



# **Stockport Council – Taxis Unmet Demand Study**

## **Final Report**

**December 2011**

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## EXECUTIVE SUMMARY

### *Key points*

This study has been conducted by Vector Transport Consultancy on behalf of Stockport Metropolitan Borough Council (SMBC).

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

The objectives of the study include:

- Gather evidence to establish whether there is any unmet demand.
- Assess the effectiveness of existing taxi ranks and the demand and suitability of additional rank locations.
- Assess the general condition of Stockport's taxi fleet.
- Assess the public demand for 'green vehicles' in the fleet.
- Assess whether the current composition of Stockport's taxi fleet satisfies the accessibility requirements of disabled passengers.

Surveys were undertaken at the two taxi ranks in common use in Stockport, at the Railway Station and at Chestergate, adjacent to the Mersey Way shopping centre. In addition, further observations of taxi activity were undertaken on St Petersgate in Stockport and in Hazel Grove and Heaton Moor.

One of the principal indicators of unmet demand is the presence of passenger queues at taxi ranks for lengthy periods. The observations indicated the presence of some passenger queuing for short periods. The degree of queuing observed was not sufficient to indicate the presence of significant unmet demand.

The existing taxi ranks at the Station and at Chestergate are generally thought to be operating effectively, with respect to passenger service. However, there tends to be an over supply of Hackney Carriages for much of the day. There have been suggestions put forward for additional taxi ranks in Stockport near to the shopping area, to the north east of the Mersey Way shopping centre and close to the new Sainsbury's. Re-location of the Chestergate taxi rank to a more visible position in front of the entrance to the Mersey Way shopping centre, on Mersey Square has been suggested. Additional taxi ranks may help to re-distribute the over supply of Hackney Carriages at the Station and Chestergate ranks and enhance public service where demand exists.

There is taxi activity on St Petersgate in the late evening and early hours. However, the two taxi ranks on St Petersgate are not commonly used, owing to parked vehicles occupying the taxi ranks. Enforcement of the eastern rank on St Petersgate may encourage more Hackney Carriages and passengers to use this rank. Other ranks in Edgeley, Princes Street and Tiviotdale are not used by Hackney Carriages or passengers.

The night time economy in Stockport centre has changed in recent years and activity has moved to outlying areas, with a focus on Heaton Moor and Hazel Grove. The consultation exercise provided suggestions that new taxi ranks are required in Heaton Moor and Hazel Grove, in order to address the needs of the night time economy in those areas. Observations in these locations confirmed that there is a significant level of taxi activity.



The taxi fleet in Stockport is generally held to be clean and in good condition.

There is a public demand for green vehicles in the taxi fleet. However, this is tempered by a general condition that there should be no additional cost associated with promoting the provision of green vehicles. The public appear to be price sensitive and any policy which results in additional cost is likely to have a detrimental impact on the taxi trade.

The needs of disabled passengers are generally satisfied by the existing taxi fleet. All Hackney Carriages and some Private Hire Vehicles are equipped with wheel chair access and equipped to facilitate easy access and egress for infirm or visually impaired passengers.

### ***Recommendations***

There is no requirement for the issue of additional Hackney Carriage licenses, to address unmet demand as there is no evidence of unmet demand.

It is recommended that existing unused taxi ranks in Edgeley, Princes Street and Tiviot Dale, are removed, to avoid public confusion and frustration.

No conditions regarding the use of green vehicles in the Hackney Carriage fleet should be imposed until the cost impact and the effect that any additional costs of such measures would have on the taxi business have been assessed.



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# 1 STUDY OBJECTIVES

## 1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Stockport Metropolitan Borough Council (SMBC).

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

The objectives of the study include:

- Gather evidence to establish whether there is any unmet demand.
- Assess the effectiveness of existing taxi ranks and the demand and suitability of additional rank locations.
- Assess the general condition of Stockport's taxi fleet.
- Assess the public demand for 'green vehicles' in the fleet.
- Assess whether the current composition of Stockport's taxi fleet satisfies the accessibility requirements of disabled passengers.

The study brief specifies requirements which fall within the objectives listed above. These include:

- Conduct an 'unmet need' survey.
- Consult with major stakeholders.
- Public consultation.



## 2 BACKGROUND

### 2.1 Definitions

This report refers to Taxis, Hackney Carriages and Private Hire Vehicles. Both Hackney Carriages and Private Hire Vehicles are licensed to operate within the SMBC area.

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

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

In this report, the term Taxi is used as a generic term to encompass both Hackney Carriages and Private Hire Vehicles.

Stockport Metropolitan Borough Council (SMBC) is the licensing authority for Hackney Carriage and Private Hire operators, drivers and vehicles within their area. They are able to specify the standards they require (over and above the legal minima) for operators, drivers and vehicles, they can regulate Hackney Carriage fares and specify the number of Hackney licenses they issue. The number of Hackney Carriage licenses is currently limited to 135. There are 213 licensed drivers. By comparison, there are significantly more Private Hire Vehicles, with 788 licensed Private Hire Vehicles and 1,065 licensed Private Hire drivers.

### 2.2 DfT guidance on Unmet Demand surveys

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

Significant Unmet Demand (SUD) has two components:

- Observed or 'patent' demand – that which is directly observable
- Latent or 'suppressed' demand – that which is released by additional supply.

Where a limit has been imposed, the DfT recommend that surveys be repeated every three years to confirm that unmet demand had not arisen.

### 2.3 Observed unmet demand

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

### 2.4 Latent unmet demand

Where potential passengers are deterred from using taxis through the assumption or knowledge that waiting times will be high, these passengers may decide not to travel



or use an alternative means of transport. These passengers will not feature in the taxi rank surveys.

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

## **2.5 Other Surveys**

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

## **2.6 Breakdown of the Hackney Carriage trade**

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

- Public, private and unofficial ranks;
- Flag down/on-street;
- Telephone / radio bookings
- Contract work for statutory authorities such as for education authorities or social services;
- Commercial contract work;
- One off/occasional private hire for individuals or organisations;
- Evening leisure;
- Daytime shopping/social/business;
- Tourism
- Various combinations of the above that 'fit together' in time

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

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

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

- The overall population,
- the extent of car ownership,
- availability of other transport including public, community and private transport,
- levels of mobility impairment and disability,.
- seasonality,

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



## 3 TAXI RANK SURVEYS

### 3.1 Current taxi ranks

There are nine marked taxi ranks in Stockport. However, not all of the ranks are used in practice. The trade focuses on two of the ranks, at the Railway Station and at Chestergate, near the Merseyway shopping centre.

The officially designated rank locations are presented in Table 1

**Table 1 Stockport Taxi Ranks**

Location	Number of official spaces	Operating times
Chestergate, Stockport	23	Full time
Walker Street, off Princes Street, Stockport	3	Full time
St Petersgate, Stockport east	Not listed, but estimated capacity is 4	Between 18:00 and 03:00 hours
St Petersgate, Stockport west	Not listed, but estimated capacity is 4	Between 18:00 and 03:00 hours
Tiviot Dale, Stockport	5	Full time
Castle Street west, Edgeley (west of York Street)	2	Full time
Castle Street east, Edgeley (east of York Street)	2	Between 23:00 and 05:00
Railway Station rank on Grand Central Way, Stockport	4	Full time
Grand Central Way, Stockport (Storage rank or feeder rank)	4	Full time
Railway Road, Stockport	9	Full time

### 3.2 Rank surveys

In order to follow a best value approach to planning and undertaking the surveys of taxi ranks, resources were focussed on surveying active ranks. There was little value to be derived from surveying the ranks known to be unused. The ranks at Chestergate, The Railway Station and the two ranks on St Petersgate were surveyed from 07.00 on Friday 18<sup>th</sup> November to 04.00 Sunday 20<sup>th</sup> November.

Prior to undertaking the rank surveys, it was thought prudent to undertake a pilot review of the taxi ranks on a Friday and Saturday to check that there was no evidence of use at the un-used ranks and that there was activity at the ranks to be surveyed. A series of five minute sample observations were undertaken at all of the ranks on the afternoon and evening of Friday 11<sup>th</sup> and Saturday 12<sup>th</sup> November. This pilot review confirmed that there was no activity at Tiviot Dale, the Castle Street ranks and the Walker Street rank. The Railway Road rank was also not used, although Hackney Carriages were observed to queue on the opposite side of Railway Road waiting to join the rank at the Station.



The second rank on Grand Central Way, referred to as the storage rank or feeder rank, is used to allow Hackney Carriages to queue, prior to joining the Station rank, when the Station rank is full.

### **3.3 Rank survey results**

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

The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, on a Friday and Saturday in order to capture the busiest periods of the week. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as passenger waiting delays.

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

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

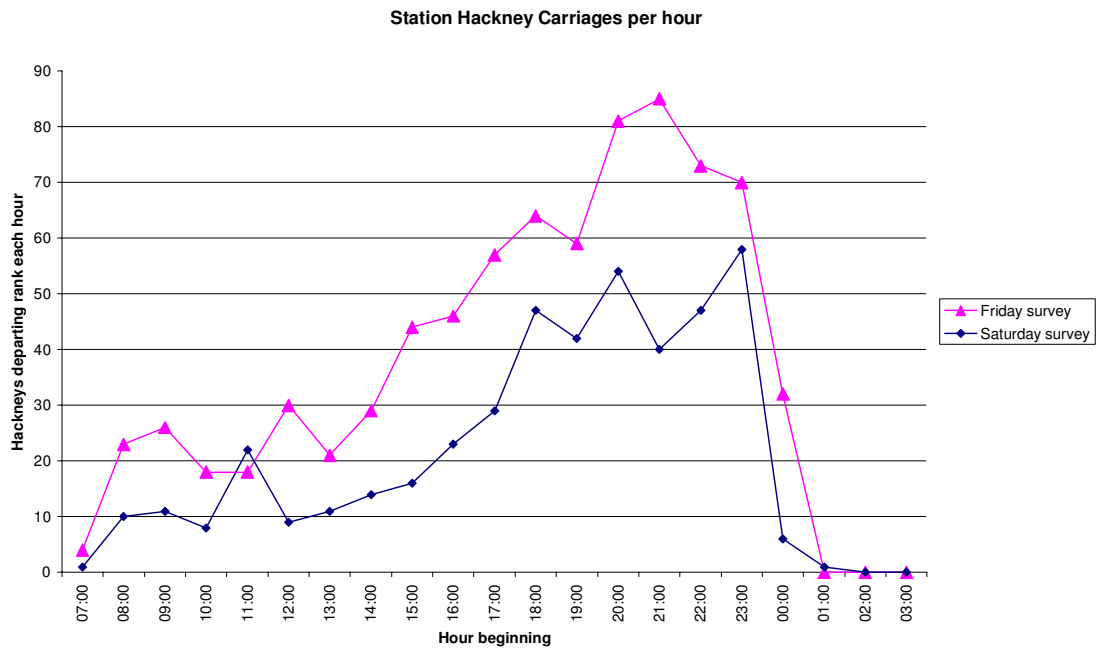
#### ***Railway Station rank***

The Railway Station rank was surveyed on a Friday and Saturday. The surveys were initially undertaken from 7.00 am on Friday 18<sup>th</sup> November to the 4.00 am on Saturday the 19<sup>th</sup> November and from 7.00 am on Saturday the 19<sup>th</sup> November to 4.00 am on Sunday 20<sup>th</sup> November.

Hackney carriages periodically formed lengthy queues which extended beyond the confines of the taxi rank, and into the feeder rank on Grand Central Way and on occasion, also formed an informal queue along Railway Road. In order to capture the full extent of the queued hackney carriages, a second camera was installed on Railway Road to record the extent of queuing hackney carriages, waiting to join the feeder rank on Grand Central Way. Unfortunately, the recording from the camera on Railway Road failed on Friday the 18<sup>th</sup> November. Therefore the site was re-surveyed on Friday the 2<sup>nd</sup> to Saturday the 3<sup>rd</sup> December along with a re-survey of the Station rank at the same time. Therefore, the data for the Friday survey was taken from the survey on 2<sup>nd</sup> to 3<sup>rd</sup> December and data for the Saturday survey was taken from the survey from the 19<sup>th</sup> to 20<sup>th</sup> November.

The Railway Station rank was attended by waiting Hackney Carriages throughout the times when trains were arriving and departing from the Station. Hackney Carriages formed extensive queues in the rank, the feeder rank and along Railway Road. The queue of waiting Hackney Carriages on occasion exceeded twenty five and involved a wait of more than an hour, for some individual vehicles. However, with the arrival of one or more intercity trains within a short period of time, the queue of Hackney Carriages reduced rapidly, bringing down the average delay for each Hackney.

