing, and there was also no other location where people could obtain hackney carriages in replacement. Tests are needed to observe if this rank returns to use once the road works are over.

London Road ranks

These two single space ranks are clearly marked and within the shopping area of London Road. One services a key bus stop and both provide opportunities for interchange from key bus services into / out of the City for those who live around the main central area rather than within it.

These two ranks were reviewed by manual observations for short periods and by discussion with nearby shops who would day in day out observe what was occurring at the ranks. Just one of the ranks was believed to be used occasionally – although several shops told us they thought the main users were private hire vehicles rather than black cabs. Most respondents could not remember seeing any hackney carriage usage. However, both remain useful locations on a key route and should on balance be left in place.

Private rank **Oxford Station**

This rank is within the forecourt of Oxford station and requires a supplementary permit from the current rail operator. There are plans to revise the layout of this forecourt, but at present the taxi bay is close to the station exit. There are some 15 spaces available although some feeder spaces are nearer the exit from the area, requiring vehicles to circulate across bus flows to get to the actual rank. Although mainly loading from the passenger side, driver side loading is possible although it does need care due to buses passing on this side of the vehicle. Permits are related to COLTA and around 75% of the hackney carriage fleet are able to work here from this rank.

This rank was observed from 09:00 on Friday 13th November 2015 through to 03:00 the next morning, and then on Sunday 15th November 2015 from 07:00 until 21:00.

Friday observations

During the Friday observations 795 passengers were observed leaving in 601 vehicles, giving low vehicle occupancy of 1.3 persons per vehicle. 236 vehicles left empty (28%) although some of these could have been vehicles without permits setting down passengers and leaving.

Six passengers had to wait for a vehicle to arrive. Waits occurred in the peak hours of 17:00, 18:00 and 19:00. The longest wait, however, was just three minutes. When averaged over all passengers expected wait time was just a second.

In passenger terms, flows were generally between 30 and 70 per hour, with a peak of 91 in the 18:00 hour and just five passengers in the 02:00 hour.

Average vehicle waits varied by hour, ranging from around 15 to up to 53 minutes, although in the peak period this dropped to one to five minutes. At least one vehicle was observed waiting up to 68 minutes. These longer wait times are typical of a station location, where potential journeys can be longer and where there can also be gaps between periods where several trains arrive and a high number of vehicles can be needed in a short period to service peak demand from one large train.

Sunday observations

During the Sunday observations 475 passengers were observed leaving in 358 vehicles, giving vehicle occupancy of 1.3 persons per vehicle (same as Friday)– low. 33 vehicles left empty (8%), with just one passenger having to wait for a vehicle to arrive, waiting for just one minute in the 18:00 hour.

Passenger flows ranged from just one to 48 until the 18:00 hour when there were 53, followed by 104 in the 19:00 hour and 63 in the next hour – most likely people returning at the end of weekends away.

Vehicle waits for passengers were 15 to 40 minutes until the 16:00 hour when they fell to between four and 15 minutes as passenger levels increased. Maximum waiting times were generally lower on the Sunday.

Summary

Overall, service to this rank is **good**.

Comparison of overall supply and demand

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

Rank	Period	No of hours rank active	Average vehicle arrivals / hr	Average loaded departures / hr	Overall judgment of service provided
24-hour ranks					
Gloucester Green	Thursday 12 th Nov	15	16	16	Good
	Friday 5 th Feb 2016	21	22	21	
	Saturday 14 th Nov	24	26	25	
	Sunday 15 th Nov	11	9	9	
Queen Street	Thursday 12 th Nov	12	23	15	Good
	Friday 13 th Nov	12	42	34	
	Saturday 14 th Nov	12	25	21	
	Sunday 15 th Nov	9	8	7	
St Giles	Thursday 12 th Nov	7	8	5	Fair
	Friday 13 th Nov	9	12	10	
	Saturday 14 th Nov	9	20	16	
Moderately used ranks					
Barns Road	Saturday 14 th Nov	1	3	1	N/A
Between Towns Rd	Saturday 14 th Nov	0	0	0	N/A
Cowley Rd	Friday 13 th Nov	0	0	0	N/A
Little if at all used rank locations					
The Plain	Friday 13 th Nov	0	0	0	Fair
	Saturday 14 th Nov	5	2	2	
High Street	Friday 13 th Nov	1	7	1	N/A
Private rank location					
Oxford Station	Friday 13 th Nov	18	47	33	Good
	Sunday 15 th Nov	13	30	28	

Of all the 18 rank / days observed, only Gloucester Green was truly a 24/7 rank location, and even there some hours were not used. The station was the next most used location in terms of length of time active. Queen Street was active for all the hours that it was available to the public. As expected, St Giles was mainly active for specific night hours, although there were between seven and nine of these (more at weekends). The Plain on the Saturday saw more activity than was expected, whilst two of the other outer ranks saw just an hour in use, and the three others saw no use at all.

In terms of overall passenger demand at ranks per hour when operational, Queen Street on the Friday was the busiest, followed by the two sets of observations at the station. All had average loaded departures of 28 to 34 per hour (approximately a departure every two minutes). Three other locations/days had flows around every three minutes – Gloucester Green, Saturday, then Friday, then Queen Street Saturday. There were four sites/days with between 10 and 16 average departures per hour and two with between 5 and 7. The remaining six days/sites had very low, if any usage. Overall all of these figures seem to be generally low compared to other similar locations.

In terms of overall service, comparing the number of vehicles supplied and the total number of loaded vehicles leaving (ie taking out the loading factor), Gloucester Green tended to have the closest match – with three of the four days seeing 95-97% of arriving vehicles leaving with passengers. The next closest match was 92% at the Station on the Sunday, linking with the high usage that day there compared to other locations. All the other locations and days had ratios of vehicle departures to loaded departures 83% or less – suggesting 17% or more spare capacity. Mid-week values tended to be lower – reflecting lower demand but not equally reduced levels of supply (eg Queen Street, Thursday, 66%). However, the tightest match was on the Thursday at Gloucester Green which may relate to the market usage there on that day.

Summary of Total demand

The table below calculates a typical week from the observations undertaken in 2015 and compares to information from the previous survey. Ranks or pick-up locations are listed in descending order of passenger usage in 2015.

Rank	2009	Passengers per week, 2012 survey	Passengers per week 2015 survey
Oxford Station		5956 (37%)	5380 (43%)
Gloucester Green		2922 (18%)	3529 (30%)
Queen Street		2853 (18%)	2557 (21%)
Park End St		2169 (13%)	Unusable
St Giles		946 (6%)	678 (6%)
Barns Rd		223 (1%)	24 (0.0%)
The Plain		225 (1%)	23 (0.0%)
High St		684 (4%)	9 (0.0%)
Between Towns Road		0	0
Cowley Road		128 (1%)	0
London Road B		23 (0.0%)	(0)
London Road A		0	(0)
Total estimated weekly demand	14,303	16,128	12,299
Growth from previous	n/a	+6%	-24%
Growth from 2009	n/a	n/a	-14%

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

The table shows overall there has been a decline in rank usage in Oxford of 24% since 2012. The decline since 2009 is around 14%. A significant part of this must relate to the road works in place – which meant at least 13% of demand had no easy place to meet hackney carriages which could be measured. Further, there have been changes in demand around the out of town ranks which have seen their usage also fall significantly in every case. At the same time, private hire vehicle numbers have continued to grow although not all is rosy in that area since we are aware that two large companies have recently merged to seek to remain competitive.

The table above demonstrates that Oxford station (private rank) remains the dominant rank, although both Gloucester Green and Queen Street have increased in the share they make up of the total. In fact, Gloucester Green has grown in actual numbers estimated as well as in market share – which could suggest some of those displaced from Park End Street have transferred to this location. Barns Road has reduced in actual level of usage but retained its share at 6%. High Street has seen a significant reduction in usage from 4% to next to nothing. Barns Road, The Plain and Cowley Road all had 1% share in 2012 but none now have very much demand at all. As noted above some of this is due to recent change.

The overall picture is an overall decline in hackney carriage usage which may relate to combination of the city centre road works and other changes to demand in the outer suburbs.

Plate activity levels

A sample of plate numbers were collected during the rank surveys to identify the level of activity of the fleet during the survey. Observations covered each part of the area near to key ranks (but not at the ranks) – covering a total of 10 hours on the Saturday of the surveys. This was to identify the level of activity of the fleet and to test if there was any 'playing up' by the trade to the survey. Three key locations were included.

A total of 429 vehicles were recorded. 94% of the 107 plates were observed – relatively high but of about the right order allowing for some to be off the road. This level may also suggest some element of most vehicles trying to be available, but it still leaves some vehicles not observed which provide a cushion of spare capacity. There was no similar calculation reported in the 2012 survey although we were advised at inception that the full fleet had been observed.

The most frequent vehicle was seen 11 times. The next most frequent was seen nine times. The most common occurrence was 17 vehicles seen five times. 15 vehicles were seen four times, and another 15 three times. This is a relatively active fleet.

Application of the ISUD index

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

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

The ISUD calculations draw from various elements of the work, reflecting statistics which seek to capture components of 'significant unmet demand' although principal inputs are from the rank surveys, factored to produce a typical week of observations based on the knowledge available to us. It should also be noted that any ranks where the council could not affect the number of vehicles available – in this case the Oxford Station rank – are excluded from the ISUD calculations since even if unmet demand were identified and more plates issued it could not have any significant effect on this location and as such it is unfair to include.

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

The other index that could be zero – proportion of passengers in hours in which waits occurred which was over 1 minute – was 0.6%.

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

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

Average passenger delay in minutes across the whole survey is 0.03 minutes (or two seconds).

From the public attitude work, the latent demand factor is 1.015, assuming all who did not give an answer had not ever given up waiting.

The ISUD index is the multiple of all the above. Using detailed numbers (but then rounding) the calculated value is 0.06. This is well short of the cut-off value of 80 suggesting there is no unmet demand in the Oxford area which is significant at this point in time. This result takes on board both patent (measurable) and latent demand. This needs to be considered with other evidence to understand the right course of action with plate numbers but it is unlikely that this guide value would be reversed by other evidence.

