Oversight and Governance
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Delegated Decisions

Delegated Executive/Officer Decisions

Delegated Executive and Officer decisions are published every Wednesday and are available at the following link - https://tinyurl.com/ms6umor

Cabinet decisions subject to call-in are published at the following link -http://tinyurl.com/yddrqll6

Notice of call-in for non-urgent decisions must be given to the Democratic Support Unit by 4.30pm on Wednesday 18 November 2020. Please note – urgent decisions and non-key Council Officer decisions cannot be called in. Copies of the decisions together with background reports are available for viewing as follows:

- on the Council's Intranet Site at https://modgov/mgDelegatedDecisions.aspx
- on the Council's website at https://tinyurl.com/jhnax4e

The decisions detailed below may be implemented on Thursday 19 November 2020 if they are not called-in.

Delegated Decisions

1. Council Officer Decision - Ruth Harrell (Director of Public Health)

2. The Leader - Councillors Evans OBE

EXECUTIVE DECISION

made by a Council Officer

REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL COUNCIL OFFICER

Executive Decision Reference Number – COD09 20/21

Decision	
1	**Title of decision:** Taxi Quantity Limit – Unmet Demand Survey 2019
2	**Decision maker (Council Officer name and job title):** Ruth Harrell, Director of Public Health
3	**Report author and contact details:** Rachael Hind E: Rachael.hind@plymouth.gov.uk T: 01752 308794
4a	**Decision to be taken:** Based on the findings of the unmet demand survey report: 1. Continue to limit the number of Hackney Carriage Vehicles (HCV), and, 2. Reduce the limit of HCV licences available to 346 and a moratorium to be applied so that unused plates are extinguished as demand for their services continues to fall.
4b	**Reference number of original executive decision or date of original committee meeting where delegation was made:** The Leader signed an Officer Authorisation Document to authorise Ruth Harrell to undertake this executive decision on 1.9.20.
5	**Reasons for decision:** The Council's Taxi Licensing Policy adopted in 2007 restricts the number of Hackney Carriage vehicle licences it will issue. The current policy limits the number of hackney carriage licences issued to 360. The Department for Transport originally issued guidance in 2004 on this issue and the Council should consider the needs of the travelling public when making any policy decision. The policy should be regularly reviewed, normally at three year intervals. In preparation for this report an unmet demand survey has been commissioned to obtain qualitative and quantitative information on the demand for hackney carriages by the travelling public. The attached report contains the findings of the recent unmet demand survey and identifies various policy options and their likely impact. The survey concludes that there is no unmet demand and the council has the discretion to keep, remove or amend the current limit.

6	**Alternative options considered and rejected:** **Retain the current number** of Hackney Carriage vehicles at 360 and make the 14 plates that are currently not used available. There is no significant unmet demand. **Remove or increase the limit** – There is no significant unmet demand. Risk of challenge from existing vehicle proprietors who may object to this. **Reduce the limit further** – There would be no method of determining which vehicle licences should be removed.			
7	**Financial implications:** None - The regulation of the hackney carriage trade is funded through licences issued to the trade. The trade account is a separate trading account and will have no effect on general fund accounts.			
8	**Is the decision a Key Decision?** **(please contact Democratic Support for further advice)**	**Yes**	**No**	**Per the Constitution, a key decision is one which:**
			x	in the case of **capital** projects and contract awards, results in a new commitment to spend and/or save in excess of **£3million** in total
			x	in the case of **revenue** projects when the decision involves entering into new commitments and/or making new savings in excess of **£1million**
			x	is **significant** in terms of its effect on communities living or working in an area comprising **two or more** wards in the area of the local authority.
8b	**If yes, date of publication of the notice in the Forward Plan of Key Decisions**	N/A		
9	**Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:**	**Growth** – An efficient and effective hackney carriage and private hire trade will form an important part of the transport infrastructure for residents and visitors to the City. The trades employ a significant number of people and support local businesses through their activity. Hackney carriages and private hire form part of the successful public transport system and visitor experience **Caring** - The regulation of the trade is important to ensure safety and quality of the services provided. Any regulation must be targeted, consistent, proportionate and transparent to limit burdens on businesses and reduce the impact on Council resources.		
10	**Please specify any direct environmental implications of the**	This matter will not have any direct impact, however we are reviewing how we can encourage more environmentally		

	decision (carbon impact)	friendly vehicles with the Low Carbon City Officer.		
Urgent decisions				
11	**Is the decision urgent and to be implemented immediately in the interests of the Council or the public?**	**Yes**		(If yes, please contact Democratic Support for advice)
		No	x	(If no, go to section 13a)
12a	**Reason for urgency:**			
12b	**Scrutiny Chair signature:**		**Date**	
	Scrutiny Committee name:			
	Print Name:			
Consultation				
13a	**Are any other Cabinet members' portfolios affected by the decision?**	**Yes**	x	
		No		(If no go to section 14)
13b	**Which other Cabinet member's portfolio is affected by the decision?**	Councillor Sally Haydon (Cabinet Member for Customer Focus and Community Safety)		
13c	**Date Cabinet member consulted**	01/09/20		
14	**Has any Cabinet member declared a conflict of interest in relation to the decision?**	**Yes**		If yes, please discuss with the Monitoring Officer
		No		
15	**Which Corporate Management Team member has been consulted?**	**Name**		Ruth Harrell
		Job title		**Director of Public Health**
		Date consulted		**01/09/20**
Sign-off				
16	**Sign off codes from the relevant departments consulted:**	**Democratic Support (mandatory)**		DS47 20/21
		Finance (mandatory)		djn.20.21.87
		Legal (mandatory)		33392/ag/16.9.2020
		Human Resources (if applicable)		
		Corporate property (if applicable)		

		Procurement (if applicable)	

Appendices

17	**Ref.**	**Title of appendix**
	A	Briefing report for publication
	B	Equalities Impact Assessment
	C	LVSA report
	D	Rank hours observed
	E	Detailed rank observation results
	E	On street public views

Confidential/exempt information

18a	**Do you need to include any confidential/exempt information?**	**Yes**		If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for publication by virtue of Part 1of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in **18b** below.
		No	x	

		Exemption Paragraph Number						
		1	**2**	**3**	**4**	**5**	**6**	**7**
18b	**Confidential/exempt briefing report title:**							

Background Papers

19 Please list all unpublished, background papers relevant to the decision in the table below.

Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.

Title of background paper(s)	**Exemption Paragraph Number**						
	1	**2**	**3**	**4**	**5**	**6**	**7**
Department for Transport Best Practice Guidance (March 2010) https://www.gov.uk/government/publications/private-hire-and-hackney-carriage-licensing-open-letter-to-local-authorities							

Council Officer Signature

20 I agree the decision and confirm that it is not contrary to the Council's policy and budget framework,

	Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.		
Signature		**Date of decision**	10/11/2020
Print Name	Ruth Harrell (Director of Public Health)		

BRIEFING REPORT

1.0 Background

1.1 The Council currently has a policy to restrict the number of hackney carriages licences it will issue. This limits the current number of vehicle licences to 360 Hackney Carriages.

1.2 There are no statutory provisions that allow for a restriction on the number of private hire vehicles.

2.0 Legal Position

2.1 Under the Transport Act 1985, a Local Authority cannot refuse to grant a Hackney Carriage licence unless it is satisfied there is no significant unmet demand for hackney carriages. This means that the supply of licensed vehicles at least meets the demand from the public.

2.2 To establish whether there are enough vehicles it is normal for an unmet demand survey to be carried out every 3 years. In the event of a challenge to a decision to refuse a licence, the Council would have to establish that it had, reasonably, been satisfied that there was no significant unmet demand. Even if there are enough vehicles a Local Authority has the discretion whether or not to maintain a limit on the number of licences.

2.3 The Department for Transport (DfT) provides guidance on the definition of significant unmet demand and the information required if a Local Authority is to retain a quantity control policy. The advice from the DfT states that a limit should not be retained unless it can be shown there is consumer detriment from removing a limit.

2.4 The DfT guidance recognises the important role that taxis and Private Hire vehicles have in meeting transport strategies and customer needs. The guidance includes a separate section on quantity restrictions of hackney carriage vehicle licences. This section urges for any policy decision to be approached in terms of the interest of the travelling public and whether removal of the controls would result in deterioration in the amount or quality of taxi service provision. It also makes the point that where quantity restrictions are imposed there is a premium on the sale of the licence potentially indicating the restriction of people who wish to enter the hackney carriage market. The guidance also sets out the key points for any unmet demand survey should a decision be made to retain quantity restrictions. The DfT also argue that delays for passengers associated only with peaks in demand (such as pub or club closing times) are significant for the purpose of the Transport Act 1985 as this entails delays for passengers and should not be ignored. These issues are considered in the unmet demand survey report.

3.0 The Unmet Demand Survey

The specification for the Unmet Demand Survey was written to take account of current DfT Best Practice and Law Commission recommendations to ensure it addressed key issues such as disabled access, public interest, non-motorized forms of transport, effects of the evening and night time economy. The survey was undertaken by LVSA (Licensed Vehicle Surveys and Assessment) and the conclusions and recommendations from their

report are attached in Appendix A. The unmet demand survey consisted of rank observations, public attitude surveys and consultation with the trade and interested parties.

3.1 Key findings from the Hackney Carriage Unmet Demand Study

The unmet demand report observed good practice provided from a smaller fleet than in the previous survey. The report advises that the spare capacity is much higher than the last survey and gives the option to apply a model of a moratorium on new plates rather than a fixed limit.

The response from the trade was better than other years and the support for the limit on vehicle numbers has increased.

The statistics demonstrate that both hackney carriage and private hire, for vehicles and drivers, are seeing a continued slow decline in numbers, particularly since the result of the last survey undertaken. The close comparison between hackney carriage vehicles and driver numbers that had begun to occur in 2016 has clearly continued. The decrease in driver numbers does, however, appear to have slowed a little, but the trend is still a reduction.

The report concludes that there is no current significant unmet demand for Hackney Carriage services.

The report recommends that the Authority should:

- Revise the current limit immediately to reduce the limit from 360 to the current number of 346
- Recommends that a settling limit and moratorium be applied so that unused plates are extinguished as demand for their services continues to fall

3.2 The Unmet Demand Survey also made a number of other general recommendations which will be considered by officers when reviewing the tariff and wheelchair exemption guidelines:-

- Reviews the need for a higher night tariff to attempt to shift some of the excess of daytime vehicles back towards servicing the now very different night demand profiles.

- The issue that 20% of hackney carriage drivers have an exemption from servicing wheel chair demand should be considered further and those unable to provide the full service their vehicle can provide should be encouraged to work with other drivers to allow their wheel chair capabilities to be used as much as practicable. This is particularly important because so much use is currently observed of that facility in this area.

- This report needs to be widely shared with other elements of the City particularly those developing overall transport policy to ensure that hackney carriages can continue to provide their essential service to the City and its visitors / businesses.

4.0 Equality

Limiting the number of hackney carriages could restrict the availability of wheelchair accessible vehicles or a variety of vehicles suitable to meet the needs of a range accessibility issues. It is not envisaged that this will present any issues as:

- The Council operates a 100% wheelchair accessible vehicle policy. 20% of drivers have an exemption from carrying wheelchairs due to their medical conditions but there are a number of vehicles available.
- A variety of vehicle types are licensed that can accommodate a range of access requirements from passengers.

5.0 Policy Options

Key Issues associated with the options put forward are:

5.1 Retain the current limit

- An Unmet Demand Survey will need to be repeated every three years at a cost of approximately £18,000 which is funded through the Hackney Carriage trade account
- Vehicle proprietors may be more willing to invest and improve vehicle standards
- Whilst the current limit has identified no significant unmet demand, there are less vehicles available at night time which impacts on the ability to get patrons home quickly and safety from the evening and night time economy.

5.2 Increase the Limit

- There is no identified significant unmet demand.
- There is potential for legal challenge of any number set.
- The Unmet Demand Survey would still need to be carried out every three years

5.3 Remove the Limit

- The DFT advice is that the presumption should be to delimit unless consumer detriment through delimiting can be shown. The current best practice guidance says that 'most local authorities do not impose quantity restrictions, the Department regards that as best practice'. The three most recent reviews were by the Office of Fair Trading in 2003, through the production of the Best Practice Guidance in 2010, and the Law Commission review which published its results in 2014. The Competition and Markets Authority (CMA) became the UK's lead competition and consumer body. The CMA brought together the competition and consumer protection functions of the Office of Fair Trading and the Competition Commission in April 2014. In April 2017, the CMA advised that their view was that quantity restrictions are not necessary to ensure the safety of passengers, or to ensure that fares are reasonable and that they can harm passengers by reducing availability, increasing waiting times and reducing the scope for downward competitive pressure on fares.
- The Policy would allow free entry to the market and may reduce the rental costs of vehicles, thereby reducing overheads and assist in obtaining a sustainable income for drivers.
- CMA and DFT have claimed that increased competition would reduce fares for passengers, improve availability, and reduce waiting times.
- Potential legal challenges on policy from the trade association who would wish to retain the limit

- Existing vehicle proprietors would lose the unofficial premium placed on their vehicle licence. For many proprietors this is seen as an investment to be realised on retirement or when leaving the trade. Those with multiple vehicles will have made a substantial investment. However, there is no evidence of a current premium as a number of vehicles have expired naturally and the plates have not been transferred to new owners.
- Concerns over increased working hours and associated safety risks, or the need to increase fares.
- There is real potential for congestion, over ranking and deterioration of vehicle safety.
- There will be no real impact upon passenger waiting times as there is no current significant unmet demand.

6.0 Conclusion

6.1 The policy decision should be approached in terms of:

1. The interest of the travelling public and
2. Whether removal of the controls would result in a deterioration in the amount or quality of taxi service provision

6.2 Four options exist for the review of the Hackney Carriage Quantity Control policy -

a) Retain the current limit at 360 licensed vehicles

b) Limit the number of Hackney Carriage licences available to the existing number that are licensed of 346 and apply a moratorium so that unused plates are extinguished as demand for their services continues to fall.

c) Retain a limit but increase the number of available licences

d) Completely remove a limit on number of licensed vehicles

6.3 The current number of hackney carriages appears to fulfil the needs of passengers for the majority of the time. The evening and night time economy causes peak in demands which are difficult to predict and ensure adequate provision. An increase in vehicle numbers may ease this peak demand but may cause an oversupply of vehicles at other times. If the limit is increased a method of allocating these licences will be required.

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Plymouth City Council
Taxi unmet demand survey

Final Report

July 2019

Executive Summary

This Taxi unmet demand survey has been undertaken on behalf of Plymouth City Council following the guidance of the April 2010 DfT Best Practice Guidance document, and all relevant case history in regard to unmet demand. This Executive Summary draws together key points from the main report that are needed to allow a committee to determine from the facts presented their current position in regard to the policy of limiting hackney carriage vehicle licences according to Section 16 of the 1985 Transport Act. It is a summary of the main report which follows and should not be relied upon solely to justify any decisions of a committee but must be read in conjunction with the full report below.

The survey saw most information gathered in November and December 2018 although driver and key stakeholders were in early 2019. This is an essential repeat on the BPG suggested frequency of every three years which has provided a timely update of the present situation. The study demonstrates the impact of national trends and Plymouth specific concentration of some of these on the licensed vehicle trade.

Overall the number of Plymouth-based licensed vehicles – both hackney and private hire - is reducing in line with demand falling, despite significant trade attempts to market their services (which has seen success). This means that rank usage has only fallen by a relatively low 6% in three years (compared to other cities that have seen much more decline in a similar period).

Night time economy flows have reduced but have also become much more pronounced. Rank demand has focussed with only three ranks now having more than 10% of weekly demand, although two ranks have seen significant increase arising from re-design in one case which demonstrates that care must be taken in revising ranks to ensure the public can benefit from the vehicles on offer.

The observed good service provided appeared to be from a much smaller fleet than in the previous survey. This means spare capacity is much higher and gives the option to apply the Birmingham model of a moratorium on new plates rather than a fixed limit.

Wheel chair usage of the hackney carriage fleet is very high and this fact needs to be applauded and advertised further.

Consistent with the rank observations, people told us they now used licensed vehicles less, and also less frequently, although the proportion of trips undertaken by hackney carriage had actually increased. Unlike many Cities, rank-based hires were the most popular means of getting a vehicle, although apps had risen from seeing little use three years ago to 10% now.

Phoned for demand principally goes to two large private hire operators, but the next largest phoned demand is for the hackney carriage radio network, which appears to have increased its share of demand. The only counter fact was an increased level of people saying they could not remember when they last used a hackney carriage. This tends to suggest that peoples normal apprehension of using hackney carriages is overcome when people use them, which would explain the transfers. That reinforces the fact that people get a great service from Plymouth hackney carriages, which again needs to be shared widely.

Some minor issues were raised by key stakeholders that are detailed in the report but which should not take away from the very positive overall attitude from these groups to the service provided.

Trade response was better than ever. It demonstrated very high levels of experience, more so on the hackney carriage side. Support for the limit on vehicle numbers was increased. Evidence was provided that there are many vehicles registered but unused mainly arising from the fall in the number of drivers wanting to rent vehicles.

The unmet demand index has increased but remains less than half the level that would be seen to be 'significant' and requiring more plates. The issue principally appears to arise from more vehicles servicing passengers using apps and by phone, a factor common with other Cities at this time. This effectively reduces availability at ranks but customer experience is enhanced through the ability to get a vehicle and know it is coming.

Overall the licensed vehicle trade, and specifically the hackney carriage trade, has responded well to challenging circumstances.

This needs to be demonstrated as valuable by retention of the current limit, and preferably application of a moratorium on new plates that would ensure those currently serving demand can benefit from the results of any increased demand that arises from marketing. There is plenty of spare capacity at present to allow this policy to be put in place although numbers of both hackney carriage and private hire plates should be kept under monitor to ensure no shortage appeared in the unlikely event of any upturn in the economy.

Consideration is needed to revising night tariffs to encourage some daytime drivers to switch to servicing the now very different pattern of night demand. There also needs to be serious consideration of the issue of driver exemptions for hackney carriage vehicles. Finally, this report needs to be widely shared around other parts of the City Council to ensure all that have impact on licensed vehicle services are aware of their value to the economy of the City and their flexibility in providing important transport service.

Contents

1 General introduction and background

Plymouth City Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the Council area and is the licensing authority for this complete area. Further details of the local application of Section 16 of the 1985 Transport Act with regard to limiting hackney carriage vehicle numbers is provided in further Chapters of this report. Hackney carriage vehicle licences are the only part of licensing where such a stipulation occurs and there is no legal means by which either private hire vehicle numbers, private hire or hackney carriage driver numbers, or the number of private hire operators can be limited.

This review of current policy is based on the Best Practice Guidance produced by the Department for Transport in April 2010 (BPG). It seeks to provide information to the licensing authority to meet section 16 of the Transport Act 1985 "that the grant of a hackney carriage vehicle licence may be refused if, but only if, the licensing authority is satisfied that there is no significant demand for the services of hackney carriages within its local area, which is unmet." This terminology is typically shortened to "no SUD".

Current hackney carriage, private hire and operator licensing is undertaken within the legal frameworks first set by the Town Polices Clause Act 1847 (TPCA), amended and supplemented by various following legislation including the Transport Act 1985, Section 16 in regard to hackney carriage vehicle limits, and by the Local Government Miscellaneous Provisions Act 1976 (LGMPA 1976) with reference to private hire vehicles and operations. This latter Act saw application of regulation to the then growing private hire sector which had not been previously part of the TPCA. Many of the aspects of these laws have been tested and refined by other more recent legislation and more importantly through case law. However, Plymouth remains unique in having its licensed vehicle legislation determined by the Plymouth City Council Act 1975 which principally covers provisions of the LGMPA 1976 which therefore does not apply in Plymouth.

Beyond legislation, the experience of the person in the street tends to see both hackney carriage and private hire vehicles both as 'taxis' – a term we will try for the sake of clarity to use only in its generic sense within the report. We will use the term 'licensed vehicle' to refer to both hackney carriage and private hire.

The legislation around licensed vehicles and their drivers has been the subject of many attempts at review. The limiting of hackney carriage vehicle numbers has been a particular concern as it is often considered to be a restrictive practice and against natural economic trends. The current BPG in fact says "most local licensing authorities do not impose quantity restrictions, the Department regards that as best practice". The three most recent reviews were by the Office of Fair Trading in 2003, through the production of the BPG in 2010, and the Law Commission review which published its results in 2014. None of these resulted in any material change to the legislation involved in licensing.

At the time of writing this report an All-Party Parliamentary Group is considering taxi policy matters and has published their results. Most are very similar to those produced by the Law Commission. Other groups have provided comment about current taxi licensing policy, but the upshot remains no change in legislation from that already stated above. The Government has responded to this review and essentially accepted many of its recommendations with a consultation undertaken on various safety aspect improvements. The implementation from that consultation is awaited in the near future. However, it does not affect the sections of the BPG that are relied on to structure review of unmet demand (see more below)

With respect to the principal subject of this survey, local authorities retain the right to restrict the number of hackney carriage vehicle licences. The Law Commission conclusion included retention of the power to limit hackney carriage vehicle numbers but utilizing a public interest test determined by the Secretary of State. It also suggested the three-year horizon also be used for rank reviews and accessibility reviews. However, there is currently no expected date either for publication of the Government response to the Law Commission, we now assume the Government response to the APPG is indeed this response, see further information below.

A more recent restriction, often applied to areas where there is no 'quantity' control felt to exist per-se, is that of 'quality control'. This is often a pseudonym for a restriction that any new hackney carriage vehicle licence must be for a wheel chair accessible vehicle, of various kinds as determined locally. In many places this implies a restricted number of saloon style hackney carriage licences are available, which often are given 'grandfather' rights to remain as saloon style. There is no such issue in Plymouth, where all hackney carriage vehicles have had to be fully wheel chair accessible for some while.

Within this quality restriction, there are various levels of strength of the types of vehicles allowed. The tightest restriction, now only retained by a few authorities only allows 'London' style wheel chair accessible vehicles, restricted to those with a 25-foot turning circle, and at the present time principally the LTI Tx, the Mercedes Vito special edition with steerable rear axle, and the Metrocab (no longer produced). Others allow a wider range of van style conversions in their wheel chair accessible fleet, whilst some go as far as also allowing rear-loading conversions. Given the additional price of these vehicles, this often implies a restriction on entry to the hackney carriage trade.

Whilst Plymouth does not have the tightest restriction on vehicle types that are accepted as wheel chair accessible, it does not have the most lenient view either, but does allow for a reasonably wide range of vehicle options for the trade, and therefore for customers to choose between, although this depends on where a specific vehicle chooses to ply for trade.

Some authorities do not allow vehicles which appear to be hackney carriage, i.e. mainly the London style vehicles, to be within the private hire fleet, whilst others do allow wheel chair vehicles. The most usual method of distinguishing between hackney carriages and private hire is a 'Taxi' roof sign on the vehicle, although again some areas do allow roof signs on private hire as long as they do not say 'Taxi', some turn those signs at right angles, whilst others apply liveries, mainly to hackney carriage fleets, but sometimes also to private hire fleets. This is the case in Plymouth although exceptions can be allowed.

After introduction of the 1985 Transport Act, Leeds University Institute for Transport Studies developed a tool by which unmet demand could be evaluated and a determination made if this was significant or not. The tool was taken forward and developed as more studies were undertaken. Over time this 'index of significance of unmet demand' (ISUD) became accepted as an industry standard tool to be used for this purpose. Some revisions have been made following the few but specific court cases where various parties have challenged the policy of retaining a limit.

Some of the application has differed between Scottish and English authority's. This is mainly due to some court cases in Scotland taking interpretation of the duty of the licensing authority further than is usual in England and Wales, requiring current knowledge of the status of unmet demand at all times, rather than just at the snap-shot taken every three years. However, the three year survey horizon has become generally accepted given the advice of the BPG and most locations that review regularly do within that timescale.

The DfT asked in writing in 2004 for all licensing authorities with quantity restrictions to review them, publish their justification by March 2005, and then review at least every three years since then. In due course, this led to a summary of the government guidance which was last updated in England and Wales in 2010 (but more recently in Scotland).

The BPG in 2010 also provided additional suggestions of how these surveys should be undertaken, albeit in general but fairly extensive terms. A key encouragement within the BPG is that "an interval of three years is commonly regarded as the maximum reasonable period between surveys". BPG suggests key points in consideration are passenger waiting times at ranks, for street hailing and telephone bookings, latent and peaked demand, wide consultation and publication of "all the evidence gathered".

The most recent changes in legislation regarding licensed vehicles have been enactment of the parts of the Equality Act related to guidance dogs (sections 168 to 171, enacted in October 2010), the two clauses of the Deregulation Act which were successful in proceeding, relating to length of period each license covers and to allowing operators to transfer work across borders (enacted in October 2015), and most recently enactment of Sections 165 and 167 of the Equality Act, albeit on a permissive basis (see below).

In November 2016, the DfT undertook a consultation regarding enacting Sections 167 and 165 of the Equality Act. These allow for all vehicles capable of carrying a wheel chair to be placed on a list by the local council (section 167). Any driver using a vehicle on this list then has a duty under section 165 to:

- Carry the passenger while in the wheel chair
- Not make any additional charge for doing so
- If the passenger chooses to sit in a passenger seat to carry the wheel chair
- To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort
- To give the passenger such mobility assistance as is reasonably required

This was enacted from April 2017. There remains no confirmation of any timetable for instigating either the remainder of the Equality Act or the Law Commission recommendations, or for the update of the BPG.

In respect to case law impinging on unmet demand, the two most recent cases were in 1987 and 2002. The first case (R v Great Yarmouth) concluded authorities must consider the view of significant unmet demand as a whole, not condescending to detailed consideration of the position in every limited area, i.e. to consider significance of unmet demand over the area as a whole.

R v Castle Point considered the issue of latent, or preferably termed, suppressed demand consideration. This clarified that this element relates only to the element which is measurable. Measurable suppressed demand includes inappropriately met demand (taken by private hire vehicles in situations legally hackney carriage opportunities) or those forced to use less satisfactory methods to get home (principally walking, i.e. those observed to walk away from rank locations).