A profile of taxi departures each hour is presented in Figure 1.

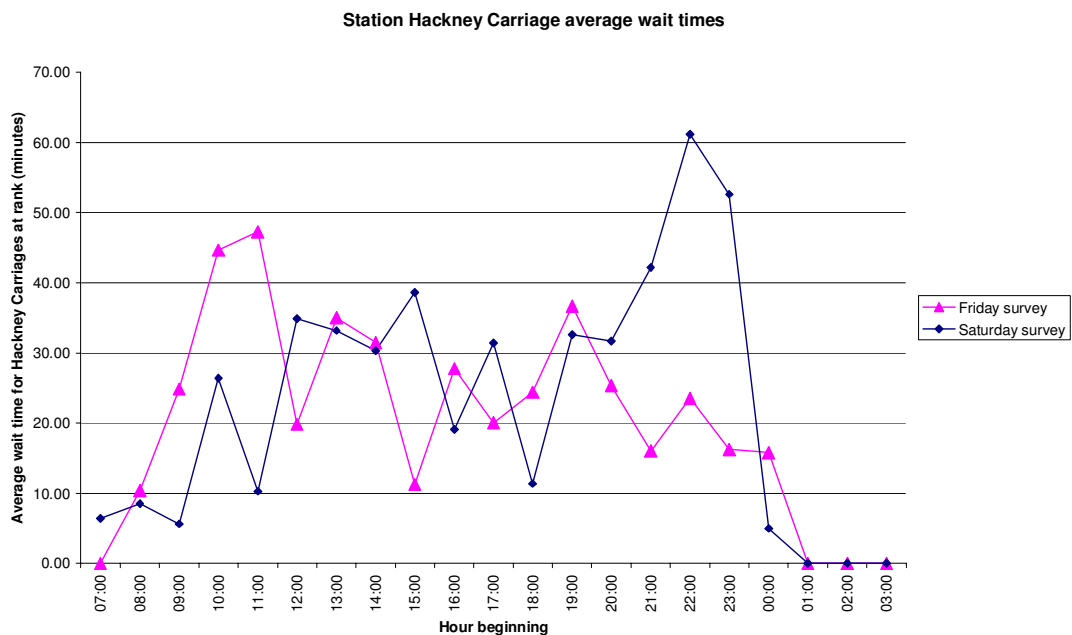


**Figure 1 Hourly departures of Hackney Carriages from the Station**

The profile of Hackney departures from the Station rank is similar for both the Friday and Saturday. Volumes on Friday are higher than Saturday.

The total number of Hackney Carriages observed to depart the Station rank on Friday was 780, carrying a total of 1,008 passengers. An average of 1.3 passengers per vehicle. On Saturday, 449 Hackney Carriages were observed, carrying 733 passengers. An average of 1.6 passengers per vehicle.

Average wait times for Hackney Carriages at the Station rank are presented in Figure 2



**Figure 2 Average wait times for Hackney Carriages at the Station rank**



The average wait time for all Hackney Carriages passing through the Station rank was approximately 23 minutes during the Friday survey and approximately 33 minutes during the Saturday survey.

In general, there was normally a queue of Hackney Carriages waiting at the rank. Therefore, passengers generally did not have to wait for a taxi to arrive. There were however, several occasions on the Friday and Saturday, when, for relatively brief periods, there were no Hackney Carriages present at the rank, when passengers arrived, looking to hire a Hackney Carriage. The hours when this occurred, the number of passengers affected and the average delay are presented in Tables 2 and 3.

**Table 2 Periods when passenger delays occurred at the Station rank during the Friday survey**

Hour beginning	Aggregate delay (passenger minutes)	Aggregate delayed passengers	Average delay per passenger (minutes)
07:00	20.4	3	6.8
08:00	1.3	2	0.7
21:00	2.2	1	2.2
00:00	19.0	5	3.8

**Table 3 Periods when passenger delays occurred at the Station rank during the Saturday survey**

Hour beginning	Aggregate delay (passenger minutes)	Aggregate delayed passengers	Average delay per passenger (minutes)
09:00	73.9	13	5.68
11:00	66.9	10	6.69
23:00	58.9	9	6.54
00:00	5.5	2	2.74

As the tables of passenger delay indicate, there were relatively few passengers delayed by a lack of Hackney Carriages available for immediate hire.

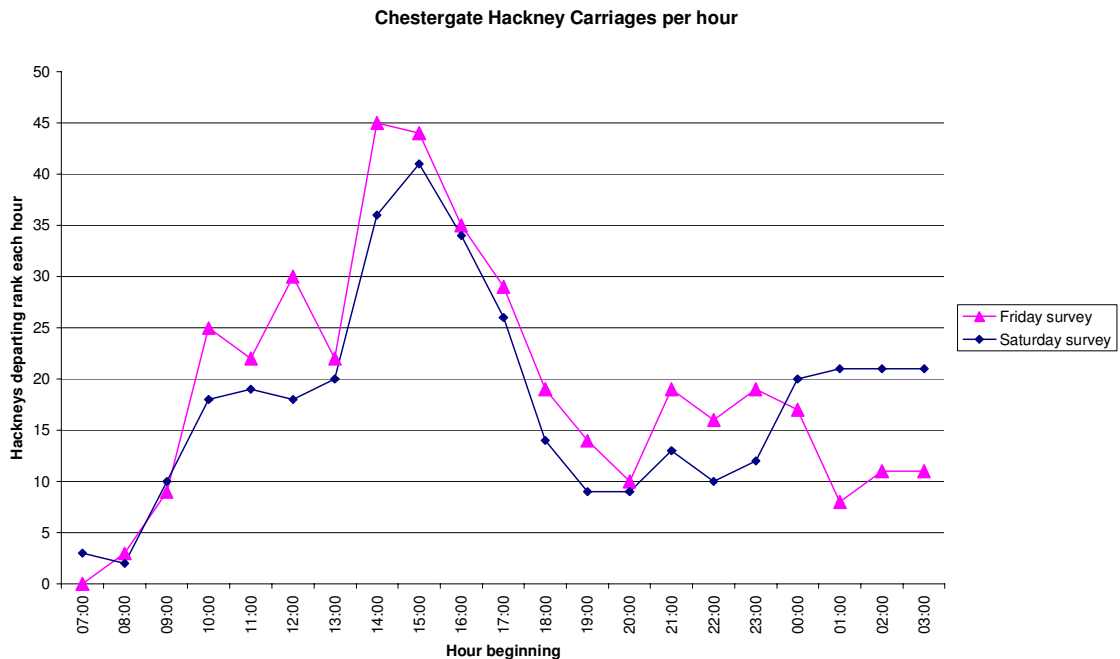
### ***Chestergate rank***

The Chestergate rank was surveyed on a Friday and Saturday. The surveys were initially undertaken from 7.00 am on Friday 18<sup>th</sup> November to 4.00 am on Saturday the 19<sup>th</sup> November and from 7.00 am on Saturday the 19<sup>th</sup> November to 4.00 am on Sunday 20<sup>th</sup> November. Unfortunately, the recording from the camera failed on the morning of Saturday 19<sup>th</sup> November, in the period before 9.00 am. Therefore, a re-survey of the rank was undertaken on the morning of Saturday the 3<sup>rd</sup> December. The data from this subsequent survey was used to replace the missing Saturday morning data from the original survey on the 19<sup>th</sup> November.

The Chestergate rank was attended by waiting Hackney Carriages for most of the observed times throughout both the Friday and Saturday surveys. The rank has an official capacity of 23 vehicles. The rank was not observed to exceed this capacity throughout the surveys. However, it was noted that during the pilot review of taxi ranks in Stockport, the queue of waiting Hackney Carriages on Chestergate was observed to extend beyond the marked rank, on Friday afternoon.



A profile of taxi departures each hour is presented in Figure 3



**Figure 3 Hourly departures of Hackney Carriages from Chestergate**

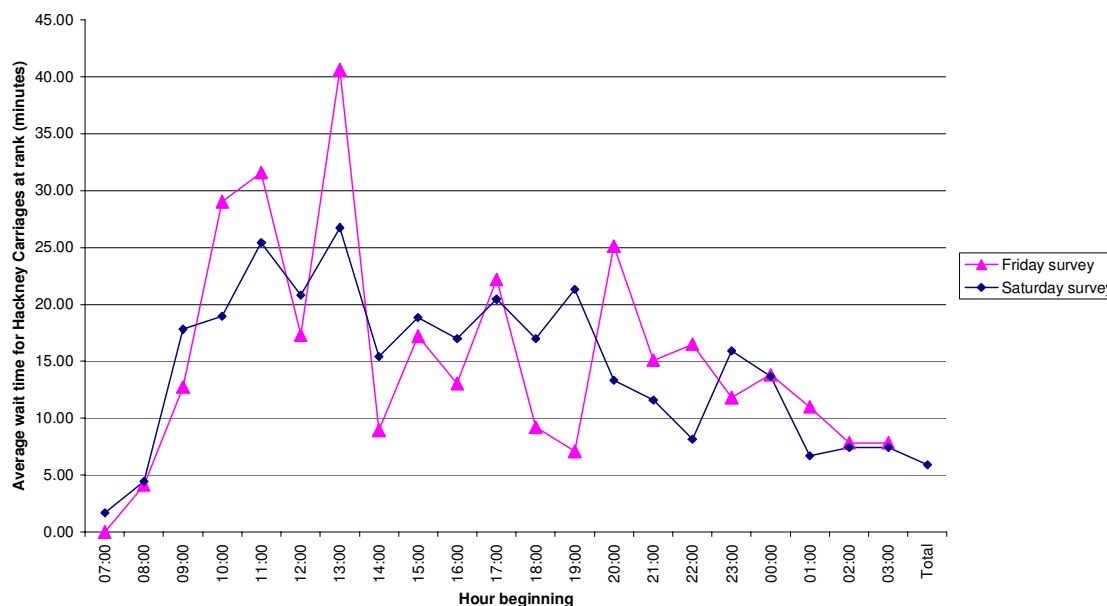
The profile of Hackney departures from the Chestergate rank is similar for both the Friday and Saturday. Volumes on Friday are higher than Saturday.

The total number of Hackney Carriages observed to depart the Chestergate rank on Friday was 408, carrying a total of 602 passengers. An average of 1.5 passengers per vehicle. On Saturday, 383 Hackney Carriages were observed, carrying 564 passengers. An average of 1.5 passengers per vehicle.

Average wait times for Hackney Carriages at the Chestergate rank are presented in Figure 4



**Chestergate Hackney Carriage average wait times**



**Figure 4 Average wait times for Hackney Carriages at the Chestergate rank**

The average wait time for all Hackney Carriages passing through the Chestergate rank was approximately 17 minutes during the Friday survey and approximately 16 minutes during the Saturday survey.

As at the Station, in general, there was normally a queue of Hackney Carriages waiting at the rank. Therefore, passengers generally did not have to wait for a taxi to arrive as taxis were waiting at the rank. There were however, several occasions on the Friday and Saturday, when, for relatively brief periods, there were no Hackney Carriages present at the rank, when passengers arrived, looking to hire a Hackney Carriage. The hours when this occurred, the number of passengers affected and the average delay are presented in Tables 4 and 5.

**Table 4 Periods when passenger delays occurred at the Chestergate rank during the Friday survey**

Hour beginning	Aggregate delay (passenger minutes)	Aggregate delayed passengers	Average delay per passenger (minutes)
14:00	18.4	13	1.41
16:00	57.2	17	3.36
17:00	21.3	5	4.26
21:00	12.9	4	3.24
22:00	42.3	10	4.23
02:00	19.6	4	4.89
03:00	30.3	10	3.03



**Table 5 Periods when passenger delays occurred at the Chestergate rank during the Saturday survey**

Hour beginning	Aggregate delay (passenger minutes)	Aggregate delayed passengers	Average delay per passenger (minutes)
14:00	11.5	3	3.84
16:00	15.2	3	5.05
23:00	1.0	1	1.00
02:00	12.7	3	4.24
03:00	16.2	7	2.31

### **St Petersgate east rank**

The St Petersgate east rank operates part time, from 6.00 pm to 3.00 am. The parking restrictions prohibiting vehicles, other than taxis, using the rank are displayed on signs adjacent to the road. However, there is no TAXI marking on the road indicating that the marked parking bay operates as a taxi rank in the evenings.

During the hours of operation, the taxi rank was occupied by parked vehicles for much of the time. This occurred on both Friday and Saturday evenings.