Comparison to previous studies

The ISUD index was used in the 2009 and 2012 studies. The Table below shows the change in specific indices between years to give an indication of the movement of the market between these two studies (where information is available). The surveys were all undertaken at the same time of year, so the seasonality index was 1.0 in all cases and has not been reported. There will be some differences arising from the specific sample hours used but in general an outline comparison is informative on the state of the hackney carriage market in Oxford over the last six years.

Element	2009	2012	2015
Average wait (mins)	0.24	0.65	0.03
Peak factor	1.0	0.5	0.5
% Queues in weekday daytime hours	10	7	6.3
% pass in hours with waiting over 1 minute	3.1	4.3	0.6
Latent demand	n/k	1.308	1.015
Overall index	4	13	0.06

All indicators have reduced showing that people are now much better served in Oxford than they were by hackney carriages in either 2012 or 2009. The apparent move towards unmet demand becoming significant shown between 2009 and 2012 has now been more than reversed. Although the station was possibly included in the 2009 and 2012 ISUD calculations, even this does not account for the significant improvement in performance. The drop in demand is the main reason that service appears to have improved so much – there is the same level of vehicles to service 24% less customers.

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

4. Public Consultation results

A fifteen question survey was undertaken with 200 persons in the Oxford City Council area (544 were obtained in 2012 although some were by telephone not post). Surveys were undertaken on Wednesdays 18th and 25th November 2015 in the shopping area. Responses were mainly from those available during the day time, following standard practise for these interviews. The Table in **Appendix 3** summarises the overall responses.

40% of those interviewed had used a licensed vehicle in the Oxford Council area in the last three months, a moderate level of recent usage. This was much lower than 2012 (64%).

59% told us how often they used a licensed vehicle. We have assumed the remaining non-respondents do not use licensed vehicles and calculated the average level of licensed vehicle trips per month. On average, there are 1.4 person trips by licensed vehicle per month based on these assumptions, a moderate level.

57% of interviewees told us how they obtained licensed vehicles in the Council area. By far the highest percentage got "taxis" by booking them by telephone (50%)(62% in 2012), followed by 26% (20%, 2012) saying ranks and 19% saying mobile or smart phones (not included in 2012). None suggested they hailed "taxis" (16% in 2012).

The use of phones was queried further, seeking to understand the companies that people used. 77 different people provided 114 mentions of company names. Five gave three names, 27 gave two, and 45 gave just one. Five of the nine companies were clearly listed in the council brief listing of companies. The top company obtained 43% of the mentions, the second 36%, with the following three obtaining 6,5 and 4% respectively. The remaining four companies only obtained 3, 1, 1 and 1% of the total. This tends to suggest dominance of a few large companies with a moderate level of loyalty. The hackney carriage company was not named at all.

A set of questions were then asked relating specifically to use of hackney carriages. 62% of the people interviewed said they could not remember when they last used a hackney carriage. However, encouragingly, none said they could not remember seeing a hackney carriage – so they are very visible, but little used. Just 22% gave actual levels of hackney carriage usage. When factored in a similar way to the question focussing on all licensed vehicles the result was people making 0.4 hackney carriage trips per person per month.

Compared to the 1.4 result for all vehicles this suggests around 29% of people use hackney carriages – very consistent with the claim earlier that 26% use ranks, and confirming that potential hailing may be low.

People were asked to name all the rank locations they were aware of in the Council area and if they used the locations they named or not. 67% of those interviewed provided at least one rank location and if they used it or not. 23% named one location, 27% two and 17% three, giving a total of some 256 mentions of rank locations.

Of the 256 different mentions given, there were 16 different names provided. Only the Station was just known as itself. Of all the mentions, 43% named the station. 29% mentioned Gloucester Green, but split by four different names (plus Market Place, Odeon Cinema and Market Cinema). 13% named Queen Street – but used Carfax, opposite Town Hall (although this could in fact refer to a private hire booking office which is located there) and St Aldates in naming it. St Giles was also called Magdalen Street (total of 9% of mentions). 4% mentioned the bus or coach station as a rank location. Just a single person mentioned High Street and another Park End Street. Only one location (St Andrews) was not clear.

Of those naming ranks, 59% said they did not use the location they named, 27% said they did and 14% did not respond either way. This again suggests hackney carriage usage is low in the sample we spoke with.

This overall suggests people know the key ranks, but by a range of names based on their specific knowledge of Oxford. This suggests there might be value in providing a map of ranks showing agreed names to help focus peoples' minds on where the ranks are.

When asked about new locations, the whole sample provided only nine suggestions. Interestingly, 55% of these said a rank was needed in Cowley. Three others mentioned ranks needed in the city centre – but where ranks were already located.

In terms of problems with the local hackney carriages service 31% of those interviewed gave issues. 4% gave two issues, all others gave just one issue. None had issues with vehicle design or rank locations. 75% said their issue was their high cost. 16% said they had issues with drivers (and the only 'other' stated (1.5%) was also a number of issues with driver behaviour. Just 6% said their issue was delay getting a vehicle. The remaining 1.5% were issue with cleanliness. Overall, this suggests people are generally very happy with the Oxford hackney carriage service – they just feel it is too expensive. The main item that could be addressed would be ensuring continual and improving levels of service by drivers to the public.

Looking at this issue another way, people were asked what might make them use hackney carriages more. A slightly higher 42% responded giving a total of 98 responses, with 7% of the total interviewees providing two answers (nearly always one of the standard responses plus 'cheaper'). Again, there were no issues regarding vehicle types. The biggest thing that would increase usage was again 'if they were cheaper' with 77% of all responses including that suggestion. 11% said more hackney carriages that could be accessed by telephone (a matter for the hackney carriage radio network), and 10% said better drivers.

People were asked if they or anyone they knew had a disability needing either a wheel chair accessible licensed vehicle, or a vehicle adapted in some other way. 79% gave a response. Of these, 92% said they did not need, nor aware of anyone, who needed a disabled friendly vehicle. Of those needing a style of vehicle 6% said they knew someone needing a WAV and the remaining 1% said they knew someone who needed another type of adapted vehicle. This suggests the fully WAV policy for Oxford remains appropriate although our sample suggests this will be little used.

Of those answering if they had ever given up waiting for a hackney carriage, just three people said they had. All three of these were at current ranks, one in the suburbs. If it is assumed these three were the only people having given up waiting the latent demand factor can be assumed to be 1.015 – low. This is significantly reduced from the value of 1.308 in 2012 although our research suggests that value was based on a more stringent definition of latent demand not normally used.

When asked if people thought that those in Oxford City with disabilities got a good service from hackney carriage vehicles some, 88% had no view. 11% thought they did not get a good service and just 1% thought they did, but no further information was provided.

People were asked if they had ever tried to stop a hackney carriage in the street anywhere in the Oxford area. 32% said they had – suggesting people are willing to hail (though the method of hire suggested none had actually succeeded or felt it was their main method of getting hackney carriages).

57% said they had regular access to a car. 79% lived in the Oxford City area.

Our gender sample saw 43% males (lower than the census 49% and much lower than the 56% obtained in 2012). In terms of age groups, our survey captured 33% of the 56+ group (over represented compared to the 23% in the census). 16-30's were most under-represented (33% compared to the census value of 40%), whilst those 31-55 were 34% in the sample and 37% in the census, a slight under-representation. This is not too severe a bias, though should really imply a more favourable response for hackney carriages as they tend to be used more by the group we interviewed most – ie older females.

5. Stakeholder Consultation

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

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

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

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

Supermarkets

Five supermarkets were contacted. During the time available and following several attempts, just one response was obtained. This store had a Freephone and a drop-off point and had received no complaints about the service provided. No response was received from the other three stores contacted.

Hotels

Five hotels were contacted. During the time available, five responded. All those responding would phone for taxis for their customers, all of whom tended to use taxis. None were aware of any nearby ranks and one said they used a regular company. The only complaint any had was delay waiting for vehicles to arrive, and this was only mentioned by one hotel.

Restaurants / Night venues

Five restaurants, four entertainment venues, seven pubs and four night venues were contacted.

One restaurant refused to talk with us but four others provided response. All said they would call private hires for customers, though one said they would direct them to the Gloucester Green rank. Two others were also aware of nearby ranks. There were no issues reported apart from one that said some came late.

One of the four entertainment venues refused to respond. The others told us their customers did use taxis. Two said they would phone for customers, the other said their customers tended to use their own mobile phones as well as hailing hackney carriages nearby. One was aware of a rank and the one saying customers hailed said they were on a route that saw lots of passing hackney carriages. Again the only issue mentioned by just one respondent was late arrivals for bookings.

Four public houses did not reply in the time available. The three responding all said customers used taxis, and that if asked they would phone for customers. None were aware of nearby ranks, and none had received any complaints.

All four night clubs responded – which is unusual. Three said customers definitely used taxis. One said people walked to the rank nearby, two others said people either walked to the rank or made phone calls, and one believed their customers all used their own mobiles to make bookings. None had received any complaints. Three were very aware of the nearby ranks, and one was aware of the key companies they could phone (but only private hire).

Hospitals

Neither of the hospitals contacted responded apart from one issue with the actual email sent requesting information.

Police

No response was obtained during the time available for consultation.

Disability representatives

No response was obtained from those representing people with disabilities.

Rail Operators

National statistics are publicly available showing the total number of entries and exits at each rail station in the United Kingdom. These numbers are calculated using ticket barrier and ticket issue information from ticket sales. The Table below shows information from 1997/1998 to date (the last year of data ending in March for the last year quoted, with information published the December after this date). The figures after the station name show the position in rank in terms of usage of English, Welsh and Scottish railway stations, with the smallest usage being the 2,539th station and the highest being 1st in the list (Waterloo, London). Within the Oxford area there is currently only one station, which is currently the 23rd largest station in the terms of this data collection.