In general, industry standards suggest (but specifically do not mandate in any way) that the determination of conclusions about significance of unmet demand should take into account the practicability of improving the standard of service through the increase of supply of vehicles. It is also felt important to have consistent treatment of authorities as well as for the same authority over time, although apart from the general guidance of the BPG there is no clear stipulations as to what this means in reality, and certainly no mandatory nor significant court guidance in this regard.

During September 2018 the All-Party Parliamentary Group on taxis produced its long-awaited Final Report. There was a generally accepted call for revision to taxi licensing legislation and practice, including encouragement for local authorities to move towards some of the practical suggestions made within the Report. However, the Report has no legislative backing and the key conclusion was that the Government needed to act firstly to revise the 2010 BPG but then to move to revisions to primary legislation as soon as practicable.

Despite some opposition from members of the group, the right to retain limits on hackney carriage vehicle numbers was supported, with many also supporting adding a tool which would allow private hire numbers to be limited where appropriate, given reasonable explanation of the expected public interest gains.

The Government response to this review was published in February 2019. It supported most of the views of the group, with the strongest disagreement regarding private hire vehicle number limits. With the response, the Government also launched a consultation related principally to ensuring improved safety for licensed vehicle passengers. This will lead to a partial revision of the Best Practice Guidance, but the full revision will not occur until the determinations from the consultation have been put in place and are established.

Other groups have provided comments giving their views about licensing matters, but the upshot remains no change in legislation from that already stated above.

A currently pressing impact is arising from the urgent need to take action on air quality. This has resulted in the Government considering establishing an all-UK database of licensed vehicles and some other items are included with the consultation being undertaken, some of which may have impacts on consideration of hackney carriage demand and unmet demand surveys.

In conclusion, the present legislation in England and Wales sees public fare-paying passenger carrying vehicles firstly split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing. Local licensing authorities only have jurisdiction over vehicles carrying eight or less passengers. Further, the jurisdiction focusses on the vehicles, drivers and operators but rarely extends to the physical infrastructure these use (principally ranks).

The vehicles are split between hackney carriages which are alone able to wait at ranks or pick up people in the streets without a booking, and private hire who can only be used with a booking made through an operator. If any passenger uses a private hire vehicle without such a properly made booking, they are not generally considered to be insured for their journey.

Drivers can either be split between ability to drive either hackney carriage or private hire, or be 'dual', allowed to drive either kind of vehicle. Whilst a private hire driver can only take bookings via an operator, with the 'triple-lock' applying that the vehicle, driver and operator must all be with the same authority, a hackney carriage driver can accept bookings on-street or by phone without the same stipulation required for private hire.

Recent legislation needing clarification has some operators believing they can use vehicles from any authority as long as they are legally licensed as private hire. At first, under the 'Stockton' case, this was hackney carriages operating as private hire in other areas (cross-border hiring). More recently, under the Deregulation Act, private hire companies are able to subcontract bookings to other companies in other areas if they are unable to fulfil their booking, but the interpretation of this has become quite wide.

The 'triple lock' licensing rule has also become accepted. A vehicle, driver and operator must all be under the same licensing authority to provide full protection to the passenger. However, it is also accepted that a customer can call any private hire company anywhere to provide their transport although many would not realise that if there was an issue it would be hard for a local authority to follow this up unless the triple lock was in place by the vehicle used and was for the area the customer contacted licensing.

Further, introduction of recent methods of obtaining vehicles, principally using 'apps' on mobile phones have also led to confusion as to how 'apps' usage sits with present legislation.

Whilst the APPG and the Government response to this do present some thoughts about understanding and reacting to the 'cross border hiring' issues, there is no clear conclusion in this regard at this time.

All these matters can impact on hackney carriage services, their usage, and therefore on unmet demand and its significance.

2 Local background and context

Key dates for this Taxi unmet demand survey for Plymouth are:

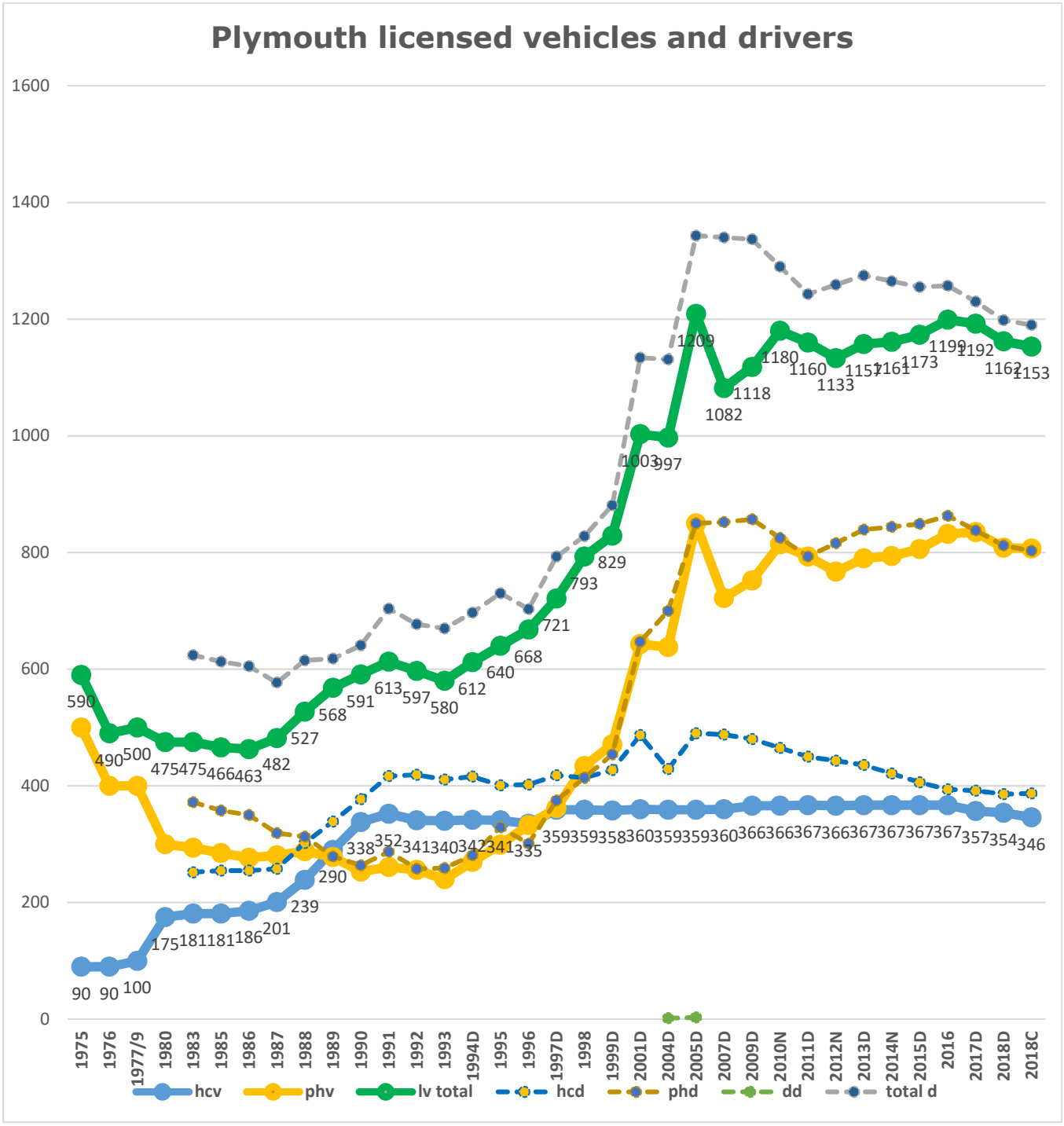
- appointed Licensed Vehicle Surveys and Assessment (LVSA) on 25th October 2018
- in accordance with our proposal of October 2018
- as confirmed during the inception meeting for the survey held on 31 October 2018
- this survey was carried out between November 2018 and March 2019
- On street pedestrian survey work occurred in November / December 2018
- the video rank observations occurred in early November 2018, in advance of the switching on of the Christmas lights in central Plymouth
- Licensed vehicle driver opinions and operating practices were obtained by an all-driver and key representative survey undertaken mainly within March 2019
- Key stakeholders were consulted throughout the period of the survey
- A draft of this Final Report was reviewed by the client during May/June 2019
- and reported to the appropriate Council committee

Plymouth is a unitary City Council. The authority has a current population of 266,900 using the 2018 estimates currently available from the 2011 census.

In terms of background council policy, Plymouth controls its own transport policy as well as its own highways, apart from the trunk route that passes through the City (A38). This nature of the authority means that rank provision is fully within the remit of the City council, albeit in a separate section to taxi licensing. It also has its own local Act which was a precursor to the LGMPA 1976 and which means that Act does not apply in Plymouth.

However, all licensing authorities have full powers over licensing the vehicles, drivers and operators serving people within their area. Plymouth has chosen to utilise its power to limit hackney carriage vehicle numbers, and as far as we are aware has done so since 1975 or earlier, and the authority relatively uniquely also has information about vehicle numbers back as far as that date.

By drawing together published statistics from both the Department for Transport (D) and the National Private Hire Association (N), supplemented by private information from the licensing authority records (C), recent trends in vehicle, driver and operator numbers can be observed. The detailed numbers supporting the picture below are provided in Appendix 1. Due to the comparative size, the operator figures are shown in the second picture.

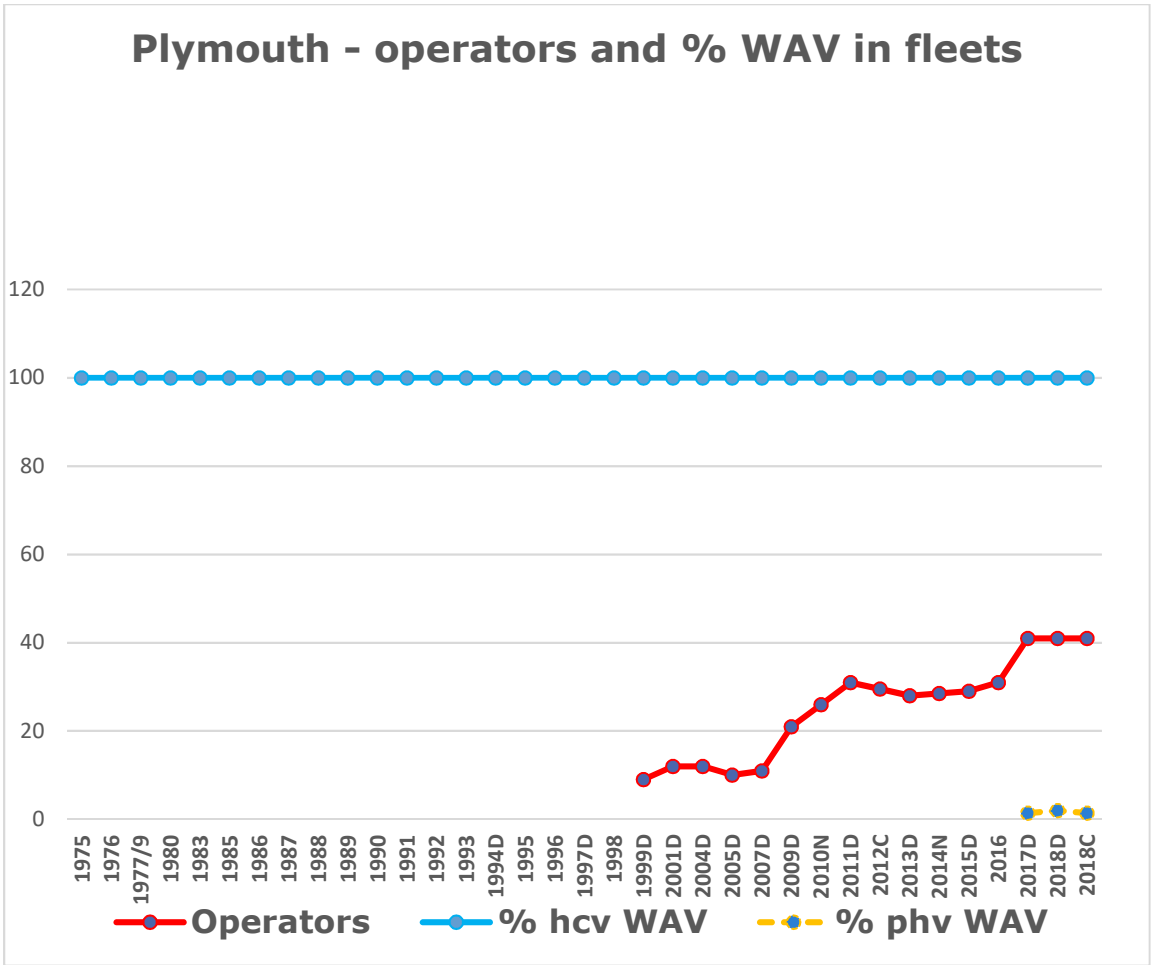


Licensing Statistics from 1994 to date

The statistics demonstrate that both hackney carriage and private hire, for vehicles and drivers, are seeing a continued slow decline in numbers, particularly since the result of the last survey undertaken. Even the number of hackney carriage vehicles on issue has dropped back from the level of 367 to 346, despite the limit on their numbers.

The close comparison between hackney carriage vehicles and driver numbers that had begun to occur in 2016 has clearly continued. The decrease in driver numbers does, however, appear to have slowed a little, but the trend is still a reduction.

Information is also available from these sources to show how the level of wheel chair accessible vehicles (WAV) has varied. It must be noted that in most cases the values for the private hire side tend to be much more approximate than those on the hackney carriage side, as there is no option to mandate for private hire being wheel chair accessible. In some areas, to strengthen the ability of the public to differentiate between the two parts of the licensed vehicle trade, licensing authorities might not allow any WAV in the private hire fleet at all. For Plymouth, all hackney carriages presently must be WAV style, and this has been the case for some significant period of time although we understand there are a high level of driver exemptions for medical reasons of those unable to handle those travelling in wheel chairs.



Operator numbers and levels of WAV provision in the fleet

This shows a rise in operators not long after the previous study although a flattening off of their growth in the most recent three years. This may have related to transport contracts being let by Plymouth City Council education and social services to a wider range of operators, but requiring that they have a legal entity which meant that many individual drivers registered themselves as operators to be able to gain direct access to this source of income.

There are a very small number of WAV in the private hire fleet, although the level of hackney carriage WAV in numerical terms is significant. These figures do not, however, reflect at all the issue of if WAV vehicles actually have drivers that have medical exemptions or not, an issue that has grown in importance in Plymouth since the last survey.

Further, none of these figures take into account the impact of vehicle ownership and the level of drivers who need to rent. It is understood there has been a significant fall in sharing or renting such that there are anecdotal evidences of hackney carriage vehicles being on issue but not actually in use.

In terms of structure of the industry, the main hackney carriage operation sees 60 drivers, whilst the largest private hire operation has nearly 300 drivers. The other large private hire operators have 185, 170, 29 and five, with all other private hire operations being much smaller with many having niche markets such as airport transfers only. Unlike other areas in England there are not very many out of town vehicles operating in the City, with the principal competition coming from the very active private hire element of the trade.

There is a further issue that drivers have a right to medical exemption if they have conditions that prevent them from undertaking manual lifting relating to wheel chairs. A high level of exemptions are in place in Plymouth across the fully wheel chair hackney carriage fleet implying that several such vehicles might not actually be wheel chair capable when specific drivers were using them. At the time of writing this report we understand that 20% of the drivers have such an exemption, although this does not of course restrain them from allowing their vehicle to be used by others without this restriction.

Plymouth undertakes regular review of its policy to limit hackney carriage vehicle numbers in line with the BPG. The previous surveys were in 2015 and 2011 (reporting in 2012). The Hackney Carriage and Private Hire Licensing Policy was reviewed in 2018 in full.

3 Patent demand measurement (rank surveys)

As already recorded in Chapter 2, control of provision of on-street ranks in Plymouth is under the direct control of the City, albeit not the control of the licensing section of the Council. Appendix 2 provides a list of ranks in Plymouth at the time of this current survey. There have not been any significant changes to ranks since the last survey, although some revisions are due shortly after completion of this study, mainly related to proposed city centre developments. The only changes to ranks have been the removal of a very small number of locations where the land use they served has disappeared or been revised away from one that generated hackney carriage trips. The main example of this was the rank formerly associated with the main bus station, which is now closed and being redeveloped.

In terms of changes to the City, there has been a demise of many central area retail outlets since the last study, a change in the overall evening and night time economy activity, a focus of student accommodation around the city centre rather than in the suburbs, and introduction of several app-based methods of obtaining licensed vehicles, most of which are changes also occurring at the national level and not just in Plymouth, although some have been exacerbated by local conditions in the City.

Rank usage across the City continues to be reviewed and there are regular considerations of if specific locations, mainly suburban, need to either be revised or removed to ensure best usage of road space across the City. Most of these proposed changes are fairly obviously related to changes in the nearby locations and were not considered to merit any further rank observation data being collected as part of the survey.

Our methodology involves a current review both in advance of submitting our proposal to undertake this taxi unmet demand survey and at the study inception meeting, together with site visits where considered necessary. This provides a valid and appropriate sample of rank coverage which is important to feed the numeric evaluation of the level of unmet demand, and its significance (see discussion in Chapter 7). The detailed specification of the hours included in the sample is provided in Appendix 3.

Detailed results from the rank observations are contained in Appendix 4, providing hourly summaries of vehicle and passenger arrivals and departures, plus levels of vehicle and passenger waiting as appropriate. It should be noted that the weekend of the surveys saw periods of heavy rain that are likely to have increased passenger usage of hackney carriage vehicles in this period.

Overall average levels of demand

The observations from the rank surveys were analysed and overall estimated weekly levels of demand estimated for each rank. Where factors were used, they were based as far as possible on those used in the previous study unless there was good reason for these to be modified. To provide a historic link and validate the current observations, information from previous surveys has also been drawn into this Chapter and compared to the current observations. The table below compares estimated weekly passenger numbers by rank for the current survey (in descending order of current rank usage), and for each survey for which comparable data is available.

Rank	Pass/wk 2018	Pass/wk 2015	Pass/wk 2012	Pass/wk 1999
Old Town St	5678 (22%)	5052 (18.1%)	3166 (14%)	762 (6.8%)
Whimple St (Old Town St feeder)	(in above)	20 (0.1%)	0 (0%)	
Raleigh St	4121 (16%)	4488 (16%)	3505 (15.5%)	4361 (39.2%)
Station (private)	2665 (10%)	4362 (15.5%)	5452 (24.4%)	1964 (17.4%)
The Parade	1861 (7%)	3390 (12.1%)	2067 (9.2%)	
Derriford Hospital (private)	1619 (6%)	14 (0.1%)	75 (0.3%)	355 (3.2%)
Barbican LP, Oceana (private)	1614 (6%)	415 (1.5%)		
North Hill	1375 (5%)	3275 (11.7%)	253 (1.1%)	
Walkabout (Union St South)	1409 (5%)	940 (3.3%)	858 (3.8%)	
Iceland	1113 (4%)	457 (1.6%)	1454 (6.4%)	488 (4.3%)
Wolseley Rd, St Budeaux	1019 (4%)	532 (1.9%)	853 (3.8%)	168 (1.5%)
Vauxhall St (informal)	868 (3%)	1400 (5%)		
Kularoos (Union St North)	608 (2%)	1780 (6.3%)	1012 (4.5%)	
Mutley Plain (mid)	347 (1.3%)	254 (0.9%)	1162 (5.2%)	
Derry's Cross DAR	323 (1.3%)	93 (0.3%)	212 (0.9%)	
Mutley Plain, Sainsbury's	312 (1.2%)	558 (2%)	682 (3%)	
Barbican Approach Road	261 (1%)		100 (0.4%)	
Derry's Cross (Raleigh St feeder)	120 (0.5%)	44 (0.2%)	180 (0.8%)	
Plympton PO (Ridgeway 99/12)	90 (0.3%)	84 (0.3%)	79 (0.4%)	288 (2.6%)
Torpoint Ferry	89 (0.3%)	261 (0.9%)	312 (1.4%)	304 (2.7%)
Martin St	(incl above)	6 (0.0%)		
Mayflower Centre	40 (0.2%)	10 (0.0%)		
Octagon	27 (0.1%)	60 (0.2%)	20 (0.1%)	
Theatre Royal	18 (0.1%)	Unused	304 (1.3%)	
HMS Drake exit (Saltash Rd)	18 (0.1%)	153 (0.5%)	474 (2.1%)	370 (3.3%)
Plymstock Broadway CP	15 (0.1%)	25 (0.1%)	Unused	
Brass Monkey	14 (0.1%)	Unused		
Mutley Plain (top)	6 (0.02%)	24 (0.1%)		

Plympton Joshua Reynolds	0	12 (0.0%)		
Derry's Cross ABC	Unused	Unused	Unused	Unused
St Levan Rd	Unused	Unused	Unused	Unused
Mayflower St Zanzibar (now K2)	Unused	Unused	30 (0.1%)	
Albert Rd			160 (0.7%)	
Casino				123 (1.1%)
Two Trees (informal)	Gone	365 (1.3%)		252 (2%)
Union St West of Octagon (inf)	Gone			345 (3%)
Bretonside	Gone	Going	117 (0.5%)	
Dingles	Gone	Gone	Gone	1005 (8.9%)
Eastlake St	Gone	Gone	Gone	478 (4%)
Union St Dance Academy	Gone		24 (0.1%)	
Total	***25,629***	***28,072***	***22,551***	***11,263***
Growth from previous	***-6%***	***+25%***	***+100%***	***n/a***
Growth from 1999	***+127%***	***+149%***	***(above)***	***n/a***

The table above suggests a 6% decrease in total demand for hackney carriages at ranks in the City since the last survey. However, the table shows there are places where numbers of passengers have increased, but there appear to be three significant areas of decrease. The first relates to reductions in the two locations near to the Barbican, with both The Parade and the informal Vauxhall Street locations seeing reductions in hackney carriage rank based patronage of around 40%. Secondly, the station has seen a reduction of some a similar level. Finally, the largest reduction has been of around 60% at the North Hill rank. This may relate to the movement of many student accommodation sites to the centre of the City from this area. This is despite the surveys being undertaken on a very similar weekend to those three years ago.

There appears to have been a change in usage of the two main central ranks, with Raleigh Street losing about 9% but retaining its status as the second busiest rank, with 16% share remaining the same. In the recent years, this lower end of the City has seen a decline in retail trade, with more activity at the upper end related to the more recently redeveloped shopping centre there. However, at the time of the survey new hotel and student accommodation was being developed in the Derry's building that might see a return of patronage to this location.

Old Town Street saw a 12% increase in passengers, with its share rising to 22% of the total demand with it being currently the busiest rank in the City.

The most dramatic increase has been at Derriford Hospital which results from move of the rank to a much more obvious location. This site has increased its share from negligible use to taking 6% of average weekly demand, and taking it to the fifth busiest rank in the City at the time of the survey. This demonstrates that with care usage of hackney carriages can be increased to the benefit of people travelling in the area. This has almost certainly been a large benefit to the potentially highly vulnerable clients at this location, and should be lauded as excellent best practice.

With the reductions around the Barbican there are now only three City ranks with 10% or more of weekly demand. In the last survey there were five ranks, with the least having 11.7% whilst now the station, the third busiest rank, has just 10% of average weekly demand. This change means that the trade is now even more dependent on the two central ranks at either end of the shopping area, Old Town Street and Raleigh Street. This is a very important fact.

The Iceland rank has also increased usage, as have several other of the lesser used ranks. This may be related to the new coach station being located near to this rank and possibly to the increased usage of lower cost food outlets in recent years.

There remain about 26 active ranks although the composition of these has changed, these are also still both in the city centre and in various parts of the city suburbs, confirming that hackney carriages in Plymouth are available not just in the central area as often can be the case.

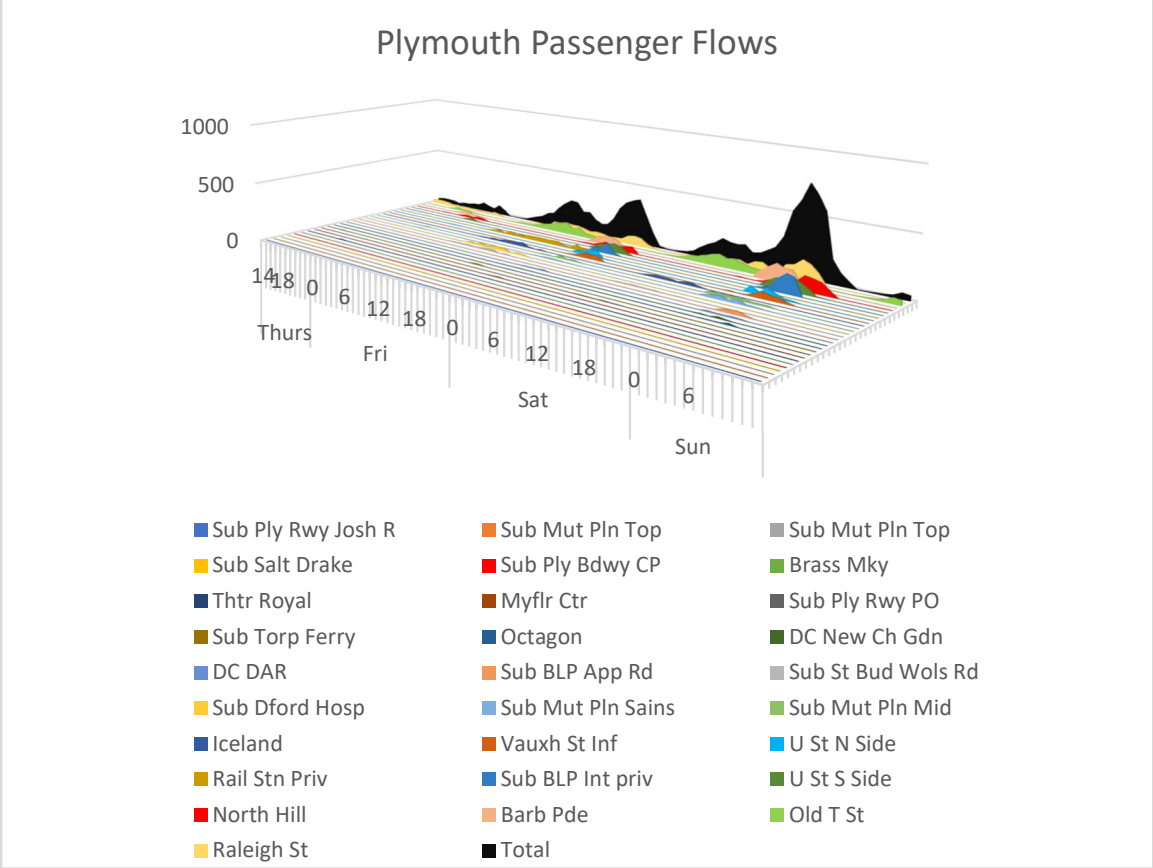
Changes to rank provision

Since the last survey there has been relatively little change to rank provision in the City as noted above, apart from some related to redevelopment work. A further change in this regard has been that the Two Trees public house has been demolished so there is no demand for any informal rank there, and just further along Union Street the informal demand there has also gone away.