The taxi rank was not used by Hackney Carriages during either the Friday or Saturday observed periods, to wait for passengers. However, hackney carriages were observed to wait on the double yellow lines opposite the rank, from time to time, to wait for a hire. Many of the Hackneys gave up waiting after a few minutes and left empty. However, some did indeed pick up passengers.

The Hackney Carriage passenger pick up and drop off activity in the vicinity of the taxi rank, between 7.00 am and 4.00 am the following morning, was noted from the video recording. The number of Hackney Carriages dropping off and picking up passengers each day, along with the number of passengers, is presented in Table 6 A breakdown of activity by hour is presented in Appendix A.

**Table 6 Summary of Hackney Carriage activity in the vicinity of the St Petersgate east rank.**

Survey day	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped off by Hackney Carriage	Total passengers picked up by Hackney Carriage
Friday 18 <sup>th</sup> November	1	23	5	46
Saturday 19 <sup>th</sup> November	6	34	8	63

The passengers picked up hired a Hackney Carriage by a mixture of hailing a passing Hackney and by approaching a parked Hackney, with the for hire light on.

The activity was focussed between 8.00 pm and 2.00 am on both Friday and Saturday.

Private Hire Vehicles were also active dropping off and picking up passengers near the taxi rank.



### **St Petersgate west rank**

The St Petersgate west rank operates part time, from 6.00 pm to 3.00 am. The parking restrictions prohibiting vehicles, other than taxis, using the rank are displayed on signs adjacent to the road. In addition, the rank is clearly marked on the road surface as a taxi rank.

During the hours of operation, the taxi rank was occupied by parked vehicles for much of the time. This occurred on both Friday and Saturday evenings.

The taxi rank was not used by Hackney Carriages during either the Friday or Saturday observed periods, to wait for passengers. However, hackney carriages were occasionally observed to wait on the double yellow lines opposite the rank, from time to time, to wait for a hire.

The Hackney Carriage passenger pick up and drop off activity in the vicinity of the taxi rank, between 7.00 am and 4.00 am the following morning, was noted from the video recording. The number of Hackney Carriages dropping off and picking up passengers each day, along with the number of passengers, is presented in Table 7. A breakdown of activity by hour is presented in Appendix A.

**Table 7 Summary of Hackney Carriage activity in the vicinity of the St Petersgate west rank.**

Survey day	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped off by Hackney Carriage	Total passengers picked up by Hackney Carriage
Friday 18 <sup>th</sup> November	1	7	2	15
Saturday 19 <sup>th</sup> November	0	10	0	17

Activity levels at the St Petersgate west rank were significantly lower than those observed at the St Petersgate east rank. Most of the hires appeared to be by hailing a passing Hackney Carriage.

Private Hire Vehicles were also active dropping off and picking up passengers near the taxi rank.

### **3.4 Commentary on results**

Only two of the surveyed taxi ranks operate conventionally as ranks, where taxis wait for a hire. With the conventional rank hire activity focussed on the Station and Chestergate ranks, taxis spend much of their duty time waiting at the ranks.

There is evidence of some demand at both St Petersgate east and St Petersgate west ranks. This is served by passing Hackneys and on occasion, waiting Hackneys.

Activity at the Chestergate rank was highest in the afternoon. Given that this is the closest rank to the shopping areas of town, this is as one might expect. The activity at the Station increased from late afternoon and into the evening. However, activity at the Station dropped after 1.00 am, whereas Chestergate remained active until after 3.00 am, reflecting a closer proximity to centres of late night activity.



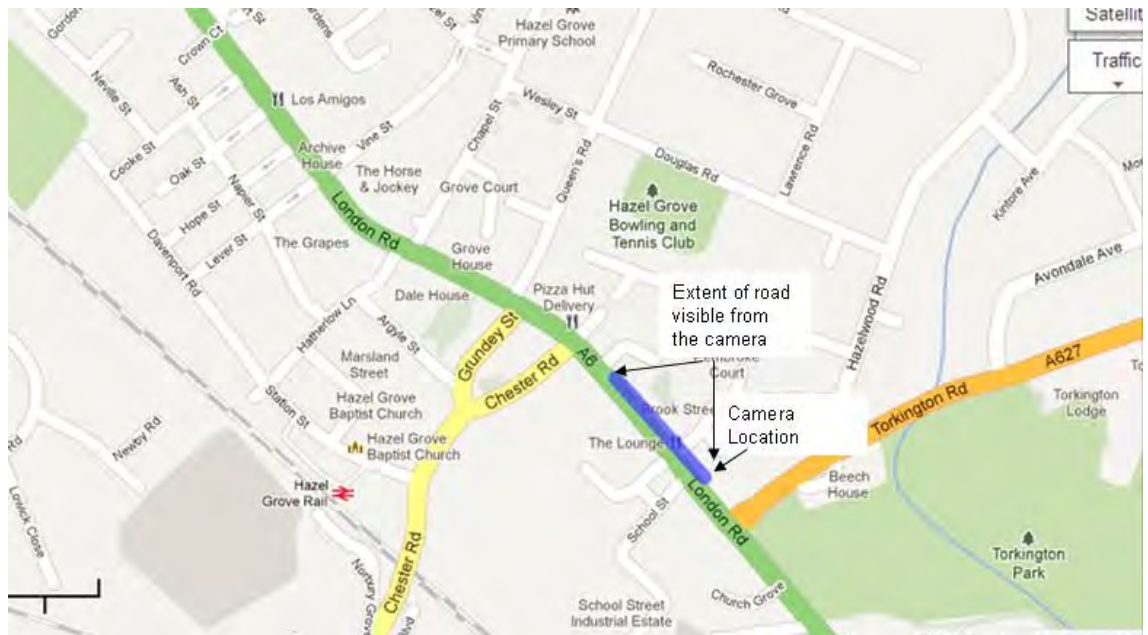
The Station rank had higher throughput than the rank on Chestergate. However, the average wait time at the rank, for a Hackney Carriage on Chestergate, was lower than the average wait time at the Station.



## 4 ACTIVITY IN HEATON MOOR AND HAZEL GROVE

### 4.1 Hazel Grove

A video camera was installed temporarily to record activity on the A6, London Road, to the north of Torkington Road. The camera was fixed to a lamp post on the east side of the road, opposite the McDonalds restaurant, facing north. The camera location and direction of view is indicated in Figure 5



**Figure 5 Location of Hazel Grove survey**

The level of activity is summarised in Tables 8 and 9.

**Table 8 Summary of taxi drop off and pick up activity at Hazel Grove**

Survey day	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Number of Private Hire Vehicles dropping passengers	Number of Private Hire Vehicles picking up passengers
Friday	1	4	23	96
Saturday	4	15	37	92

**Table 9 Summary of passenger drop off and pick up activity at Hazel Grove**

Survey day	Total passengers dropped off by Hackney Carriage	Total passengers picked up by Hackney Carriage	Total passengers dropped off by Private Hire Vehicles	Total passengers picked up by Private Hire Vehicles
Friday	2	6	59	148
Saturday	5	24	69	153

Activity along this stretch of road is dominated by Private Hire vehicles. The most active period is late at night, from around 11.00 pm onwards. The number of taxis per hour during this period, is similar to the levels observed at Chestergate.

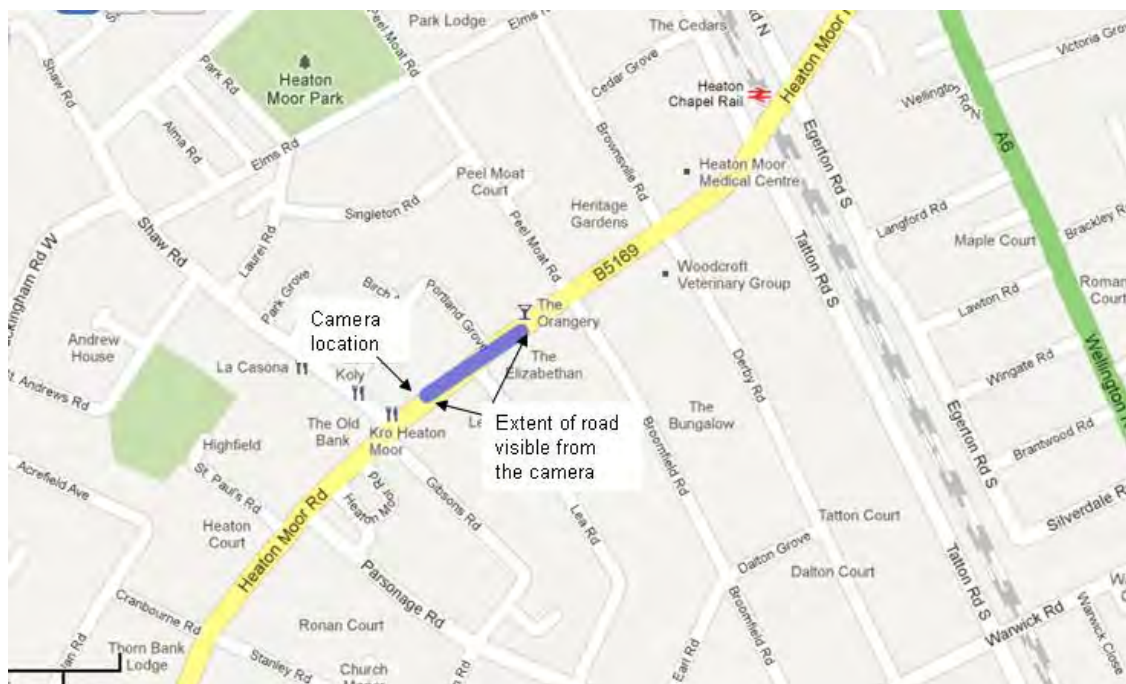


It was noted that Private Hire Vehicles are often found parked by the side of the road or in side roads, waiting for a call to pick up a hire. A popular waiting spot is the bus stop lay by outside McDonalds restaurant. Private Hire Vehicles were observed waiting for several minutes then leaving without passengers, presumably to pick up a booked hire.

During the pilot review of ranks and proposed survey locations, it was noted that there is taxi activity along the A6, beyond the stretch of road observed in this study. Therefore, the volume of activity observed is representative of the particular stretch of road observed. Similar levels of activity will be present to the north and south of the survey location near other pubs, clubs and restaurants.

## 4.2 Heaton Moor

A video camera was installed temporarily to record activity on the B5169 Heaton Moor road, to the north of Shaw Road. The camera was fixed to a lamp post on the north side of the road, outside The Crown pub, facing north east. The camera location and direction of view is indicated in Figure 6



**Figure 6 Location of Heaton Moor survey**

The level of activity is summarised in Tables 10 and 11.

**Table 10 Summary of taxi drop off and pick up activity at Heaton Moor**

Survey day	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Number of Private Hire Vehicles dropping passengers	Number of Private Hire Vehicles picking up passengers
Friday	5	11	29	31
Saturday	6	10	42	32



**Table 11 Summary of passenger drop off and pick up activity at Heaton Moor**

Survey day	Total passengers dropped off by Hackney Carriage	Total passengers picked up by Hackney Carriage	Total passengers dropped off by Private Hire Vehicles	Total passengers picked up by Private Hire Vehicles
Friday	8	19	44	52
Saturday	8	22	72	61

Activity along this stretch of road is dominated by Private Hire vehicles. Activity on the Friday commenced around 7.00 pm and largely finished by 2.00 am. On the Saturday, activity started earlier at around 4.00 pm and was largely finished by 2.00 am.

### **4.3 Comments on results**

The surveys in Heaton Moor and Hazel Grove were able to observe a sub-set of all activity in these areas. Based on observations from the pilot review, in Hazel Grove, there is taxi activity further along the A6, north and south of the extent of the surveyed section of road. Similarly, in Heaton Moor, there is some activity further along the B5169 and on Shaw Road, which will not have been picked up in the survey.

The objective of these surveys was not to observe all taxi activity, but to observe a sample of taxi activity and establish whether there are significant levels of activity. The results indicate that both the observed areas are active in the night time economy.



## 5 PUBLIC CONSULTATION

### 5.1 Public consultation questionnaires

A 58 question public attitude survey was undertaken in Stockport centre on Friday 18<sup>th</sup> November 2011 and Heaton Moor and Hazel Grove on Saturday 19<sup>th</sup> November 2011. The questionnaire was designed for this study, in order to address the requirements of the brief. The questionnaire was implemented by a specialist survey contractor who used experienced staff to carry out the interviews with the public. The use of experienced surveyors enabled respondents to be guided through the questions. 402 surveys were completed. The results of the questionnaires are presented in Appendix B. Selected results are summarised in this chapter.