Rail year (ends March in last year noted)	Entries / exits	Growth / decline
Oxford (23rd)		
1997 / 1998	3,064,352	n/a
1998 / 1999	3,275,869	+7%
1999 / 2000	3,377,100	+3%
2000 / 2001	3,369,139	-0.0%
2001 / 2002	3,423,749	+2%
2002 / 2003	3,648,550	+7%
2003 / 2004	n/a	n/a
2004 / 2005	3,956,477	+8% (2 yrs)
2005 / 2006	4,076,814	+3%
2006 / 2007	4,540,878	+11%
2007 / 2008	4,712,647	+4%
2008 / 2009	5,080,934	+8%
2009 / 2010	5,427,286	+7%
2010 / 2011	5,797,984	+7%
2011 / 2012	6,226,478	+7%
2012 / 2013	6,309,582	+1%
2013 / 2014	6,509,093	+3%
2014 / 2015	6,624,954	+2%
Overall	97/98 to 14/15	+116%
Last three available	2011/12 to 2014/15	+6%

Since data began collection, rail patronage at Oxford has increased 116%, compared to overall national growth in the same period of 126%. The last data available suggests over 6.6 million passengers enter or leave the station per year. Growth since the last survey has been in the order of 6%.

The internet-based Train Taxi guide correctly states that Oxford is a major station with taxis usually available on a rank. Advance booking 'is not normally necessary or even possible..'. Three private hire operator numbers are given, two of whom claim wheel chair accessible vehicles.

No comment was obtained from the rail operator.

6. Licensed Vehicle Trade Consultation

Trade consultation

Previous surveys had not included any all-driver style survey. Main trade input was from discussion with trade representatives. For this survey, a letter and questionnaire was issued by the Council (to ensure data protection and best value distribution) to all licensed drivers (both hackney carriage and private hire). Some 939 letters were posted on 13th November 2015, with a return date of Saturday 12th December.

A total of 49 responses were received – 5% of those issued – a normal response for this kind of survey. There was an almost even split between returns using the on-line portal and by freepost return. 74% of returns were from hackney carriage drivers and 24% from private hire. 2% (one person) said they drove both hackney carriage and private hire vehicles.

Those replying said they had worked in the industry for an average of 14 years – ranging from a year to 35 years. People worked on average for five days (range between none and seven) and for 37 hours (range none up to 60 hours). The largest number of people worked on six days (38%) although there were two people replying who had not worked the previous week.

There were 26 responses telling us matters that affected why people worked and what shifts they worked. The dominant one was trying to avoid congestion or road work effects (23%) followed by focussing on busy times of demand (19%). There were three other reasons getting 15% of the vote each – family commitments, sharing a cab, and personal preferences. None were restrained by fear of drunken, violent or abusive customers, nor by wishing to work sociable hours.

47% said they owned and drove their own vehicle whilst 53% said they did not – quite a high level of potential renting. This was backed up by 48% saying that someone else drove their vehicle when they were not using it.

There was an almost even split between people working on radio circuits and not (49% did). The dominant radio link quoted was the hackney carriage circuit (52%) followed by 29% to one private hire company and 19% to another (both from the top four companies).

We were told which ranks drivers used. Of the 56 responses, the highest proportion was for the station (27%). Gloucester Green was next (19%) followed by Queen Street (16%) and St Giles (13%). This mirrors the rank usage statistics. 13% gave answers saying 'all ranks' 'city centre' or 'town'. Some mentioned bus and coach station whilst one person mentioned High Street and another mentioned Cowley.

Of those responding to the question regarding issues with ranks, 38% felt there were too few ranks or spaces available. 19% felt ranks needed to be more clearly signposted. 14% felt that Queen Street should be 24-hour.

For all respondents, 41% of work came from ranks, 30% from phone bookings, 22% from street hailing, 4% from private contracts and 3% from school contracts.

All but one person responded to the question if the limit policy remained appropriate. Unusually for this kind of survey, 35% felt the policy should remain and gave strong arguments for this. 65% - including many hackney carriage drivers - equally strongly disagreed, but most of these appeared to be those renting vehicles who wanted their own vehicle.

In terms of those giving reasons why a limit should be retained, many gave good reasoned responses including keeping over-ranking and congestion under control, encouraging an ability to keep vehicles safer and better maintained and encouraging vehicles to be readily available at ranks.

Within the comments made, there were two very clear groups - those feeling there were too many hackney carriage and private hire meaning it was hard to make a living, and strongly supporting the status quo, and another group who felt aggrieved having to pay to rent a vehicle and preferring a vehicle of their own.

COLTA provided a written response. They advised us of the severe issues that road works had caused for the hackney carriage trade in Oxford right through 2015, apart from in January. They also pointed out that redevelopment of the Westgate Shopping Centre will lead to traffic issues until 2017. A major hotel was also closed after a fire with both traffic impacts passing the site as well as reduced levels of demand for hackney carriages from that location.

7. Summary and conclusions

Policy Background

Oxford is a City Council but within the Oxfordshire county structure. The County therefore holds the highway and transport powers including setting transport policy and putting ranks in place. The current Local Transport Plan (LTP) adopted in September 2015 acknowledges that hackney carriage and private hire are relied on by many in the area. With increased encouragement of use of sustainable modes particularly for travel to the wider Oxford City Centre they believe licensed vehicles will become even more important in the transport mix than now. Good interchange is considered very important. The City Council has also ensured the County has provided it a clear and confirmed set of drawings documenting rank facilities at the present time – excellent best practise.

The City has licensing powers and has limited hackney carriage vehicle numbers since at least 1990 (there is a demand survey from 1989 available testing demand). It continues to exercise its powers under the auspices of Section 16 of the 1985 Transport Act and tests this policy every three years by an independent study, this being the latest in these.

Statistical Background

Eight hackney carriage plates have been added to the fleet since 1997 (8% growth). In the same period private hire from the City have grown 365% but more recently out of town private hire and hackney carriage operating on private hire circuits have further boosted the level of private hire vehicles active in the City.

In terms of City drivers, overall driver numbers have grown much less than vehicle numbers suggesting a switch from double or treble shifting of vehicles towards single operator/drivers. However, the statistics still suggest there remains a very significant level of renting of vehicles – borne out by the driver survey returns.

The hackney carriage and private hire trades are almost entirely separate. There is a hackney carriage radio circuit and several dominant private hire companies. Two of the largest merged recently. There are a large number of non-public facing operators as well. The hackney carriage fleet is fully WAV whilst there are a small number of WAV in the private hire fleets to meet contract needs.

Rank Survey results

Rank provision has not changed significantly since 2012. However, road works were in place in 2015 which removed one night rank which had seen significant flows in 2012. There have been changes to places around ranks that may have reduced rank usage since 2012 – principally closure of key places that may have generated hackney carriage demand particularly in the suburban locations.

Rank surveys were undertaken by video means covering 278 hours and nine locations in November 2015, marginally increased from the 2012 level of cover. Where there were feeder ranks (mainly at Oxford station) these were covered to ensure overall vehicle waiting times were accurate.

In terms of rank abuse by other vehicles, Oxford saw fairly good compliance rates – with just 7% of all observations being private cars, 2% private hire vehicles, 1% goods vehicles and just a few emergency services vehicles. This is partly a result of good design making it hard for locations to be abused, though this is not as true for the suburban locations.

Across the City, just Gloucester Green was a truly 24/7 rank location, and even there some hours saw no passengers or vehicles mid-week. Queen Street was active whenever it was legally available whilst St Giles was legally available 24 hours but only used during specific night hours – more at weekends than in the week. Three suburban ranks saw no usage during the survey and two of the others only saw occasional use.

In terms of average passengers per hour when in use, Queen Street was the busiest location followed by the Station. All had approximately a departure every two minutes. Gloucester Green tended to have an average of departures every three minutes. Overall, compared to other cities, these flows are generally low compared to other similar locations.

Comparing supply and demand the over-riding situation is spare capacity in the fleet to meet demand.

Overall statistics factored to a typical week suggest decline in demand since 2012. Some of this related to loss of one rank to road works, and reduction in demand generators in the suburbs has tended to see these ranks decline almost totally. Even the private hire situation appears difficult with evidence of the merger suggesting need to tighten operations – though of course determination from the private hire side may well also have further reduced hackney carriage demand as those companies sought to win as much business as possible.

94% of the fleet was active during the busiest night of the survey – though this is less than the 100% believed to have been observed in 2012. It still leaves some spare capacity and tends to suggest drivers did not play up to the survey (as if they had the figures would have been closer to 100%).

The industry standard ISUD index calculated is 0.06, well below the formal cut-off of 80 taken to suggest the observed unmet demand is significant. All elements of the index have reduced since 2012 with the off peak queue existence reducing the least. From 2009 to 2012 there was evidence for the area moving towards unmet demand increasing, but this has been far reversed in 2015 – consistent with the reduced flows observed.

Public Consultation

200 people were talked to in the streets of Oxford. 40% - a moderate level – had used a licensed vehicle in the last three months, although lower than the 64% in 2012. Trips per month are 1.4 for total licensed vehicles and 0.4 for hackney carriages. 69% said they got 'taxis' either by phone or mobile phone and 26% from ranks (consistent with the ratio of usage above, which is 29%). The high level of hailing in 2012 (16%) had dropped to zero this time. This may suggest the replacement of hailing by people using 'apps' to obtain immediate hirings.

In terms of companies used, the top two companies dominated with 78% of mentions. The hackney carriage radio company was not named by people suggesting most phone usage is of private hire vehicles and further substantiating the potential impact of 'apps'.

When asked, 62% of those responding could not remember when they had last used a hackney carriage, although none said they could not remember seeing them – suggesting they are very visible, just not used.

People knew about ranks but gave them lots of different names with only the Station named just as that. 43% named the station, 29% various names for Gloucester Green and 13% for Queen Street. There was some marginal evidence that people called a private hire office a rank. 59% of those naming rank locations said they did not use them whilst 27% did (again consistent with other measures). This suggests value in providing map-based rank plans in key places and perhaps on the web.

No real new rank locations were suggested.

People appeared generally very happy with the Oxford hackney carriage service apart from feeling it was too expensive. There was some evidence that improved driver service levels might increase usage a little. There were no issues with vehicle types.