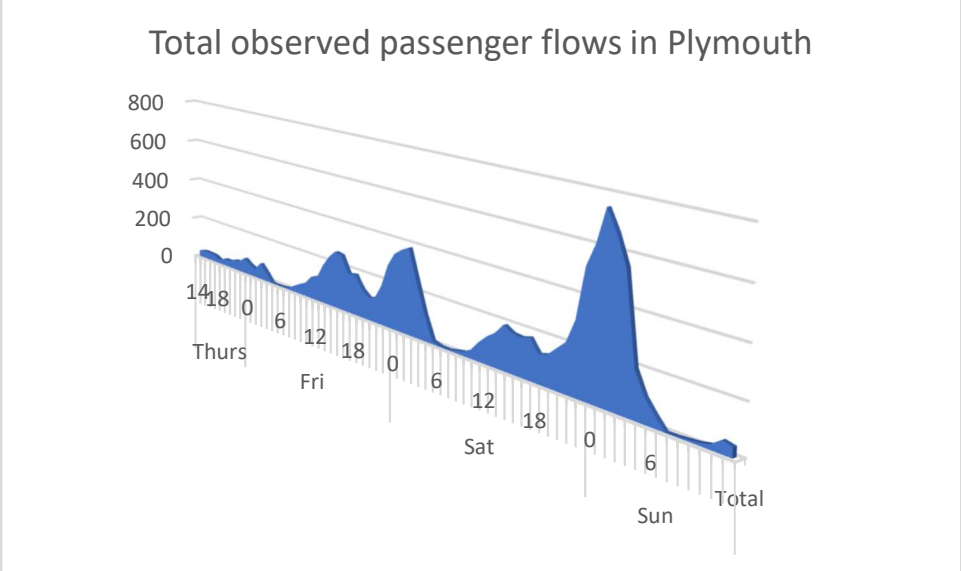
The Derriford Hospital private rank has been moved since the last survey, and is now in a better location directly outside the exit from the hospital. As noted above, this has resulted in an increase in usage.

Contribution of ranks over time

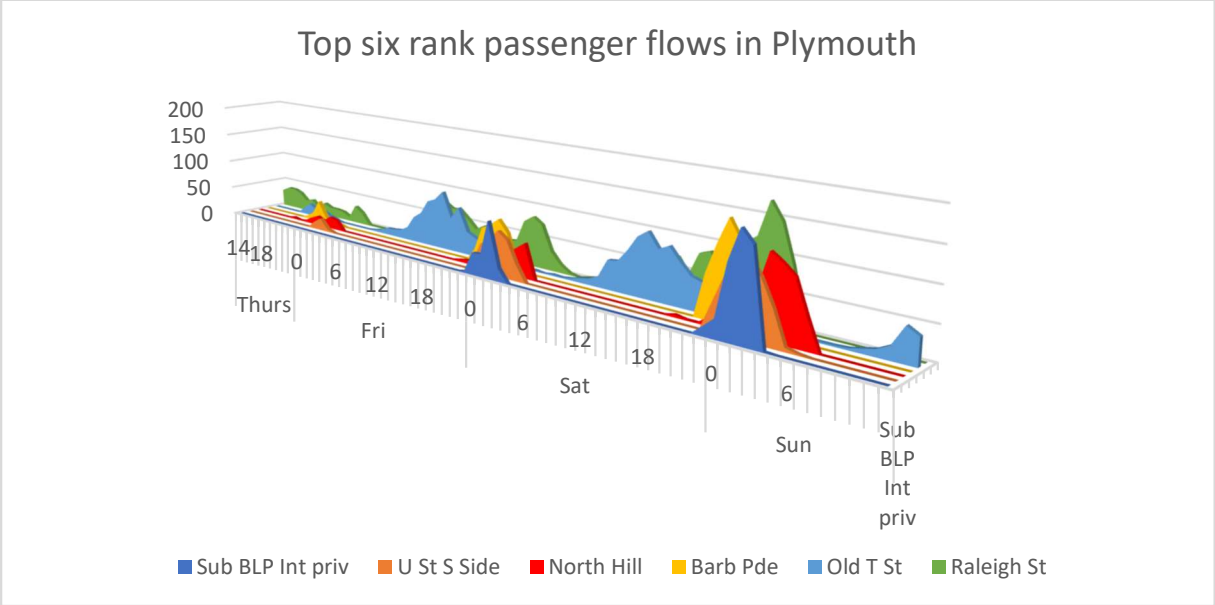
The individual rank demand by hour was plotted for the survey period to demonstrate how the separate ranks contribute to the overall total demand by hour. The graph has to be observed in the context that not all ranks were observed on all days, but the general picture remains valid.



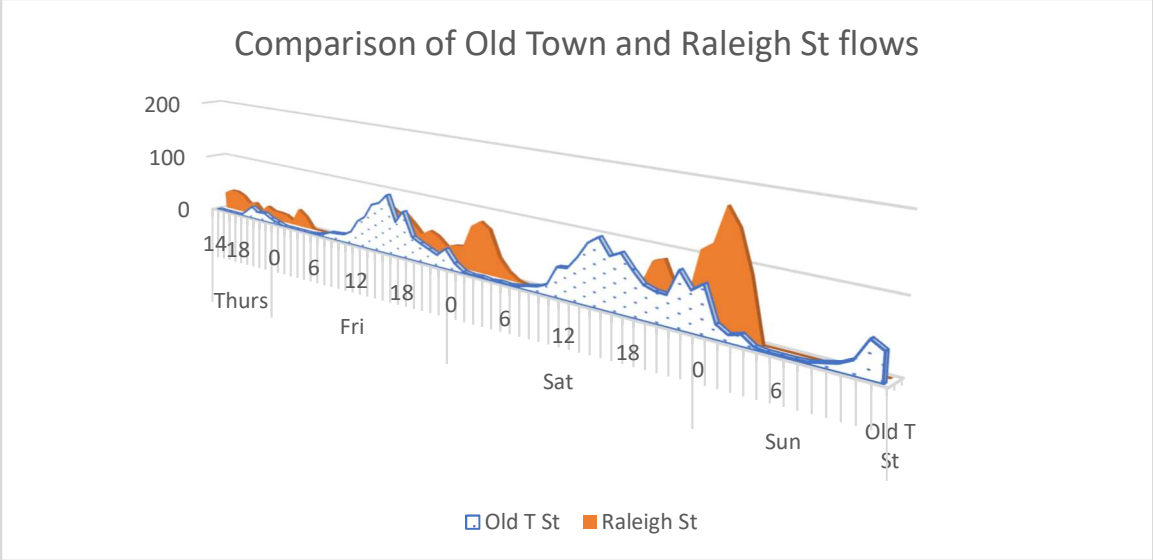
In order to better understand the overall picture, the graph has been split to demonstrate specific points. The graph below plots total demand from the observed ranks (which needs to bear in mind that some ranks were only observed on some days). The most notable feature of the graph is the large peak for Saturday evening.



The graph below shows the top six rank passenger flows identified during our observations.



This demonstrates that it is also notable that this peak is made up from at least these six different locations which increases the level of vehicles needed to meet the level of demand observed. There is a similar peak on the Friday, but at a much lower level, suggesting the area has peaky demand.



The next graph (above) shows a significant difference between how Old Town Street and Raleigh Street ranks operate. The former is very clearly the most important daytime rank, whereas Raleigh Street tends to be an all-day location, which begins later but continues into the early hours on all days.

Although demand does reduce to very low levels in the early hours of each morning, there is still demand somewhere in the City for hackney carriages. Even though North Hill has reduced in overall usage, it tends to be the rank that remains busiest later into the early hours. This accords with the City Council knowledge about daytime and evening and night time economy (ENTE) current usage levels.

The initial graph also clearly demonstrates the large number of active ranks in and around the City, most of which contribute non-negligible flows to the mix.

Incidence of passenger delay

From all the information gathered, totalling some 490 hours of observation across the City, there were average passenger delays over a minute in 7% of these hours. A further 14% of hours had average passenger delays, but less than a minute. This implies that in 79% of all observed hours passengers did not find queues at all.

Further, the hours when there were average passenger delays over a minute saw just over 1,000 people travelling. Of these, 46% actually experienced a delay. For the lesser category of average passenger delay, just 10% of those travelling actually had to wait. There were just 28 people, 0.2% of all those observed travelling from ranks, whose observed wait was 11 minutes or more.

The longest wait observed in all the observations was 23 minutes, then 21 minutes and 18 minutes, with most of those in this category being less than that level. The top two longest waits were actually at private ranks, with the worst at the Barbican Leisure Park internal rank, and the next at the rail station rank.

This confirms, that, though there are average passenger delays and queues at ranks in Plymouth, they are not experienced by the majority of passengers, and they are generally not long waits when they do occur. Some may result from further restrictions on access arising from some locations being private ranks. Further, the earlier note that this was a time of adverse weather that might have increased hackney carriage usage further supports the good level of service enjoyed by customers during our observations.

Review of activity level for hackney carriage vehicles

As in the previous survey, a review was undertaken for nine sample hours of the number of different hackney carriages active to meet the demand observed. The vehicles were observed at locations near to, but not directly at ranks, to minimise chance of being observed and also to obtain a general view of active hackney carriage plates in the streets, not just those servicing specific ranks.

During the course of the sample observations, some 120 hackney carriage movements were recorded. For the full set of observations, just 24% of the hackney carriage fleet was observed. The largest proportion of different plates identified as active in any location was just 9% of the fleet. This was between 21:30 and 22:30, after which the proportion of fleet observed reduced to just 3%. Most values through the day ranged between 2% and 5% of the fleet active. Although these values are low, it must also be recorded that the widespread service by hackney carriages means it is very hard to capture specific points where most would be seen. However, it is clear that the level of demand does not require high volumes of vehicles active. Most tend to be active when there is higher demand, as might be expected.

The analysis also demonstrates that vehicles tend to have longer return to rank times than can be the case in other areas. Our observations never saw one vehicle more than twice within the hour sample period, and in most cases the vehicle was just observed once.

The proportion of fleet active in this survey was significantly less than that in the previous survey (59% then compared to 24% now). There are several potential reasons for this. The number of vehicles no longer active may have some impact, as well as the potential that the adverse weather implied longer journeys were being made, or it took longer for vehicles to be able to return to the rank given the poor driving conditions.

Disability usage of ranks

Across our survey period, a very high total of some 34 persons were observed entering hackney carriages in wheel chairs at ranks across the area. 56% of these were at the Derriford Hospital rank. Old Town Street saw 26%, Raleigh St 12% and two other (suburban) locations 3% each. A further 91 people appeared to have disabilities entering vehicles and received assistance from drivers. This is a very high overall level of assistance to those with disabilities.

Other vehicles seen at or near to ranks

Analysis of vehicles at or near ranks found 79% of vehicles affecting rank operation were in fact hackney carriages. A further 13% were private cars with 6% private hire vehicles. This means there is some abuse of ranks by private vehicles that might hinder hackney carriage access.

Further analysis was undertaken to identify the locations where this was worst. The Mayflower Centre rank saw a small number of hackney carriages but was much more used by private cars. The three other worst locations were suburban sites where there was relatively little hackney carriage usage of the site. The Mutley Plain Top rank saw 78% of movements being private cars, the Drake rank saw 80% and Plympton Broadway saw 68% of movements as private cars. There were also some issues at the developing Derriford Hospital rank where 49% of movements related to the rank were actually private cars.

Whilst it is good that there are few abuses of central ranks, partly arising from better design of these, there is need to resolve the suburban issues to ensure those ranks remain available for the small number of hackney carriages that need them to be available.

There does not appear to be more than a passing issue with abuse of ranks by private hire.

4 General public views

It is very important that the views of people within the area are obtained about the service provided by hackney carriage and private hire. A key element which these surveys seek to discover is specifically if people have given up waiting for hackney carriages at ranks (the most readily available measure of latent demand). However, the opportunity is also taken with these surveys to identify the overall usage and views of hackney carriage and private hire vehicles within the study area, and to give chance for people to identify current issues and factors which may encourage them to use licensed vehicles more.

Such surveys can also be key in identifying variation of demand for licensed vehicles across an area, particularly if there are significant areas of potential demand without ranks, albeit in the context that many areas do not have places apart from their central area with sufficient demand to justify hackney carriages waiting at ranks.

These surveys tend to be undertaken during the daytime period when more people are available, and when survey staff safety can be guaranteed. Further, interviews with groups of people or with those affected by alcohol consumption may not necessarily provide accurate responses, despite the potential value in speaking with people more likely to use hackney carriages at times of higher demand and then more likely unmet demand. Where possible, extension of interviews to the early evening may capture some of this group, as well as some studies where careful choice of night samples can be undertaken.

More recently, general public views have been enlisted from the use of council citizens' panels although the issue with these is that return numbers cannot be guaranteed. The other issue is that the structure of the sample responding cannot be guaranteed either, and it is also true that those on the panel have chosen to be there such that they may tend to be people willing to have stronger opinions than the general public randomly approached.

Finally, some recent surveys have placed an electronic copy of the questionnaire on their web site to allow interested persons to respond, although again there needs to be an element of care with such results as people choosing to take part may have a vested interest.

Our basic methodology requires a sample size of at least 200 to ensure stable responses. Trained and experienced interviewers are also important as this ensures respondents are guided through the questions carefully and consistently. A minimum sample of 50 interviews is generally possible by a trained interviewer in a day meaning that sample sizes are best incremented by 50, usually if there is targeting of a specific area or group (e.g. of students, or a sub-centre), although conclusions from these separate samples can only be indicative taken alone.

For some authorities with multiple centres this can imply value in using a higher sample size, such as 250 if there are two large and one moderate sized centre.

For Plymouth, a similar sample size was sought based on travelling around eight of the suburban areas plus a larger volume in and around the main city centre. However, the sample was reduced for this survey by poor weather, although the sample size remains that we would consider to be appropriate and reliable in results. Interviews were obtained in shopping areas at Plymstock Broadway, Plympton Ridgeway, St Budeaux, Ernsettle, Whitleigh, Southway, Crownhill and Devonport, although no further analysis at the detailed level was undertaken for this survey. A total of 254 persons were interviewed across the full City Council area.

It is normal practice to compare the resulting gender and age structure to the latest available local and national census proportions to identify if the sample has become biased in any way. For this survey, our gender sample saw slightly less men interviewed (48% compared to 50% in the census estimates). The level of people under 30 interviewed was very similar to the census, although more central age and less older group people were interviewed (44% central compared to 37% census and 29% older compared to 35% census). These variations are not significant and should not revise the results to any major degree.

58% said they had regular access to a car whilst 85% said they lived in the Plymouth City council area. Most of those not from the area were from nearby Devon and Cornwall locations, although there was one who said they were from overseas, and another from further away in the United Kingdom.

All respondents told us if they had used licensed vehicles in the last three months in Plymouth. 43% said they had. This is reduced from the level of 60% in 2012 and 64% in 2015.

Most then went on to advise us their frequency of use of licensed vehicles. 36% said they never used them, with 26% saying once or twice yearly. Based on assumptions on trips per category (calibrated to the most recent National Travel Survey) the resulting estimate of licensed vehicle trips per person per month was 1.5, fairly low, and also reduced from the level of 2.4 in the 2015 responses. When the similar questions was asked but focussed on hackney carriages, the resulting value was 0.9, also fairly low, but an encouraging proportion (60%) of the total, and the same as in the last survey.

64% of those interviewed told us how they normally got a licensed vehicle in the Plymouth City area. Five gave three responses and fifty gave two responses. Of all the responses, 43% were use of a taxi rank and 1% hailing on street. This is of a similar order of magnitude to the 60% estimate from the trip rates of usage of hackney carriages, particularly when it is remembered that there are several phoned-for companies who operate at least some hackney carriages. The current level quoted for use of ranks is increased from the 24% of 2015, although hailing is reduced from 3% then to 1% now.

40% said direct phone, 6% free phone and 10% an app. Two apps were named, with a more recent company obtaining 75% of the quoted use of apps. Apps are a growing area with many younger people preferring to use the certainty and speed of an app – with app-based bookings often getting priority within company systems.

In the section below, we do not generally name companies to avoid issues with confidentiality and potential claims of showing favouritism or promotion of specific companies. However, those with detailed knowledge of the area may be able to identify specific companies although this should not be assumed as being correct. Our detailed responses in the Appendices provided exact details if required for validation purposes (only).

37% of those responding told us up to three companies they used when phoning for a licensed vehicle. Six people gave three names whilst 42 gave two and the remaining 47 just a single name. Of all these mentions, the top company obtained 42% of mentions, followed by 32%. The top company is a long-standing private hire company, with the second also a large private hire only company. However, in 2015 the top phoned for company obtained 54% of mentions with the next just 13%, suggesting stronger competition between these companies now. These figures also reflect companies having purchased smaller competitors since 2015 which has evened the playing field a little between the larger companies but overall implies stronger levels of competition and reduced choice for the consumer in absolute terms.

The next highest level of mentions was a hackney carriage only company and a mixed fleet company, both taking 7% of mentions. The hackney carriage phone network gained just 3% of mentions in 2015, suggesting they have tried to compete with the changing situation. The mixed fleet company also has an app and was the most-quoted of the two apps named. Four other companies were named specifically, gaining 5, 4, 3 and 1% of the mentions obtained.

This level of response suggests there is some dominance of the phone market by private hire companies, with a moderate level of competition, although most people seem to be satisfied with the company they regularly use with very little quoting of more than two companies, and the bulk of respondents just naming the company they principally used.

Further questions focussed on specific usage of hackney carriages in the City area.

Just 3% of those responding told us they could not remember seeing a hackney carriage in the Plymouth City Council area. A much higher 53%, however, said they could not remember when they last used a hackney carriage. Both of these are increases to levels in 2015, suggesting reduced use of hackney carriages in contrast to the previous responses suggesting increased usage.

Similar to the response for overall use of licensed vehicles, the most frequent quoting was use once or twice yearly (15%). The next highest level of usage, however, was 9% for once or twice weekly, followed by 7% saying once or twice monthly.

Just under half of all respondents told us the ranks they were aware of in the City, and if they used them or not. Again, 48%, or nearly half, gave three rank names and a further 42% gave two names. Further, a very high 61% of the responses had confirmation that those naming the location actually used that location. This suggests good knowledge and usage of ranks in the area.

25 different locations were named, although some were colloquial names such as Prizm Nightclub. Some suburban ranks were also named, including Albert Road Devonport and Crownhill library, with some saying they did use these locations.

The most quoted location was the station, with 30% of all mentions. 70% of respondents quoting this location said they used it. The next most quoted location was Old Town Street, with 11% of responses, and 64% saying they actually used it. This was a significant increase from the 3% saying this in 2015. Royal Parade gained 9%, Derry's Cross 8%, Charles Street 7%, Union St 6% and Mayflower St also 6%. Exeter Street and Guildhall gained 4%, Drakes Circus and Prizm 3%. Both Coach Station and Theatre obtained 2% of all mentions, although the Theatre rank was notable in that all those quoting it said they did not use it.

All other quoted locations obtained 1% or less of mentions, with six of the twelve quoted having those mention them say they knew of them but did not use them. These included Charles Cross roundabout, Armada Way, Bus station, North Parade and Raleigh Street.

Overall, this is a very good knowledge of ranks, and very good quoted usage of those people are aware of. Old Town Street has clearly increased its value in the minds of those interviewed. It is therefore a rank important to people who use hackney carriages, as well as to observed usage and the trade.

37% of respondents told us their rating of various aspects of their most recent trip by licensed vehicle.

Overall, only one category scored any very poor or poor, with the bulk of responses tending to be 'good'. The most significant high score for 'very good' related to driver knowledge of the area, which scored 28%. Driver professionalism was second with 18% saying they felt this was very good. However, driver appearance and hygiene scored the two highest 'average' levels at 30% and 27% respectively. Vehicle cleanliness and repair also obtained relatively high 'average' scores of 27% each.

The only item that had scores in each category, with 6% very poor, 8% poor and just 8% very good was for fares. This was backed up by one person stating that 'fares are becoming too expensive'. There was further support for this being an issue when people were asked what would encourage them to use hackney carriages or use them more often. Just over half said cheaper fares, although this is a typical national reaction. For Plymouth, this response dominated all other responses even though we do not include it in the standard responses to ensure it is a clear reaction and not just a response to the options offered. This should be borne in mind in future consideration regarding fares as it implies there is a higher elasticity to fares than often is the case.

81% felt there were enough hackney carriages from 19:00 to 07:00 in the Plymouth city area. This suggests people feel they can get hackney carriages when and where they need them and plays down any potential significance of any observed unmet demand from a user perspective.

Respondents were asked if they, or anyone they knew, needed an adapted licensed vehicle, and if so what kind of vehicle was needed. 88% said they were unaware of anyone needing such a vehicle. For those responding they needed, or knew someone who needed an adapted vehicle, the bulk said they knew someone who would need a WAV. Of the total respondents for this question, 10% said a WAV and just 1% some other form of adapted vehicle, with one person saying they needed a higher style vehicle to make their access easier. These responses were similar to 2015.

Two questions were then asked to identify the observable level of latent demand in the area. 5% said they had given up waiting at a rank, all at the Pryzm rank, whilst 1% said they had given up trying to hail a hackney carriage, again near Pryzm. Taking the number of people involved, this suggests a rank based latent demand factor of 2.3% and a hailing based one of 0.4%, and a total latent demand factor of 2.7%, relatively low, and reduced from the level of 1.037 in 2015, which only measured rank latent demand.

Everyone that responded said they felt safe using a hackney carriage during the day time. This value reduced to 88% for the period after 18:00. 6% of those interviewed gave us suggestions as to what might make them feel safer using hackney carriages. 26% said more female drivers would help. 20% said taxi tracking and a further 20% use of marshalls. Other comments were made, but only by one person.

63% said they would prefer to see the hackney carriage fleet have a livery; 65% of respondents said they felt a livery would help to improve public safety using hackney carriages.

34% of those responding to the question about use of an electric powered hackney carriage said they would use one as long as it did not cost any more. Just 2% would be happy to pay more to use one. 63% said they had no preference towards electric vehicles.

65% of those responding in regard to use of credit or debit cards to pay fares would be happy to use the facility, but only as long as there was no surcharge for doing so. 3% would use for every journey, but 28% said they would still pay in cash. One person was concerned about the security of this payment method, whilst another felt cash made it easier to split the fare between friends.

5 Key stakeholder consultation

The following key stakeholders were contacted in line with the recommendations of the BPG:

- Supermarkets
- Hotels
- Pubwatch / individual pubs / night clubs
- Other entertainment venues
- Restaurants
- Hospitals
- Police
- Disability representatives
- Rail operators
- Other council contacts within all relevant local councils

Comments received have been aggregated below to provide an overall appreciation of the situation at the time of this survey. In some cases, there are very specific comments from given stakeholders, but we try to maintain their confidentiality as far as is possible. The comments provided in the remainder of this Chapter are the views of those consulted, and not that of the authors of this report.

Our information was obtained by telephone, email, letter or face to face meeting as appropriate. The list contacted includes those suggested by the Council, those drawn from previous similar surveys, and from general internet trawls for information. Our target stakeholders are as far as possible drawn from across the entire licensing area to ensure the review covers the full area and not just specific parts or areas.

For the sake of clarity, we cover key stakeholders from the public side separately to those from the licensed vehicle trade element, whose views are summarized separately in the following Chapter.

Where the statistical analyses in Chapter 2 demonstrate low levels of wheelchair accessible vehicle (WAV) provision, an increased emphasis will be given to the issue in terms of the focus of stakeholders but also in specific efforts to contact disabled users and their representatives. However, it must be remembered that none of our consultation is statutory and for cost effective and fixed budget reasons we limit our attempts to contact people generally to a first attempt and reminder.

Supermarkets

Six supermarkets told us their customers made use of licensed vehicles. Three others made no comment. One said people used the rank outside, two said they had a freephone many customers used, or made their own arrangements, two said people always made their own arrangements, and one said people often asked at customer services, or made their own arrangements. One other was aware of a nearby rank, whilst none said customers had ever in their memory complained about the licensed vehicle service. The only issue was that one supermarket found drivers would not make way when there were deliveries, which could be awkward to the store.

Hotels

Three hotels said their customers used local licensed vehicles. Two said staff would phone for a vehicle, or customers might make their own arrangements whilst the other said people usually made their own arrangements or alternatively staff would do so. One was aware of a nearby rank, another a booking office and the third was aware of neither. None had ever received complaints they could remember. Two others made no comment.

Public houses

Five pubs said their customers made use of local licensed vehicles. Two said people made their own arrangements to get vehicles, one said either people made their own arrangements or staff would make contact, another said staff usually made arrangements for people, and the final said either people made their own arrangements or staff advised them about the nearby rank. Three were aware of nearby ranks, one was aware of a booking office and the other was not aware of either.

Three said customers had not complained about any issue with taxis whilst one said vehicles were occasionally delayed in arriving, and another said there were never enough taxis. This location was also aware that an informal rank near them was causing issues to local residents.

Night clubs

Four night clubs made no comment about licensed vehicles in the time available.