The terms Hackney Carriage and Private Hire Vehicle are used in relation to these specific vehicle types. The term taxi is used to refer to either a Hackney Carriage or Private Hire Vehicle.

#### Taxi users

88% of respondent indicated that they had used a taxi in the previous three months. Private Hire Vehicles were the most common type of taxi used.

#### Last trip by taxi

Respondents who had used a taxi in the last three months, were asked further questions on the last trip they made by taxi. The most common trip purpose was for leisure.

7% of respondents indicated that there was someone in their party who was disabled.

48% of trips were made in the morning (07.00 to 12.00 hours), 27% of trips were made in the afternoon (12.00 to 18.00 hours) and 25% of trips were made at night (18.00 to 07.00 hours). Friday was the most common day that the last trip was made.

The most common fare paid was in the range of £5.00 to £9.99. 73% of fares were less than £10.00.

90% of respondents recalled that the last trip hired from a rank required a wait of less than three minutes. However, 5% recalled that they had to wait more than 10 minutes to hire a taxi from a rank.

Taxis booked by telephone for immediate hire generally arrived within 14 minutes. 9% of respondents perceived the wait time for a taxi booked by telephone was less than three minutes.

#### ***Questions to all respondents regarding taxi use***

Approximately 71% of all respondents hire a Hackney Carriage from a rank, at least once a year. Approximately 10% of respondents hire a Hackney Carriage by telephone at least once a year. 21% of respondents hire a Hackney Carriage by on street hailing at least once a year.

When respondents were asked if they had ever encountered any difficulty entering or exiting a taxi, 5% indicated that they had encountered a difficulty. Of those who



indicated that they had encountered difficulty, this was further broken down into 40% who indicated that they had had difficulty with a private hire vehicle and 13% indicated that they had had difficulty with a Hackney Carriage. The remaining 47% indicated that they didn't know which type of taxi that they had encountered difficulty with.

#### Hackney Carriage specific questions

8% of respondents indicated that they had in the past experienced problems in obtaining a Hackney Carriage. The reason most commonly given was the wait time was too long. The second most common problem stated was queue jumping in the taxi ranks.

The most common stated method of obtaining a Hackney Carriage is telephone booking.

2% of respondents indicated that they thought the availability of Hackney Carriages was poor or very poor.

43% of respondents indicated that Hackney Carriage services could be improved. The most common suggested improvements, chosen from the list presented in the questionnaire, were more taxi ranks, more Hackney Carriages and cheaper fares.

Some additional improvements were suggested, the most popular were; better driver training dealing with disabled, better driver knowledge (of the area) and child seats in Hackney Carriages.

18% of respondents indicated that they would like a new Hackney Carriage rank. The most popular suggested locations were at ASDA and Sainsbury's. One of the respondents who suggested ASDA was interviewed in Hazel Grove, with the implication that they would like to see a new rank at ASDA in Hazel Grove. All the other respondents who suggested ASDA were interviewed in locations in Stockport, implying they were suggesting a new rank near ASDA in Stockport.

When asked how much the respondents thought a 3 mile Hackney Carriage fare would be in day time, 56% indicated a fare between £3.01 and £6.00. The actual meter fare would be around £7.80. 14% of respondents estimated between £6.01 and £9.00.

64% of respondents indicated that they would prefer to use a Hackney Carriage that was a Green Vehicle. However, when asked if they would be prepared to pay a 20% increase in fares if all new Hackney Carriage vehicles were to be Green Vehicles, 13% indicated they would be content to pay the additional fare. If the additional cost for all new hackney carriage vehicles being Green Vehicles was reduced to 5%, then the proportion of respondents who would be content to pay the additional fare rose to 38%.

## 5.2 Comments on results

The use of taxis in the last three months was relatively high.

There are some contradictory results in the survey responses. Questions 13, 14 and 15 asked respondents about frequency of hiring Hackney Carriages and Private Hire Vehicles at rank, by telephone and by on street hailing. The most popular means of hiring a Hackney Carriage in the last year, was at a rank, with 71% of respondents indicating this was a means of hiring. By comparison, 10% of respondents indicated that they had hired a Hackney Carriage by telephone booking. However, later in the questionnaire (Q18), respondents were asked directly, what was the most common



means of hiring a Hackney Carriage. The response indicated that the most common means was by telephone booking. This response contradicts the earlier response regarding all types of taxi hiring undertaken. Trade consultation indicates that most hires are obtained at ranks.

Only 18% of respondents felt that they would like to see one or more additional taxi ranks. None of the respondents indicated a desire for new taxi ranks in Heaton Moor and one respondent (0.25%) suggested a rank in Hazel Grove, at the ASDA Supermarket.

One of the most popular suggested improvements to taxi services was more taxis. However, this should be considered along with the statistic that only 17% of respondents felt that increasing the limit on Hackney Carriage licenses would benefit them. The most popular means of realising such benefits was thought to be that more Hackney Carriages would result in lower queues at ranks and lower fares through increased competition. However, the majority of respondents did not have an opinion on increasing the limit on licenses, or felt that increasing the limit would not provide a benefit.

Improvements to driver knowledge of the area was a suggested improvement, together with improved driver training dealing with the disabled.

In general, there is little evidence that the public feel that taxi service levels are unsatisfactory. Hackney Carriages are generally found to be clean and in good repair, Hackney Carriages were generally available when required and there was some support for use of green vehicles in the taxi fleet. However, support for green vehicles was tempered by cost. People would generally not like to pay more for green vehicles in the taxi fleet.



## 6 STAKEHOLDER CONSULTATION

### 6.1 Background

In order to gather information from a variety of sources and gather views of the taxi industry and levels of service from different perspectives, consultation was undertaken with a range of stakeholders. These included representatives of groups or organisations which use taxis, or undertake related activities and representatives from the taxi business itself.

### 6.2 Taxi trade consultation

Discussion with a sample of taxi operators and Hackney Carriage owner drivers was undertaken by telephone. The following features of the taxi trade emerged from these discussions:

The working hours of Hackney Carriage drivers vary, with many working six days a week and for ten or more hours on many of these days. Some drivers do work shorter hours, but this appears to be in the minority. There is some double shifting of Hackney Carriages, with a common changeover time being around 5.00 to 6.00 pm.

Some Hackney Carriage drivers operate contract hires on a regular basis, however contract hire business, such as education transport, tends to be undertaken more regularly by Private Hire Vehicles.

Most of the Hackney Carriage fares are picked up at ranks. Many drivers tend to favour one or other of the two principal ranks in Stockport, the one at the Railway Station and the one on Chestergate. Drivers do not habitually wait at any of the other ranks defined in Stockport.

Several drivers pointed out that the taxi ranks on St Petersgate are in potentially busy locations for the Stockport night time economy. However, the ranks are often full of parked vehicles in the evenings and cannot be reliably used as a taxi rank. Therefore, some Hackney Carriage drivers have on occasion waited on the double yellow lines nearby, to wait for a hire. They have also, on occasion, been moved on by police.

Some drivers have undergone training for disability awareness and the NVQ qualification. However, there has been some feedback that the availability and frequency of disability training courses could be more widely publicised and that courses could be run more frequently. From those who had undergone the disability awareness training, feedback was generally positive and they felt this was worthwhile.

Some drivers of PHV and Hackney Carriages wear forms of corporate livery, if they are connected with one of the taxi operators. The majority of Hackney Carriage drivers operate independently and do not wear such corporate livery. It is generally thought by the trade that the majority of drivers maintain a smart appearance.

Trade feedback, in reference to drivers and vehicles in general, it is felt that Hackney Carriages are generally well maintained and kept clean. There is a feeling that the level of business available has dropped in recent years and that retaining repeat business from customers is important. A good way of maintaining this business is to provide a high level of service to customers including help with luggage.



It was felt that the supply of Hackney Carriages is more than sufficient to meet the needs of the public in the present economic climate. Similarly, it was felt that there were sufficient Private Hire Vehicles available to meet the needs of the public.

Factors which limit the supply of Hackney Carriages and Private Hire Vehicles at certain times or locations include periods when supply is reduced and locations where Hackney Carriages find difficulties in operating. The most common times for contract hire work are week day mornings between 7.30 and 9.30 am and weekday afternoons between 2.00 and 4.30 pm. Taxi availability can also drop between 5.00 and 6.00 pm when some multi-shift vehicles have driver changeover. Some drivers would prefer not to work Friday and Saturday nights as this is when they are most likely to encounter difficulties with troublesome passengers. However, feedback indicates that owing to limited available business, more drivers feel forced to work these periods. There is also a perception that the most active locations in the night time economy, (pubs, clubs and restaurants) have migrated from central Stockport to outlying areas including Hazel Grove and Heaton Moor..

Feedback on existing ranks indicated that only two are in regular use, these are at the Railway Station and at Chestergate. A public toilet was suggested as an improvement to the Station rank. The rank at Chestergate received more feedback in terms of potential improvements. These include; improved town centre signage indicating the location of the taxi rank, from other town centre locations and re-location of the rank. It was felt that the location of the Chestergate rank was difficult to find, for shoppers in the Mersey Way shopping centre. Since the development of the Primark store, which has an entrance on Chestergate, it was felt by some drivers that there is no direct access from most of the shops to Chestergate rank. Some suggestions for relocation were to the front of the Mersey Way shopping centre, on Mersey Square, on Princes Street and two shorter ranks at either end of the shopping centre.

Feedback with regard to potential new ranks was consistent across respondents. Locations where it is felt new ranks are required are in Heaton Moor, Hazel Grove, Warren Street by the ASDA and Sainsbury's and at the Peel Centre.

When asked what would be the impact of increasing the limit on the number of Hackney Carriages or de-restricting all together, the primary response was almost universally that the introduction of additional licenses would drive some Hackney Carriages out of business, by spreading the limited pool of fares available between more drivers. However, there was recognition of some of the complex issues associated with licenses and that there is not a simple solution that would be universally acceptable.

There is a value attached to taxi holding a taxi plate. This is seen as a 'retirement fund' when a plate is sold on as an owner retires from the business. Therefore, in order to enter the trade, a substantial investment is required to purchase the plate. This factor in turn can lead to objection and resentment, by those who have made the investment in a plate, if additional plates are issued and obtained for no capital investment. There was some feedback that when new plates are issued in the future, there should be a mechanism to ensure that they cannot be sold on soon after issue, in order for the applicant to make a quick gain and ensure that applicants have a genuine interest in working in the industry.

There was some recognition that the trade should not bar entry by new drivers, however, the present market conditions mean that additional drivers could not be



sustained at present. As demand picks up in the future there may be some scope to increase the number of licenses available and if so, the issue should be controlled in a sustainable way that supports enabling new blood to enter the trade and does not impact on the value of existing plates.

Advertising on Hackney Carriages is seen by many owner operators as a valuable income stream. Some feedback indicated a feeling that some of the restrictions imposed, with regard to advertisement size and font size in the adverts was overly restrictive. However, it was generally agreed that the subject matter of any advertising should be subject to regulatory approval so that inappropriate adverts were not allowed.

Drivers and operators were asked if they felt that the knowledge of drivers regarding routes and local facilities was adequate. The response was broadly consistent across all respondents, that the knowledge amongst more experienced drivers was very good. However, it was felt that route knowledge and knowledge of local facilities amongst newer drivers was more limited and not up to a desirable standard. Enhanced local knowledge tests as part of the licensing test, in addition to the regulatory elements, was suggested as a means of improving the local area knowledge amongst drivers. Another suggestion was mystery shopper tests.

When asked about providing 'green vehicles' as Hackney Carriages, in response to customer demand, response was mixed. Many respondents indicated that they would be amenable to purchasing a 'green vehicle' when time came to replace their current vehicle. However, it was generally not thought to be viable to replace current vehicles with green vehicles, before the vehicle would naturally be renewed. Some felt that green vehicles may be cheaper to operate and could be viable, so long as the initial purchase price was not too high. When asked if green vehicles would be a more attractive investment if the fare tariff was increased, a very consistent response was received that the public is very price sensitive in the current market and that any increase in fares would reduce the number of hires. There was a strongly negative response to increasing fares to help pay for green vehicles in the fleet.