In terms of disability, people generally felt the 100% WAV policy was best with only a small number saying they needed different sorts of adapted vehicles. In terms of if people felt Oxford users obtained a good service from hackney carriages, 88% had no view, but just 1% of those responding felt they got a good service, with the other 11% feeling people did not get a good service, but no further information was given.

32% of people said they had tried to hail a hackney carriage (stark contrast to the none who said this was their main method of getting hackney carriages).

The sample was found to under-represent males and the younger age groups though we do not think this will have biased the results significantly.

Stakeholder Consultation

Most stakeholders told us they effectively used private hire for their customers who got a good service. Some restaurants were aware of ranks and one would direct customers to the Gloucester Green rank. Entertainment venues mentioned rank usage and hailing but also saw a lot of customers using their own phones to book private hire.

An excellent night club response did focus on their customers using ranks, although one said most people booked by mobile phone.

Oxford station has seen entries and exits increase around 6% since the last survey in 2012. Passenger figures from the two surveys showed a 10% reduction for hackney carriage use from the station rank (though with other reductions the actual share of trips by hackney carriage from this rank has increased.)

Just one wheel chair passenger was observed accessing a hackney carriage in a wheel chair during the surveys. One other person was noted as being visually disabled.

Trade Consultation

A normal response rate of 5% was obtained for this posted out survey to all licensed drivers. 74% were from hackney carriage. People had an average of 14 years' experience in the industry.

Typical work weeks were five days and 37 hours, with most in number terms working six days. This is generally low.

The key factor determining when people worked was trying to avoid congested periods followed by working when there was most demand. 53% of those responding did not own and drive their own vehicle. There was a high response from those using the hackney carriage radio circuit. For the total sample, 41% got the bulk of work from ranks, 30% from phone, 22% from hailing and 7% from a mix of contract types.

Ranks used mirrored the rank survey with the Station top, Gloucester Green second, Queen Street next and St Giles least in the top four. Some said they service Cowley rank.

38% felt there were too few ranks or spaces. 19% felt ranks needed to be better signposted. 14% felt Queen Street should be 24-hour.

35% supported the retention of the limit policy. Many of those disagreeing with the policy were those wanting to own their own plates given that they currently rented.

Comments made were evenly split between those arguing very strongly in support of the limit and those equally strongly arguing they should have the right to their own plate. We were advised that this has been an ongoing matter within the Oxford hackney carriage drivers.

Synthesis and Conclusions

The 2015 independent review of demand for hackney carriages in the Oxford City council area appears to show a decreased level of demand for hackney carriages in this area. Whilst some of this could be attributed to changes in demand generators and the significant road works, even places that have seen increased demand (the station) have seen decreased usage of hackney carriages.

This is not because the vehicles are not obvious – everyone is aware of them. They also have very clear plate numbers so people can be confident they are legitimate City vehicles (with internal plates further encouraging security for passengers). Also, everyone more or less knows where the key ranks are (even if they don't know common names for them). Also, a high level of hackney carriage vehicles is available on radio networks but people in the street do not seem to be aware of this. High levels of competition, and marketing by private hire appear to have eroded levels of demand – and in one question people seem to suggest their levels of hailing of vehicles has reduced significantly.

The levels of service provided, and the vehicles used, are felt to be good. People tend to feel hackney carriages are expensive, although this is a national view.

However, at this time there is no evidence of any unmet demand for hackney carriages in the Oxford City council licensing area which is significant under the definition of Section 16 of the 1985 Transport Act.

The only pressure on the limit comes from those who currently rent plates who would like to own their own vehicle, although that would give them choice to work when they want, and in our experience can tend towards increasing the possibility of unmet demand becoming significant as people choose to work in 'preferred' hours rather than the sometimes more challenging time periods.

8. Recommendations

Limits on the number of hackney carriage vehicles

There is **no evidence** of any unmet demand for hackney carriages either patent or latent which is significant at this point in time in the Oxford area. The committee is therefore able to retain the current policy and limit at the present level and defend this if necessary.

Rank provision

The authority has a best practise record of the actual rank provision. This needs to be maintained. We would recommend it be drawn into a general rank plan that should be made available to the public both in printed format and more so on the Council web site. It may be possible to add central rank locations to maps in the central area when these are renewed by the City or County.

The only consideration for ranks is if the Queen Street site could be extended in its operating hours although this could be difficult with the traffic regulation orders providing access to the rank and the high levels of pedestrian flows this could introduce hackney carriages to.

Future review of hackney carriage demand

Unless there is any revision to licensing law, a further independent review of demand should be held with surveys occurring no later than October or November 2018. This complies with the Best Practice Guidance which remains current.

Trade development opportunities

Compared to other cities around England, hackney carriages in Oxford appear to be well-known but relatively under-utilised. There appears to be need to draw in the options to encourage greater use of their available radio network and perhaps consider use of hackney carriage apps as many other hackney carriage fleets do (such as in Blackpool).

Appendix 1 - Observed Video Observation Hours

		Gloucester Green, St George's Place	Queen St Carfax	St Giles	Barns Road Cowley	Between Towns Road Cowley	Cowley Road, Health Centre	The Plain	High Street	Park End St	London Rd Headington (two locations)	Oxford Station (FGW) (private)	Hours	
Rank Spaces		12	3	15	4	2	2	3	2	3	1+1	15		
CC Plan ref no.		8	6	9	1	2	3	4	5	7	11A/11B	Private		
Operating Hours		All	1830-0800 + Sun	All	All	All	All	2000-0600	All	2300-0300	All	All		
2012 Usage?		Well used			Moderately used			Little if at all used				Well used		
Other comments				only used at night						lost due to roadworks	undertaken by manual review	Private		
Thursday	13:00									Roadworks in place			0	
Thursday	14:00	1												1
Thursday	15:00	2												1
Thursday	16:00	3		1										2
Thursday	17:00	4		2										2
Thursday	18:00	5	1	3										3
Thursday	19:00	6	2	4										3
Thursday	20:00	7	3	5										3
Thursday	21:00	8	4	6										3
Thursday	22:00	9	5	7										3
Thursday	23:00	10	6	8										3
Friday	00:00	11	7	9										3
Friday	01:00	12	8	10										3
Friday	02:00	13	9	11										3
Friday	03:00	14	10	12										3
Friday	04:00	15	11	13										3
Friday	05:00	16	12	14										3
Friday	06:00	17	13	15									3	

Friday	07:00	18	14	16					
Friday	08:00	19							
Friday	09:00	20							1
Friday	10:00	21				1			2
Friday	11:00	22				2			3
Friday	12:00	23				3			4
Friday	13:00	24				4			5
Friday	14:00	25				5			6
Friday	15:00	26				6			7
Friday	16:00	27				7			8
Friday	17:00	28		17		8			9
Friday	18:00	29	15	18		9			10
Friday	19:00	30	16	19		10			11
Friday	20:00	31	17	20		11			12
Friday	21:00	32	18	21		12			
Friday	22:00	33	19	22		13			
Friday	23:00	34	20	23		14			
Saturday	00:00	35	21	24		15			
Saturday	01:00	36	22	25		16			
Saturday	02:00	37	23	26					
Saturday	03:00	38	24	27			1		
Saturday	04:00	39	25	28			2		
Saturday	05:00	40	26	29			3		
Saturday	06:00	41	27	30			4		
Saturday	07:00	42	28	31			5		
Saturday	08:00	43					6		
Saturday	09:00	44			1	1	7		
Saturday	10:00	45			2	2	8		
Saturday	11:00	46			3	3			
Saturday	12:00	47			4	4			
Saturday	13:00	48			5	5			
Saturday	14:00	49			6	6			
Saturday	15:00	50			7	7			
Saturday	16:00	51			8	8			
Saturday	17:00	52		32	9	9			
Saturday	18:00	53	29	33	10	10			
Saturday	19:00	54	30	34	11	11		9	

									3
									1
		1							3
		2							4
		3							4
		4							4
		5							4
		6							4
		7							4
		8							4
		9							5
		10							6
		11							6
		12							6
		13							5
		14							5
		15							5
		16							5
		17							5
		18							4
									4
									4
									4
									4
									2
									4
									4
									3
									3
									3
									3
									3
									3
									3
									4
									5
									6

Saturday	20:00	55	31	35	12	12		10				6	
Saturday	21:00	56	32	36	13	13		11				6	
Saturday	22:00	57	33	37	14	14		12				6	
Saturday	23:00	58	34	38	15	15		13				6	
Sunday	00:00	59	35	39				14				4	
Sunday	01:00	60	36	40				15				4	
Sunday	02:00	61	37	41				16				4	
Sunday	03:00	62	38	42				17				4	
Sunday	04:00	63	39	43				18				4	
Sunday	05:00	64	40									2	
Sunday	06:00	65	41									2	
Sunday	07:00	66	42							19		3	
Sunday	08:00	67	43							20		3	
Sunday	09:00	68	44							21		3	
Sunday	10:00	69	45							22		3	
Sunday	11:00	70	46							23		3	
Sunday	12:00	71	47							24		3	
Sunday	13:00	72	48							25		3	
Sunday	14:00	73	49							26		3	
Sunday	15:00	74	50							27		3	
Sunday	16:00	75	51							28		3	
Sunday	17:00	Lost	52							29		2	
Sunday	18:00									30		1	
Sunday	19:00									31		1	
Sunday	20:00									32		1	
Sunday	21:00											0	
Sample details:													
Week day			39										
Week night			33										
Weekend day			49										
Weekend night			113										
Inter periods			44										
TOTAL			278										
												278	
Total hours at site		75	52	43	15	15	16	18	12	0	0	32	278