Other entertainment venues

One entertainment venue said their customers did use local licensed vehicles, mainly by using a freephone they had in their foyer. They were also aware of a rank outside and others nearby. They had received complaints from customers but did not wish to explain any further. One other location had closed down, one refused to provide any input and the other proved impossible to contact. Five other locations proved impossible to get through to by any means.

Restaurants

Four restaurants said their customers made use of local licensed vehicles. Two said staff would book vehicles, whilst others said whilst staff were willing to make bookings, many customers made their own arrangements. One was aware of a nearby rank with two others aware of booking offices. One was aware of neither. None had received any customer complaints. The only comment made was that one used a company who always arrived and then phoned the restaurant to ask them to send the customer to the vehicle. One location sought was found to be closed down, whilst two others made no comments.

Police

A police representative told us they did not think there was any problem with the number of hackney carriages available in Plymouth. They said many drivers constantly served a single location. They were aware there were always enough hackney carriages in the suburban shopping areas with ranks, but that there was never over-ranking there. They were concerned about the cost of use of the station rank which they felt was starting to become too expensive for those drivers currently choosing to serve to continue to do so. They felt the variation of closing times helped spread out late night demand very well.

Disability

Age UK Plymouth told us they found it hard to get wheel chair accessible vehicles at around 16:00 when most were on school runs. Further, many drivers did not come into their centre to collect passengers, but waited outside and then left without announcing their presence.

Other groups

A representative from Plymouth University said they felt hackney carriages were more expensive than private hire so tended not to use them. However, they also felt whilst there were more than enough taxis outside peak times, at peak there were not enough. They were concerned about where the daytime vehicles would be able to wait given rising levels of traffic congestion.

Of the wide range of both city council and other contacts sought, no others provided any response. Further details of those invited to respond are contained in Appendix 6.

Rail Industry statistics

The rail industry produces a set of annual information about the total number of passengers entering and exiting stations across mainland England, Scotland and Wales. These statistics are produced showing annual estimates ending in March of the year quoted. There tends to be a reasonable lag in provision of these numbers with new values usually issued in December of the year in question.

For the City of Plymouth, there are currently six national rail stations. As might be expected, Plymouth is the busiest, currently ranking 242nd out of a total of 2,563 stations, where the lower number shows the busiest station. The next busiest station in the City is Devonport, with 45,492 entries and exits for the latest year, placing it 2,018th in the rankings (up from the previous year). St Budeaux Victoria Road is 2,347th with 7,968, Keyham 2,364th with 7,188 (significantly down on the previous year), Dockyard 2,412th with 4,432 and St Budeaux Ferry Road lowest at 2,447th with 2,680 total in and out passengers. The values over the period of the data gathering for Plymouth are provided below.

Rail year (ends March in last yr noted)	Entries / exits	Growth / decline
Plymouth (242nd)		
1997 / 1998	1,294,698	n/a
1998 / 1999	1,340,634	+4%
1999 / 2000	1,386,052	+3%
2000 / 2001	1,298,879	-6%
2001 / 2002	1,392,778	+7%
2002 / 2003	1,431,674	+3%
2003 / 2004	Not collected	
2004 / 2005	1,519,011	+6% (2 yrs)
2005 / 2006	1,629,011	+7%
2006 / 2007	1,845,958	+13%
2007 / 2008	2,026,852	+10%
2008 / 2009	2,249,849	+11%
2009 / 2010	2,278,718	+1%
2010 / 2011	2,401,082	+5%
2011 / 2012	2,599,428	+8%
2012 / 2013	2,579,316	-1%
2013 / 2014	2,445,464	-5%
2014 / 2015	2,495,248	+2%
2015 / 2016	2,487,562	-0.3%
2016 / 2017	2,509,452	+0.9%
2017 / 2018	2,449,094	-0.1%
Last three years (14/15 to 17/18)		-2%

This table shows that the latest three years have seen a marginal decrease in flows at Plymouth station of around 2%. This compares to the 39% reduction observed in hackney carriage rank demand at that rank in the similar period.

The 2,449,094 includes 90,299 passengers interchanging at Plymouth. This suggests there are some 1,179,398 passengers leaving the station each year. The current weekly patronage of hackney carriages of 2,665 would mean they take away about 11% of the arriving passengers at the station based on multiplying this value by 50 to get from average weekly to annual levels.

6 Trade stakeholder views

The BPG encourages all studies to include 'all those involved in the trade'. There are a number of different ways felt to be valid in meeting this requirement, partly dependent on what the licensing authority feel is reasonable and possible given the specifics of those involved in the trade in their area.

The most direct and least costly route is to obtain comment from trade representatives. This can be undertaken by email, phone call or face to face meeting by the consultant undertaking the study. In some cases to ensure validity of the work being undertaken it may be best for the consultation to occur after the main work has been undertaken. This avoids anyone being able to claim that the survey work was influenced by any change in behaviour.

Most current studies tend to issue a letter and questionnaire to all hackney carriage and private hire owners, drivers and operators. This is best issued by the council on behalf of the independent consultant. Usual return is now using an on-line form of the questionnaire, with the option of postal return still being provided, albeit in some cases without use of a freepost return. Returns can be encouraged by email or direct contact via representatives.

Some authorities cover private hire by issuing the letter and questionnaire to operators seeking they pass them on when drivers book on or off, or via vehicle data head communications.

In all cases, we believe it is essential we document the method used clearly and measure response levels. However, it is also rare for there to be high levels of response, with 5% typically felt to be good and reasonable.

For this survey, the council issued letters and the survey to all drivers, owners and private hire operators. In total there were 134 responses provided, all but 20 of which were returned in paper format. This was more than the 88 returned in the previous survey. We also consulted with the local hackney carriage trade association, the Plymouth Licensed Taxi Association, PLTA.

Unusually, 56% of responses were made by those who said they drove private hire vehicles with 42% saying they drove hackney carriage. This was a much higher response from private hire than in the last survey when 65% of responses were from hackney carriage drivers. One person responded but told us they did not drive any vehicle, and two people told us they drove both hackney carriage and private hire.

In terms of average length of service, those driving hackney carriages tended to have a longer level of service, some 21 years compared to the 11 years of private hire, but the longest serving person was on the private hire side, with some 52 years quoted.

For the week before the person had answered the questionnaire, 38% of hackney carriage drivers said they had worked all seven days. 25% had worked six days and 22% five days. One had not worked and 13% had worked between two and four days. Their average working week was six days and 51 hours. Private hire drivers had on average worked five days, with 45% saying they worked six days and 32% five days. Just 11% said they had worked seven days. However, their average hours worked were not much less than the hackney carriage at 49 hours.

Most provided issues that affected their choice of shift, with some giving more than one reason. Of all the responses provided, the highest proportion, 30% said they worked at busy times. 18% said they worked around family commitments and 16% said they avoided disruptive passengers, quite a high level, and significantly higher than the 6% quoting this last time. Just 2% said they avoided heavy traffic, significantly reduced from the 19% of the previous survey, whilst 5% said their hours were influenced by them sharing a vehicle. Two people, 1% of the response, said the hours they worked were influenced by their age.

77% said they owned their own vehicle. This was exactly the same as in the last survey. Just 5% said someone else drove their vehicle – much reduced from the 14% of the last survey. 72% said they accepted pre-bookings with 79% of these via an office. However, 9% said their bookings were via an app.

14 different companies were named with a large private hire company obtaining 30% of the quotes. Another private hire operator gained 19%, and a third 17%. A hackney carriage circuit obtained 16% of quotes, with no other company getting more than 3% of the responses given. Some of the smaller names were clearly hackney carriage operations.

28 different ranks were quoted as being used by drivers. The top three had almost equal shares of 13-14% each, being Old Town Street, Derry's Cross (by which we understand they mean Raleigh Street) and the station. This was a similar level for Derry's Cross and an increase from 5% for the station and from 9% for Old Town Street.

Other ranks gained no more than 7% of mentions, with five either 6 or 7%, five between 2 and 4% and the remainder 1% each. Derriford Hospital rank gained 4% of mentions, with many other non-central ranks also quoted. Some more general names were also provided that were not clear which actual rank was mentioned. This suggests a good level of service is provided across the city to a range of ranks.

Of those responding, 91% felt the limit policy remained correct for the area. This was significantly increased from the 84% saying this in the last survey. This included a good number of private hire drivers. There were ten private hire and one hackney carriage who disagreed and felt the limit was not correct. 93% of those responding felt there were enough hackney carriages in the Plymouth area.

Many gave reasons they thought the limit benefits the public, with 22% of responses being that it reduced congestion and pollution, followed by 19% saying this meant supply and demand were kept equal. 14% felt it maintained vehicle standards. This time there was no mention of reduction in over-tired drivers.

16% said they did not believe the limit benefitted the public. Just over half of these were private hire, but there were several hackney carriages that gave this response, with all but one of them still agreeing the limit should be kept.

Of those telling us the reaction they would have were the limit removed or increased, the highest response at 36% was that they would leave the trade. This was almost the same as in the last survey. There were many other reactions, including the usual one that people would increase their hours (about 7% of the response).

For all respondents, the most frequent way of getting fares – for 43% - was by phone, with 34% from ranks, 15% by app and 2% hailing. School contracts accounted for just 2%. While just one driver said they got all their fares from ranks, a good number said they got all their contracts from phone bookings (relating to the high level of private hire response). The only other method for which people said they were totally dependent was phone app. A high proportion claimed to get up to a quarter of their fares from hailing.

Many other comments were made, most of which were that there was too little demand for the present hackney carriage fleet and that it was getting harder to make a living. Other comments about lack of ranks were also made.

One hackney carriage fleet owner provided their views about the current hackney carriage service provided. They informed us they were aware of at least 25 hackney carriages that were owned but which had no-one that wanted to drive them. This arose because the City did not produce enough revenue for drivers and suggested reasons including:

- Very small current levels of service personnel at Dockyard
- An empty Marine Barrack facility
- All student accommodation is now in the centre of town generally near to their teaching locations
- The cruise ship terminal remains unbuilt

They suggested there were probably a lot of drivers who actually had licences but did not use them, keeping them just in case they needed to use them at some point. Their conclusion was a surfeit of hackney carriage vehicles rather than any shortage.

7 Evaluation of unmet demand and its significance

It is first important to define our specific view about what constitutes unmet demand. Our definition is when a person turns up at a hackney carriage rank and finds there is no vehicle there available for immediate hire. This normally leads to a queue of people building up, some of who may walk off (taken to be latent demand), whilst others will wait till a vehicle collects them. Later passengers may well arrive when there are vehicles there, but because of the queue will not obtain a vehicle immediately.

There are other instances where queues of passengers can be observed at hackney carriage ranks. This can occur when the level of demand is such that it takes longer for vehicles to move up to waiting passengers than passengers can board and move away. This often occurs at railway stations but can also occur at other ranks where high levels of passenger arrivals occur. We do not consider this is unmet demand, but geometric delay and although we note this, it is not counted towards unmet demand being significant.

The industry standard index of the significance of unmet demand (ISUD) was initiated at the time of the introduction of section 16 of the 1985 Transport Act as a numeric and consistent way of evaluating unmet demand and its significance. The ISUD methodology was initially developed by a university and then adopted by one of the leading consultant groups undertaking the surveys made necessary to enable authorities to retain their limit on hackney carriage vehicle numbers. The index has been developed and deepened over time to take into account various court challenges. It has now become accepted as the industry standard test of if identified unmet demand is significant.

The index is a statistical guide derived to evaluate if observed unmet demand is in fact significant. However, its basis is that early tests using first principles identified based on a moderate sample suggested that the level of index of 80 was the cut-off above which the index was in fact significant, and that unmet demand therefore was such that action was needed in terms of additional issue of plates to reduce the demand below this level, or a complete change of policy if it was felt appropriate. This level has been accepted as part of the industry standard. However, the index is not a strict determinant and care is needed in providing the input samples as well as interpreting the result provided. However, the index has various components which can also be used to understand what is happening in the rank-based and overall licensed vehicle market.

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for hackney carriages and reflect this numerically. Whilst the principal inputs are from the rank surveys, the measure of latent demand comes from the public on-street surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of continuing the current policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

The present ISUD calculation has two components which both could be zero. In the case that either are zero, the overall index result is zero, which means they clearly demonstrate there is no unmet demand which is significant, even if other values are high.

The first component which can be zero is the proportion of daytime hours where people are observed to have to wait for a hackney carriage to arrive. The level of wait used is ANY average wait at all within any hour. The industry definition of these hours varies, the main index user counts from 10:00 to 18:00 (i.e. eight hours ending at 17:59). The present index is clear that unmet demand cannot be significant if there are no such hours. The only rider on this component is that the sample of hours collected must include a fair element of such hours, and that if the value is non-zero, review of the potential effect of a wider sample needs to be considered.

The other component which could be zero is the test identifying the proportion of passengers which are travelling in any hour when the average passenger wait in that hour is greater than one minute.

If both of these components are non-zero, then the remaining components of the index come into play. These are the peakiness factor, the seasonality factor, average passenger delay, and the latent demand factor.

Average passenger delay is the total amount of time waited by all passengers in the sample, divided by the total number of passengers observed who entered hackney carriages.

The seasonality factor allows for the undertaking of rank survey work in periods which are not typical, although guidance is that such periods should normally be avoided if possible particularly as the impact of seasons may not just be on the level of passenger demand, but may also impact on the level of supply. This is particularly true in regard to if surveys are undertaken when schools are active or not.

Periods when schools are not active can lead to more hackney carriage vehicles being available whilst they are not required for school contract work. Such periods can also reduce hackney carriage demand with people away on holiday from the area. Generally, use of hackney carriages is higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December (factoring high demand level impacts down) to 1.2 for January / February (inflating the values from low demand levels upwards).

There can be special cases where summer demand needs to be covered, although high peaks for tourist traffic use of hackney carriages tend not to be so dominant at the current time, apart from in a few key tourist authorities.

The peakiness factor is generally either 1 (level demand generally) or 0.5 (demand has a high peak at one point during the week). This is used to allow for the difficulty of any transport system being able to meet high levels of peaking. It is rarely possible or practicable for example for any public transport system, or any road capacity, to be provided to cover a few hours a week.

The latent demand factor was added following a court case. It comes from asking people in the on-street questionnaires if they have ever given up waiting for a hackney carriage at a rank in any part of the area. This factor generally only affects the level of the index as it only ranges from 1.0 (no-one has given up) to 2.0 (everyone says they have). It is also important to check that people are quoting legitimate hackney carriage rank waits as some, despite careful questioning, quote giving up waiting at home, which must be for a private hire vehicle (even if in hackney carriage guise as there are few private homes with taxi ranks outside).

The ISUD index is the result of multiplying each of the components together and benchmarking this against the cut-off value of 80. Changes in the individual components of the index can also be illustrative. For example, the growth of daytime hour queueing can be an earlier sign of unmet demand developing than might be apparent from the proportion of people experiencing a queue particularly as the former element is based on any wait and not just that averaging over a minute. The change to a peaky demand profile can tend towards reducing the potential for unmet demand to be significant.

Finally, any ISUD value must be interpreted in the light of the sample used to feed it, as well as completely in the context of all other information gathered. Generally, the guide of the index will tend not to be overturned in regard to significant unmet demand being identified, but this cannot be assumed to be the case – the index is a guide and a part of the evidence and needs to be taken fully in context.

Element	2018	2015	2012
Average wait (mins)	0.3	0.12	0.09
Peak factor	0.5	0.5	1
% Queues in weekday daytime hours	25	4.3	0.8
% pass in hours with waiting over 1 minute	10.24	4.74	2.37
Latent demand	1.027	1.037	n/a
Overall index	39.41	1.25	0.17
(nb overall index calculated from detail therefore does not necessarily match multiplying numbers shown			

Apart from the peak factor, which has remained the same, and the latent demand factor, which has reduced, all the elements of the index of significance of unmet demand have increased since the last survey, with the overall value now the highest in the surveys of recent years. These changes are despite there having been a reduction in demand of some 6%.

8 Summary, synthesis and study conclusions

This Taxi unmet demand survey on behalf of Plymouth has been undertaken following the guidance of the BPG and other recent case history regarding unmet demand and its significance.

Background and context

The principal survey work for this study was undertaken in November and December 2018 including on-street, rank and key stakeholder consultation. Driver views were obtained in March 2019. The study is in the background of a slow overall decline in vehicle numbers in the area, even for hackney carriages despite the limit being in place. This review is the latest in a Best Practice Guide (BPG) compliant set of surveys, the previous one of which was three years earlier, in 2015. Overall, the city has seen significant change in overall background economics with respect to reduced central retail, changes in student accommodation locations and changed evening and night time economy, all similar to national trends but in some case more focussed in Plymouth in their impact.

Rank observations

The rank observations show a small decline in overall usage of hackney carriages at ranks since the last survey, of some 6%. This compares to there having been growth between the previous two surveys of some 25%. This is not as severe a decline as might have been expected from the background information about changes, although the level of usage might have been increased by poor weather conditions during the rank survey work.

Despite there being reductions in flows related to the night time economy, overall the level of peakiness of demand has in fact increased in the area. However, it also seems that the focus of night usage has also tended to become itself more focussed. The changes in the retail mix have been reflected in Raleigh Street reducing patronage whilst Old Town Street has increased making it the busiest City rank at this time – with just over a fifth of all passengers observed here.

The concentration of passenger flow is demonstrated by there now only being three of the range of ranks in the entire City that have 10% or more of weekly demand. Two other ranks, the Iceland one and that at Derriford Hospital, have seen increased usage. The increase at the hospital relates to access changes to the rank location and demonstrate that it is possible with care to see increased usage of hackney carriages from ranks.

Hackney carriages remain available right across the City in ranks both in the central area and in the suburbs. This is excellent service and good usage of vehicles.

79% of all observed hours did not have any average wait time at all for passengers. Further, for the hours when average passenger waits were a minute or more, only 46% of those travelling in those hours actually experienced a wait themselves. Observed waits of 11 or more minutes were restricted to just 0.2% of all passengers. Further, the two largest wait times were at private ranks and not council provided facilities.

In this survey a reduced level of vehicle activity was observed, with just under a quarter of all plates seen in our sample observations. The busiest hour saw just 9% of the fleet observed. Whilst this reflects the fact that some of the fleet are not active at all, it is also a result of the wide spread of the fleet over the full area. It is also symptomatic of the size of the City and the relatively longer return to rank times we observed.

However, overall it demonstrates plenty of spare capacity even within the vehicle fleet, yet alone the option of driver sharing of vehicles which no longer appears to be as high as it has been in the past. Further discussion of this follows in the synthesis section of the report.

A very high level of usage was observed of hackney carriages at ranks by those in wheel chairs, and by others with disabilities. A key site for both was the developing Derriford Hospital rank, which is excellent practice that needs to be applauded and advertised.

With respect to rank abuse, the key impact is on some lesser used suburban ranks with many city centre locations being designed to make it very hard for them to be abused.

On street public views

Our survey of 254 people across the entire Plymouth city authority area was fairly representative, although less men and less older people were interviewed than suggested by current census figures. The sample saw 85% say they lived in the Plymouth city area with 58% saying they had regular access to a car.

Quoted usage of licensed vehicles at 43% was reduced from the 2015 level of 64%. Overall estimated usage was also reduced, down to 1.5 trips per person per month, but the proportion estimated to be using hackney carriages was a high 60%.

43% said their normal method of getting a licensed vehicle was at a rank, with 40% phone, 6% free phone and 10% an app. The final 1% was hailing. This again puts hackney carriages in a good light in terms of how people tend to get licensed vehicles in the area.

For those phoning for vehicles there now seem to be two dominant private hire companies, but a hackney carriage phone link did take the third most – at 7% of all quoted phone numbers. This level is increased from the 3% of 2015 suggesting improved marketing by the hackney carriage networks.

As might be expected with a fully wheel chair accessible and generally 'black cab' style hackney carriage fleet, just 3% could not remember seeing a hackney carriage in the area. However a much higher 53% could not remember when they last used a hackney carriage. Both these values were increased from 2015 which counters the other evidence of increase hackney carriage usage levels.

Good knowledge and use of ranks was identified. The station was most known about whilst Old Town Street came second. High proportions of those mentioning all ranks said they actually used them. Suburban ranks were known about as well as many central area ones, although some well-used ranks did not seem to be known as their formal names (principally Raleigh Street).

The experience of using vehicles was generally good or very good with only fares having any very poor or poor scores. This was backed up by people telling us a key thing that might increase their usage of hackney carriages was lower fares.

People were generally satisfied they could get a hackney carriage when and where they wanted one. Most of those needing disability adapted vehicles said they needed a wheel chair style vehicle.

The rank-based latent demand factor was estimated at 2.3% and the hailing level at 0.4%, giving a total latent demand value of 2.7%, less than the 3.7% estimated in 2015.

Everyone felt safe using hackney carriages in the daytime and this value only fell to 88% for night travel. There was reasonable support for a livery with most saying this would help improve feelings of safety. 34% would use an electric vehicle but there was reticence by these to pay any more to do so. A higher proportion, 65% said they would use a credit card facility, but again only if it did not cost more. 28% said they would still pay cash.

Key stakeholder views

There were a few complaints about licensed vehicles from key stakeholders, but none were significant. There was a very high knowledge by stakeholders about ranks near their venues and an awareness that their customers often used them. However, some ranks were known not to be used by customers even though they were near the premises in question.

The police were pleased with the level of availability of hackney carriages in the area, with their main concern being the cost of vehicles to service the station.

A disability organisation expressed their members often had issues getting vehicles when many were servicing education contracts and had detailed issues with how drivers did not collect passengers that could not wait outside due to their disabilities.

National statistics suggest flows at Plymouth station have reduced since the last survey, but not by as much as the usage of the rank has reduced. Despite this, there are still about 11% of passengers that arrive at the station estimated to be leaving in hackney carriages from the rank.

Trade views

A much higher response was received to our all-driver survey in this survey, although this time 56% of responses were from those saying they drove private hire vehicles.

Average length of service tended to be about twice as long for hackney carriage drivers compared to private hire. Generally, hackney carriage drivers worked more days but only marginally more hours than their private hire counterparts. This is typical.

Most worked when it was busiest, but 16% said they avoided times when passengers might be more disruptive. The same, high proportion, said they owned their own vehicles with little sharing of vehicles.

A very high proportion accepted pre-bookings with 79% via an office, but 9% using an app. Many of the pre-bookings went to hackney carriages.

The top three ranks used mirrored those used by the public, although Raleigh Street, Old Town Street and the station, all obtained similar quoted levels of use by the trade. The trade tended to call Raleigh Street Derry's Cross.

The level of drivers supporting the limit had risen to 91% from the 84% of three years previous. The bulk of those against the limit were from the private hire element. The top benefit for the limit to the public quoted was that it reduces congestion and pollution, with almost an equal amount saying they believed it kept demand and supply balanced.

When asked how fares were obtained, phone and ranks were the top two methods, although quite a few said they got up to a quarter of their fares from hailing.

A large fleet owner told us they felt demand had reduced and that a good number of hackney carriage vehicles were not actually being used because of this drop in demand.

Formal evaluation of significance of unmet demand

The elements of the index of significance of unmet demand have mainly tended to increase this time towards unmet demand becoming significant. However, the peakiness factor has actually stayed the same whilst the latent demand value has fallen. The index has increased to 39.41 this time, which remains a long way from the level of 80 that defines the observed unmet demand (which occurs nearly everywhere) as being significant. These changes are despite a reduction in demand but could also relate to the poor weather conditions during the survey that would tend to reduce the ability of the fleet to react to demand, whilst perhaps increasing demand and the distance likely to be travelled.

The largest increase has been in the proportion of off-peak hours that have any queues by passengers – often a symptom of increased usage of phone bookings and apps by hackney carriages, which tends to leave them sitting at ranks much less. However, this can often actually be a benefit to customers if they choose to use an app or a phone booking to obtain their hackney carriage.

Synthesis

Whilst there has been only marginal change to actual rank provision in the area since the last study, there have been many changes on the demand side that, in the end, resulted in a small overall reduction in the number of trips being made from ranks by hackney carriages in the City. Both the private hire and hackney carriage trade have upped their game but in the end both fleets have reacted by reduced numbers of vehicles being able to operate. The trade have reacted to the changed circumstances in many ways. As already noted above, some have moved out of the trade.

On the company side, many larger companies have bought out smaller ones to reduce competition, but at the same time have increased overall competition through marketing. Introduction of apps has fuelled new customer expectation, and more hackney carriages have moved towards both apps and access to telephone networks to increase their opportunities to obtain work. Both of these have improved customer access to vehicles, but reduced availability at ranks in quieter periods.

People in the area are highly satisfied with the service they obtain, and ranks remain high in the options considered both by people and by key stakeholders in how their customers are serviced. People feel safe using hackney carriages but the main concern relates to cost – with people always seeking to make better use of their money which leaves hackney carriages with fixed fares more susceptible to competition – although they do seem to be coping and reacting to some extent as well.

Where ranks have been made more accessible, such as at Derriford Hospital, or where demand has grown, levels of rank usage have increased. Overall people get a good service at ranks, although there is some evidence that private ranks may get marginally worse service at times. Other demand has gone away with retail spaces emptying and students moving to locations where they need less transport. In some cases, such as at Plymouth station, improved public transport and walking options, together with private hire booking options, have moved demand away from the hackney carriage.

But overall, the hackney carriage trade has done well to almost retain its market share and level of patronage, and its customer base and support remains good.

Further, the trade provides a very high level of service to those with disabilities, both wheel chair and those not needing wheel chair service, demonstrated by a very high level of observed usage. This needs to be applauded.

Conclusions

There is no evidence that unmet demand in the City licensing area is significant at this point in time. There is plenty of evidence that the hackney carriage trade is well able to react positively to opportunities to meet passenger need when access to its services are improved. However, the service in Plymouth has a relatively high sensitivity to price.

On the contrary, however, the changes to the evening and night time economy have made servicing such demand much less lucrative such that there is some evidence that less drivers are now willing to meet what is much less trade. This might, somewhat perversely, need an encouragement for those providing a general excess of vehicles in the daytime, to switch to night time demand, for which the main way is by having higher fares, which people tend to be willing to pay more when there are less alternatives available.