All Hackney Carriages are able to carry wheel chairs. All of the Hackney Carriage drivers interviewed indicated that they tended to carry several wheel chair fares each week. Some, who undertook contract work carry more wheel chair fares, through the contract work. Across the trade, there was an impression that at busy times, wheel chair users can face difficulties hiring a taxi. There was a perception that at times of low availability such as morning and afternoon peaks, there was not sufficient numbers of PHVs equipped to carry wheel chairs and that some Hackney Carriage drivers were reluctant to pick up wheel chair users at these times, as fares tended to be low and it takes extra time to board a wheel chair and to ensure that the wheel chair is safely secured for travel.

Respondents were asked whether they felt that there should be an age limit imposed on Hackney Carriages that were allowed to operate. The majority of respondents indicated that the state of repair of the vehicle was more important than the age of the vehicle and that high levels of serviceability and a good state of repair should be the determining factor.

No respondents indicated that there were any limits applied to the amount of time a driver is allowed to work each day. It was acknowledged by some that there were occasions when some drivers worked excessive hours. This was felt to be a fact of economic necessity and it was not viable to limit hours for drivers.



Some Hackney Carriage operators own several Hackney Carriages which they rent to licensed drivers. There is some indication that some of the licensed Hackney Carriages available to rent are not being used actively in the trade. The interest from drivers in renting and operating a Hackney Carriage has dropped in the current economic climate.

### **6.3 Non Trade Consultation**

We have broadly grouped respondents into user representatives and regulatory representatives. User representatives include Disability Stockport, Age UK Stockport, hospitals, hotels and major employers. The regulatory respondents include Police, Stockport Railway Station, Stockport Council representatives and Translinc (vehicle testing).

### **6.4 User representatives.**

Many of the hotels and major employers and both local hospitals have accounts in place with Taxi firms. Many of the hotels have dedicated free phones as do Stepping Hill hospital. All of the hotels, employers and hospitals indicated that they generally had no difficulty obtaining taxi services and vehicles were generally available quickly. Respondents were all positive regarding the levels of service received, with perception that drivers were generally courteous and helpful.

Disability Stockport and Age UK Stockport represent a relatively narrow cross section of the population, but one which tends to be disproportionately reliant on taxi services. In general, taxi service is adequate for the needs of the people represented. Age UK indicated that their members tend to use Private Hire Vehicles more than Hackney Carriages and most hires are made via telephone bookings. The principal difficulty mentioned was the cost of travel using taxis. Some members use GMPTC Travel Vouchers to pay for taxi travel. This scheme provides the opportunity to purchase discounted (subsidised) vouchers for taxi travel. However, there is a limit to how many vouchers an individual user may purchase.

Disability Stockport members tend to use Hackney Carriages rather than Private Hire Vehicles owing to vehicle access difficulties and the need to use wheel chair accessible vehicles for many users. Members tend to stick with their favoured driver or firm for their travel arrangements. This results in many long standing relationships developing between drivers and their regular fares. Generally the supply of taxis is adequate to meet the needs of the members. However, there are times of day when it can prove difficult to obtain a taxi within a reasonable time. The most common example was given as obtaining a wheel chair accessible taxi from the hospital at peak times such as 9.00 am or 4.00 pm, when contract hires limit the availability of wheel chair accessible vehicles.

Taxi driver disability training was felt to be effective with better than anticipated results. Training was two way, i.e. training taxi drivers with respect to the needs of disabled passengers and the appropriate way of addressing those needs and interacting with disabled passengers and training disabled users on the appropriate way to interact with taxi service providers.

Drivers are generally felt to be responsive and courteous.



## 6.5 Regulatory representatives

SK Solutions is an arms length company owned by the Council which deals with transport contracts for Adult Services, mini bus, bus and car based taxi contracts. As such, SK solutions are the principal consumer of scheduled taxi contract hire services, in Stockport. For mobility impaired users, much of the service requirement is fulfilled by mini buses, as opposed to saloon or people mover type vehicles. There seems to be little problem getting adequate numbers of vehicles with suitable wheel chair access provision.

Whilst complaints are received from time to time, levels of service are generally acceptable. With the down turn in the economy in the last couple of years and restriction in Council budgets, it is felt that contractors are more focussed on providing high levels of service in order to ensure they retain their contracts.

Many of the contracts have been renewed with the same service provider for several years. This feature helps to maintain levels of service and can help tailor the services to the individual requirements of the contract.

Translinc undertake the testing of Hackney Carriages and Private Hire Vehicles, in Stockport. Feedback obtained from Translinc indicated that there were a variety of standards of repair across the taxi fleet. The state of repair and fitness for use in daily hire was not necessarily related to the age of the vehicle in question, with some relatively old vehicles kept in a very high level of repair and some newer vehicles which were not as well maintained. It was felt that the standard of vehicle presented for test has dropped slightly in recent years and some vehicles were not being checked and prepared before being presented for testing and hence were failing on minor issues. The slightly lower standard may be related to more difficult trading conditions and less money available for maintenance.

Asked for an opinion on whether an age limit would be appropriate for Hackney Carriages, the feeling was that the state of repair should be the determining factor. So long as vehicles are properly maintained, there is no need to apply an age limit. Many older vehicles are better maintained than some new vehicles.

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

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

Council feedback included the following points:

- Recognition that much of the night time economy trade has moved from central Stockport to Heaton Moor and Hazel Grove.
- There are issues around Stockport Railway Station regarding over subscription of spaces for cabs waiting.
- It has been suggested that there may be a need for a rank in Hazel Grove to assist the evening economy and perhaps the provision of dual usage ranks could be investigated.
- With the development of a new Sainsbury's store, it has been suggested that a pick up / drop off bay is required on Great Portwood Street.
- The provision for the disabled and the understanding of the needs of the disabled including the visually impaired could be further improved. This includes the



application of Equalities Act in relation to guide dogs. Also there is a desire to look at the carriage of mobility scooters.

- We believe that there are thoughts about encouraging / requiring training on these issues especially for providers to be used for Council contracts. To give the best effect by reaching as many of the drivers as possible we believe that any such scheme would need to keep costs down and not be onerous for the drivers. Possibly based on a range of short courses in some sort continuous assessment / training programme.
- There is a desire to look at the provision for and encouragement of electric taxis.
- There is continuing concern over air quality.

## **6.6 Comments on Stakeholder Consultation**

Disabled and elderly users are generally well served by taxi services. There are some concerns regarding availability of accessible taxis at busy periods. However, these were seen as relatively minor issues against a background of generally acceptable services.

Only the taxi ranks at the Railway Station and Chestergate are used as conventional taxi ranks. The St Petersgate ranks were not used as conventional ranks. There is a desire to see an operational rank on St Petersgate, and new ranks in Heaton Moor and Hazel Grove to serve the night time economy. Several other rank locations, to serve shopping areas, have also been suggested.

Local knowledge amongst some of the newer drivers was felt to be below the desirable level. Similar feedback was received from the public consultation. It was suggested that the driver test should have an additional or enhanced local knowledge component of the test.

The implementation of green vehicles in the taxi fleet would find general approval so long as there is little or no cost impact. The market is thought to be very price sensitive.

Feedback from the taxi trade indicated that additional Hackney Carriages could not be sustained in the present climate. It is recognised that if and when business improves in the future, there will be scope to increase the number of licenses to meet additional demand. However, it is suggested that controls are applied to ensure that new entrants to the business are encouraged to stay in the business and operate for the long term, rather than seek short term gain by selling on the newly acquired plate.

Not all of the licensed Hackney Carriages are currently used in daily operation. Some taxis are rented to drivers, by owners of multiple plates. However, owing to low levels of business, some of the available taxis are not in use as the number of drivers willing to rent a taxi has reduced recently. The fact that taxis are available to operate on a rental basis but these opportunities are not being taken up, is a good indicator that there is an over supply of taxis for the current level of passenger demand.



## 7 DETERMINATION OF UNMET DEMAND

### 7.1 Quantitative Assessment

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

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

where:

**ISUD** = Incidence of Significant Unmet Demand

**APD** = Average passenger delay across all time periods

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

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

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

**SF** = Seasonality Factor

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

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

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

### 7.2 Calculation of ISUD variables

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

The aggregate delays in passenger minutes, on Friday and Saturday at the Station rank and the Chestergate rank are presented in Table 12



**Table 12 Summary of aggregate passenger delays**

Survey day	Station rank	Chestergate rank	Total
Friday	42.9 passenger minutes	202 passenger minutes	244.9
Saturday	205.2 passenger minutes	56.6 passenger minutes	261.8

The total number of passengers passing through both the Station and Chestergate ranks on Friday was 1,610 and on Saturday was 1,297.

Dividing the total passenger minutes on Friday by the total number of passengers we calculate an average delay of 0.16 minutes (approximately 10 seconds).

Dividing the total passenger minutes on Saturday by the total number of passengers we calculate an average delay of 0.20 minutes (approximately 12 seconds).

In order to provide an appropriate weighting to represent weekly delays, we add five times the Friday delay, plus the Saturday delay, to calculate the weekly delay, then divide by six to calculate the average delay. The average delay, thus calculated equals **0.17 minutes**.

**PF** There are no sharp peaks in demand at either of the taxi ranks surveyed. Each rank has busier periods, with the Chestergate rank busiest in the afternoon and the Station rank busiest in the evening. These busy periods tend to complement each other and further smooth the overall demand profile. Given the lack of sharp peaks in overall demand, the **PF value is 1.0**.

**SSP** Daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, there were occasions when passengers were delayed by more than a minute, waiting for Hackney Carriages to arrive at the ranks. The hours when these delays occurred are the hours beginning: 7:00, 14:00, 16:00 and 17:00. As four out of the eleven day time hours qualify, the **SSP proportion is 36.36%**.

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

The hours where average passenger delay was more than one minute, at either the Station or Chestergate rank, were 7:00, 22:00, 02:00 and 03:00 on Friday and 9:00 and 11:00 on Saturday.

The number of passengers travelling during the hours on a Friday when the average delay exceeded a minute was 156. the number of passengers travelling on Saturday when the average delay exceeded a minute was 89.

Total passengers travelling on Friday was 1,610 and on Saturday was 1,297.

To GID percentage was calculated as follows:

$$\frac{(156 \times 5) + 89}{(1,610 \times 5) + 1,297} = 9.3\%$$



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

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

The public consultation survey results indicate that 9% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.09**.

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

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

$$\text{ISUD} = 0.17 \times 1.0 \times 36.36 \times 9.3 \times 1.0 \times 1.09 = 62.7$$

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

### **7.3 Consideration of wider factors.**

The ISUD value of 62.7 is a good indicator that there is no evidence of unmet demand. However, this should not be taken in isolation. Other available evidence should also be considered.

Observed unmet demand is evident where passenger queues form at a number of locations and for lengthy periods. From the Stockport taxi rank surveys, relatively little passenger queuing was observed. A total of 125 passengers were observed to have been delayed waiting for a Hackney Carriage. Out of the 2,907 passengers counted at the Station and Chestergate ranks on Friday and Saturday, this represents 4% of passengers. The incidences of passenger delay were isolated for short periods, rather than for lengthy periods. Typically, short queues would form for periods of up to around ten minutes, rather than for say an hour or more.

Much of the passenger delays tended to occur at periods of relatively low demand, such as late night and the early hours of the morning.

The prevailing condition at the taxi ranks was that of Hackney Carriages waiting for passengers to arrive. The average wait times for Hackney Carriages at the Station and Chestergate ranks was more than 15 minutes. This suggests that there is generally an excess supply of Hackney Carriages.



Some of the licensed Hackney Carriages are owned as fleets, by companies who rent the vehicles to licensed drivers. Some of these rental vehicles were not in operation during the surveys. The availability of un-used taxi licenses suggests that there is a degree of over supply of Hackney Carriages relative to the level of available business.

The small proportion of passengers who had to wait for Hackney Carriages, the isolated incidences of passenger queues forming and the abundant supply of taxis which exists for most of the time at the ranks all tend to indicate that there is no significant unmet demand in Stockport.



## 8 CONCLUSIONS AND RECOMMENDATIONS

### 8.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicate that there is no evidence of unmet demand at present.

### 8.2 Effectiveness of existing ranks and suitability of additional rank locations

There is generally excess supply of Hackney Carriages at the two ranks in common usage. The location of the rank at the Railway Station is generally thought to be good. However there is some concern regarding the extent of Hackney Carriage queuing that occurs, beyond the bounds of the rank. If one or more additional ranks was developed, this may take some of the excess supply of Hackney Carriages from the Station rank and re-deploy these to a location which would serve the public.