160

Appendix 2 – Detailed rank observation results

161

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Glos Gn Th	12/11/2015	14	9	2	2	1	0	0%	2	00:35:40	00:35:07	00:51:00						
Glos Gn Th	12/11/2015	15	16	23	17	1.4	1	6%	18	00:14:56	00:14:56	00:27:00						
Glos Gn Th	12/11/2015	16	16	22	17	1.3	0	0%	17	00:06:37	00:06:28	00:15:00	00:01:08	00:06:00	2	2	0	00:10:00
Glos Gn Th	12/11/2015	17	25	34	28	1.2	1	3%	29	00:02:21	00:02:21	00:08:00	00:00:12	00:01:24	5	0	0	00:02:00
Glos Gn Th	12/11/2015	18	23	34	21	1.6	1	5%	22	00:06:07	00:06:21	00:13:00						
Glos Gn Th	12/11/2015	19	20	22	18	1.2	0	0%	18	00:14:21	00:14:21	00:23:00						
Glos Gn Th	04/02/2016	20	37	47	32	1.5	0	0%	32	00:10:45	00:10:45	00:22:00						
Glos Gn Th	04/02/2016	21	16	29	18	1.6	0	0%	18	00:32:33	00:32:33	00:46:00						
Glos Gn Th	04/02/2016	22	28	42	26	1.6	0	0%	26	00:17:25	00:17:25	00:35:00						
Glos Gn Th	04/02/2016	23	22	23	19	1.2	0	0%	19	00:37:49	00:37:49	01:09:00						
Glos Gn Th	05/02/2016	0	9	11	9	1.2	0	0%	9	00:48:13	00:48:22	00:54:00						
Glos Gn Th	05/02/2016	1	12	23	13	1.8	1	7%	14	00:38:35	00:38:35	01:04:00						
Glos Gn Th	05/02/2016	2	8	17	9	1.9	0	0%	9	01:08:15	01:11:00	01:27:00						
Glos Gn Th	05/02/2016	3	5	8	4	2	2	33%	6	02:50:48								
Glos Gn Th	05/02/2016	4	1	3	2	1.5	1	33%	3	03:10:00								
Glos Gn Th	05/02/2016	5	0	0	0	0	1	100%	1									
Gloucester Gn Th	12/11/2015		247	340	235	1.4	8	3%	243				00:00:05		7	2	0	

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Glos Gn F	05/02/2016	6	1	0	0	0	1	100%	1	01:49:00	01:49:00	01:49:00						
Glos Gn F	05/02/2016	7	3	0	0	0	3	100%	3	01:56:00	01:56:00	02:09:00						
Glos Gn F	05/02/2016	8	3	1	1	1	0	0%	1	00:52:40	00:52:40	01:00:00						
Glos Gn F	05/02/2016	9	5	8	7	1.1	0	0%	7	00:44:24	00:44:24	00:51:00						
Glos Gn F	05/02/2016	10	11	9	7	1.3	0	0%	7	00:45:54	00:45:54	00:56:00						
Glos Gn F	05/02/2016	11	13	11	10	1.1	0	0%	10	01:08:09	01:08:09	01:24:00						
Glos Gn F	05/02/2016	12	3	9	8	1.1	0	0%	8	00:42:20	00:42:20	00:57:00						
Glos Gn F	05/02/2016	13	15	14	12	1.2	0	0%	12	00:23:48	00:23:12	00:29:00						
Glos Gn F	05/02/2016	14	13	18	13	1.4	2	13%	15	00:34:13	00:35:40	00:50:00						
Glos Gn F	05/02/2016	15	16	21	15	1.4	1	6%	16	00:20:37	00:20:55	00:28:00						
Glos Gn F	05/02/2016	16	14	25	17	1.5	1	6%	18	00:18:04	00:18:04	00:25:00						
Glos Gn F	05/02/2016	17	12	16	11	1.5	0	0%	11	00:19:40	00:19:40	00:25:00						
Glos Gn F	05/02/2016	18	24	37	23	1.6	2	8%	25	00:10:17	00:10:13	00:16:00						
Glos Gn F	05/02/2016	19	23	34	21	1.6	1	5%	22	00:16:10	00:16:13	00:30:00						
Glos Gn F	05/02/2016	20	38	79	36	2.2	0	0%	36	00:10:47	00:10:47	00:21:00						
Glos Gn F	05/02/2016	21	32	46	28	1.6	0	0%	28	00:15:46	00:15:46	00:29:00						
Glos Gn F	05/02/2016	22	37	81	43	1.9	0	0%	43	00:08:21	00:08:21	00:14:00						
Glos Gn F	05/02/2016	23	43	68	41	1.7	0	0%	41	00:09:29	00:09:29	00:17:00						
Glos Gn F	06/02/2016	0	33	66	34	1.9	0	0%	34	00:14:07	00:14:07	00:29:00						
Glos Gn F	14/11/2015	1	45	68	36	1.9	0	0%	36	00:14:36	00:14:30	00:23:00						
Glos Gn F	14/11/2015	2	39	72	35	2.1	1	3%	36	00:25:01	00:25:01	00:34:00						
Glos Gn F	14/11/2015	3	28	47	30	1.6	1	3%	31	00:32:55	00:31:02	00:58:00						
Glos Gn F	14/11/2015	4	9	18	10	1.8	3	23%	13	03:10:26	03:25:10	04:03:00						
Glos Gn F	14/11/2015	5	0	0	0	0	2	100%	2									
Glos Gn F	05/02/2016		460	748	438	1.7	18	4%	456									

Location	Date	Hour	Maximum passenger wait time														
			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more
Glos Gn Sa	14/11/2015	6	2	3	1	3	1	50%	2	02:13:00	02:13:00	02:35:00					
Glos Gn Sa	14/11/2015	7	1	1	1	1	0	0%	1	01:47:00							
Glos Gn Sa	14/11/2015	8	10	7	6	1.2	3	33%	9	00:47:42	00:47:20	01:01:00					
Glos Gn Sa	14/11/2015	9	12	16	11	1.5	0	0%	11	00:53:20	00:53:20	01:04:00					
Glos Gn Sa	14/11/2015	10	12	13	11	1.2	0	0%	11	00:44:10	00:44:16	00:56:00					
Glos Gn Sa	14/11/2015	11	17	22	14	1.6	2	12%	16	00:46:24	00:46:32	00:56:00					
Glos Gn Sa	14/11/2015	12	13	35	17	2.1	1	6%	18	00:31:27	00:31:50	00:52:00					
Glos Gn Sa	14/11/2015	13	25	37	23	1.6	2	8%	25	00:19:38	00:19:47	00:27:00					
Glos Gn Sa	14/11/2015	14	26	37	23	1.6	1	4%	24	00:17:57	00:18:02	00:26:00					
Glos Gn Sa	14/11/2015	15	22	42	22	1.9	0	0%	22	00:27:13	00:27:05	00:40:00					
Glos Gn Sa	14/11/2015	16	21	29	20	1.4	3	13%	23	00:16:05	00:16:25	00:32:00					
Glos Gn Sa	14/11/2015	17	35	47	35	1.3	1	3%	36	00:06:58	00:07:00	00:14:00					
Glos Gn Sa	14/11/2015	18	25	35	23	1.5	1	4%	24	00:11:57	00:12:02	00:20:00					
Glos Gn Sa	14/11/2015	19	44	64	44	1.5	0	0%	44	00:09:46	00:09:46	00:20:00					
Glos Gn Sa	14/11/2015	20	29	45	23	2	0	0%	23	00:31:00	00:31:00	00:39:00					
Glos Gn Sa	14/11/2015	21	28	77	33	2.3	0	0%	33	00:22:51	00:22:51	00:31:00					
Glos Gn Sa	14/11/2015	22	47	106	43	2.5	1	2%	44	00:12:48	00:12:46	00:22:00					
Glos Gn Sa	14/11/2015	23	37	94	41	2.3	0	0%	41	00:15:03	00:15:03	00:27:00					
Glos Gn Sa	15/11/2015	0	50	75	44	1.7	1	2%	45	00:13:25	00:13:22	00:18:00					
Glos Gn Sa	15/11/2015	1	44	66	38	1.7	6	14%	44	00:12:25	00:12:13	00:19:00					
Glos Gn Sa	15/11/2015	2	54	98	54	1.8	1	2%	55	00:12:57	00:12:57	00:20:00					
Glos Gn Sa	15/11/2015	3	51	76	49	1.6	0	0%	49	00:13:54	00:13:55	00:26:00					
Glos Gn Sa	15/11/2015	4	27	36	24	1.5	4	14%	28	01:03:51	01:04:57	02:43:00					
Glos Gn Sa	15/11/2015	5	2	4	2	2	3	60%	5	03:16:00							
Glos Gn Sa	14/11/2015		634	1065	602	1.8	31	5%	633								

Location	Date	Hour								Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty											
Gloucester Gn Su	15/11/2015	6	4	5	4	1.2	0	0%	4	02:33:15	02:39:40	02:48:00							
Gloucester Gn Su	15/11/2015	7	6	2	2	1	1	33%	3	02:12:50	02:10:48	02:25:00							
Gloucester Gn Su	15/11/2015	8	4	4	3	1.3	2	40%	5	01:55:45	01:55:45	01:58:00							
Gloucester Gn Su	15/11/2015	9	10	12	6	2	2	25%	8	01:46:54	01:46:54	01:53:00							
Gloucester Gn Su	15/11/2015	10	4	6	5	1.2	0	0%	5	01:23:45	01:23:45	01:39:00							
Gloucester Gn Su	15/11/2015	11	10	14	10	1.4	0	0%	10	00:55:00	00:55:00	01:17:00							
Gloucester Gn Su	15/11/2015	12	20	27	18	1.5	0	0%	18	00:49:48	00:49:48	01:46:00							
Gloucester Gn Su	15/11/2015	13	14	17	10	1.7	0	0%	10	01:56:55	01:56:41	02:15:00							
Gloucester Gn Su	15/11/2015	14	5	14	5	2.8	0	0%	5	01:01:36	01:01:36	01:12:00							
Gloucester Gn Su	15/11/2015	15	14	26	19	1.4	1	5%	20	00:41:51	00:41:51	00:49:00							
Gloucester Gn Su	15/11/2015	16	0	31	12	2.6	0	0%	12										
Gloucester Gn Su	15/11/2015		91	158	94	1.7	6	6%	100										