However, as stated many times above, both sides of the trade are demonstrating reduced demand by reduced vehicle fleets. There is currently a gap between the number of plates on offer and those currently active. There is some evidence that even some of the plates that are still 'on the books' may well be laid up. To encourage the trade that remain, one option would be to introduce a 'moratorium' on new licence issue, with any unused plate being extinguished by use of a settling limit. This would ensure current service providers were able to be certain they would not see present demand further diluted by any new vehicles. Mechanisms would need to be in place to allow new demand for plates to be recorded perhaps by a waiting list.

At the same time, it will remain very important to ensure that current well-performing locations, such as Old Town Street are not hindered in any way from providing their current service and accessibility.

9 Recommendations

On the basis of the evidence gathered in this Taxi unmet demand survey for Plymouth, our key conclusion is that there is no evidence of any unmet demand for the services of hackney carriages either patent or latent which is significant at this point in time in the Plymouth licensing area. The committee is therefore able to retain the present limit, and at the current level.

However, we would recommend that the limit be revised immediately to the current level of vehicles and that a settling limit and moratorium be applied so that unused plates are extinguished as demand for their services continues to fall. It would be expected that the level of private hire vehicles would continue to reduce under market forces although this should be kept under review in case there was need for the hackney plates that were being extinguished to be available for re-use.

The need for a higher night tariff should be reviewed to attempt to shift some of the excess of daytime vehicles back towards servicing the now very different night demand profiles.

The issue that 20% of hackney carriage drivers have an exemption from servicing wheel chair demand should be considered further and those unable to provide the full service their vehicle can provide should be encouraged to work with other drivers to allow their wheel chair capabilities to be used as much as practicable. This is particularly important because so much use is currently observed of that facility in this area.

This report needs to be widely shared with other elements of the City particularly those developing overall transport policy to ensure that hackney carriages can continue to provide their essential service to the City and its visitors / businesses.

DfT stats suggest limit began 1999, actually at least 1975

	hcv	phv	lv total	hcd	phd	dd	total d		Ops	% hcv WAV	% phv WAV
1975	90	500	590					**1975**		100	
1976	90	400	490					**1976**		100	
1977/9	100	400	500					**1977/9**		100	
1980	175	300	475					**1980**		100	
1983	181	294	475	252	372		624	**1983**		100	
1985	181	285	466	255	358		613	**1985**		100	
1986	186	277	463	255	350		605	**1986**		100	
1987	201	281	482	258	319		577	**1987**		100	
1988	239	288	527	302	313		615	**1988**		100	
1989	290	278	568	339	279		618	**1989**		100	
1990	338	253	591	377	264		641	**1990**		100	
1991	352	261	613	417	287		704	**1991**		100	
1992	341	256	597	419	258		677	**1992**		100	
1993	340	240	580	411	259		670	**1993**		100	
1994D	342	270	612	416	281		697	**1994D**		100	
1995	341	299	640	401	329		730	**1995**		100	
1996	335	333	668	402	301		703	**1996**		100	
1997D	359	362	721	418	375		793	**1997D**		100	
1998	359	434	793	414	414		828	**1998**		100	
1999D	358	471	829	427	454		881	**1999D**	9	100	
2001D	360	643	1003	487	647		1134	**2001D**	12	100	
2004D	359	638	997	429	700	2	1131	**2004D**	12	100	
2005D	359	850	1209	490	850	3	1343	**2005D**	10	100	
2007D	360	722	1082	488	852		1340	**2007D**	11	100	
2009D	366	752	1118	480	857		1337	**2009D**	21	100	
2010N	366	814	1180	*465*	*825*		*1290*	**2010N**	*26*	100	
2011D	367	793	1160	450	793		1243	**2011D**	31	100	
2012N	366	767	1133	*443*	*816*		1259	**2012C**	*30*	100	
2013D	367	790	1157	436	839		1275	**2013D**	28	100	
2014N	367	794	1161	*421*	*844*		1265	**2014N**	*29*	100	

2015D	367	806	1173	406	849		1255	**2015D**	29	100	
2016	367	832	1199	394	863		1257	**2016**	31	100	
2017D	357	835	1192	392	838		1230	**2017D**	41	100	1.4
2018D	354	808	1162	386	812		1198	**2018D**	41	100	2
2018C	346	807	1153	387	803		1190	**2018C**	41	100	1.4

Appendix 2 – List of ranks

City Centre Area

Rank Number	Location	Hours of Operation	Spaces Available
1	Guildhall Square (Adjacent car park)	24 hours	3
2	Royal Parade (Theatre Royal)	24 hours	6
3	Royal Parade (Brass Monkey)	Midnight to 6am	2
4	Raleigh Street	24 hours	9 x 2 (18)
5	Cornwall Street West (Rank 1)	6pm to 6am	4
6	Cornwall Street West (Rank 2)	24 hours	4
7	Mayflower Street (Karma)	24 hours	4
8	Mayflower Street (Iceland)	24 hours	10
9	Mill Street (Good Companions)	24 hours	2
10	Charles Street	24 hours	3
11	Old Town Street	24 hours	14
12	Exeter Street	24 hours	4
13	Bretonside	24 hours	9
14	Whimple Street	24 hours	3
15	Princess Street	10pm to 8am	4
16	Finewell Street	24 hours	2
17	The Parade (rank 1)	24 hours	2
18	The Parade (rank 2)	9pm to 6am	6
19	Derry's Cross (Reel Cinema)	24 hours	2
20	Derry's Cross (Pizza Express)	24 hours	5
21	Union Street (Walkabout - South side)	11.30pm to 5.30am	9
22	Union Street (Genting Casino - North side)	11.30pm to 5.30am	9
23	Martin Street	9pm to 6am	10
24	The Octagon	24 hours	3
25	Western Approach	Midnight to 6am	8
26	Union Street (Dance Academy)	8pm to 6am	8
27	Tavistock Place	8pm to 8am	4
28	Derry's Cross (Dial a Ride)	6pm to 6am	3
29	Armada Way	24 hours	2
30	The Barbican (Mayflower Centre)	6pm to 6am	4

Suburban Area

Rank Number	Location	Hours of Operation	Spaces Available
31	Admirals Hard (Cremyll ferry)	24 hours	2
32	Albert Road (Dockyard)	24 hours	4
33	Cross Park Road	24 hours	2
34	Ferry Road (Torpoint ferry)	24 hours	12
35	Saltash Road	24 hours	3
36	Wolseley Road	24 hours	5
37	St. Levan Road	24 hours	4
38	Church Street	24 hours	2
39	Ridgeway (Post Office PH)	24 hours	3
39A	Ridgeway (Joshua Reynolds PH)	24 hours	2
40	Derriford Hospital	24 hours	3
41	Mutley Plain 1 (Top End Taxi Shelter)	24 hours	3
42	Mutley Plain 2 (Middle Bus Layby)	8pm to 6am	3
43	Mutley Plain 3 (Mutley Crown)	8pm to 6am	3
44	Houndiscombe Road	24 hours	3
45	Plymouth Train Station (Permits Only)	24 hours	15
46	Drake Circus (University)	Midnight to 6am	3
47	North Hill (Adjacent Sherwell Arcade)	6pm to 6am	5
48	Madden Road	24 hours	3
49	Plymstock Broadway Car Park	24 hours	2
50	Barbican Approach Road	11pm to 5am	4

Total 253

Appendix 3 – Timetable of rank observations

Please see separate document

Appendix 4 – Detailed rank observation results

Please see separate document

Appendix 5 – Detailed on street interview results

Please see separate document

Appendix 6 List of Stakeholders consulted

Key consultee	Response
Supermarkets	
Co-operative Wilton St	Y
Morrison's Outland Rd	Y
Tesco Transit Way Superstore	Y
Iceland Mayflower St	Y
Iceland, Plymstock Shopping Centre	Y
Co-op, St Budeaux Shopping Centre	Y
Sainsbury's, Armada Centre	N
Morshea Road Post Office	N
Asda Plymouth Supercentre	N
Hotels	
Duke of Cornwall Hotel	Y
The Drake	Y
Ashgrove House	Y
Invicta Hotel	R
Barbican Reach	R
Restaurants / Cafes	
The Waterfront	Y
JD's Grill	Y
The Chancel	Y
Wildwood	Y
River Cottage	Gone
The Artillery Tower	R
Seco Lounge	R
Entertainment	
Tenpin Bowling Barbican	R
Crown Hill Library	R
Reel Cinema, Derry's Cross	Gone
Theatre Royal	Y
Public Houses	
Annabelles	Y
Brass Monkey, City Centre	Y
Maritime Inn, Parade, Barbican	Y
The Bank	Y
Kitty O'Hanlon's	Y
Two Trees, City Centre	Gone
Tamar, Crownhill	R
The Ship, Parade, Barbican	N
The Read and Roses Free House	N
The Navy Inn	N

Night Clubs	
Pryzm	N
Jesters	N
Switch	N
Popworld	N
Other key stakeholder groups	
Plymouth Guild	N
Cattewater Harbour Commissers	N
Plymouth Citizens Advice Bureau	N
Devon and Plymouth Chamber of Commerce	N
National Marine Aquarium	N
Police	Y
Age UK Plymouth	Y
Plymouth University	Y
Access Plymouth	N
PADAN	N
Highbury Trust	N
NHS Plymouth	N
National Express	N
Plymouth Marjon University	N
GWR, Plymouth	N
Various Plymouth City Officers	N
Taxi first	N
Need A Cab	N
Ridge Cabs	N
PLTA	(N)

Unmet demand survey — Plymouth — LVSA

		Suburban																			Private							
		Old Town St and Whimple St feeder	Raleigh St	Union St (Walkabout - south side)	Union St (Kularoos - north side)	Mayflower St (Iceland)	Derry's Cross (Dial a ride)	The Octagon with Martin St feeder	Derry's Cross (New China Garden / Pizza Exp feeder to	Royal Parade (Theatre Royal)	The Barbican, Parade Ranks 1 and 2	Vauxhall St informal location	The Barbican (Mayflower Centre)	Royal Parade (Brass Monkey)	North Hill (adj Sherwell Arcade)	Mutley Plain 3 (Sainsbury's)	Wolseley Rd St Budeaux	Barbican Approach Rd (Oceana)	Ferry Rd (Torpoint Ferry)	Mutley Plain 2 (middle bus lay by)	Saltash Rd HMS Drake exit	Plympton Ridgeway (Post Office PH)	Plymstock Broadway Car park	Mutley Plain 1 (Top end taxi shelter)	Plympton Ridgeway (Joshua Reynolds PH)	Plymouth railway station	Derriford Hospital	Hours
Operating Hours		24hr	24hr	2330-0530		24hr	18-06	24hr	24hr	24hr	21-06 and		18-06	00-06	18-06	20-06	24hr	23-05	24hr	20-06	24hr	24hr	24hr	24hr	24hr	24hr	24hr	
Rank Spaces		14+3	18	9	9	10	3	3	5	6	6 + 2		4	2	5	3	5	4	12	3	3	3	2	3	2	15	3	
2015 rank		1	2	8	6	11	17	19	20	un	4	7	26	unused	5	9	10	12	14	15	16	18	21	22	28	3	24	
Thursday	14:00	1	1			1																						2
Thursday	15:00	2	2			2			1								1		1									5
Thursday	16:00	3	3			3			2								2		2									5
Thursday	17:00	4	4			4			3								3		3									5
Thursday	18:00	5	5			5			4						1		4		4									6
Thursday	19:00	6	6			6			5						2		5		5									6
Thursday	20:00	7	7	1			1								3	1	6		6	1								8
Thursday	21:00	8	8	2			2			1	1				4	2	7			2								9
Thursday	22:00	9	9	3			3			2	2				5	3	8			3								9
Thursday	23:00	10	10	4			4			3	3				6	4	9	1		4								10
Thursday	00:00	11	11	5			5			4	4				7	5		2		5								9
Friday	01:00	12	12	6			6				5				8			3										6
Friday	02:00	13	13	7							6				9			4										5
Friday	03:00	14	14	8							7				10			5										5
Friday	04:00	15	15	9							8							6										4
Friday	05:00	16	16																7									2
Friday	06:00	17	17																8							1		3
Friday	07:00	18	18																9					1		2		4
Friday	08:00	19	19			7											10		10					2		3		6
Friday	09:00	20	20			8											11		11					3		4		6
Friday	10:00	21	21			9											12		12					4		5	1	7
Friday	11:00	22	22			10											13							5		6	2	6
Friday	12:00	23	23			11			6								14				1			6		7	3	8
Friday	13:00	24	24			12			7								15				2			7		8	4	8
Friday	14:00	25	25			13			8								16				3					9	5	7
Friday	15:00	26	26			14			9								17		13		4					10	6	8
Friday	16:00	27	27			15			10								18		14		5					11	7	8
Friday	17:00	28	28			16			11								19		15		6					12	8	8
Friday	18:00	29	29			17											20		16							13		5
Friday	19:00	30	30			18											21									14		4
Friday	20:00	31	31	10	1		7						1		11	6	22			6						15		10
Friday	21:00	32	32	11	2		8				9		2		12	7	23			7						16		11
Friday	22:00	33	33	12	3		9	1			10		3		13	8	24			8						17		12
Friday	23:00	34	34	13	4		10	2			11		4		14	9	25	7		9						18		13
Friday	00:00	35	35	14	5		11	3			12		5	1	15	10	26	8		10						19		14
Saturday	01:00	36	36	15	6		12	4			13		6	2	16	11	27	9		11						20		14
Saturday	02:00	37	37	16	7			5			14			3	17	12	28	10		12						21		12
Saturday	03:00	38	38	17							15			4	18		29	11								22		8
Saturday	04:00	39	39	18							16			5	19		30	12								23		8
Saturday	05:00	40	40								17						31									24		4
Saturday	06:00	41	41														32									25		3
Saturday	07:00	42	42														33											2
Saturday	08:00	43	43			19											34							8				4
Saturday	09:00	44	44			20			12								35					1	1	9	1			8
Saturday	10:00	45	45			21			13								36					2	2	10	2			8
Saturday	11:00	46	46			22			14								37					3	3	11	3			8
Saturday	12:00	47	47			23			15								38					4	4	12	4			8
Saturday	13:00	48	48			24			16								39					5	5	13	5			8
Saturday	14:00	49	49			25											40					6	6	14	6			7
Saturday	15:00	50	50			26											41					7	7	15	7			7
Saturday	16:00	51	51			27											42					8	8		8			6
Saturday	17:00	52	52			28											43					9	9		9			6
Saturday	18:00	53	53			29		6							20		44						10					6
Saturday	19:00	54	54			30		7							21		45											5
Saturday	20:00	55	55	19		31		8							22													5
Saturday	21:00	56	56	20				9			18	1			23													6
Saturday	22:00	57	57	21				10			19	2			24													6
Saturday	23:00	58	58	22				11			20	3		6	25													7
Saturday	00:00	59	59	23				12			21	4		7	26													7
Sunday	01:00	60	60	24				13			22	5		8	27													7
Sunday	02:00	61	61	25				14			23	6		9	28													7
Sunday	03:00	62	62	26				15			24	7			29													6
Sunday	04:00	63									25	8			30													3
Sunday	05:00	64									26				31													2
Sunday	06:00	65													32													1
Sunday	07:00	66																										0
Sunday	08:00	67																										0
Sunday	09:00	68																										0
Sunday	10:00	69																										0
Sunday	11:00	70																										0
Sunday	12:00	71																										0
Sunday	13:00	72																										0
Sunday	14:00	73																										0
Sunday	15:00																											0
Sunday	16:00																											0

Week day		77	17	60		
Week night		77	77			
Weekend day		58	58	0		
Weekend night		176	111	65		
Inter periods		45	21	21	3	
		see right---				

433

Total hrs at site	*73*	*62*	*26*	*7*	*31*	*12*	*15*	*16*	*4*	*26*	*8*	*6*	*9*	*32*	*12*	*45*	*12*	*16*	*12*	*6*	*9*	*10*	*15*	*9*	*25*	*8*	433
																											433

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Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Old T St	8/11/18	19	6	10	6	1.7	0	0%	6	00:01:44	00:01:44	00:04:47						
Old T St	8/11/18	20	23	21	14	1.5	3	18%	17	00:16:43	00:16:13	00:41:04	00:00:20	00:03:33	2			00:04
Old T St	8/11/18	21	12	14	10	1.4	4	29%	14	00:19:01	00:19:39	00:32:30	00:00:12	00:03:04	1			00:03
Old T St	8/11/18	22	11	15	10	1.5	4	29%	14	00:14:07	00:14:27	00:21:50	00:00:33	00:04:13	1	1		00:07
Old T St	8/11/18	23	6	8	4	2	2	33%	6	00:14:44	00:17:29	00:36:18						
Old T St	9/11/18	0	5	4	3	1.3	3	50%	6	00:04:08	00:04:18	00:08:37						
Old T St	9/11/18	1																
Old T St	9/11/18	2																
Old T St	9/11/18	3																
Old T St	9/11/18	4																
Old T St	9/11/18	5	1		0		1	100%	1	00:00:10								
Old T St	9/11/18	6	6	2	2	1	0	0%	2	00:21:44	00:21:44	00:36:04						
Old T St	**8/11/18**		**70**	**74**	**49**	**1.5**	**17**	**26%**	**66**									**0:00:15**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Old T St	9/11/18	7	1	5	5	1	0	0%	5	00:13:27	00:13:27	00:13:27						
Old T St	9/11/18	8	9	11	7	1.6	0	0%	7	00:09:16	00:09:16	00:15:56						
Old T St	9/11/18	9	20	12	10	1.2	1	9%	11	00:42:24	00:43:32	01:07:42						
Old T St	9/11/18	10	15	14	11	1.3	1	8%	12	01:01:03	01:01:03	01:13:19						
Old T St	9/11/18	11	15	22	16	1.4	0	0%	16	00:35:32	00:35:18	00:45:08						
Old T St	9/11/18	12	35	43	31	1.4	2	6%	33	00:20:06	00:19:30	00:34:51						
Old T St	9/11/18	13	24	53	37	1.4	2	5%	39	00:15:48	00:15:48	00:31:43						
Old T St	9/11/18	14	57	76	56	1.4	0	0%	56	00:06:13	00:06:13	00:15:43	00:00:17	00:04:48	5			00:05
Old T St	9/11/18	15	54	82	54	1.5	0	0%	54	00:01:05	00:01:05	00:03:42	00:01:44	00:02:58	44	3		00:07
Old T St	9/11/18	16	65	97	65	1.5	1	2%	66	00:02:35	00:02:34	00:07:34	00:00:09	00:02:54	4	1		00:06
Old T St	9/11/18	17	35	56	34	1.6	1	3%	35	00:01:10	00:01:08	00:02:08	00:04:27	00:06:05	27	9	8	00:13
Old T St	9/11/18	18	60	76	48	1.6	0	0%	48	00:04:38	00:04:33	00:15:47	00:00:27	00:02:44	12			00:04
Old T St	9/11/18	19	29	38	27	1.4	2	7%	29	00:18:25	00:18:42	00:41:15						
Old T St	9/11/18	20	18	31	18	1.7	0	0%	18	00:48:00	00:48:00	01:05:20						
Old T St	9/11/18	21	13	25	14	1.8	0	0%	14	00:55:19	00:55:07	01:06:43						
Old T St	9/11/18	22	13	19	9	2.1	4	31%	13	00:51:46	00:50:48	01:04:37						
Old T St	9/11/18	23	16	32	19	1.7	1	5%	20	00:26:31	00:24:52	00:38:09						
Old T St	10/11/18	0	5	13	8	1.6	3	27%	11	00:31:51	00:38:32	00:47:15						
Old T St	10/11/18	1	4	3	3	1	2	40%	5	00:02:39	00:03:09	00:04:27						
Old T St	10/11/18	2	1	1	1	1	0	0%	1	00:01:27	00:01:27	00:01:27						
Old T St	10/11/18	3	3	2	2	1	1	33%	3	00:01:56	00:02:12	00:02:26						
Old T St	10/11/18	4																
Old T St	10/11/18	5	2	2	1	2	1	50%	2	00:01:54	00:00:43	00:00:43						
Old T St	10/11/18	6	2	1	1	1	0	0%	1	00:16:56	00:16:56	00:33:14						
Old T St	**9/11/18**		**496**	**714**	**477**	**1.5**	**22**	**4%**	**499**				**0:00:40**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Old T St	10/11/18	7	3	3	2	1.5	0	0%	2	00:28:36	00:28:36	00:31:57						
Old T St	10/11/18	8	11	7	6	1.2	1	14%	7	00:29:09	00:29:17	00:36:50						
Old T St	10/11/18	9	9	10	7	1.4	2	22%	9	00:27:48	00:27:48	00:40:07						
Old T St	10/11/18	10	14	17	13	1.3	0	0%	13	00:30:23	00:30:23	00:39:22						
Old T St	10/11/18	11	22	46	29	1.6	0	0%	29	00:06:55	00:06:55	00:13:39						
Old T St	10/11/18	12	36	48	34	1.4	1	3%	35	00:03:42	00:03:46	00:10:04	00:00:04	00:01:46	2			00:02
Old T St	10/11/18	13	47	67	38	1.8	1	3%	39	00:08:45	00:08:45	00:16:38						
Old T St	10/11/18	14	49	91	54	1.7	0	0%	54	00:04:49	00:04:49	00:10:34	00:00:29	00:02:27	18			00:05
Old T St	10/11/18	15	66	102	50	2	0	0%	50	00:16:02	00:16:02	00:39:02	00:00:01	00:01:10	2			00:01
Old T St	10/11/18	16	31	79	42	1.9	2	5%	44	00:20:40	00:19:58	00:37:04						
Old T St	10/11/18	17	58	87	52	1.7	0	0%	52	00:10:21	00:10:21	00:21:03	00:00:01	00:01:21	2			00:01
Old T St	10/11/18	18	39	67	39	1.7	2	5%	41	00:13:22	00:13:33	00:23:59						
Old T St	10/11/18	19	37	50	30	1.7	3	9%	33	00:22:07	00:21:49	00:38:15						
Old T St	10/11/18	20	18	45	22	2	2	8%	24	00:25:54	00:25:50	00:34:21						
Old T St	10/11/18	21	34	44	25	1.8	3	11%	28	00:24:44	00:24:36	00:28:16						
Old T St	10/11/18	22	26	81	33	2.5	2	6%	35	00:17:32	00:17:31	00:24:23						
Old T St	10/11/18	23	26	58	30	1.9	1	3%	31	00:12:40	00:12:40	00:27:41	00:00:13	00:03:26	4			00:03
Old T St	11/11/18	0	36	70	36	1.9	0	0%	36	00:03:00	00:03:00	00:13:48	00:00:08	00:01:28	6			00:01
Old T St	11/11/18	1	19	21	17	1.2	1	6%	18	00:08:55	00:08:52	00:20:53						
Old T St	11/11/18	2	8	11	8	1.4	1	11%	9	00:09:42	00:07:10	00:12:00	00:00:07	00:01:20	1			00:01
Old T St	11/11/18	3	14	16	12	1.3	1	8%	13	00:05:48	00:05:48	00:20:27	00:00:08	00:01:09	2			00:01
Old T St	11/11/18	4	5	4	4	1	2	33%	6	00:17:02	00:21:55	00:31:17						
Old T St	11/11/18	5	2	2	2	1	0	0%	2	00:34:12	00:34:12	00:40:51						
Old T St	11/11/18	6	2	2	2	1	0	0%	2	00:26:49	00:32:54	00:32:54						
Old T St	**10/11/18**		**612**	**1028**	**587**	**1.8**	**25**	**4%**	**612**				**0:00:05**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Old T St	11/11/18	7	5	2	2	1	1	33%	3	00:34:25	00:28:49	00:50:52						
Old T St	11/11/18	8	7	3	2	1.5	2	50%	4	00:41:51	00:42:29	00:58:46						
Old T St	11/11/18	9	6	7	5	1.4	1	17%	6	00:46:57	00:46:57	00:58:22						
Old T St	11/11/18	10	10	11	9	1.2	0	0%	9	00:39:02	00:39:17	00:54:20						
Old T St	11/11/18	11	12	20	13	1.5	1	7%	14	00:25:58	00:25:58	00:45:54						
Old T St	11/11/18	12	30	50	27	1.9	0	0%	27	00:08:19	00:08:19	00:13:53						
Old T St	11/11/18	13	16	40	24	1.7	0	0%	24	00:11:49	00:11:49	00:17:11						
Old T St	**11/11/18**		**86**	**133**	**82**	**1.6**	**5**	**6%**	**87**				**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number waiting 11 mins or more	Number of people waiting 6-10 mins	Maximum passenger wait time
S Dford Hosp	9/11/18	10	14	16	11	1.5	0	0%	11	00:11:18	00:11:18	00:25:10	00:00:34	00:02:17	4			00:03
S Dford Hosp	9/11/18	11	6	9	6	1.5	0	0%	6	00:25:59	00:25:59	00:38:10						
S Dford Hosp	9/11/18	12	18	25	17	1.5	1	6%	18	00:09:50	00:09:17	00:25:35						
S Dford Hosp	9/11/18	13	9	14	8	1.8	1	11%	9	00:14:06	00:14:06	00:25:47						
S Dford Hosp	9/11/18	14	14	23	17	1.4	0	0%	17	00:06:46	00:06:46	00:23:38	00:00:11	00:02:21	2			00:03
S Dford Hosp	9/11/18	15	23	28	19	1.5	1	5%	20	00:06:43	00:06:23	00:17:49	00:00:02	00:01:03	1			00:01
S Dford Hosp	9/11/18	16	13	24	15	1.6	1	6%	16	00:01:35	00:01:39	00:03:03	00:00:26	00:03:16	3			00:03
S Dford Hosp	9/11/18	17	4	3	3	1	0	0%	3	00:02:07	00:02:07	00:05:12						
S Dford Hosp	9/11/18	18	12	14	13	1.1	0	0%	13	00:02:52	00:02:52	00:06:34	00:00:19	00:02:19	2			00:03
S Dford Hosp	9/11/18	19	11	10	10	1	1	9%	11	00:06:46	00:05:10	00:12:47						
S Dford Hosp	**9/11/18**		**124**	**166**	**119**	**1.4**	**5**	**4%**	**124**				**0:00:11**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Raleigh St	8/11/18	14	33	29	23	1.3	0	0%	23	00:15:33	00:15:33	00:35:24						
Raleigh St	8/11/18	15	18	36	24	1.5	0	0%	24	00:08:29	00:08:29	00:14:44						
Raleigh St	8/11/18	16	28	36	22	1.6	1	4%	23	00:18:46	00:18:48	00:25:00						
Raleigh St	8/11/18	17	22	31	24	1.3	2	8%	26	00:19:07	00:18:51	00:37:49						
Raleigh St	8/11/18	18	17	19	9	2.1	3	25%	12	00:42:09	00:42:02	00:50:50						
Raleigh St	8/11/18	19	9	23	14	1.6	0	0%	14	00:30:13	00:30:13	00:48:17						
Raleigh St	8/11/18	20	11	10	7	1.4	1	12%	8	00:43:22	00:42:56	00:51:51						
Raleigh St	8/11/18	21	15	22	14	1.6	2	12%	16	00:21:21	00:21:28	00:37:12						
Raleigh St	8/11/18	22	12	16	9	1.8	1	10%	10	00:55:00	00:53:55	01:06:38						
Raleigh St	8/11/18	23	5	16	9	1.8	2	18%	11	00:28:18	00:21:17	00:42:11						
Raleigh St	9/11/18	0	15	14	9	1.6	1	10%	10	00:49:47	00:51:19	01:23:54						
Raleigh St	9/11/18	1	5	7	5	1.4	0	0%	5	00:41:26	00:41:26	00:49:45						
Raleigh St	9/11/18	2	17	30	15	2	3	17%	18	00:17:49	00:17:01	00:25:10						
Raleigh St	9/11/18	3	10	20	11	1.8	1	8%	12	00:52:10	00:42:09	01:50:08						
Raleigh St	9/11/18	4	2	1	1	1	2	67%	3	02:43:52	02:37:01	02:37:01						
Raleigh St	9/11/18	5	1	1	1	1	1	50%	2	02:06:05								
Raleigh St	9/11/18	6	2	1	1	1	0	0%	1	01:31:45	01:31:45	01:37:29						
Raleigh St	**8/11/18**		**222**	**312**	**198**	**1.6**	**20**	**9%**	**218**				**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number waiting 11 mins or more Number of people waiting 6-10 mins	Maximum passenger wait time
Raleigh St	9/11/18	7	2		0		2	100%	2	01:51:52	01:51:52	01:52:00					
Raleigh St	9/11/18	8	3	2	2	1	0	0%	2	01:06:56	01:06:56	01:16:44					
Raleigh St	9/11/18	9	13	4	4	1	0	0%	4	01:03:50	01:03:50	01:12:49					
Raleigh St	9/11/18	10	15	16	16	1	0	0%	16	00:43:37	00:43:24	00:50:56					
Raleigh St	9/11/18	11	23	19	15	1.3	3	17%	18	00:47:10	00:46:55	00:58:11					
Raleigh St	9/11/18	12	18	18	16	1.1	2	11%	18	00:42:53	00:42:53	00:54:27					
Raleigh St	9/11/18	13	30	61	39	1.6	0	0%	39	00:18:47	00:19:02	00:30:10					
Raleigh St	9/11/18	14	39	61	35	1.7	3	8%	38	00:16:18	00:16:09	00:25:52					
Raleigh St	9/11/18	15	44	75	47	1.6	0	0%	47	00:06:24	00:06:24	00:14:44					
Raleigh St	9/11/18	16	45	66	49	1.3	0	0%	49	00:06:57	00:06:57	00:12:49					
Raleigh St	9/11/18	17	48	67	47	1.4	0	0%	47	00:04:38	00:04:38	00:08:15	00:00:04	00:01:41	3		00:01
Raleigh St	9/11/18	18	43	54	36	1.5	1	3%	37	00:07:41	00:07:46	00:18:15					
Raleigh St	9/11/18	19	27	39	25	1.6	1	4%	26	00:30:09	00:30:00	00:39:56					
Raleigh St	9/11/18	20	28	48	25	1.9	2	7%	27	00:27:54	00:27:55	00:34:20					
Raleigh St	9/11/18	21	33	42	23	1.8	3	12%	26	00:39:43	00:39:16	00:51:38					
Raleigh St	9/11/18	22	22	29	18	1.6	6	25%	24	00:40:37	00:40:57	00:47:42					
Raleigh St	9/11/18	23	19	34	19	1.8	4	17%	23	00:39:48	00:38:16	00:49:01					
Raleigh St	10/11/18	0	20	36	22	1.6	1	4%	23	00:25:10	00:24:48	00:31:53					
Raleigh St	10/11/18	1	43	71	41	1.7	0	0%	41	00:13:30	00:13:30	00:26:30					
Raleigh St	10/11/18	2	40	81	44	1.8	1	2%	45	00:09:57	00:09:37	00:24:24					
Raleigh St	10/11/18	3	33	71	33	2.2	3	8%	36	00:12:29	00:12:35	00:20:28					
Raleigh St	10/11/18	4	20	31	16	1.9	3	16%	19	00:20:45	00:18:53	00:35:20					
Raleigh St	10/11/18	5	10	13	8	1.6	3	27%	11	00:46:09	00:46:09	02:49:05					
Raleigh St	10/11/18	6	2	3	3	1	0	0%	3	02:31:20	02:21:56	02:21:56					
Raleigh St	**9/11/18**		**620**	**941**	**583**	**1.6**	**38**	**6%**	**621**				**0:00:00**				