The Chestergate rank, whilst generally effective, is seen as in a location which could be improved. Town centre development in recent years has reduced accessibility to this rank from the Mersey Way shopping centre. There have been suggestions that the rank could be re-located to a more visible and more suitable location in order to keep up with recent town centre developments. However, the current location is relatively close to the bus Station and intermodal links between bus and taxi are important and should be maintained. Alternative locations have been suggested on Mersey Square, Princes Street and at the opposite (north east) end of the shopping centre. Re-location to Mersey Square, in front of the shopping centre entrance, would increase visibility, whilst maintaining interchange connections with the bus Station. More distant re-location options would reduce the connectivity with the bus Station.

There is clearly some night time activity on St Petersgate. A rank in St Petersgate, near the market was put forward during the trade consultation. Some of the Hackney Carriage drivers appeared to be unaware that there is a taxi rank at the east end of St Petersgate. This may be because there are no markings on the road to indicate the presence of a rank here. A useable rank, with clear marking and signage, may attract more Hackney Carriages in the late evening and relieve some of the excess supply at the Station.

The observations in Heaton Moor and Hazel Grove indicate significant night time activity in both locations. Taxi trade consultation feedback and other stakeholder consultation have both indicated that there is demand for a taxi rank in both areas to serve the night time economy. It is noted that whilst the public consultation provided suggestions for several new taxi ranks, only one suggestion included a new taxi rank in Hazel Grove, there were no suggestions from the public for a taxi rank in Heaton Moor.

### 8.3 Condition of the taxi fleet

Feedback from the public consultation indicated that the majority of people regard Hackney Carriages to be usually clean and in a good state of repair. Feedback from the trade regarding general condition of the fleet, indicated that vehicles are generally kept in good repair and clean.



Few people felt that there should be an age limit on Hackney Carriages in the fleet. The majority felt that the condition of the vehicle was the important consideration and so long as vehicles are kept in good condition and well serviced, the age of vehicles are not so important.

#### **8.4 Demand for Green Vehicles**

The majority of feedback favoured the promotion of green vehicles, but with the proviso that such a move would not increase the cost of operation or the cost of hiring green vehicles.

Opinion from public consultation and from the trade suggests that passengers are price sensitive and that any increase in fares would result in a reduction in travel and hence revenue.

#### **8.5 Accessibility requirements**

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

#### **8.6 Additional issues identified**

It was suggested that a more extensive local knowledge component of the driver test would help to ensure that new Hackney Carriage drivers would have adequate knowledge of the roads and facilities in Stockport.

#### **8.7 Recommendations**

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

Not all of the currently issued licenses are in use, some of the licensed Hackney Carriages were off the road during the surveys. It is recommended that the level of usage of existing licenses is monitored periodically. Any changes in use may provide a useful indicator of changes in the market.

There are indications that the taxi market has evolved since the existing taxi ranks were developed. It is recommended that un-used taxi ranks are removed, to avoid any public confusion. Also, new ranks should be considered in order to address new areas of demand from retail and from the night time economy.

There is no compelling evidence that an age limit should be applied to vehicles operating as Hackney Carriages.

Whilst Hackney Carriage owners should be encouraged to replace existing vehicles with green vehicles in due course, it would be unwise to apply conditions which would result in significant additional operating costs.

The accessibility requirements of disabled passengers are generally satisfied. No changes are recommended with respect to the carriage of disabled passengers in Hackney Carriages.



## APPENDIX A TAXI OBSERVATION RESULTS



## Railway Station

The taxi rank activity at the Railway Station spans the Station rank, the feeder rank on Grand Central Way and the taxis which habitually queue along Railway Road. These have been taken together as though a single rank, in order to calculate queue length and waiting times for Hackney Carriages.

**Table A1 Taxi Rank activity at the Station from Friday 2<sup>nd</sup> December to Saturday 3<sup>rd</sup> December**

Hour beginning	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average passengers per Hackney Carriage	Average Delay Per Hackney Carriage (minutes)	Average Delay per passenger (minutes)
07:00	4	4	1.0	0.00	5.10
08:00	23	27	1.2	10.39	0.05
09:00	26	30	1.2	24.85	0.00
10:00	18	21	1.2	44.63	0.00
11:00	18	20	1.1	47.26	0.00
12:00	30	43	1.4	19.82	0.00
13:00	21	27	1.3	35.02	0.00
14:00	29	36	1.2	31.48	0.00
15:00	44	54	1.2	11.27	0.00
16:00	46	61	1.3	27.78	0.00
17:00	57	61	1.1	20.06	0.00
18:00	64	75	1.2	24.40	0.00
19:00	59	73	1.2	36.66	0.00
20:00	81	119	1.5	25.34	0.00
21:00	85	120	1.4	16.05	0.02
22:00	73	99	1.4	23.54	0.00
23:00	70	91	1.3	16.23	0.00
00:00	32	47	1.5	15.78	0.40
01:00	0	0	0.0	0.00	0.00
02:00	0	0	0.0	0.00	0.00
03:00	0	0	0.0	0.00	0.00
<b>Total</b>	<b>780</b>	<b>1008</b>	<b>1.3</b>	<b>23.33</b>	<b>0.04</b>



**Table A2 Taxi Rank activity at the Station from Saturday 19<sup>th</sup> November to Sunday 20<sup>th</sup> November**

Hour beginning	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average passengers per Hackney Carriage	Average Delay Per Hackney Carriage (minutes)	Average Delay per passenger (minutes)
07:00	1	1	1.0	6.43	0.00
08:00	10	11	1.1	8.50	0.00
09:00	11	21	1.9	5.65	3.52
10:00	8	14	1.8	26.43	0.00
11:00	22	30	1.4	10.29	2.23
12:00	9	19	2.1	34.92	0.00
13:00	11	16	1.5	33.19	0.00
14:00	14	18	1.3	30.34	0.00
15:00	16	18	1.1	38.62	0.00
16:00	23	39	1.7	19.07	0.00
17:00	29	46	1.6	31.44	0.00
18:00	47	74	1.6	11.39	0.00
19:00	42	64	1.5	32.61	0.00
20:00	54	84	1.6	31.66	0.00
21:00	40	76	1.9	42.22	0.00
22:00	47	82	1.7	61.17	0.00
23:00	58	107	1.8	52.64	0.55
00:00	6	12	2.0	5.00	0.46
01:00	1	1	1.0	0.00	0.00
02:00	0	0	0.0	0.00	0.00
03:00	0	0	0.0	0.00	0.00
<b>Total</b>	<b>449</b>	<b>733</b>	<b>1.6</b>	<b>33.24</b>	<b>0.06</b>

**Table A3 Taxi Rank activity at Chestergate from Friday 18<sup>th</sup> November to Saturday 19<sup>th</sup> November**

Hour beginning	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average passengers per Hackney Carriage	Average Delay Per Hackney Carriage (minutes)	Average Delay per passenger (minutes)
07:00	0	0	0.0	0.00	0.00
08:00	3	4	1.3	4.12	0.00
09:00	9	11	1.2	12.73	0.00
10:00	25	36	1.4	29.02	0.00
11:00	22	33	1.5	31.57	0.00
12:00	30	43	1.4	17.33	0.00
13:00	22	39	1.8	40.62	0.00
14:00	45	66	1.5	8.95	0.28
15:00	44	79	1.8	17.22	0.72
16:00	35	43	1.2	13.06	0.50
17:00	29	37	1.3	22.20	0.00
18:00	19	28	1.5	9.22	0.00
19:00	14	17	1.2	7.10	0.00
20:00	10	16	1.6	25.13	0.00
21:00	19	30	1.6	15.09	0.43
22:00	16	25	1.6	16.50	1.69
23:00	19	31	1.6	11.82	0.00
00:00	17	25	1.5	13.82	0.00
01:00	8	11	1.4	10.99	0.00
02:00	11	14	1.3	7.83	1.40
03:00	11	14	1.3	7.83	2.16
<b>Total</b>	<b>408</b>	<b>602</b>	<b>1.5</b>	<b>17.20</b>	<b>0.07</b>



**Table A4 Taxi Rank activity at Chestergate from Saturday 19<sup>th</sup> November to Sunday 20<sup>th</sup> November**

Hour beginning	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average passengers per Hackney Carriage	Average Delay Per Hackney Carriage (minutes)	Average Delay per passenger (minutes)
07:00	3	3	1.0	1.67	0.00
08:00	2	2	1.0	4.44	0.00
09:00	10	13	1.3	17.82	0.00
10:00	18	27	1.5	18.96	0.00
11:00	19	25	1.3	25.41	0.00
12:00	18	25	1.4	20.81	0.00
13:00	20	27	1.4	26.74	0.00
14:00	36	55	1.5	15.40	0.21
15:00	41	74	1.8	18.83	0.00
16:00	34	47	1.4	16.99	0.32
17:00	26	38	1.5	20.46	0.00
18:00	14	18	1.3	16.98	0.00
19:00	9	11	1.2	21.34	0.00
20:00	9	16	1.8	13.33	0.00
21:00	13	16	1.2	11.61	0.00
22:00	10	14	1.4	8.15	0.00
23:00	12	14	1.2	15.93	0.07
00:00	20	34	1.7	13.65	0.00
01:00	21	29	1.4	6.68	0.00
02:00	21	30	1.4	7.44	0.00
03:00	9	30	3.3	5.93	0.00
<b>Total</b>	<b>362</b>	<b>545</b>	<b>1.5</b>	<b>16.46</b>	<b>0.08</b>

**Table A5 Hackney Carriage activity at St Petersgate east from Friday 18<sup>th</sup> November to Saturday 19<sup>th</sup> November**

Hour beginning	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped off by Hackney Carriage	Total passengers picked up by Hackney Carriage
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00				
14:00				
15:00				
16:00				
17:00				
18:00				
19:00				
20:00	1	2	2	2
21:00	1		3	
22:00		2		7
23:00		4		7
00:00		6		12
01:00		8		17
02:00		1		1
03:00				
<b>Total</b>	<b>2</b>	<b>23</b>	<b>5</b>	<b>46</b>



**Table A6 Hackney Carriage activity at St Petersgate east from Saturday 19<sup>th</sup> November to Sunday 20<sup>th</sup> November**

Hour beginning	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped off by Hackney Carriage	Total passengers picked up by Hackney Carriage
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00				
14:00				
15:00				
16:00		1		1
17:00	1		1	
18:00				
19:00		1		2
20:00	2	1	2	6
21:00	1	2	2	2
22:00	1	10	1	21
23:00		6		10
00:00		8		11
01:00	1	5	2	10
02:00				
03:00				
<b>Total</b>	<b>6</b>	<b>34</b>	<b>8</b>	<b>63</b>

**Table A7 Hackney Carriage activity at St Petersgate west from Friday 18<sup>th</sup> November to Saturday 19<sup>th</sup> November**

Hour beginning	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped off by Hackney Carriage	Total passengers picked up by Hackney Carriage
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00				
14:00				
15:00				
16:00				
17:00				
18:00				
19:00		1		1
20:00				
21:00				
22:00				
23:00	1	1	2	3
00:00				
01:00		3		8
02:00		2		3
03:00				
<b>Total</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>15</b>



**Table A8 Hackney Carriage activity at St Petersgate west from Saturday 19<sup>th</sup> November to Sunday 20<sup>th</sup> November**

Hour beginning	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped off by Hackney Carriage	Total passengers picked up by Hackney Carriage
07:00				
08:00				
09:00				
10:00				
11:00				
12:00				
13:00				
14:00				
15:00				
16:00				
17:00				
18:00				
19:00				
20:00				
21:00				
22:00				
23:00				
00:00			3	5
01:00			3	5
02:00			1	1
03:00			3	6
<b>Total</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>17</b>

**Table A9 Taxi activity in Heaton Moor from Friday 18<sup>th</sup> November to Saturday 19<sup>th</sup> November**

Hour beginning	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped pff by Hackney Carriage	Total passengers picked up by Hackney Carriage	Number of Private Hire Vehicles dropping passengers	Number of Private Hire Vehicles picking up passengers	Total passengers dropped pff by Private Hire Vehicles	Total passengers picked up by Private Hire Vehicles
07:00						1		1
08:00								
09:00								
10:00								
11:00								
12:00								
13:00								
14:00								
15:00								
16:00								
17:00								
18:00								
19:00	2		2		4	3	7	3
20:00	1		1		5	2	7	3
21:00					13	4	18	5
22:00		3		4	5	8	8	12
23:00		3		4		4		7
00:00	1	4	3	9	1	7	3	16
01:00		1		2		2		5
02:00					1		1	
03:00	1		2					
<b>Total</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>19</b>	<b>29</b>	<b>31</b>	<b>44</b>	<b>52</b>