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Queen St Th	12/11/2015	18	3	2	2	1	0	0%	2	00:08:20	00:08:20	00:11:00						
Queen St Th	12/11/2015	19	17	16	13	1.2	1	7%	14	00:06:14	00:06:00	00:11:00						
Queen St Th	12/11/2015	20	19	26	16	1.6	5	24%	21	00:09:47	00:10:46	00:15:00						
Queen St Th	12/11/2015	21	16	13	9	1.4	6	40%	15	00:14:18	00:13:10	00:24:00						
Queen St Th	12/11/2015	22	29	40	22	1.8	8	27%	30	00:07:22	00:07:57	00:20:00						
Queen St Th	12/11/2015	23	31	28	16	1.8	14	47%	30	00:05:25	00:05:52	00:12:00						
Queen St Th	13/11/2015	0	38	38	20	1.9	16	44%	36	00:05:52	00:06:19	00:10:00						
Queen St Th	13/11/2015	1	42	54	23	2.3	20	47%	43	00:04:10	00:04:30	00:10:00						
Queen St Th	13/11/2015	2	50	91	39	2.3	13	25%	52	00:03:33	00:03:43	00:11:00						
Queen St Th	13/11/2015	3	31	45	20	2.2	8	29%	28	00:11:09	00:11:51	01:20:00						
Queen St Th	13/11/2015	4	1	2	1	2	3	75%	4	00:46:00	00:46:00	00:46:00						
Queen St Th	13/11/2015	5	0	2	2	1	0	0%	2									
Queen St Th	13/11/2015	6	0	0	0	0	0	0%	0									
Queen St Th	13/11/2015	7	0	0	0	0	0	0%	0									
Queen St Th	12/11/2015		277	357	183	2	94	34%	277									

167

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Queen St F	13/11/2015	18	2	2	1	2	1	50%	2	00:01:30	00:03:00	00:03:00						
Queen St F	13/11/2015	19	19	22	13	1.7	1	7%	14	00:08:15	00:08:38	00:21:00						
Queen St F	13/11/2015	20	26	38	25	1.5	5	17%	30	00:08:11	00:08:35	00:14:00						
Queen St F	13/11/2015	21	30	32	18	1.8	8	31%	26	00:08:06	00:08:00	00:18:00						
Queen St F	13/11/2015	22	50	87	42	2.1	8	16%	50	00:03:36	00:03:48	00:09:00						
Queen St F	13/11/2015	23	57	86	46	1.9	14	23%	60	00:02:07	00:02:16	00:07:00						
Queen St F	14/11/2015	0	61	95	53	1.8	7	12%	60	00:02:58	00:02:57	00:08:00						
Queen St F	14/11/2015	1	68	113	60	1.9	11	15%	71	00:01:40	00:01:49	00:06:00						
Queen St F	14/11/2015	2	90	161	72	2.2	16	18%	88	00:02:24	00:02:30	00:06:00						
Queen St F	14/11/2015	3	69	127	59	2.2	9	13%	68	00:02:23	00:02:16	00:05:00						
Queen St F	14/11/2015	4	26	19	11	1.7	16	59%	27	00:07:39	00:08:00	00:17:00						
Queen St F	14/11/2015	5	1	4	2	2	1	33%	3	00:04:00	00:04:00	00:04:00						
Queen St F	14/11/2015	6	0	0	0	0	0	0%	0									
Queen St F	14/11/2015	7	0	0	0	0	0	0%	0									
Queen St F	13/11/2015		499	786	402	2	97	19%	499									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Queen St Sa	14/11/2015	18	7	18	7	2.6	0	0%	7	00:03:08	00:03:08	00:08:00						
Queen St Sa	14/11/2015	19	16	26	10	2.6	2	17%	12	00:06:15	00:06:25	00:12:00						
Queen St Sa	14/11/2015	20	24	43	21	2	2	9%	23	00:10:55	00:11:17	00:18:00						
Queen St Sa	14/11/2015	21	27	60	24	2.5	5	17%	29	00:07:02	00:06:39	00:13:00						
Queen St Sa	14/11/2015	22	44	66	32	2.1	12	27%	44	00:03:31	00:03:56	00:08:00						
Queen St Sa	14/11/2015	23	33	55	30	1.8	6	17%	36	00:06:18	00:06:17	00:16:00	00:00:03	00:03:00	1	0	0	00:03:00
Queen St Sa	15/11/2015	0	33	55	30	1.8	2	6%	32	00:01:16	00:01:17	00:04:00	00:00:05	00:02:30	2	0	0	00:04:00
Queen St Sa	15/11/2015	1	35	74	33	2.2	3	8%	36	00:00:53	00:00:52	00:03:00						
Queen St Sa	15/11/2015	2	22	48	21	2.3	0	0%	21	00:01:38	00:01:38	00:12:00	00:00:01	00:01:00	1	0	0	00:01:00
Queen St Sa	15/11/2015	3	17	20	12	1.7	3	20%	15	00:04:00	00:04:04	00:14:00						
Queen St Sa	15/11/2015	4	35	54	24	2.2	9	27%	33	00:07:01	00:06:07	00:23:00						
Queen St Sa	15/11/2015	5	5	2	2	1	7	78%	9									
Queen St Sa	14/11/2015		298	521	246	2.1	51	17%	297				00:00:01		4	0	0	

169

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time	
Queen St Su	15/11/2015	6	0	0	0	0	0	0%	0										
Queen St Su	15/11/2015	7	0	0	0	0	0	0%	0										
Queen St Su	15/11/2015	8	0	0	0	0	0	0%	0										
Queen St Su	15/11/2015	9	1	1	1	1	0	0%	1	00:40:00	00:40:00	00:40:00							
Queen St Su	15/11/2015	10	6	8	5	1.6	0	0%	5	00:18:10	00:18:10	00:30:00							
Queen St Su	15/11/2015	11	3	8	4	2	0	0%	4	00:21:40	00:21:40	00:38:00							
Queen St Su	15/11/2015	12	11	16	10	1.6	0	0%	10	00:17:54	00:17:54	00:30:00							
Queen St Su	15/11/2015	13	9	12	5	2.4	2	29%	7	00:33:00	00:35:42	00:49:00							
Queen St Su	15/11/2015	14	10	11	5	2.2	2	29%	7	00:51:48	01:12:00	02:16:00							
Queen St Su	15/11/2015	15	9	13	5	2.6	5	50%	10	00:10:26	00:14:48	00:27:00							
Queen St Su	15/11/2015	16	10	25	12	2.1	2	14%	14	00:04:30	00:04:33	00:08:00							
Queen St Su	15/11/2015	17	12	25	13	1.9	1	7%	14	00:10:05	00:09:54	00:16:00							
Queen St Su	15/11/2015		71	119	60	2	12	17%	72										

170

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time	
St Giles Th	12/11/2015	16	0	0	0	0	0	0%	0										
St Giles Th	12/11/2015	17	0	0	0	0	0	0%	0										
St Giles Th	12/11/2015	18	0	0	0	0	0	0%	0										
St Giles Th	12/11/2015	19	0	0	0	0	0	0%	0										
St Giles Th	12/11/2015	20	5	5	3	1.7	2	40%	5	00:13:00	00:10:40	00:25:00	00:00:12	00:01:00	1	0	0	00:01:00	
St Giles Th	12/11/2015	21	9	9	6	1.5	1	14%	7	00:09:33	00:09:34	00:15:00							
St Giles Th	12/11/2015	22	7	8	5	1.6	2	29%	7	00:09:34	00:11:00	00:29:00	00:00:33	00:05:00	1	0	0	00:05:00	
St Giles Th	12/11/2015	23	9	15	9	1.7	0	0%	9	00:07:06	00:04:00	00:10:00	00:00:04	00:01:00	1	0	0	00:01:00	
St Giles Th	13/11/2015	0	15	9	8	1.1	8	50%	16	00:02:24	00:02:46	00:10:00							
St Giles Th	13/11/2015	1	7	10	6	1.7	0	0%	6	00:17:51	00:09:36	00:16:00							
St Giles Th	13/11/2015	2	1	2	1	2	2	67%	3	00:02:00	00:02:00	00:02:00							
St Giles Th	13/11/2015	3	1	0	0	0	1	100%	1	00:10:00									
St Giles Th	13/11/2015	4	1	0	0	0	1	100%	1	00:12:00									
St Giles Th	13/11/2015	5	0	0	0	0	0	0%	0										
St Giles Th	13/11/2015	6	0	0	0	0	0	0%	0										
St Giles Th	13/11/2015	7	0	0	0	0	0	0%	0										
St Giles Th	12/11/2015		55	58	38	1.5	17	31%	55				00:00:07		3	0	0		

171

172

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time	
St Giles F	13/11/2015	17	0	0	0	0	0	0%	0										
St Giles F	13/11/2015	18	0	0	0	0	0	0%	0										
St Giles F	13/11/2015	19	0	0	0	0	0	0%	0										
St Giles F	13/11/2015	20	6	4	3	1.3	2	40%	5	00:07:40	00:07:30	00:18:00							
St Giles F	13/11/2015	21	3	7	3	2.3	1	25%	4	00:06:40	00:04:00	00:04:00							
St Giles F	13/11/2015	22	17	32	12	2.7	4	25%	16	00:06:03	00:06:15	00:13:00							
St Giles F	13/11/2015	23	18	41	16	2.6	1	6%	17	00:06:46	00:06:46	00:18:00	00:00:20	00:02:48	4	1	0	00:06:00	
St Giles F	14/11/2015	0	19	27	16	1.7	2	11%	18	00:07:34	00:07:56	00:14:00							
St Giles F	14/11/2015	1	17	20	14	1.4	2	12%	16	00:16:03	00:17:12	00:28:00							
St Giles F	14/11/2015	2	17	31	16	1.9	1	6%	17	00:12:35	00:11:34	00:22:00							
St Giles F	14/11/2015	3	11	8	6	1.3	2	25%	8	00:36:54	00:32:40	00:47:00							
St Giles F	14/11/2015	4	1	6	3	2	5	62%	8	00:06:00	00:06:00	00:06:00							
St Giles F	14/11/2015	5	0	0	0	0	0	0%	0										
St Giles F	14/11/2015	6	0	0	0	0	0	0%	0										
St Giles F	14/11/2015	7	0	0	0	0	0	0%	0										
St Giles F	13/11/2015		109	176	89	2	20	18%	109				00:00:05		4	1	0		