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Raleigh St	10/11/18	7	4							01:30:18	01:30:18	01:33:28						
Raleigh St	10/11/18	8	3	4	4	1	1	20%	5	01:01:30	00:54:52	01:08:06						
Raleigh St	10/11/18	9	10	7	5	1.4	2	29%	7	00:50:45	00:52:03	01:00:53						
Raleigh St	10/11/18	10	13	11	10	1.1	0	0%	10	00:36:08	00:34:28	00:52:41						
Raleigh St	10/11/18	11	21	19	13	1.5	1	7%	14	00:52:57	00:52:57	01:07:18						
Raleigh St	10/11/18	12	19	42	24	1.8	1	4%	25	00:34:38	00:33:50	00:49:25						
Raleigh St	10/11/18	13	34	50	28	1.8	1	3%	29	00:24:44	00:24:16	00:32:28						
Raleigh St	10/11/18	14	49	75	50	1.5	3	6%	53	00:12:52	00:12:52	00:19:16						
Raleigh St	10/11/18	15	35	50	29	1.7	0	0%	29	00:34:54	00:34:54	00:46:23						
Raleigh St	10/11/18	16	27	63	33	1.9	0	0%	33	00:29:18	00:29:18	00:44:27						
Raleigh St	10/11/18	17	40	67	38	1.8	0	0%	38	00:21:46	00:21:46	00:26:23						
Raleigh St	10/11/18	18	23	44	22	2	0	0%	22	00:36:43	00:36:25	00:46:15						
Raleigh St	10/11/18	19	33	79	34	2.3	1	3%	35	00:22:55	00:22:55	00:34:19						
Raleigh St	10/11/18	20	32	85	33	2.6	0	0%	33	00:26:11	00:26:11	00:34:44						
Raleigh St	10/11/18	21	30	47	30	1.6	0	0%	30	00:36:05	00:36:04	00:45:20						
Raleigh St	10/11/18	22	30	40	24	1.7	1	4%	25	00:31:37	00:31:55	00:42:47						
Raleigh St	10/11/18	23	45	108	58	1.9	1	2%	59	00:08:04	00:08:04	00:21:16	00:00:04	00:01:37	5			00:02
Raleigh St	11/11/18	0	78	120	70	1.7	5	7%	75	00:04:31	00:04:29	00:08:45	00:00:08	00:01:44	10			00:02
Raleigh St	11/11/18	1	95	171	91	1.9	4	4%	95	00:04:55	00:04:54	00:07:59	00:00:02	00:02:04	3			00:02
Raleigh St	11/11/18	2	75	145	74	2	2	3%	76	00:05:38	00:05:38	00:11:10	00:00:09	00:03:54	6			00:04
Raleigh St	11/11/18	3	30	87	34	2.6	2	6%	36	00:09:25	00:09:24	00:19:42	00:00:39	00:10:00	2	1	2	00:18
Raleigh St	**10/11/18**		**726**	**1314**	**704**	**1.9**	**25**	**3%**	**729**				**0:00:05**					

Location	Date	Hour				
U St N Side	9/11/18	1	3	2	1	
U St N Side	9/11/18	2	3	3	1	
U St N Side	9/11/18	3	1	1	1	
U St N Side	9/11/18	4				
U St N Side	**9/11/18**		**7**	**6**	**5**	
No of Vehicle Arrivals			3	3	1	**7**
Total Passenger Departures			2	3	1	**6**
Loaded Vehicle Departures			2	2	1	**5**
Average vehicle occupancy			1	1.5	1	**1.2**
Empty Vehicle Departures			1	0	1	**2**
% of vehicles leaving empty			33%	0%	50%	**29%**
Total Vehicle Departures			3	2	2	**7**
Average Vehicle Waiting Time			00:05:21	00:05:24	00:02:01	
Average Vehicle Waiting Time (for a fare)			00:00:45	00:05:24		
Maximum Vehicle Waiting Time (for a fare)			00:01:30	00:12:24		
Average Passenger Waiting Time in Hour						**0:00:00**
Average Passenger Waiting Time, those waiting only						
Number of people waiting 1-5 mins						
Number of people waiting 6-10 mins						
Number waiting 11 mins or more						
Maximum passenger wait time						

Location	Date	Hour							
U St N Side	9/11/18	23	26	1.4	20	29	1	5%	00:09:37
U St N Side	10/11/18	0	14	1.9	14	27	1	7%	00:16:31
U St N Side	10/11/18	1	25	1.9	23	43	0	0%	00:11:37
U St N Side	10/11/18	2	17	2.9	20	58	3	13%	00:05:49
U St N Side	10/11/18	3	1	2	1	2	0	0%	00:00:28
U St N Side	10/11/18	4	1	2	1	2	0	0%	00:00:49
U St N Side	**9/11/18**		**84**	**2**	**79**	**161**	**5**	**6%**	**84**

Location	Date	Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)
U St N Side	9/11/18	23	00:25:13	00:09:49
U St N Side	10/11/18	0	00:23:30	00:16:04
U St N Side	10/11/18	1	00:17:31	00:11:27
U St N Side	10/11/18	2	00:12:02	00:05:32
U St N Side	10/11/18	3	00:00:28	00:00:28
U St N Side	10/11/18	4	00:00:49	00:00:49
U St N Side	**9/11/18**			

Average Passenger Waiting Time in Hour **0:00:00**

Average Passenger Waiting Time, those waiting only

Number of people waiting 1-5 mins

Number of people waiting 6-10 mins

Number waiting 11 mins or more

Maximum passenger wait time

Location	Date	Hour								
U St N Side	10/11/18	23	40	13	35	21	5	4		
U St N Side	11/11/18	0	13	19	65	36	13	9		
U St N Side	11/11/18	1	35	12	29	16	4	4		
U St N Side	11/11/18	2	21	12	29	16	4	4		
U St N Side	11/11/18	3	5	19	65	36	13	9		
U St N Side	11/11/18	4	4	13	35	21	5	4		
U St N Side	11/11/18	5								
U St N Side	11/11/18	6								
U St N Side	**10/11/18**		**118**	**199**	**97**	**2.1**	**18%**	**118**	**0:00:20**	
U St N Side	10/11/18	23	40	57	32	1.8	18%	39	00:01:11	00:03:44
U St N Side	11/11/18	0	13	19	12	1.6	14%	14	00:01:03	00:01:58
U St N Side	11/11/18	1	35	65	29	2.2	12%	33	00:00:13	00:03:42
U St N Side	11/11/18	2	21	36	16	2.2	30%	23	00:00:19	00:04:09
U St N Side	11/11/18	3	5	13	4	3.2	20%	5	00:00:41	00:06:17
U St N Side	11/11/18	4	4	9	4	2.2	0%	4		00:01:16
U St N Side	11/11/18	5								
U St N Side	11/11/18	6								
U St N Side	**10/11/18**		**118**	**199**	**97**	**2.1**	**18%**	**118**	**0:00:20**	
U St N Side	10/11/18	23	40	57	32	1.8	18%	39	00:01:39	00:03:44
U St N Side	11/11/18	0	13	19	12	1.6	14%	14	00:00:59	00:01:58
U St N Side	11/11/18	1	35	65	29	2.2	12%	33	00:01:19	00:03:42
U St N Side	11/11/18	2	21	36	16	2.2	30%	23	00:01:38	00:04:09
U St N Side	11/11/18	3	5	13	4	3.2	20%	5	00:02:59	00:06:17
U St N Side	11/11/18	4	4	9	4	2.2	0%	4	00:00:52	00:01:16
U St N Side	11/11/18	5								
U St N Side	11/11/18	6								
U St N Side	**10/11/18**		**118**	**199**	**97**	**2.1**	**18%**	**118**	**0:00:20**	
U St N Side	10/11/18	23	40	57	32	1.8	18%	39	00:01:44	00:03:44
U St N Side	11/11/18	0	13	19	12	1.6	14%	14	00:00:50	00:01:58
U St N Side	11/11/18	1	35	65	29	2.2	12%	33	00:01:19	00:03:42
U St N Side	11/11/18	2	21	36	16	2.2	30%	23	00:01:47	00:04:09
U St N Side	11/11/18	3	5	13	4	3.2	20%	5	00:03:39	00:06:17
U St N Side	11/11/18	4	4	9	4	2.2	0%	4	00:00:52	00:01:16
U St N Side	11/11/18	5								
U St N Side	11/11/18	6								
U St N Side	**10/11/18**		**118**	**199**	**97**	**2.1**	**18%**	**118**	**0:00:20**	
U St N Side	10/11/18	23	40	57	32	1.8	18%	39	00:01:44	00:03:44
U St N Side	11/11/18	0	13	19	12	1.6	14%	14	00:00:50	00:01:58
U St N Side	11/11/18	1	35	65	29	2.2	12%	33	00:01:19	00:03:42
U St N Side	11/11/18	2	21	36	16	2.2	30%	23	00:01:47	00:04:09
U St N Side	11/11/18	3	5	13	4	3.2	20%	5	00:03:39	00:06:17
U St N Side	11/11/18	4	4	9	4	2.2	0%	4	00:00:52	00:01:16
U St N Side	11/11/18	5								
U St N Side	11/11/18	6								
U St N Side	**10/11/18**		**118**	**199**	**97**	**2.1**	**18%**	**118**	**0:00:20**	

Location	Date	Hour								
U St N Side	10/11/18	23	40	57	32	1.8	18%	39	00:01:44	00:03:44
U St N Side	11/11/18	0	13	19	12	1.6	14%	14	00:00:50	00:01:58
U St N Side	11/11/18	1	35	65	29	2.2	12%	33	00:01:19	00:03:42
U St N Side	11/11/18	2	21	36	16	2.2	30%	23	00:01:47	00:04:09
U St N Side	11/11/18	3	5	13	4	3.2	20%	5	00:03:39	00:06:17
U St N Side	11/11/18	4	4	9	4	2.2	0%	4	00:00:52	00:01:16
U St N Side	11/11/18	5								
U St N Side	11/11/18	6								
U St N Side	**10/11/18**		**118**	**199**	**97**	**2.1**	**18%**	**118**	**0:00:20**	

	U St N Side 10/11/18 23	U St N Side 11/11/18 0	U St N Side 11/11/18 1	U St N Side 11/11/18 2	U St N Side 11/11/18 3	U St N Side 11/11/18 4	U St N Side 11/11/18 5	U St N Side 11/11/18 6	**U St N Side 10/11/18**
Maximum passenger wait time	00:03	00:07	00:02	00:04	00:01				
Number waiting 11 mins or more									
Number of people waiting 6-10 mins		1							
Number of people waiting 1-5 mins	4	4	11	4	5				
Average Passenger Waiting Time, those waiting only	00:02:44	00:03:48	00:01:21	00:02:53	00:01:47				
Average Passenger Waiting Time in Hour	00:00:11	00:01:03	00:00:13	00:00:19	00:00:41				**0:00:20**
Maximum Vehicle Waiting Time (for a fare)	00:03:44	00:01:58	00:03:42	00:04:09	00:06:17	00:01:16			
Average Vehicle Waiting Time (for a fare)	00:01:44	00:00:50	00:01:19	00:01:47	00:03:39	00:00:52			
Average Vehicle Waiting Time	00:01:39	00:00:59	00:01:19	00:01:38	00:02:59	00:00:52			
Total Vehicle Departures	39	14	33	23	5	4			**118**
% of vehicles leaving empty	18%	14%	12%	30%	20%	0%			**18%**
Empty Vehicle Departures	7	2	4	7	1	0			**21**
Average vehicle occupancy	1.8	1.6	2.2	2.2	3.2	2.2			**2.1**
Loaded Vehicle Departures	32	12	29	16	4	4			**97**
Total Passenger Departures	57	19	65	36	13	9			**199**
No of Vehicle Arrivals	40	13	35	21	5	4			**118**

Location	Date	Hour					
U St S Side	9/11/18	1	9	1.7	1	12%	00:00:30
U St S Side	9/11/18	2	17	1.8	5	29%	00:06:14
U St S Side	9/11/18	3	5	1.7	2	40%	00:09:24
U St S Side	9/11/18	4	1		2	100%	00:00:41
U St S Side	**9/11/18**		**32**	**1.7**	**10**	**31%**	

Total Vehicle Departures	8	17	5	2	**32**		
Average Vehicle Waiting Time	00:00:30	00:06:14	00:09:24	00:00:41			
Average Vehicle Waiting Time (for a fare)	00:00:21	00:05:35	00:05:19				
Maximum Vehicle Waiting Time (for a fare)	00:01:45	00:11:14	00:10:11				
Average Passenger Waiting Time in Hour	00:00:36		00:02:11		**0:00:29**		
Average Passenger Waiting Time, those waiting only	00:01:50		00:03:39				
Number of people waiting 1-5 mins	4		3				
Number of people waiting 6-10 mins							
Number waiting 11 mins or more							
Maximum passenger wait time	00:02		00:03				
Loaded Vehicle Departures	7	12	3	0	**22**		
Total Passenger Departures	12	21	5		**38**		
No of Vehicle Arrivals	9	17	5	1	**32**		

Location	Date	Hour								
U St S Side	9/11/18	23	19	17	10	1.7	6	38%	00:10:56	00:12:58	00:22:05	00:00:04	00:01:24	1	00:01
U St S Side	10/11/18	0	34	47	30	1.6	3	9%	00:04:55	00:04:58	00:16:59	00:00:03	00:01:10	2	00:01
U St S Side	10/11/18	1	41	56	34	1.6	7	17%	00:06:07	00:06:01	00:15:39				
U St S Side	10/11/18	2	52	73	45	1.6	6	12%	00:05:11	00:05:23	00:13:03				
U St S Side	10/11/18	3	40	62	37	1.7	3	8%	00:07:08	00:06:54	00:11:25				
U St S Side	10/11/18	4	14	26	16	1.6	3	16%	00:06:09	00:05:41	00:11:18				
U St S Side	**9/11/18**		**200**	**281**	**172**	**1.6**	**28**	**14%**	**200**						**0:00:01**

Total Vehicle Departures	
Average Vehicle Waiting Time	
Average Vehicle Waiting Time (for a fare)	
Maximum Vehicle Waiting Time (for a fare)	
Average Passenger Waiting Time in Hour	
Average Passenger Waiting Time, those waiting only	
Number of people waiting 1-5 mins	
Number of people waiting 6-10 mins	
Number waiting 11 mins or more	
Maximum passenger wait time	
% of vehicles leaving empty	
Empty Vehicle Departures	
Average vehicle occupancy	
Loaded Vehicle Departures	
Total Passenger Departures	
No of Vehicle Arrivals	

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
U St S Side	10/11/18	23	32	40	24	1.7	7	23%	31	00:01:19	00:01:29	00:11:41	00:00:17	00:01:25	9			00:01
U St S Side	11/11/18	0	59	80	51	1.6	8	14%	59	00:00:55	00:00:55	00:03:24	00:00:13	00:02:09	8			00:04
U St S Side	11/11/18	1	68	83	61	1.4	6	9%	67	00:01:12	00:01:16	00:05:07	00:00:14	00:02:22	8			00:03
U St S Side	11/11/18	2	87	113	81	1.4	5	6%	86	00:00:59	00:01:00	00:02:52	00:00:09	00:01:36	11			00:02
U St S Side	11/11/18	3	60	91	59	1.5	2	3%	61	00:01:01	00:01:02	00:03:55	00:01:28	00:03:20	38		3	00:12
U St S Side	11/11/18	4	36	54	34	1.6	3	8%	37	00:01:17	00:01:08	00:04:46	00:01:34	00:03:09	24	1		00:07
U St S Side	11/11/18	5	4	6	3	2	2	40%	5	00:06:45	00:08:25	00:14:08						
U St S Side	11/11/18	6	1	2	1	2	0	0%	1	00:00:36	00:00:36	00:00:36						
U St S Side	**10/11/18**		**347**	**469**	**314**	**1.5**	**33**	**10%**	**347**				**0:00:36**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Iceland	9/11/18	8	1	1	1	1	0	0%	1	00:32:53	00:32:53	00:32:53						
Iceland	9/11/18	9	6	4	4	1	1	20%	5	00:22:48	00:26:05	00:38:21						
Iceland	9/11/18	10	9	5	5	1	1	17%	6	00:19:49	00:20:56	00:39:43						
Iceland	9/11/18	11	13	13	10	1.3	2	17%	12	00:15:44	00:16:37	00:28:38						
Iceland	9/11/18	12	13	10	8	1.2	2	20%	10	00:30:45	00:33:00	00:50:51						
Iceland	9/11/18	13	9	19	13	1.5	0	0%	13	00:17:52	00:17:53	00:25:21						
Iceland	9/11/18	14	18	21	14	1.5	3	18%	17	00:18:55	00:19:12	00:28:38						
Iceland	9/11/18	15	18	24	19	1.3	0	0%	19	00:08:28	00:08:28	00:18:36						
Iceland	9/11/18	16	16	33	20	1.6	0	0%	20	00:02:48	00:02:48	00:14:49	00:00:31	00:02:47	6			00:03
Iceland	9/11/18	17	10	8	6	1.3	1	14%	7	00:19:32	00:17:25	01:04:09						
Iceland	9/11/18	18		2	1	2	1	50%	2									
Iceland	9/11/18	19	8	8	6	1.3	3	33%	9	00:06:53	00:03:42	00:08:17						
Iceland	**9/11/18**		**121**	**148**	**107**	**1.4**	**14**	**12%**	**121**				**0:00:07**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Iceland	10/11/18	8																
Iceland	10/11/18	9	2		0		1	100%	1	00:43:17								
Iceland	10/11/18	10	5	2	2	1	1	33%	3	00:27:17	00:27:17	00:38:59						
Iceland	10/11/18	11	6	11	9	1.2	0	0%	9	00:10:21	00:10:21	00:20:55	00:01:26	00:06:13	1	2		00:07
Iceland	10/11/18	12	14	19	14	1.4	0	0%	14	00:01:27	00:01:27	00:04:10	00:04:14	00:05:08	12		2	00:12
Iceland	10/11/18	13	12	18	11	1.6	0	0%	11	00:08:00	00:08:00	00:16:18	00:01:40	00:05:29	4	3		00:08
Iceland	10/11/18	14	16	17	13	1.3	0	0%	13	00:14:45	00:14:09	00:38:42	00:00:36	00:03:36	2			00:04
Iceland	10/11/18	15	11	8	5	1.6	1	17%	6	00:45:11	00:45:11	00:55:47						
Iceland	10/11/18	16	10	20	13	1.5	1	7%	14	00:34:24	00:34:08	00:37:34						
Iceland	10/11/18	17	8	21	11	1.9	1	8%	12	00:15:16	00:15:16	00:30:06						
Iceland	10/11/18	18	5	8	5	1.6	0	0%	5	00:08:10	00:08:11	00:11:43	00:03:28	00:10:26		2		00:10
Iceland	10/11/18	19			0		1	100%	1									
Iceland	10/11/18	20	1	1	1	1	0	0%	1	00:11:47	00:11:47	00:11:47						
Iceland	**10/11/18**		**90**	**125**	**84**	**1.5**	**6**	**7%**	**90**				**0:01:15**					