**Table A10 Taxi activity in Heaton Moor from Saturday 19<sup>th</sup> November to Sunday 20<sup>th</sup> November**

Hour beginning	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped pff by Hackney Carriage	Total passengers picked up by Hackney Carriage	Number of Private Hire Vehicles dropping passengers	Number of Private Hire Vehicles picking up passengers	Total passengers dropped pff by Private Hire Vehicles	Total passengers picked up by Private Hire Vehicles
07:00								
08:00								
09:00								
10:00								
11:00								
12:00								
13:00					1		1	
14:00								
15:00								
16:00	1		2		2		3	
17:00	2	1	2	1	7		11	
18:00	1		1		7	1	10	1
19:00					4	4	6	8
20:00					7	3	13	5
21:00	1	1	1	2	10	1	18	1
22:00			2	7	3	8	4	16
23:00			3	7		8		14
00:00	1	3	2	5	1	4	6	7
01:00						3		9
02:00								
03:00								
<b>Total</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>22</b>	<b>42</b>	<b>32</b>	<b>72</b>	<b>61</b>



**Table A11 Taxi activity in Hazel Grove from Friday 18<sup>th</sup> November to Saturday 19<sup>th</sup> November**

Hour beginning	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped pff by Hackney Carriage	Total passengers picked up by Hackney Carriage	Number of Private Hire Vehicles dropping passengers	Number of Private Hire Vehicles picking up passengers	Total passengers dropped pff by Private Hire Vehicles	Total passengers picked up by Private Hire Vehicles
07:00								
08:00								
09:00								
10:00								
11:00								
12:00								
13:00								
14:00								
15:00								
16:00								
17:00								
18:00					1	1	2	1
19:00		1		1	2		2	
20:00					2	4	5	8
21:00		1		3	1	5	7	7
22:00					6	7	20	11
23:00		1		1	6	5	15	8
00:00	1	1	2	1	5	22	8	32
01:00						33		47
02:00						6		16
03:00						13		18
Total	1	4	2	6	23	96	59	148



**Table A12 Taxi activity in Hazel Grove from Saturday 19<sup>th</sup> November to Sunday 20<sup>th</sup> November**

Hour beginning	Number of Hackney Carriages dropping passengers	Number of Hackney Carriages picking up passengers	Total passengers dropped pff by Hackney Carriage	Total passengers picked up by Hackney Carriage	Number of Private Hire Vehicles dropping passengers	Number of Private Hire Vehicles picking up passengers	Total passengers dropped pff by Private Hire Vehicles	Total passengers picked up by Private Hire Vehicles
07:00								
08:00								
09:00								
10:00						2		2
11:00								
12:00								
13:00								
14:00								
15:00								
16:00						2		2
17:00						2		2
18:00						4		7
19:00						5		6
20:00					5	2	10	3
21:00					14	2	27	2
22:00	2		2		15	2	25	4
23:00	2		3		3	10	7	22
00:00		9		15		16		30
01:00		4		7		24		42
02:00						11		16
03:00		2		2		10		15
Total	4	15	5	24	37	92	69	153

**APPENDIX B PUBLIC CONSULTATION**



Details of questions used in the public consultation questionnaire and the responses received are presented in the following pages.



1	<p>Only certain types of vehicles are allowed to pick up passengers at a rank or be hailed in the street. Do you know the name given to these vehicles? Yes <b>84%</b> No <b>16%</b></p>
2	<p>How can you distinguish these from other vehicles (choose one which applies) By sign <b>33%</b> By plate <b>31%</b> By Company <b>19%</b> By Other <b>1%</b> Don't know <b>16%</b></p> <p><i>If the respondent does not know the difference between Hackney Carriages and Private Hire Vehicles, explain that Hackney Carriages are allowed to pick up in the street and at ranks and that private hire vehicles must be pre –booked. Note, Private Hire Vehicles may also be known as mini-cabs by the respondents.</i></p>
3	<p>In the last three months, have you made one or more trips by taxi in Stockport and was this a Hackney Carriage or Private Hire vehicle? Yes Private Hire <b>43%</b> Yes Hackney Carriage <b>16%</b> Yes both types <b>29%</b> No <b>12%</b></p> <p><b><i>If the answer is No, then go to Question 12</i></b></p>
	<p><b><i>Questions 4 to 11 relate to the last trip undertaken by Hackney Carriage or Private Hire Vehicle</i></b></p>
4	<p>What was the purpose of your <b>last trip</b> by Hackney Carriage or Private Hire Vehicle? Work or education <b>16%</b> Shopping <b>20%</b> Leisure <b>43%</b> Hospital / medical <b>7%</b> Link to other transport mode <b>4%</b> Personal business <b>3%</b> Other <b>7%</b></p>
5	<p>Regarding this <b>last trip</b>: Not including the driver, how many people travelled in your party, including yourself? 1 person <b>39%</b> 2 people <b>35%</b> 3 people <b>22%</b> 4 people <b>3%</b> 5 people <b>1%</b></p>
6	<p>Regarding this <b>last trip</b>: Were you or anyone in your party disabled?, e.g. mobility impaired, visually impaired or a wheel chair user Yes, another member of the party <b>6%</b> Yes, the respondent <b>1%</b> No <b>93%</b></p>
7	<p>About what time of day was the trip made 03.00 – 07.00 <b>3%</b> 07.01 – 08.00 <b>5%</b> 08.01 – 09.00 <b>11%</b> 09.01 – 10.00 <b>13%</b> 10.01 – 11.00 <b>14%</b> 11.01 – 12.00 <b>5%</b> 12.01 – 13.00 <b>7%</b> 13.01 – 14.00 <b>7%</b> 14.01 – 15.00 <b>4%</b> 15.01 – 16.00 <b>1%</b> 16.01 – 17.00 <b>1%</b> 17.01 – 18.00 <b>7%</b> 18.01 – 23.00 <b>13%</b> 23.01 – 03.00 <b>9%</b></p>
8	<p>On what day of the week was the trip made? Monday <b>7%</b> Tuesday <b>8%</b> Wednesday <b>17%</b> Thursday <b>17%</b> Friday <b>27%</b> Saturday <b>17%</b> Sunday <b>3%</b> Don't know <b>4%</b></p>
9	<p>What was the total fare? £0 - £4.99 <b>29%</b> £5.00 to £9.99 <b>44%</b> £10.00 to £14.99 <b>15%</b> £15.00 or more <b>6%</b> Don't know <b>6%</b></p>



10	How did you obtain your Taxi? At a rank <b>21%</b> Hailed in the street <b>7%</b> By telephone <b>73%</b>																												
10a	If hired from a rank – How long did you have to wait for a taxi at the rank? Up to 3 minutes <b>90%</b> Between 4 and 9 minutes <b>5%</b> Between 10 and 14 minutes <b>5%</b> 15 or more minutes <b>0%</b>																												
10b	If hailed on the street- How long did it take you to hail a taxi from the time you started looking for one? Up to 3 minutes <b>33%</b> Between 4 and 9 minutes <b>50%</b> Between 10 and 14 minutes <b>17%</b> 15 or more minutes <b>0%</b>																												
10c	If hailed on street, how many taxis did you have hail before one stopped? 1 taxi <b>50%</b> 2 taxis <b>30%</b> 3 taxis <b>20%</b>																												
10d	If hired by telephone- Did you require the Hackney Carriage or Private Hire Vehicle immediately, or did you pre-book it for another time? Immediately <b>75%</b> Not immediately <b>25%</b>																												
10e	If you telephoned for an immediate booking, how long did it take for the taxi to arrive? Up to 3 minutes <b>9%</b> Between 4 and 9 minutes <b>40%</b> Between 10 and 14 minutes <b>39%</b> 15 or more minutes <b>12%</b>																												
11	If pre booked for another time, how close to the booked time did the taxi arrive? Up to 5 minutes early <b>3%</b> On time <b>87%</b> Up to 5 minutes late <b>3%</b> More than 5 minutes late <b>7%</b>																												
12	How often do you obtain a taxi from a rank in Stockport? Every day <b>3%</b> At least weekly <b>21%</b> At least monthly <b>30%</b> At least once a year <b>17%</b> Less frequently <b>17%</b> Never <b>12%</b>																												
13	How often do you obtain a Hackney Carriage or Private Hire Vehicle by telephone in Stockport?																												
	<table border="1"> <thead> <tr> <th><i>Frequency</i></th> <th><i>Hackney Carriage</i></th> <th><i>Private Hire Vehicle</i></th> <th><i>Either Type</i></th> </tr> </thead> <tbody> <tr> <td><i>Every day</i></td> <td><b>0.5%</b></td> <td><b>0.5%</b></td> <td><b>1.1%</b></td> </tr> <tr> <td><i>At least weekly</i></td> <td><b>5.4%</b></td> <td><b>22.7%</b></td> <td><b>13.5%</b></td> </tr> <tr> <td><i>At least monthly</i></td> <td><b>0%</b></td> <td><b>14.6%</b></td> <td><b>10.8%</b></td> </tr> <tr> <td><i>At least once a year</i></td> <td><b>4.3%</b></td> <td><b>6.5%</b></td> <td><b>0%</b></td> </tr> <tr> <td><i>Less frequently</i></td> <td><b>3.8%</b></td> <td><b>9.2%</b></td> <td><b>4.9%</b></td> </tr> <tr> <td><i>Never</i></td> <td><b>2.2%</b></td> <td></td> <td></td> </tr> </tbody> </table>	<i>Frequency</i>	<i>Hackney Carriage</i>	<i>Private Hire Vehicle</i>	<i>Either Type</i>	<i>Every day</i>	<b>0.5%</b>	<b>0.5%</b>	<b>1.1%</b>	<i>At least weekly</i>	<b>5.4%</b>	<b>22.7%</b>	<b>13.5%</b>	<i>At least monthly</i>	<b>0%</b>	<b>14.6%</b>	<b>10.8%</b>	<i>At least once a year</i>	<b>4.3%</b>	<b>6.5%</b>	<b>0%</b>	<i>Less frequently</i>	<b>3.8%</b>	<b>9.2%</b>	<b>4.9%</b>	<i>Never</i>	<b>2.2%</b>		
<i>Frequency</i>	<i>Hackney Carriage</i>	<i>Private Hire Vehicle</i>	<i>Either Type</i>																										
<i>Every day</i>	<b>0.5%</b>	<b>0.5%</b>	<b>1.1%</b>																										
<i>At least weekly</i>	<b>5.4%</b>	<b>22.7%</b>	<b>13.5%</b>																										
<i>At least monthly</i>	<b>0%</b>	<b>14.6%</b>	<b>10.8%</b>																										
<i>At least once a year</i>	<b>4.3%</b>	<b>6.5%</b>	<b>0%</b>																										
<i>Less frequently</i>	<b>3.8%</b>	<b>9.2%</b>	<b>4.9%</b>																										
<i>Never</i>	<b>2.2%</b>																												



14	How often to you obtain a Hackney Carriage by hailing one in the street in Stockport? Every day <b>1%</b> At least weekly <b>5%</b> At least monthly <b>10%</b> At least once a year <b>5%</b> Less frequently <b>23%</b> Never <b>56%</b>
15	Have you encountered any difficulty in entering or exiting any particular type of Hackney Carriage or Private Hire Vehicle? Yes <b>5%</b> No <b>95%</b>
15a	If the answer to the previous question was yes, do you recall which type of vehicle this was? Hackney Carriage <b>13%</b> Private Hire Vehicle <b>40%</b> Don't know <b>47%</b>
16	Which or the following do you think offers the best value for money? Hackney Carriage <b>11%</b> Private Hire <b>57%</b> No difference <b>32%</b>
	<b>THE FOLLOWING QUESTIONS RELATE TO HACKNEY CARRIAGES AND NOT PHVs</b>
17	Have you experienced problems in obtaining a Hackney Carriage? Yes <b>8%</b> No <b>92%</b>
17a	If yes, for what reason? <b>31%</b> Wait time too much <b>6%</b> Driver attitude <b>13%</b> Disabled passenger <b>6%</b> Too busy at Christmas time <b>19%</b> Queue jumping <b>6%</b> none would stop when hailed Taxi company did not answer <b>6%</b> phone <b>13%</b> Driver refusal
17b	If yes, Where did this problem occur? <b>13%</b> Station <b>19%</b> Chestergate Other Town centre <b>31%</b> location <b>6%</b> Supermarket <b>31%</b> Home
17c	If yes, approximately what time of day and day of week did this occur? <b>19%</b> Cannot remember <b>29%</b> Monday to Thursday <b>7%</b> Friday or Saturday before midnight Friday or Saturday night after <b>45%</b> midnight
18	What method do you use most often to obtain a Hackney Carriage? Phone booking <b>57%</b> Hailed <b>3%</b> At Rank <b>40%</b>