Location	Date	Hour								Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time	
			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures										
St Giles Sa	14/11/2015	17	0	0	0	0	0	0	0%	0									
St Giles Sa	14/11/2015	18	0	0	0	0	0	0	0%	0									
St Giles Sa	14/11/2015	19	0	0	0	0	0	0	0%	0									
St Giles Sa	14/11/2015	20	6	10	3	3.3	2	5	40%	5	00:05:10	00:02:45	00:06:00	00:00:05	00:01:00	1	0	0	00:01:00
St Giles Sa	14/11/2015	21	9	10	7	1.4	3	10	30%	10	00:06:26	00:06:40	00:12:00						
St Giles Sa	14/11/2015	22	14	11	6	1.8	6	12	50%	12	00:02:08	00:03:00	00:14:00	00:00:05	00:01:00	1	0	0	00:01:00
St Giles Sa	14/11/2015	23	19	42	18	2.3	2	20	10%	20	00:03:15	00:03:14	00:15:00	00:00:02	00:02:00	1	0	0	00:02:00
St Giles Sa	15/11/2015	0	28	55	24	2.3	2	26	8%	26	00:02:36	00:02:30	00:07:00						
St Giles Sa	15/11/2015	1	34	63	28	2.2	8	36	22%	36	00:03:42	00:03:55	00:23:00	00:00:01	00:01:00	2	0	0	00:01:00
St Giles Sa	15/11/2015	2	32	46	25	1.8	4	29	14%	29	00:04:48	00:04:55	00:17:00	00:00:02	00:02:00	1	0	0	00:02:00
St Giles Sa	15/11/2015	3	28	76	24	3.2	5	29	17%	29	00:07:06	00:07:13	00:21:00	00:00:20	00:06:15	2	1	1	00:13:00
St Giles Sa	15/11/2015	4	8	15	6	2.5	5	11	45%	11	00:10:07	00:09:00	00:10:00	00:00:47	00:11:00	0	0	1	00:11:00
St Giles Sa	14/11/2015		178	328	141	2.3	37	178	21%					00:00:08		8	1	2	

173

Location	Date	Hour	Average Passenger Waiting Time, those waiting only							Average Passenger Waiting Time in Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)
			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures				
Barns Rd Sa	14/11/2015	9	1	0	0	0	1	100%	1	00:00:00			
Barns Rd Sa	14/11/2015	10	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	11	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	12	1	0	0	0	0	0	0	00:12:00			
Barns Rd Sa	14/11/2015	13	0	0	0	0	1	100%	1				
Barns Rd Sa	14/11/2015	14	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	15	1	4	1	4	0	0%	1	00:20:00	00:20:00	00:20:00	
Barns Rd Sa	14/11/2015	16	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	17	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	18	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	19	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	20	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	21	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	22	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015	23	0	0	0	0	0	0%	0				
Barns Rd Sa	14/11/2015		3	4	1	4	2	67%	3				

174

Location	Date	Hour	Average Vehicle Waiting Time (for a fare)							Average Vehicle Waiting Time	Total Vehicle Departures	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals	
			Maximum passenger wait time		Number waiting 11 mins or more		Number of people waiting 6-10 mins		Number of people waiting 1-5 mins									Average Passenger Waiting Time, those waiting only
Bet Tns Rd Sa	14/11/2015	9	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	10	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	11	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	12	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	13	0	0	0	0	0	0	0	0	0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	14	1	0	0	0	0	1	1	00:17:00	100%	1	1	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	15	0	0	0	0	0	0	0		0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	16	0	0	0	0	0	0	0		0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	17	0	0	0	0	0	0	0		0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	18	1	0	0	0	0	1	1	00:01:00	100%	1	1	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	19	0	0	0	0	0	0	0		0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	20	0	0	0	0	0	0	0		0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	21	0	0	0	0	0	0	0		0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	22	0	0	0	0	0	0	0		0%	0	0	0	0	0	0	
Bet Tns Rd Sa	14/11/2015	23	0	0	0	0	0	0	0		0%	0	0	0	0	0	0	
Bet Towns Rd Sa	14/11/2015		2	0	0	0	0	2	2		100%	2	2	0	0	0	0	

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Passenger Waiting Time in Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Maximum passenger wait time	Number waiting 11 mins or more	Number of people waiting 6-10 mins	Number of people waiting 1-5 mins	Average Passenger Waiting Time, those waiting only
Cowley Rd F	13/11/2015	10	2	0	0	0	2	100%	2	00:05:00								
Cowley Rd F	13/11/2015	11	1	0	0	0	1	100%	1	00:01:00								
Cowley Rd F	13/11/2015	12	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	13	1	0	0	0	1	100%	1	00:02:00								
Cowley Rd F	13/11/2015	14	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	15	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	16	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	17	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	18	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	19	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	20	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	21	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015	22	1	0	0	0	1	100%	1	00:07:00								
Cowley Rd F	13/11/2015	23	1	0	0	0	1	100%	1	00:00:00								
Cowley Rd F	14/11/2015	0	1	0	0	0	1	100%	1	00:01:00								
Cowley Rd F	14/11/2015	1	0	0	0	0	0	0%	0									
Cowley Rd F	13/11/2015		7	0	0	0	7	100%	7									

176

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10 mins

Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures
The Plain F	14/11/2015	3	0	0	0	0	0	0%	0
The Plain F	14/11/2015	4	0	0	0	0	0	0%	0
The Plain F	14/11/2015	5	0	0	0	0	0	0%	0
The Plain F	14/11/2015	6	0	0	0	0	0	0%	0
The Plain F	14/11/2015	7	0	0	0	0	0	0%	0
The Plain F	14/11/2015	8	0	0	0	0	0	0%	0
The Plain F	14/11/2015	9	0	0	0	0	0	0%	0
The Plain F	14/11/2015	10	0	0	0	0	0	0%	0
The Plain F	14/11/2015		0	0	0	0	0	0%	0

177

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time	
The Plain Sa	14/11/2015	19	0	0	0	0	0	0%	0										
The Plain Sa	14/11/2015	20	0	0	0	0	0	0%	0										
The Plain Sa	14/11/2015	21	0	0	0	0	0	0%	0										
The Plain Sa	14/11/2015	22	0	0	0	0	0	0%	0										
The Plain Sa	14/11/2015	23	2	4	1	4	1	50%	2	00:00:30	00:01:00	00:01:00							
The Plain Sa	15/11/2015	0	2	3	2	1.5	0	0%	2	00:01:00	00:01:00	00:02:00							
178 The Plain Sa	15/11/2015	1	4	6	2	3	2	50%	4	00:00:15	00:00:30	00:01:00	00:00:10	00:01:00	1	0	0	00:01:00	
The Plain Sa	15/11/2015	2	2	6	2	3	0	0%	2	00:00:30	00:00:30	00:01:00							
The Plain Sa	15/11/2015	3	2	4	2	2	0	0%	2	00:01:00	00:01:00	00:01:00	00:03:00	00:12:00	0	0	1	00:12:00	
The Plain Sa	15/11/2015	4	0	0	0	0	0	0%	0										
The Plain Sa	14/11/2015		12	23	9	2.6	3	25%	12				00:00:34		1	0	1		

Location	Date	Hour	Average Passenger Waiting Time, those waiting only								Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)
			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time			
High St F	13/11/2015	9	1	0	0	0	1	100%	1	00:02:00			
High St F	13/11/2015	10	0	0	0	0	0	0%	0				
High St F	13/11/2015	11	0	0	0	0	0	0%	0				
High St F	13/11/2015	12	0	0	0	0	0	0%	0				
High St F	13/11/2015	13	0	0	0	0	0	0%	0				
High St F	13/11/2015	14	1	0	0	0	0	0%	0	00:19:00			
High St F	13/11/2015	15	1	0	0	0	2	100%	2	00:06:00			
High St F	13/11/2015	16	1	1	1	1	0	0%	1	00:00:00	00:00:00	00:00:00	
High St F	13/11/2015	17	2	0	0	0	2	100%	2	00:01:00			
High St F	13/11/2015	18	1	0	0	0	1	100%	1	00:02:00			
High St F	13/11/2015	19	0	0	0	0	0	0%	0				
High St F	13/11/2015	20	0	0	0	0	0	0%	0				
High St F	13/11/2015		7	1	1	1	6	86%	7				

179

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Ox Station F	13/11/2015	9	88	68	57	1.2	22	28%	79	00:08:45	00:08:37	00:20:00						
Ox Station F	13/11/2015	10	100	48	34	1.4	24	41%	58	00:27:15	00:26:30	00:41:00						
Ox Station F	13/11/2015	11	57	56	35	1.6	40	53%	75	00:36:55	00:37:27	00:49:00						
Ox Station F	13/11/2015	12	31	39	29	1.3	13	31%	42	00:51:38	00:53:27	01:08:00						
Ox Station F	13/11/2015	13	30	34	19	1.8	14	42%	33	00:30:56	00:30:39	00:36:00						
Ox Station F	13/11/2015	14	44	51	41	1.2	9	18%	50	00:16:35	00:16:34	00:21:00						
Ox Station F	13/11/2015	15	53	52	33	1.6	7	18%	40	00:23:26	00:23:10	00:39:00						
Ox Station F	13/11/2015	16	49	67	55	1.2	17	24%	72	00:05:35	00:04:56	00:18:00						
Ox Station F	13/11/2015	17	63	69	57	1.2	7	11%	64	00:03:45	00:03:37	00:12:00	00:00:02	00:01:00	3	0	0	00:01:00
Ox Station F	13/11/2015	18	78	91	71	1.3	9	11%	80	00:01:18	00:01:23	00:07:00	00:00:01	00:01:00	2	0	0	00:01:00
Ox Station F	13/11/2015	19	47	18	15	1.2	26	63%	41	00:05:11	00:05:18	00:12:00	00:00:09	00:03:00	1	0	0	00:03:00
Ox Station F	13/11/2015	20	28	24	19	1.3	6	24%	25	00:15:06	00:15:37	00:22:00						
Ox Station F	13/11/2015	21	54	38	30	1.3	18	38%	48	00:13:44	00:14:36	00:26:00						
Ox Station F	13/11/2015	22	26	37	26	1.4	6	19%	32	00:29:55	00:30:20	00:39:00						
Ox Station F	13/11/2015	23	34	21	18	1.2	7	28%	25	00:25:00	00:24:55	00:32:00						
Ox Station F	14/11/2015	0	36	44	34	1.3	1	3%	35	00:27:03	00:27:01	00:44:00						
Ox Station F	14/11/2015	1	17	33	25	1.3	5	17%	30	00:38:14	00:37:24	00:57:00						
Ox Station F	14/11/2015	2	2	5	3	1.7	5	62%	8	00:04:00								
Ox Station F	13/11/2015		837	795	601	1.3	236	28%	837				00:00:01		6	0	0	