Location	Date	Hour								
DC DAR	9/11/18	20								
DC DAR	9/11/18	21	3	00:03:44	3	100%	3		0	
DC DAR	9/11/18	22	6	00:08:52	5	40%	2	1.3	3	4
DC DAR	9/11/18	23	7	00:06:22	7	71%	5	2.5	2	5
DC DAR	10/11/18	0	9	00:03:56	10	80%	8	2	2	4
DC DAR	10/11/18	1	9	00:02:14	9	44%	4	2	5	10
DC DAR	**9/11/18**		**34**		**34**	**65%**	**22**	**1.9**	**12**	**23**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
DC DAR	9/11/18	20																
DC DAR	9/11/18	21	3	4	0		3	100%	3	00:03:44								
DC DAR	9/11/18	22	6	5	3	1.3	2	40%	5	00:08:52	00:05:00	00:11:27						
DC DAR	9/11/18	23	7	4	2	2.5	5	71%	7	00:06:22	00:05:10	00:06:16						
DC DAR	10/11/18	0	9	10	5	2	8	80%	10	00:03:56	00:09:59	00:18:44						
DC DAR	10/11/18	1	9	9	4	2	4	44%	9	00:02:14	00:03:06	00:07:18						
DC DAR	**9/11/18**		**34**	**23**	**12**	**1.9**	**22**	**65%**	**34**				**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
DC DAR	10/11/18	22	2		0		2	100%	2	00:07:34								
DC DAR	10/11/18	23	10	9	3	3	7	70%	10	00:02:09	00:04:12	00:09:02						
DC DAR	11/11/18	0	15	6	4	1.5	11	73%	15	00:00:51	00:00:42	00:01:20						
DC DAR	11/11/18	1	10	6	3	2	7	70%	10	00:01:24	00:00:54	00:01:09	00:02:13	00:03:20	4			00:03
DC DAR	11/11/18	2	11	9	5	1.8	5	50%	10	00:01:01	00:01:05	00:03:18						
DC DAR	11/11/18	3	6	7	3	2.3	4	57%	7	00:00:49	00:00:53	00:01:19	00:00:45	00:05:19	1			00:05
DC DAR	**10/11/18**		**54**	**37**	**18**	**2.1**	**36**	**67%**	**54**				**0:00:30**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
DC N C Gdn	9/11/18	20	1	1	1	1	0	0%	1	00:00:52	00:00:52	00:00:52						
DC N C Gdn	9/11/18	21	2		0		1	100%	1	00:02:07								
DC N C Gdn	9/11/18	22	2	2	1	2	2	67%	3	00:02:19	00:03:13	00:03:13						
DC N C Gdn	9/11/18	23	3	1	1	1	2	67%	3	00:01:06	00:02:03	00:02:03						
DC N C Gdn	10/11/18	0	3	1	1	1	2	67%	3	00:01:16	00:01:02	00:01:02						
DC N C Gdn	10/11/18	1	1		0		1	100%	1	00:02:21								
DC N C Gdn	**9/11/18**		**12**	**5**	**4**	**1.3**	**8**	**67%**	**12**				**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
DC N C Gdn	10/11/18	22	7	1	1	1	6	86%	7	00:04:03	00:08:46	00:08:46						
DC N C Gdn	10/11/18	23	12	5	3	1.7	9	75%	12	00:01:13	00:00:54	00:01:16						
DC N C Gdn	11/11/18	0	4		0		4	100%	4	00:00:55								
DC N C Gdn	11/11/18	1	8	13	4	3.2	4	50%	8	00:06:02	00:10:18	00:28:35	00:01:23	00:09:04		2		00:09
DC N C Gdn	11/11/18	2	6	5	4	1.2	2	33%	6	00:01:11	00:01:31	00:04:26						
DC N C Gdn	11/11/18	3																
DC N C Gdn	**10/11/18**		**37**	**24**	**12**	**2**	**25**	**68%**	**37**				**0:00:45**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Octagon	9/11/18	22	1	1	1	1	0	0%	1	00:00:28	00:00:28	00:00:28						
Octagon	9/11/18	23																
Octagon	10/11/18	0	1		0		1	100%	1	00:07:16								
Octagon	10/11/18	1																
Octagon	10/11/18	2																
Octagon	**9/11/18**		**2**	**1**	**1**	**1**	**1**	**50%**	**2**				**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Octagon	10/11/18	22	4	2	2	1	2	50%	4	00:00:08	00:00:17	00:00:35						
Octagon	10/11/18	23																
Octagon	11/11/18	0	2	2	1	2	1	50%	2	00:02:54	00:00:36	00:00:36						
Octagon	11/11/18	1	3	2	2	1	1	33%	3	00:04:38	00:05:49	00:06:03						
Octagon	11/11/18	2	2	3	2	1.5	0	0%	2	00:00:24	00:00:24	00:00:25	00:01:08	00:01:42	2			00:01
Octagon	11/11/18	3	8	14	8	1.8	0	0%	8	00:00:35	00:00:35	00:01:17						
Octagon	**10/11/18**		**19**	**23**	**15**	**1.5**	**4**	**21%**	**19**				**0:00:09**					

Location	Date	Hour					
Thtr Royal	8/11/18	21	7	5	4	1.2	00:17:11
Thtr Royal	8/11/18	22	3	1	1	1	00:10:16
Thtr Royal	8/11/18	23					
Thtr Royal	9/11/18	0					
Thtr Royal	**8/11/18**		**10**	**6**	**5**	**1.2**	**0:00:00**

	Thtr Royal	Thtr Royal	Thtr Royal	Thtr Royal	Thtr Royal
Average Vehicle Waiting Time	00:17:11	00:10:16			
Average Vehicle Waiting Time (for a fare)	00:12:34				
Maximum Vehicle Waiting Time (for a fare)	00:40:11				
Total Vehicle Departures	5	5			**10**
% of vehicles leaving empty	20%	80%			**50%**
Empty Vehicle Departures	1	4			**5**
Average vehicle occupancy	1.2	1			**1.2**
Loaded Vehicle Departures	4	1			**5**
Total Passenger Departures	5	1			**6**
Average Passenger Waiting Time, those waiting only					
Number of people waiting 1-5 mins					
Number of people waiting 6-10 mins					
Number waiting 11 mins or more					
Maximum passenger wait time					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Barb Pde	8/11/18	21	12	5	4	1.2	2	33%	6	00:23:48	00:25:21	00:46:25						
Barb Pde	8/11/18	22	6	14	7	2	4	36%	11	00:13:34	00:12:04	00:18:41						
Barb Pde	8/11/18	23	21	37	20	1.9	0	0%	20	00:04:23	00:04:23	00:23:02	00:00:01	00:01:08	1			00:01
Barb Pde	9/11/18	0	5	10	4	2.5	1	20%	5	00:31:09	00:34:57	00:46:22						
Barb Pde	9/11/18	1	5	8	4	2	3	43%	7	00:05:16	00:02:37	00:05:14						
Barb Pde	9/11/18	2	3	4	2	2	1	33%	3	00:00:17	00:00:00	00:00:00	00:00:17	00:01:10	1			00:01
Barb Pde	9/11/18	3																
Barb Pde	9/11/18	4																
Barb Pde	**8/11/18**		**52**	**78**	**41**	**1.9**	**11**	**21%**	**52**				**0:00:02**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Barb Pde	9/11/18	21	18	20	13	1.5	1	7%	14	00:10:12	00:10:23	00:14:35						
Barb Pde	9/11/18	22	24	58	27	2.1	1	4%	28	00:07:11	00:07:21	00:17:09						
Barb Pde	9/11/18	23	44	66	41	1.6	0	0%	41	00:06:14	00:06:14	00:21:34						
Barb Pde	10/11/18	0	47	78	40	1.9	3	7%	43	00:07:47	00:07:33	00:19:36						
Barb Pde	10/11/18	1	23	59	30	2	0	0%	30	00:03:57	00:03:57	00:15:37	00:00:03	00:01:10	3			00:01
Barb Pde	10/11/18	2	6	5	4	1.2	2	33%	6	00:01:10	00:01:20	00:03:16						
Barb Pde	10/11/18	3	2	5	2	2.5	0	0%	2	00:01:27	00:01:27	00:02:20						
Barb Pde	10/11/18	4	2		0		2	100%	2	00:00:56								
Barb Pde	10/11/18	5																
Barb Pde	**9/11/18**		**166**	**291**	**157**	**1.9**	**9**	**5%**	**166**				**0:00:01**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Barb Pde	10/11/18	21	43	66	34	1.9	1	3%	35	00:06:40	00:06:45	00:15:50						
Barb Pde	10/11/18	22	59	111	61	1.8	0	0%	61	00:04:17	00:04:17	00:11:50						
Barb Pde	10/11/18	23	88	149	91	1.6	1	1%	92	00:04:08	00:04:06	00:09:18						
Barb Pde	11/11/18	0	65	120	65	1.8	0	0%	65	00:01:21	00:01:21	00:04:05	00:01:47	00:03:59	45	10		00:08
Barb Pde	11/11/18	1	60	119	62	1.9	0	0%	62	00:00:58	00:00:58	00:04:26	00:02:16	00:04:28	42	16		00:10
Barb Pde	11/11/18	2	20	31	19	1.6	1	5%	20	00:01:14	00:01:17	00:04:20	00:01:28	00:06:32	3	4		00:08
Barb Pde	11/11/18	3	1	3	1	3	0	0%	1	00:00:51	00:00:51	00:00:51						
Barb Pde	11/11/18	4																
Barb Pde	11/11/18	5																
Barb Pde	**10/11/18**		**336**	**599**	**333**	**1.8**	**3**	**1%**	**336**				**0:00:53**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Vaux St inf	9/11/18	21	2		0		2	100%	2	00:00:43								
Vaux St inf	9/11/18	22	1	2	1	2	0	0%	1	00:00:34	00:00:34	00:00:34						
Vaux St inf	9/11/18	23	5	7	3	2.3	2	40%	5	00:02:06	00:02:30	00:04:30						
Vaux St inf	10/11/18	0	12	18	9	2	1	10%	10	00:04:33	00:03:55	00:13:49						
Vaux St inf	10/11/18	1	25	42	24	1.8	3	11%	27	00:02:22	00:02:16	00:10:49						
Vaux St inf	10/11/18	2	17	36	17	2.1	0	0%	17	00:02:25	00:02:25	00:10:25						
Vaux St inf	10/11/18	3	23	40	20	2	3	13%	23	00:01:49	00:01:32	00:03:51	00:00:15	00:02:00	5			00:04
Vaux St inf	**9/11/18**		**85**	**145**	**74**	**2**	**11**	**13%**	**85**				**0:00:04**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Vaux St inf	10/11/18	21	9	6	4	1.5	5	56%	9	00:00:53	00:00:58	00:02:34						
Vaux St inf	10/11/18	22	1	1	1	1	0	0%	1	00:00:39	00:00:39	00:00:39						
Vaux St inf	10/11/18	23	10	5	3	1.7	7	70%	10	00:00:59	00:01:23	00:02:25	00:00:39	00:01:05	3			00:01
Vaux St inf	11/11/18	0	14	25	13	1.9	1	7%	14	00:01:02	00:01:04	00:02:46						
Vaux St inf	11/11/18	1	30	53	28	1.9	2	7%	30	00:01:09	00:01:09	00:03:06	00:00:20	00:01:55	10			00:02
Vaux St inf	11/11/18	2	24	39	24	1.6	0	0%	24	00:01:13	00:01:13	00:03:13						
Vaux St inf	11/11/18	3	18	35	16	2.2	1	6%	17	00:01:30	00:01:32	00:07:08	00:00:47	00:06:52	3		1	00:13
Vaux St inf	11/11/18	4	5	16	5	3.2	1	17%	6	00:01:00	00:00:56	00:01:25						
Vaux St inf	**10/11/18**		**111**	**180**	**94**	**1.9**	**17**	**15%**	**111**				**0:00:17**					

Location	Date	Hour	Maximum passenger wait time	Number waiting 11 mins or more	Number of people waiting 6-10 mins	Number of people waiting 1-5 mins	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time	Total Vehicle Departures	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals
Myflr Ctr	9/11/18	20									00:01:25	2	0%	0	1	2	2	3
Myflr Ctr	9/11/18	21									00:00:59	2	50%	1	6	1	6	1
Myflr Ctr	9/11/18	22							00:02:59	00:01:25								
Myflr Ctr	9/11/18	23									00:00:44	1	100%	1		0		1
Myflr Ctr	10/11/18	0																
Myflr Ctr	10/11/18	1																
Myflr Ctr	**9/11/18**							**0:00:00**				**5**	**40%**	**2**	**2.7**	**3**	**8**	**5**

Location	Date	Hour	Maximum passenger wait time	Number waiting 11 mins or more	Number of people waiting 6-10 mins	Number of people waiting 1-5 mins	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time	Total Vehicle Departures	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals
Brass Mky	10/11/18	0									00:00:57	1	0%	0	1	1	1	1
Brass Mky	10/11/18	1									00:00:38	1	0%	0	1	1	1	1
Brass Mky	10/11/18	2							00:00:57	00:00:57								
Brass Mky	10/11/18	3							00:00:38	00:00:38								
Brass Mky	10/11/18	4																
Brass Mky	**10/11/18**							**0:00:00**				**2**	**0%**	**0**	**1**	**2**	**2**	**2**

Location	Date	Hour	Loaded Vehicle Departures	Empty Vehicle Departures	Total Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals	Average vehicle occupancy	% of vehicles leaving empty	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Brass Mky	10/11/18	23	1	0	1	1	1	1	0%	00:00:57	00:00:57	00:00:57						
Brass Mky	11/11/18	0	1	0	1	1	1	1	0%	00:01:21	00:01:21	00:01:21						
Brass Mky	11/11/18	1	1	0	1	1	1	1	0%									
Brass Mky	11/11/18	2	1	0	1	1	1	1	0%									
Brass Mky	**10/11/18**		**2**	**0**	**2**	**2**	**2**	**1**	**0%**				**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
North Hill	8/11/18	18	1							01:22:10	01:22:10	01:22:10						
North Hill	8/11/18	19																
North Hill	8/11/18	20	1	3	2	1.5	0	0%	2	00:15:10	00:15:10	00:15:10						
North Hill	8/11/18	21																
North Hill	8/11/18	22	3	2	2	1	0	0%	2	00:12:50	00:07:01	00:14:03						
North Hill	8/11/18	23	7	10	5	2	3	38%	8	00:07:41	00:07:49	00:15:38						
North Hill	9/11/18	0	12	16	9	1.8	2	18%	11	00:04:49	00:04:14	00:09:26	00:00:59	00:03:56	4			00:04
North Hill	9/11/18	1	10	10	7	1.4	0	0%	7	00:22:43	00:22:33	00:34:12						
North Hill	9/11/18	2	15	20	14	1.4	1	7%	15	00:12:53	00:12:53	00:24:50						
North Hill	9/11/18	3	10	17	14	1.2	0	0%	14	00:16:48	00:16:48	00:28:58						
North Hill	**8/11/18**		**59**	**78**	**53**	**1.5**	**6**	**10%**	**59**				**0:00:12**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
North Hill	9/11/18	20	3	3	2	1.5	1	33%	3	00:05:33	00:08:07	00:15:04						
North Hill	9/11/18	21	4	6	2	3	1	33%	3	00:19:11	00:19:31	00:30:32						
North Hill	9/11/18	22	6	7	4	1.8	1	20%	5	00:28:33	00:30:08	00:43:29						
North Hill	9/11/18	23	13	26	13	2	1	7%	14	00:07:39	00:06:50	00:19:22						
North Hill	10/11/18	0	24	47	21	2.2	0	0%	21	00:10:14	00:10:14	00:36:33	00:00:03	00:01:22	2			00:01
North Hill	10/11/18	1	12	23	14	1.6	0	0%	14	00:17:14	00:17:14	00:34:06						
North Hill	10/11/18	2	22	33	22	1.5	0	0%	22	00:09:50	00:09:50	00:20:48						
North Hill	10/11/18	3	38	45	33	1.4	1	3%	34	00:07:27	00:07:28	00:14:49						
North Hill	10/11/18	4	36	56	42	1.3	0	0%	42	00:06:50	00:06:50	00:15:11						
North Hill	**9/11/18**		**158**	**246**	**153**	**1.6**	**5**	**3%**	**158**				**0:00:01**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
North Hill	10/11/18	18	2		0		1	100%	1	00:16:38								
North Hill	10/11/18	19	4	4	3	1.3	1	25%	4	00:04:22	00:04:22	00:13:33						
North Hill	10/11/18	20		1	1	1	0	0%	1									
North Hill	10/11/18	21	3	1	1	1	0	0%	1	00:39:55	00:39:55	00:58:01						
North Hill	10/11/18	22	6	12	6	2	1	14%	7	00:10:05	00:08:22	00:25:34						
North Hill	10/11/18	23	24	37	18	2.1	6	25%	24	00:03:48	00:02:52	00:10:22						
North Hill	11/11/18	0	30	66	27	2.4	4	13%	31	00:03:00	00:02:54	00:15:01	00:00:18	00:01:21	15			00:02
North Hill	11/11/18	1	37	57	28	2	5	15%	33	00:03:27	00:03:44	00:10:33	00:00:05	00:01:49	3			00:01
North Hill	11/11/18	2	49	65	45	1.4	2	4%	47	00:04:56	00:05:03	00:14:23						
North Hill	11/11/18	3	65	121	68	1.8	1	1%	69	00:02:30	00:02:30	00:06:59	00:00:02	00:01:03	5			00:01
North Hill	11/11/18	4	68	109	65	1.7	0	0%	65	00:04:01	00:04:01	00:10:54						
North Hill	11/11/18	5	54	94	56	1.7	1	2%	57	00:04:07	00:04:04	00:08:21						
North Hill	11/11/18	6	26	45	24	1.9	4	14%	28	00:01:40	00:01:31	00:04:18	00:01:48	00:03:22	22			00:04
North Hill	**10/11/18**		**368**	**612**	**342**	**1.8**	**26**	**7%**	**368**				**0:00:10**					

Location	Date	Hour						
MPln Sains	8/11/18	20						
MPln Sains	8/11/18	21	2	00:00:11				
MPln Sains	8/11/18	22						
MPln Sains	8/11/18	23	1	00:00:38	00:00:38	00:00:38	00:06:47	00:06
MPln Sains	9/11/18	0	3	00:00:27	00:00:33	00:00:37	00:04:08	00:05
MPln Sains	**8/11/18**		**6**				**0:05:01**	
No of Vehicle Arrivals			2	1	3	6		
Total Passenger Departures			2	4	6			
Loaded Vehicle Departures			0	1	2	3		
Average vehicle occupancy				2	2	2		
Empty Vehicle Departures			2	0	1	3		
% of vehicles leaving empty			100%	0%	33%	50%		
Total Vehicle Departures			2	1	3	6		
Average Vehicle Waiting Time			00:00:11	00:00:38	00:00:27			
Average Vehicle Waiting Time (for a fare)				00:00:38	00:00:33			
Maximum Vehicle Waiting Time (for a fare)				00:00:38	00:00:37			
Average Passenger Waiting Time in Hour				00:06:47	00:04:08	**0:05:01**		
Average Passenger Waiting Time, those waiting only				00:06:47	00:04:08			
Number of people waiting 1-5 mins					4			
Number of people waiting 6-10 mins				2				
Number waiting 11 mins or more								
Maximum passenger wait time				00:06	00:05			

Location	Date	Hour	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
MPln Sains	9/11/18	20	2	00:15:24	00:15:24	00:28:17	0%	0	1.5	2	3	3						
MPln Sains	9/11/18	21	3	00:10:26	00:10:26	00:19:47	0%	0	1.7	3	5	2						
MPln Sains	9/11/18	22	5	00:13:50	00:12:36	00:31:58	0%	0	1.6	5	8	7						
MPln Sains	9/11/18	23	5	00:02:30	00:02:30	00:05:35	20%	1	2	4	8	3						
MPln Sains	10/11/18	0	3	00:00:42	00:00:34	00:00:41	33%	1	2.5	2	5	3						
MPln Sains	10/11/18	1	3	00:01:12	00:01:12	00:01:45	0%	0	1	3	3	4	00:00:24	00:01:36	1			00:01
MPln Sains	10/11/18	2	1				0%	0	1	1	1							
MPln Sains	**9/11/18**		**22**				**9%**	**2**	**1.6**	**20**	**33**	**22**	**0:00:03**					

Location	Date	Hour											
MPln Sains	10/11/18	20	8	14	5	2.8	3	38%	00:03:10	00:04:10	00:09:14	00:00:45	00:02
MPln Sains	10/11/18	21	10	25	8	3.1	0	0%	00:07:43	00:07:43	00:21:58	00:00:32	00:02
MPln Sains	10/11/18	22	10	31	11	2.8	1	8%	00:04:50	00:05:04	00:15:54		
MPln Sains	10/11/18	23	7	14	7	2	0	0%	00:02:24	00:02:24	00:07:21	00:00:22	00:01
MPln Sains	11/11/18	0	14	35	10	3.5	4	29%	00:00:40	00:00:46	00:01:53	00:01:14	00:06
MPln Sains	11/11/18	1	4	10	4	2.5	0	0%	00:00:49	00:00:49	00:02:08	00:01:25	00:07
MPln Sains	11/11/18	2	4	8	4	2	0	0%	00:01:11	00:01:11	00:02:29		
MPln Sains	11/11/18	3	2	3	2	1.5	0	0%	00:00:29	00:00:29	00:00:35		
MPln Sains	**10/11/18**		**59**	**140**	**51**	**2.7**	**8**	**14%**				**0:00:36**	

Number waiting 11 mins or more													
Number of people waiting 6-10 mins											4	2	
Number of people waiting 1-5 mins									5	7	2	4	
Average Passenger Waiting Time, those waiting only									00:02:07	00:01:55	00:01:42	00:05:23	00:07:09
Maximum Vehicle Waiting Time (for a fare)									00:09:14	00:21:58	00:15:54	00:07:21	00:01:53	00:02:08	00:02:29	00:00:35	
Average Vehicle Waiting Time (for a fare)									00:04:10	00:07:43	00:05:04	00:02:24	00:00:46	00:00:49	00:01:11	00:00:29	
Total Vehicle Departures									8	8	12	7	14	4	4	2	**59**
Empty Vehicle Departures									3	0	1	0	4	0	0	0	**8**
Average vehicle occupancy									2.8	3.1	2.8	2	3.5	2.5	2	1.5	**2.7**
Loaded Vehicle Departures									5	8	11	7	10	4	4	2	**51**
Total Passenger Departures									14	25	31	14	35	10	8	3	**140**
No of Vehicle Arrivals									8	10	10	7	14	4	4	2	**59**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S StB Wls Rd	9/11/18	8	15	6	5	1.2	9	64%	14	00:07:10	00:04:56	00:11:11	00:00:42	00:04:16	1			00:04
S StB Wls Rd	9/11/18	9	11	7	7	1	2	22%	9	00:20:10	00:22:14	00:28:35						
S StB Wls Rd	9/11/18	10	11	8	7	1.1	4	36%	11	00:14:23	00:15:04	00:20:44						
S StB Wls Rd	9/11/18	11	13	10	9	1.1	4	31%	13	00:12:21	00:11:51	00:16:57						
S StB Wls Rd	9/11/18	12	9	5	4	1.2	6	60%	10	00:20:43	00:21:39	00:25:08						
S StB Wls Rd	9/11/18	13	12	12	10	1.2	3	23%	13	00:12:19	00:13:24	00:31:08						
S StB Wls Rd	9/11/18	14	13	16	12	1.3	2	14%	14	00:03:39	00:04:05	00:17:01	00:00:17	00:02:16	2			00:02
S StB Wls Rd	9/11/18	15	19	19	15	1.3	3	17%	18	00:03:08	00:02:50	00:06:03	00:02:02	00:04:49	8			00:05
S StB Wls Rd	9/11/18	16	5	2	2	1	4	67%	6	00:03:18	00:02:40	00:03:40						
S StB Wls Rd	9/11/18	17	5	8	3	2.7	2	40%	5	00:02:36	00:02:20	00:05:44	00:05:42	00:06:31	3	4		00:07
S StB Wls Rd	9/11/18	18	1	1	1	1	0	0%	1	00:01:05	00:01:05	00:01:05						
S StB Wls Rd	**9/11/18**		**114**	**94**	**75**	**1.3**	**39**	**34%**	**114**				**0:00:59**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S StB Wls Rd	10/11/18	9	5	1	1	1	4	80%	5	00:14:15	00:03:54	00:03:54						
S StB Wls Rd	10/11/18	10	7	5	3	1.7	3	50%	6	00:07:12	00:07:38	00:13:04						
S StB Wls Rd	10/11/18	11	9	5	5	1	4	44%	9	00:11:50	00:13:15	00:18:12						
S StB Wls Rd	10/11/18	12	8	9	7	1.3	2	22%	9	00:03:40	00:04:24	00:12:22	00:01:26	00:03:43	4	1		00:06
S StB Wls Rd	10/11/18	13	10	6	4	1.5	4	50%	8	00:11:52	00:06:18	00:17:24						
S StB Wls Rd	10/11/18	14	6	4	3	1.3	4	57%	7	00:07:25	00:04:45	00:11:39	00:01:04	00:04:17	1			00:04
S StB Wls Rd	10/11/18	15	7	6	5	1.2	2	29%	7	00:02:28	00:01:11	00:02:16	00:03:08	00:06:16	1	2		00:06
S StB Wls Rd	10/11/18	16	4	2	2	1	2	50%	4	00:22:28	00:19:49	00:25:50						
S StB Wls Rd	10/11/18	17	3	1	1	1	3	75%	4	00:10:41								
S StB Wls Rd	10/11/18	18	2	3	2	1.5	0	0%	2	00:01:02	00:01:02	00:01:19	00:02:21	00:03:31	2			00:03
S StB Wls Rd	**10/11/18**		**61**	**42**	**33**	**1.3**	**28**	**46%**	**61**				**0:01:10**					

Location	Date	Hour								
SBPApp Rd	10/11/18	23	6	00:01:23						
SBPApp Rd	11/11/18	0	16	00:02:16	00:02:27	00:06:43				
SBPApp Rd	11/11/18	1	31	00:01:03	00:01:09	00:03:02				
SBPApp Rd	11/11/18	2	25	00:01:43	00:01:52	00:05:05				
SBPApp Rd	11/11/18	3	6	00:03:01	00:03:22	00:11:07				
SBPApp Rd	11/11/18	4								
SBPApp Rd	11/11/18	5								
SBPApp Rd	11/11/18	6								
SBPApp Rd	**10/11/18**		**84**							
No of Vehicle Arrivals			6	16	31	25	6			**84**
Total Passenger Departures				16	26	32	13			**87**
Loaded Vehicle Departures			0	13	25	22	6			**66**
Average vehicle occupancy				1.2	1	1.5	2.2			**1.3**
Empty Vehicle Departures			6	2	6	2	2			**18**
% of vehicles leaving empty			100%	13%	19%	8%	25%			**21%**
Total Vehicle Departures			6	15	31	24	8			**84**
Average Vehicle Waiting Time			00:01:23	00:02:16	00:01:03	00:01:43	00:03:01			
Average Vehicle Waiting Time (for a fare)				00:02:27	00:01:09	00:01:52	00:03:22			
Maximum Vehicle Waiting Time (for a fare)				00:06:43	00:03:02	00:05:05	00:11:07			
Average Passenger Waiting Time in Hour										**0:00:00**
Average Passenger Waiting Time, those waiting only										
Number of people waiting 1-5 mins										
Number of people waiting 6-10 mins										
Number waiting 11 mins or more										
Maximum passenger wait time										