19	When would you estimate you have the greatest difficulty in obtaining the service of a Hackney Carriage? Monday to Thursday Daytime <b>5%</b> Monday to Thursday night <b>4%</b> Saturday day time <b>6%</b> Friday or Saturday night <b>21%</b> Sunday <b>1%</b> Friday day time <b>3%</b> No difficulties experienced <b>60%</b>
20	Approximately what percentage of the time would you say you had a problem in obtaining the services of a Hackney Carriage. 0 – 10% <b>68%</b> 10 – 20% <b>13%</b> 20 – 30% <b>12%</b> 30 – 40% <b>6%</b> 40 – 50% <b>1%</b> 50 – 60% <b>0%</b> 60 – 70% <b>0%</b> 70 – 80% <b>0%</b> 80 – 90% <b>0%</b> 90 – 100% <b>0%</b>
21	How would you assess the availability of Hackney Carriages in Stockport? Very good <b>59%</b> Good <b>25%</b> Average <b>11%</b> Poor <b>1%</b> Very poor <b>1%</b> Don't know <b>3%</b>
22	What is the <b>main</b> reason you do not use Hackney Carriages in Stockport more often (or not at all)? <b>(choose one response only)</b> Too expensive <b>12%</b> Unacceptable waiting time / availability <b>4%</b> Distance to Ranks is too far <b>6%</b> Have a car available <b>3%</b> Use the bus <b>1%</b> Cycle or walk <b>1%</b> No need for Hackney Carriage services <b>0%</b> Prefer to use Private Hire vehicles <b>5%</b> Drivers don't know where they are going <b>0%</b> No reason, used as often as needed <b>66%</b> Other <b>2%</b>
22a	If the answer above was Other, please specify the reason.
23	Could Hackney Carriage services in Stockport be improved? Yes <b>43%</b> No <b>57%</b>
23a	If yes, how could they be improved? (choose as many as apply) Responses and the proportion of respondents who suggested each improvement are: More ranks <b>44%</b> More Hackney Carriages <b>40%</b> Cheaper fares <b>32%</b> Better driver quality / customer care <b>16%</b> Better rank security <b>15%</b> Shared Hackneys (multiple destinations and fares) <b>13%</b> Other <b>12%</b> Better condition of vehicles <b>10%</b> Better disabled access <b>5%</b> Improved luggage space <b>3%</b> Standardised vehicle type and / or colour <b>1%</b> Low emission vehicles <b>1%</b> Better driver appearance <b>1%</b>



23b	<p>If the answer above was Other, please specify the reason.</p> <p>58% Better driver training dealing with the disabled  14% Better driver knowledge  7% Better fares for OAPs  14% Child seats  7% Fewer foreign drivers</p>
24	<p>Are there any locations where you would like a new Hackney Carriage rank? Yes <b>18%</b> No <b>82%</b></p>
24a	<p>If the answer above was yes, please specify.</p> <p>35% ASDA and Sainsbury's  23% Nearer to shops  6% Peel Centre  6% Bus Station  6% Near north of town housing  6% St Petersgate / Market area  6% Mersey Square  6% Debenhams  3% M&amp;S  3% Centre of town</p>

25	<p>Are there any existing Hackney Carriage ranks that you would use more often if taxis were more reliably found there? Yes <b>8%</b> No <b>92%</b></p>												
25a	<p>If the answer above was yes, please specify.</p> <p>10% St Petersgate / Market area  50% Chestergate  20% Debenhams  20% Station</p>												
26	<p>How much do you think it would cost for you to make a 3 mile Hackney Carriage trip from a rank in Stockport in the day time?</p> <table> <tr> <td>£1.00 - £3.00</td> <td>22%</td> </tr> <tr> <td>£3.01 - £6.00</td> <td>56%</td> </tr> <tr> <td>£6.01 - £9.00</td> <td>14%</td> </tr> <tr> <td>£9.01 - £12.00</td> <td>4%</td> </tr> <tr> <td>£12.01 - £15.00</td> <td>0%</td> </tr> <tr> <td>£15.00 +</td> <td>4%</td> </tr> </table>	£1.00 - £3.00	22%	£3.01 - £6.00	56%	£6.01 - £9.00	14%	£9.01 - £12.00	4%	£12.01 - £15.00	0%	£15.00 +	4%
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27	<p>If the fare was the same as for other Hackney Carriages, would you prefer to use a Hackney Carriage that was deemed to be a "Green Vehicle", i.e. an electric vehicle or hybrid vehicle.  Strong preference <b>25%</b> Some preference <b>39%</b> Don't care / don't hold a view <b>36%</b></p>												
28a	<p>Would you be content to pay a <b>20%</b> increase in fares for Hackney Carriage hire, if all new Hackney Carriages were to be "Green Vehicles"?  Yes <b>13%</b> No <b>87%</b></p>												



28b	Would you be content to pay a <b>5%</b> increase in fares for Hackney Carriage hire, if all new Hackney Carriages were to be "Green Vehicles"? Yes <b>38%</b> No <b>62%</b>
29	Have you tried to hire a Hackney Carriage in the last three months at a rank or by hailing and given up and made alternative arrangements for travel? Yes <b>9%</b> No <b>91%</b>
29a	If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?  <ul style="list-style-type: none"> <li>7% Called PHV at rank to avoid queue jumpers and trouble makers</li> <li>6% At airport</li> <li>33% On street hailing</li> <li>13% Don't remember</li> <li>7% Called from home</li> <li>13% Chestergate</li> <li>7% Manchester</li> <li>7% Near St Petersgate</li> <li>7% Station</li> </ul>
30	Have you tried to book a Hackney Carriage by telephone, for immediate travel, in the last three months and had to make alternative arrangements because a Hackney Carriage is not available within a reasonable time? Yes <b>10%</b> No <b>90%</b>
30a	If the answer to the previous question is yes, how long approximately was the wait time quoted?  <ul style="list-style-type: none"> <li>Up to 10 min 5%</li> <li>Between 10 and 19 minutes 5%</li> <li>Between 20 and 29 minutes 55%</li> <li>Between 30 and 39 minutes 20%</li> <li>More than 40 minutes 5%</li> <li>999 (don't know) 10%</li> </ul>
31	The number of Hackney Carriages that are licensed to ply for hire in Stockport is limited. Do you feel that removing this limit would benefit you? Yes <b>17%</b> No <b>26%</b> Don't know <b>57%</b>



31a	<p>If the answer to the previous question is yes or no: Why do you feel that removing the limit on licensed taxis would or would not benefit you?</p> <p>5% Bad for taxi business  2% Would reduce quality  7% Beneficial for customers  Would reduce congestion / increase availability  16% availability  Would be more difficult to monitor and regulate  12% regulate  4% Would help the economy  Would make Hackneys cheaper / lower fares  32% fares  20% System ok just now, no need to change  2% don't know</p>
32a	<p>With respect to the standard of Hackney Carriages, would you consider Hackney Carriages in Stockport to usually be:</p> <p>Clean and in good repair <b>62%</b>  In good repair but not always clean <b>24%</b>  Not always in good repair but usually clean <b>11%</b>  Not always in good repair and not always clean <b>2%</b>  Usually not clean <b>1%</b>  Usually not in good repair <b>0%</b>.  Usually not clean or in good repair <b>0%</b>.  Vehicles are generally too old and worn <b>0%</b>  Don't know / no opinion <b>0%</b>.</p>



32b	<p>Please select features of Hackney Carriages in order of importance from the following list: Most important <b>a</b>, less important <b>b</b>, and so on up to <b>f</b>.</p> <table border="1" data-bbox="379 392 1348 672"> <thead> <tr> <th>FEATURE</th> <th>Question</th> <th>Importance</th> </tr> </thead> <tbody> <tr> <td>Vehicle is clean</td> <td>1</td> <td></td> </tr> <tr> <td>Vehicle is well maintained</td> <td>2</td> <td></td> </tr> <tr> <td>Driver is smartly presented</td> <td>3</td> <td></td> </tr> <tr> <td>Driver is courteous and helpful</td> <td>4</td> <td></td> </tr> <tr> <td>Driver has good local knowledge</td> <td>5</td> <td></td> </tr> <tr> <td>Age of the vehicle</td> <td>6</td> <td></td> </tr> </tbody> </table> <p>Rank the importance in the table <b>a</b> to <b>f</b>. Each importance rank should only appear once, i.e. a can only be applied to one feature as the most important, b to the next most important and so on.</p> <table border="1" data-bbox="379 806 1428 1294"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> </tr> </thead> <tbody> <tr> <td>Vehicle is clean</td> <td>14%</td> <td>13%</td> <td>8%</td> <td>17%</td> <td>22%</td> <td>26%</td> </tr> <tr> <td>Vehicle is well maintained</td> <td>16%</td> <td>13%</td> <td>31%</td> <td>30%</td> <td>8%</td> <td>2%</td> </tr> <tr> <td>Driver is smartly presented</td> <td>11%</td> <td>8%</td> <td>25%</td> <td>25%</td> <td>14%</td> <td>17%</td> </tr> <tr> <td>Driver is courteous and helpful</td> <td>44%</td> <td>25%</td> <td>11%</td> <td>11%</td> <td>5%</td> <td>4%</td> </tr> <tr> <td>Driver has good local knowledge</td> <td>28%</td> <td>36%</td> <td>12%</td> <td>5%</td> <td>12%</td> <td>7%</td> </tr> <tr> <td>Age of the vehicle</td> <td>5%</td> <td>2%</td> <td>7%</td> <td>11%</td> <td>32%</td> <td>43%</td> </tr> </tbody> </table>	FEATURE	Question	Importance	Vehicle is clean	1		Vehicle is well maintained	2		Driver is smartly presented	3		Driver is courteous and helpful	4		Driver has good local knowledge	5		Age of the vehicle	6			A	B	C	D	E	F	Vehicle is clean	14%	13%	8%	17%	22%	26%	Vehicle is well maintained	16%	13%	31%	30%	8%	2%	Driver is smartly presented	11%	8%	25%	25%	14%	17%	Driver is courteous and helpful	44%	25%	11%	11%	5%	4%	Driver has good local knowledge	28%	36%	12%	5%	12%	7%	Age of the vehicle	5%	2%	7%	11%	32%	43%
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32c	<p>Are there any other features not listed, that you consider to be important for Hackney Carriage service?</p> <ul style="list-style-type: none"> <li>6% Features which improve passengers' perceived safety</li> <li>18% Taxi marshals in ranks</li> <li>6% Larger vehicles</li> <li>6% Cheaper fares for OAPs</li> <li>29% Driver training / Good local knowledge</li> <li>29% Good English language skills</li> <li>6% Set prices for longer journeys</li> </ul>																																																																						
33	Age: 15 – 29 <b>25%</b> 30 – 64 <b>54%</b> 65+ <b>21%</b>																																																																						
34	Sex: Male <b>51%</b> Female <b>49%</b>																																																																						



35	<p><b>What is your ethnic group?</b></p> <p>A. White</p> <p>1 English / Welsh / Scottish / Northern Irish / British <b>94%</b></p> <p>2 Irish</p> <p>3 Gypsy or Irish Traveller</p> <p>4 Any other White background, write in</p> <p>B. Mixed / multiple ethnic groups <b>1%</b></p> <p>5 White and Black Caribbean <b>1%</b></p> <p>6 White and Black African</p> <p>7 White and Asian <b>3%</b></p> <p>8 Any other Mixed / multiple ethnic background, write in</p> <p>C. Asian / Asian British</p> <p>9 Indian <b>1%</b></p> <p>10 Pakistani</p> <p>11 Bangladeshi</p> <p>12 Chinese</p> <p>13 Any other Asian background, write in</p> <p>D. Black / African / Caribbean / Black British</p> <p>14 African</p> <p>15 Caribbean</p> <p>16 Any other Black / African / Caribbean background, write in</p> <p>E. Other ethnic group</p> <p>17 Arab</p> <p>18 Any other ethnic group, write</p> <p>19 Declined to answer</p>
36	<p>Economic Status</p> <p>Full time employed <b>59%</b> Part time employed <b>14%</b> Unemployed <b>10%</b></p> <p>Student <b>3%</b> Retired <b>8%</b> Housewife / Househusband <b>6%</b></p>
37	<p>Residency</p> <p>Permanent resident in Stockport MBC area <b>97%</b> Visitor <b>3%</b> Tourist <b>0%</b></p>