180

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Ox Station Su	15/11/2015	7	3	0	0	0	0	0%	0	01:05:40	01:09:30	01:19:00						
Ox Station Su	15/11/2015	8	4	1	1	1	3	75%	4	00:23:45	00:31:00	00:31:00						
Ox Station Su	15/11/2015	9	19	16	14	1.1	3	18%	17	00:20:34	00:19:56	00:43:00						
Ox Station Su	15/11/2015	10	19	15	12	1.2	3	20%	15	00:36:03	00:36:28	00:47:00						
Ox Station Su	15/11/2015	11	23	26	18	1.4	1	5%	19	00:36:15	00:36:19	00:42:00						
Ox Station Su	15/11/2015	12	19	37	26	1.4	1	4%	27	00:32:18	00:32:00	00:46:00						
Ox Station Su	15/11/2015	13	20	25	20	1.2	0	0%	20	00:15:42	00:15:42	00:25:00						
Ox Station Su	15/11/2015	14	31	25	22	1.1	1	4%	23	00:24:46	00:24:10	00:47:00						
Ox Station Su	15/11/2015	15	11	27	23	1.2	1	4%	24	00:12:05	00:12:05	00:27:00						
Ox Station Su	15/11/2015	16	47	48	36	1.3	8	18%	44	00:06:06	00:06:01	00:16:00						
Ox Station Su	15/11/2015	17	33	35	27	1.3	5	16%	32	00:16:03	00:15:14	00:25:00						
Ox Station Su	15/11/2015	18	52	53	44	1.2	3	6%	47	00:10:41	00:10:14	00:20:00	00:00:01	00:01:00	1	0	0	00:01:00
Ox Station Su	15/11/2015	19	56	104	58	1.8	4	6%	62	00:08:30	00:08:25	00:14:00						
Ox Station Su	15/11/2015	20	54	63	57	1.1	0	0%	57	00:03:36	00:03:36	00:12:00						
Ox Station Su	15/11/2015		391	475	358	1.3	33	8%	391				00:00:00		1	0	0	

181

Appendix 3 Public on street survey results

184

Q1: Have you used a taxi in the last 3 months in the Oxford area?	OXFORD	
Yes	79	39.50%
No	121	60.50%
Total	200	100.00%

Q2: How often do you use a taxi within this area?	OXFORD	
Almost daily	1	0.85%
Once a week	14	11.97%
A few times a month	23	19.66%
Once a month	16	13.68%
Less than once a month	63	53.85%
Total	117	100.00%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	1.4
---	------------

Q3: How do you normally book a taxi within this area?	OXFORD	
At a Taxi rank	30	26.32%
Hail in the street	0	0.00%
Telephone a company	57	50.00%
Use a Freephone	5	4.39%
Use my mobile or smart phone	21	18.42%
Other - ONLINE	1	0.88%
Total	114	100.0%

Q4: If you book a taxi by phone, which 3 companies do you call most often?	OXFORD	
ROYAL CARS	49	43.0%
0 01	41	36.0%
CITY CARS	7	6.1%
ABC TAXIS	6	5.3%
A2B	5	4.4%
KIDLINGTON CARS	3	2.6%
AUTO TAXIS	1	0.9%
ALD	1	0.9%
ST GILES	1	0.9%
Total	114	100.0%

Q5: How often do you use a hackney carriage within the Oxford area?	OXFORD	
Almost daily	1	0.60%
Once a week	5	2.99%
A few times a month	3	1.80%
Once a month	4	2.40%
Less than once a month	30	17.96%
I can't remember when I last used a hackney carriage	124	74.25%
I can't remember seeing a hackney carriage in the area	0	0.00%
Total	167	100.00%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	0.4
---	------------

Q6. Which ranks are you aware of within the Oxford City area?	OXFORD	
STATION	110	43.0%
GLOUCESTER GREEN	27	10.5%
MARKET PLACE	27	10.5%
ODEON CINEMA	20	7.8%
MARKET CINEMA	1	0.4%
ST GILES	19	7.4%
MAGDALEN STREET	4	1.6%
QUEEN STREET	17	6.6%
CARFAX	10	3.9%
OPPOSITE TOWN HALL	2	0.8%
ST ALDATES	5	2.0%
BUS STATION	9	3.5%
COACH STATION	2	0.8%
HIGH STREET	1	0.4%
PARK END STREET	1	0.4%
ST ANDREWS	1	0.4%
Total	256	18.8%

Q7. Where in the Oxford City area would you like to see a rank?	OXFORD	
COWLEY	2	22.2%
COWLEY CENTRE	3	33.3%
GLOUCESTER GREEN	1	11.1%
HEADINGTON	1	11.1%
PARK END STREET	1	11.1%
ST ALDATES	1	11.1%
Total	9	100.0%

Q8: Have you had any problems with the local Hackney carriage service?	OXFORD	
Design of vehicle	0	0.00%
Driver issues	11	15.94%
Position of ranks	0	0.00%
Delay in getting a taxi	4	5.80%
Cleanliness	1	1.45%
Cost	52	75.36%
Other - rude / talking on phone / using bad language	1	1.45%
Total	69	100.00%

Q9: What would encourage you to use taxis or use them more often?	OXFORD	
Better Vehicle	0	0.00%
More hackney carriages I could phone for	11	11.22%
Better Drivers	10	10.20%
More hackney carriages I could hail or get at a rank	0	0.00%
Better located ranks	0	0.00%
Other - Cheaper fares	75	76.53%
Other - better language skills	1	1.02%
Other - better located ranks	1	1.02%
Total	98	100.00%

Q10: Do you consider you or anyone you know to have a disability that means you need an adapted vehicle?	OXFORD	
No	145	92.36%
Yes – WAV	0	0.00%
someone I know WAV	10	6.37%
Yes, but not WAV	0	0.00%
Someone I know, but not WAV	2	1.27%
Other	0	0.00%
Total	157	100.00%

Q11. Have you ever given up waiting for a taxi in the Oxford area?	OXFORD	
Yes	157	98.13%
No	3	1.88%
Total	160	100.00%

Q12. Have you ever tried stopping a hackney carriage in the street anywhere in the Oxford area?	OXFORD	
No	19	67.86%
Yes	9	32.14%
Total	28	100.00%

Q13. Do you have regular access to a car?	OXFORD	
Yes	113	56.50%
No	87	43.50%
Total	200	100.00%

Q14. Do you think the people in Oxford City who have disabilities get a good service from hackney carriage vehicles and drivers?	OXFORD	
Yes	2	1.67%
No	13	10.83%
Other	105	87.50%
Total	120	100.00%

Q15. Do you live in the Oxford area?	OXFORD	
Yes	150	79.37%
No	39	20.63%
Total	189	100.00%

Q16: Gender	OXFORD	
1. Male 2015 census est = 49%	86	43.22%
2. Female 2015 census est = 51%	113	56.78%
Total	199	100.00%

Q17: Age	OXFORD	
1. Under 30 2015 census est = 40%	71	33.02%
2. 31 – 55 2015 census est = 37%	73	33.95%
3. Over 55 2015 census est = 23%	71	33.02%
Total	215	100.00%

Appendix 4 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person	Views returned?
5	Supermarkets	
	Sainsbury's Westgate Shopping Centre	N
	Aldi, Botley Road	R
	Waitrose, Botley Rd	N
	Sainsbury's Heyford Hill	Y
	Lidl Watlington Rd	N
5	Hotels	
	Cotswold Lodge Hotel	Y
	Old Parsonage Hotel	Y
	Vanbrugh House Hotel	Y
	Oxford Spire Four Pillars Hotel	Y
	Heather House	N
	Restaurants	
	Gee's Restaurant	Y
	Brown's Oxford	Y
	Pierre Victoire	R
	Bill's Oxford Restaurant	Y
	Cote Brasserie	Y
5	Night clubs / Entertainment / Pubs	
	Oxford Playhouse	Y
	O2 Academy	R
	Kassam Stadium	Y
	The Ultimate Picture Palace	Y
	The Plough	N
	The Perch Inn	N
	The Old Bookbinders	Y
	Kings Arms	Y
	The Jericho	Y
	Beerd	N
	The Lighthouse	N
	(Night Clubs)	
	The Bridge	Y
	Wahoo and the Glee Club	Y
	Lola Lo	Y
	Atik	Y

5	Hospitals	
	John Radcliffe	N
	Warneford	N
5	Disability, equality and other local group representatives	
	Deaf and Hard of Hearing Centre	N
	Age Concern UK Oxfordshire	N
	OXS RAD	N
	Oxfordshire Council for Voluntary Action	N
	Oxfordshire Council of Disabled People	(no longer known)
	Oxford Mencap	N
	Oxford Association of Hotels and Guest Houses	(no longer known)
	Oxford and District Chamber of Commerce	(no longer traceable)
	Oxford Brookes University	N
	Oxford Association for the Blind	N
	Oxford University Students Union	N
5	Police	
	Thames Valley Police	N
6	Hackney carriage and private hire trade	
	Via posted out questionnaire	Y
	COLTA	Y