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
SBPInt Pr	9/11/18	23	3	3	1	3	0	0%	1	00:14:24	00:14:24	00:20:25						
SBPInt Pr	10/11/18	0	15	36	14	2.6	0	0%	14	00:05:19	00:05:19	00:12:39	00:05:14	00:11:04	8	2	8	00:23
SBPInt Pr	10/11/18	1	17	37	16	2.3	0	0%	16	00:15:36	00:15:36	00:27:11						
SBPInt Pr	10/11/18	2	32	92	33	2.8	0	0%	33	00:09:55	00:09:55	00:17:53						
SBPInt Pr	10/11/18	3	8	21	6	3.5	5	45%	11	00:07:08	00:06:27	00:07:23						
SBPInt Pr	10/11/18	4																
SBPInt Pr	**9/11/18**		**75**	**189**	**70**	**2.7**	**5**	**7%**	**75**				**0:01:03**					

Location	Date	Hour	Loaded Vehicle Departures	Empty Vehicle Departures	Total Vehicle Departures	Total Passenger Departures	Average vehicle occupancy	% of vehicles leaving empty	No of Vehicle Arrivals	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
SBPInt Pr	10/11/18	23	6	0	6	14	2.3	0%	7	00:05:52	00:05:52	00:23:28	00:00:57	00:03:20	4			00:05
SBPInt Pr	11/11/18	0	12	1	13	29	2.4	8%	13	00:03:50	00:03:43	00:12:21	00:00:08	00:01:29	3			00:01
SBPInt Pr	11/11/18	1	43	0	43	109	2.5	0%	45	00:01:22	00:01:22	00:05:00	00:00:08	00:01:06	14			00:01
SBPInt Pr	11/11/18	2	55	0	55	156	2.8	0%	55	00:02:50	00:02:50	00:11:19	00:00:16	00:01:59	22			00:04
SBPInt Pr	11/11/18	3	47	2	49	137	2.9	4%	46	00:01:32	00:01:28	00:03:44	00:01:45	00:04:23	42	13		00:10
SBPInt Pr	11/11/18	4	1	0	1	1	1	0%	1	00:02:19	00:02:19	00:02:19						
SBPInt Pr	11/11/18	5																
SBPInt Pr	11/11/18	6																
SBPInt Pr	**10/11/18**		**164**	**3**	**167**	**446**	**2.7**	**2%**	**167**				**0:00:43**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S Torp Ferry	8/11/18	15	1	1	1	1	0	0%	1	00:07:31	00:07:31	00:07:31						
S Torp Ferry	8/11/18	16	2							00:29:05	00:29:05	00:39:06						
S Torp Ferry	8/11/18	17	2	3	3	1	1	25%	4	00:02:29	00:00:35	00:00:35						
S Torp Ferry	8/11/18	18																
S Torp Ferry	8/11/18	19	1		0		1	100%	1	00:14:17								
S Torp Ferry	8/11/18	20																
S Torp Ferry	**8/11/18**		**6**	**4**	**4**	**1**	**2**	**33%**	**6**				**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S Torp Ferry	9/11/18	5	1							00:09:08								
S Torp Ferry	9/11/18	6			0		1	100%	1									
S Torp Ferry	9/11/18	7	1	1	1	1	0	0%	1	00:03:06	00:03:06	00:03:06						
S Torp Ferry	**9/11/18**	**8**																

Location	Date	Hour	Maximum passenger wait time	Number waiting 11 mins or more	Number of people waiting 6-10 mins	Number of people waiting 1-5 mins	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time	Total Vehicle Departures	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals
S Torp Ferry	9/11/18	15									00:01:36	2	100%	2		0		2
S Torp Ferry	9/11/18	16									00:01:08	2	100%	2		0		2
S Torp Ferry	9/11/18	17							00:12:22	00:04:55	00:04:55	3	0%	0	2.3	3	7	3
S Torp Ferry	9/11/18	18							00:01:49	00:01:49	00:02:32	3	33%	1	4	2	8	3
S Torp Ferry	**9/11/18**							**0:00:00**				**12**	**50%**	**6**	**4**	**6**	**16**	**12**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S MPln Mif	8/11/18	20	3		0		2	100%	2	00:12:59								
S MPln Mif	8/11/18	21	1		0		2	100%	2	00:11:22								
S MPln Mif	8/11/18	22	1	1	1	1	0	0%	1	00:01:15	00:01:15	00:01:15						
S MPln Mif	8/11/18	23	2	2	2	1	0	0%	2	00:00:23	00:00:23	00:00:24						
S MPln Mif	9/11/18	0	5	5	5	1	0	0%	5	00:02:00	00:02:00	00:02:40		00:06:02	1			00:06
S MPln Mif	**8/11/18**		**12**	**8**	**8**	**1**	**4**	**33%**	**12**				**0:01:19**	00:04:33	1	1		00:04

Location	Date	Hour										
S MPln Mif	9/11/18	20	4	3	1	0	0%	00:25:28	00:25:28	00:46:45		
S MPln Mif	9/11/18	21	7	6	1.5	3	43%	00:15:46	00:12:38	00:28:20		
S MPln Mif	9/11/18	22	4	1	1	2	67%	00:17:11	00:12:33	00:16:41		
S MPln Mif	9/11/18	23	10	25	2.5	1	9%	00:05:01	00:04:56	00:09:47	00:00:39	00:03:25
S MPln Mif	10/11/18	0	7	9	1.3	1	12%	00:00:41	00:00:41	00:01:52	00:00:19	00:01:26
S MPln Mif	10/11/18	1	10	14	1.4	0	0%	00:00:48	00:00:48	00:01:28	00:00:10	00:01:14
S MPln Mif	10/11/18	2	4	4	1	0	0%	00:01:45	00:01:45	00:02:47		
S MPln Mif	**9/11/18**		**46**	**62**	**1.6**	**7**	**15%**					**0:00:18**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S MPln Mif	9/11/18	20	4	3	3	1	0	0%	3	00:25:28	00:25:28	00:46:45						
S MPln Mif	9/11/18	21	7	6	4	1.5	3	43%	7	00:15:46	00:12:38	00:28:20						
S MPln Mif	9/11/18	22	4	1	1	1	2	67%	3	00:17:11	00:12:33	00:16:41						
S MPln Mif	9/11/18	23	10	25	10	2.5	1	9%	11	00:05:01	00:04:56	00:09:47	00:00:39	00:03:25	4			00:03
S MPln Mif	10/11/18	0	7	9	7	1.3	1	12%	8	00:00:41	00:00:41	00:01:52	00:00:19	00:01:26	2			00:01
S MPln Mif	10/11/18	1	10	14	10	1.4	0	0%	10	00:00:48	00:00:48	00:01:28	00:00:10	00:01:14	2			00:01
S MPln Mif	10/11/18	2	4	4	4	1	0	0%	4	00:01:45	00:01:45	00:02:47						
S MPln Mif	**9/11/18**		**46**	**62**	**39**	**1.6**	**7**	**15%**	**46**									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S MPln Mif	10/11/18	20	11	23	10	2.3	0	0%	10	00:06:53	00:06:53	00:23:39	00:00:17	00:02:49	3			00:02
S MPln Mif	10/11/18	21	10	17	7	2.4	2	22%	9	00:07:30	00:09:11	00:24:05	00:00:22	00:04:33	1			00:04
S MPln Mif	10/11/18	22	13	24	12	2	2	14%	14	00:03:49	00:03:31	00:09:38						
S MPln Mif	10/11/18	23	10	19	10	1.9	1	9%	11	00:05:19	00:05:45	00:09:43						
S MPln Mif	11/11/18	0	13	20	12	1.7	1	8%	13	00:01:39	00:01:37	00:04:11	00:00:28	00:02:21	4			00:02
S MPln Mif	11/11/18	1	8	12	8	1.5	0	0%	8	00:01:18	00:01:18	00:02:07						
S MPln Mif	11/11/18	2	10	11	9	1.2	1	10%	10	00:01:05	00:01:10	00:02:05						
S MPln Mif	11/11/18	3	9	11	9	1.2	0	0%	9	00:00:59	00:00:59	00:01:28						
S MPln Mif	**10/11/18**		**84**	**137**	**77**	**1.8**	**7**	**8%**	**84**				**0:00:10**					

Location	Date	Hour	Maximum passenger wait time	Number waiting 11 mins or more	Number of people waiting 6-10 mins	Number of people waiting 1-5 mins	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time	Total Vehicle Departures	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals
S Salt Drake	9/11/18	12																
S Salt Drake	9/11/18	13									00:01:10	1	100%	1		0		1
S Salt Drake	9/11/18	14																
S Salt Drake	9/11/18	15							00:00:38	00:00:38	00:00:38	1	0%	0	2	1	2	1
S Salt Drake	9/11/18	16																
S Salt Drake	9/11/18	17																
S Salt Drake	**9/11/18**							**0:00:00**				**2**	**50%**	**1**	**2**	**1**	**2**	**2**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S Ply Rwy PO	10/11/18	9	3	1	1	1	1	50%	2	00:03:48	00:05:01	00:10:03						
S Ply Rwy PO	10/11/18	10	3	3	3	1	0	0%	3	00:22:31	00:22:31	00:33:45						
S Ply Rwy PO	10/11/18	11		2	1	2	0	0%	1									
S Ply Rwy PO	10/11/18	12	2	1	1	1	0	0%	1	00:37:11	00:52:50	00:52:50						
S Ply Rwy PO	10/11/18	13	4	4	3	1.3	1	25%	4	00:20:36	00:20:36	00:34:41						
S Ply Rwy PO	10/11/18	14	1	2	2	1	0	0%	2	00:24:24	00:24:24	00:24:24						
S Ply Rwy PO	10/11/18	15	2	2	2	1	0	0%	2	00:19:14	00:19:14	00:23:04						
S Ply Rwy PO	10/11/18	16																
S Ply Rwy PO	10/11/18	17																
S Ply Rwy PO	10/11/18	18																
S Ply Rwy PO	**10/11/18**		**15**	**15**	**13**	**1.2**	**2**	**13%**	**15**				**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S P Bwy CP	10/11/18	9																
S P Bwy CP	10/11/18	10	1	1	1	1	0	0%	1	00:15:37	00:15:37	00:15:37						
S P Bwy CP	10/11/18	11	1		0		1	100%	1	00:07:43								
S P Bwy CP	10/11/18	12																
S P Bwy CP	10/11/18	13	1	1	1	1	0	0%	1	00:07:35	00:07:35	00:07:35						
S P Bwy CP	10/11/18	14	1	1	1	1	0	0%	1	00:00:51	00:00:51	00:00:51	00:02:32	00:02:32	1			00:02
S P Bwy CP	10/11/18	15																
S P Bwy CP	10/11/18	16																
S P Bwy CP	10/11/18	17																
S P Bwy CP	10/11/18	18																
S P Bwy CP	**10/11/18**		**4**	**3**	**3**	**1**	**1**	**25%**	**4**				**0:00:51**					

Location	Date	Hour	Maximum passenger wait time	Number waiting 11 mins or more	Number of people waiting 6-10 mins	Number of people waiting 1-5 mins	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Maximum Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time (for a fare)	Average Vehicle Waiting Time	Total Vehicle Departures	% of vehicles leaving empty	Empty Vehicle Departures	Average vehicle occupancy	Loaded Vehicle Departures	Total Passenger Departures	No of Vehicle Arrivals
S MPln Top	10/11/18	8																
S MPln Top	10/11/18	9																
S MPln Top	10/11/18	10																
S MPln Top	10/11/18	11																
S MPln Top	10/11/18	12									00:04:31	1	100%	1		0		1
S MPln Top	10/11/18	13									00:04:18	1	100%	1		0		1
S MPln Top	10/11/18	14																
S MPln Top	10/11/18	15							00:05:03	00:05:03	00:03:55	2	50%	1	1	1	1	2
S MPln Top	**10/11/18**							**0:00:00**				**4**	**75%**	**3**	**1**	**1**	**1**	**4**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
S P R Jh R	10/11/18	13	1		0		1	100%	1	00:07:05							
S P R Jh R	10/11/18	14															
S P R Jh R	10/11/18	15															
S P R Jh R	10/11/18	16															
S P R Jh R	10/11/18	17															
S P R Jh R	10/11/18	18															
S P R Jh R	10/11/18	19															
S P R Jh R	10/11/18	20															
S P R Jh R	10/11/18	21															
S P R Jh R	10/11/18	22	1		0		1	100%	1	00:02:39							
S P R Jh R	10/11/18	23															
S P R Jh R	11/11/18	0															
S P R Jh R	**10/11/18**		**2**	**0**	**0**	**nan**	**2**	**100%**	**2**			**0:00:00**					

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Rail Stn Pr	9/11/18	6	2		0		2	100%	2	00:04:53								
Rail Stn Pr	9/11/18	7	8	3	3	1	4	57%	7	00:11:57	00:08:54	00:09:25						
Rail Stn Pr	9/11/18	8	13	10	9	1.1	1	10%	10	00:09:06	00:09:06	00:23:04	00:00:39	00:06:37		1		00:06
Rail Stn Pr	9/11/18	9	21	22	20	1.1	3	13%	23	00:17:07	00:16:09	00:33:25						
Rail Stn Pr	9/11/18	10	19	7	6	1.2	0	0%	6	00:47:18	00:47:18	00:57:59						
Rail Stn Pr	9/11/18	11	24	31	23	1.3	0	0%	23	00:45:41	00:45:41	01:16:08						
Rail Stn Pr	9/11/18	12	11	15	14	1.1	0	0%	14	00:40:52	00:40:52	00:50:59						
Rail Stn Pr	9/11/18	13	18	19	17	1.1	0	0%	17	00:44:48	00:44:48	00:57:53						
Rail Stn Pr	9/11/18	14	8	29	22	1.3	0	0%	22	00:30:18	00:30:18	00:46:35						
Rail Stn Pr	9/11/18	15	25	31	22	1.4	1	4%	23	00:03:11	00:03:13	00:11:51	00:03:52	00:10:18	1	7	4	00:21
Rail Stn Pr	9/11/18	16	28	33	26	1.3	2	7%	28	00:04:33	00:04:44	00:15:18	00:01:41	00:04:16	10	3		00:06
Rail Stn Pr	9/11/18	17	23	31	24	1.3	1	4%	25	00:00:56	00:00:56	00:04:23	00:00:09	00:02:19	2			00:02
Rail Stn Pr	9/11/18	18	26	32	25	1.3	1	4%	26	00:00:45	00:00:45	00:02:03						
Rail Stn Pr	9/11/18	19	33	36	32	1.1	1	3%	33	00:02:12	00:02:14	00:07:32						
Rail Stn Pr	9/11/18	20	27	14	13	1.1	2	13%	15	00:31:48	00:30:19	01:24:29						
Rail Stn Pr	9/11/18	21	10	11	6	1.8	2	25%	8	01:04:06	01:01:56	01:21:08						
Rail Stn Pr	9/11/18	22	29	45	41	1.1	1	2%	42	00:03:57	00:03:57	00:23:40	00:00:01	00:01:18	1			00:01
Rail Stn Pr	9/11/18	23	27	20	19	1.1	1	5%	20	00:18:57	00:18:38	00:40:17	00:00:03	00:01:06	1			00:01
Rail Stn Pr	10/11/18	0	12	17	14	1.2	2	12%	16	00:13:57	00:13:36	00:28:28						
Rail Stn Pr	10/11/18	1	3	4	3	1.3	4	57%	7	00:23:19	00:22:51	00:22:51						
Rail Stn Pr	**9/11/18**		**367**	**410**	**339**	**1.2**	**28**	**8%**	**367**				**0:00:28**					

Maximum passenger wait time	
Number waiting 11 mins or more	28
Number of people waiting 6-10 mins	98
Number of people waiting 1-5 mins	680
Average Passenger Waiting Time, those waiting only	
Average Passenger Waiting Time in Hour	0:00:18
Maximum Vehicle Waiting Time (for a fare)	
Average Vehicle Waiting Time (for a fare)	
Average Vehicle Waiting Time	
Total Vehicle Departures	6602
% of vehicles leaving empty	10%
Empty Vehicle Departures	634
Average vehicle occupancy	1.7
Loaded Vehicle Departures	5968
Total Passenger Departures	10158
No of Vehicle Arrivals	6602
Hour	490
Date	All
Location	All

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Q1: Have you used a taxi in the last 3 months in the Plymouth area?	Plymouth	
Yes	109	43%
No	145	57%
Total	254	100%

Q2: How often do you use a taxi within this area?	Plymouth	
3 OR MORE TIMES WEEKLY	11	4%
ONCE OR TWICE WEEKLY	19	8%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	20	8%
ONCE OR TWICE MONTHLY	28	11%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	16	6%
ONCE OR TWICE YEARLY	66	26%
NEVER	91	36%
Total	251	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month	1.5

Q3: How do you normally get a taxi in this area?	Plymouth	
AT A TAXI RANK	94	43%
HAILING ON STREET	3	1%
BY TELEPHONE	88	40%
BY FREEPHONE	14	6%
AN APP	21	10%
OTHER	1	0%
Total	221	100%

Q4: If you book a taxi by phone, which 3 companies do you call most often?	Plymouth	
TAXI FIRST	62	42%
TOWER CABS	48	32%
NEED A CAB	10	7%
PLYMOUTH TAXIS	10	7%
RIDGECABS	7	5%
PLYM CABS	6	4%
PLYMSTOCK TAXIS	4	3%
SPEEDEE TAXI	1	1%
666666	1	1%
Total	149	100%

Q5: If you used an app or website, which one did you use?	Plymouth	
NEED A CAB	18	75%
TAXI FIRST	6	25%
Total	24	100%

Q6. How often do you use a hackney carriage in the Plymouth Council area?	Plymouth	
3 OR MORE TIMES WEEKLY	6	3%
ONCE OR TWICE WEEKLY	17	9%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	9	5%
ONCE OR TWICE MONTHLY	14	7%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	11	6%
ONCE OR TWICE YEARLY	28	15%
I can't remember when I last used a hackney carriage	100	53%
I can't remember seeing a hackney carriage in the area	5	3%
Total	190	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month	**0.9**

Q7a. Which ranks are you aware of within the Plymouth Council area?	Plymouth	
TRAIN STATION	87	30%
OLD TOWN STREET	33	11%
ROYAL PARADE	25	9%
DERRYS CROSS	24	8%
CHARLES STREET	22	7%
UNION STREET	18	6%
MAYFLOWER STREET	17	6%
EXETER STREET	11	4%
GUILDHALL	11	4%
DRAKE CIRCUS	8	3%
PRIZM NIGHTCLUB	8	3%
COACH STATION	5	2%
THEATRE	5	2%
CORNWALL STREET	3	1%
CROWNHILL LIBRARY	3	1%
ALBERT ROAD DEVONPORT	2	1%
BARBICAN	2	1%
CHARLES CROSS ROUNDABOUT	2	1%
PLYMOUTH PARADE	2	1%
ARMADA WAY	1	0%
BUS STATION	1	0%
NORTH PARADE	1	0%
PLYMOUTH ARGYLE STADIUM	1	0%
RALEIGH STREET	1	0%
SOUTHWAY RANK	1	0%
Total	294	100%

Q7b. If you are aware of a rank in the Plymouth Council area, please tell us if you use it?	Plymouth	
Use	180	61%
Don't Use	114	39%
Total	294	100%

Q9a. For your most recent trip by taxi, how would you rate the Standard of Vehicle Cleanliness?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	25	27%
Good	55	59%
Very Good	13	14%
Total	93	100%

Q9b. For your most recent trip by taxi, how would you rate the State of Vehicle Repair?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	25	27%
Good	59	63%
Very Good	9	10%
Total	93	100%

Q9c. For your most recent trip by taxi, how would you rate the State of Driver Behaviour?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	19	20%
Good	64	69%
Very Good	10	11%
Total	93	100%

Q9d. For your most recent trip by taxi, how would you rate the State of Driver Appearance?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	28	30%
Good	54	58%
Very Good	11	12%
Total	93	100%

Q9e. For your most recent trip by taxi, how would you rate the Standard of Driver Hygiene?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	25	27%
Good	59	63%
Very Good	9	10%
Total	93	100%

Q9f. For your most recent trip by taxi, how would you rate the Standard of Driver Professionalism?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	14	15%
Good	62	67%
Very Good	17	18%
Total	93	100%

Q9g. For your most recent trip by taxi, how would you rate the Standard of Driver Knowledge of the Area?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	10	11%
Good	57	61%
Very Good	26	28%
Total	93	100%

Q9h. For your most recent trip by taxi, how would you rate the Price?	Plymouth	
Very Poor	6	6%
Poor	7	8%
Average	62	67%
Good	11	12%
Very Good	7	8%
Total	93	100%

Q10. For any aspects you rated poor or very poor, please provide further details?	Plymouth	
FARES ARE BECOMING TOO EXPENSIVE	13	100%
Total	13	100%

Q11a. What would encourage you to use hackney carriages or use them more often?	Plymouth	
Better Vehicle	1	1%
More hackney carriages I could phone for	4	4%
Better Drivers	1	1%
More hackney carriages I could hail or get at a rank	4	4%
Other	79	89%
Total	89	100%

Q11b. If you indicated 'Other' to Q11a, please provide further details?	Plymouth	
CHEAPER FARES	45	56%
NECESSITY	9	11%
NOTHING	9	11%
HOLIDAYING MORE OFTEN	4	5%
GOING OUT WITH FRIENDS, SHARING FARES	2	3%
HAVING MORE EMERGENCIES	2	3%
MORE BUSINESS TRIPS TO PLYMOUTH	2	3%
STUDENT DISCOUNT	2	3%
HEAVY SHOPPING	1	1%
LACK OF OWN TRANSPORT	1	1%
LIVING OUTSIDE OF CITY CENTRE	1	1%
LOYALTY SCHEME / CHEAPER FARES	1	1%
REDUCTION IN LOCAL BUS SERVICES	1	1%
Total	80	100%

Q12a. Do you, or anyone you know, need an adapted licensed vehicle?	Plymouth	
No	144	88%
Yes - WAV	2	1%
someone I know WAV	14	9%
Yes,but not WAV	0	0%
Someone I know, but not WAV	2	1%
Other	1	1%
Total	163	100%

Q12b. If indicated 'OTHER' to Q12a, please tell us more?	Plymouth	
HIGHER VEHICLE NEEDED FOR EASE OF ACCESS	1	100%
	0	0%
Total	1	100%

Q13a. Have you ever given up waiting or made alternative arrangements for an HC, at a rank in the Plymouth Council area?	Plymouth	
Yes	6	5%
No	118	95%
Total	124	100%

Q13b. If you indicated 'YES' to Q13a, please tell us where?	Plymouth	
PRIZM NIGHTCLUB	6	100%
	0	0%
Total	6	100%

Q14a. Have you ever given up waiting or made alternative arrangements for an HC, when hailing in the Plymouth Council area?	Plymouth	
Yes	1	1%
No	119	99%
Total	120	100%

Q14b. If you indicated 'YES' to Q14a, please tell us where?	Plymouth	
PRIZM NIGHTCLUB	1	100%
	0	0%
Total	1	100%

Q15. Do you feel there are enough hackney carriages in the Plymouth Council area overnight, from 19:00 - 07:00?	Plymouth	
Yes	86	81%
No	20	19%
Total	106	100%

Q16. Do you feel safe using taxis during the day time (pre 6pm)?	Plymouth	
Yes	107	100%
No	0	0%
Total	107	100%

Q17. Do you feel safe using taxis during the night time (post 6pm)?	Plymouth	
Yes	87	88%
No	12	12%
Total	99	100%

Q18. If you do not feel safe using taxis, what would make you feel safer?	Plymouth	
TAXI TRACKING	3	20%
FEMALE DRIVERS / MARSHALLING AT RANKS	2	13%
MORE FEMALE DRIVERS	2	13%
COUNCIL SUPPLIED HACKNEY CARRIAGES	1	7%
HAVE WITNESSED SEVERAL FIGHTS VERY LATE, CAN BE FRIGHTENING	1	7%
I FEEL VULNERABLE BECAUSE OF MY AGE	1	7%
MARSHALLING OF RANKS AT WEEKENDS	1	7%
NOTHING I AM VERY NERVOUS AND GET SCARED	1	7%
REDUCTION IN DRUNKEN BEHAVIOUR / BEGGARS	1	7%
REDUCTION IN DRUNKEN BEHAVIOUR LATE ON WEEKENDS	1	7%
YES, I FEEL SAFE, BUT IN COMPANY OF FRIENDS	1	7%
Total	15	100%

Q19. Would you prefer to see the hackney carriage fleet with a livery?	Plymouth	
YES	99	63%
NO	19	12%
DONT KNOW	38	24%
Total	156	100%

Q20. Would having a livery improve public safety using hackney carriages?	Plymouth	
YES	101	65%
NO	16	10%
DONT KNOW	38	25%
Total	155	100%

Q21. If you had the choice of using an electric powered hackney carriage, would you use one?	Plymouth	
NO PREFERENCE	80	63%
YES, ONLY IF IT DID NOT COST ANYMORE	43	34%
YES, AND WOULD PAY 10% MORE FARE	3	2%
Total	126	100%

Q22a. Hackney Carriages may provide a facilites to pay the fare by credit or debit card in the vehicle (CARD MACHINE) how do you feel about that?	Plymouth	
I WOULD STILL PAY IN CASH	33	28%
WOULD BE HAPPY AS LONG AS NO SURCHAGRE	77	65%
WOULD USE FOR EVERY JOURNEY	4	3%
OTHER	5	4%
Total	119	100%

Q22b. If you indicated OTHER' to Q22a, please tell us more?	Plymouth	
DOESNT REALLY BOTHER ME, BUT DONT LIKE WASTE OF PUBLIC MONEY	1	20%
EASIER TO SPLIT FARES WHEN USING CASH	1	20%
I WOULD BE CONCERNED ABOUT SECURITY	1	20%
MAKES NO DIFFERENCE	2	40%
Total	5	100%

Q23. Do you have regular access to a car?	Plymouth	
YES	144	58%
NO	106	42%
Total	250	100%

Q24a. Do you live in the Plymouth Council area?	Plymouth	
Yes	215	85%
No	39	15%
Total	254	100%

Q24b: If you do not live in the area, please provide the first half of your postcode?	Plymouth	
BA2	1	3%
BH21	1	3%
BS31	1	3%
EDINBURGH	1	3%
EX4	1	3%
EX8	2	5%
GERMANY	1	3%
LE12	2	5%
LL41	1	3%
NG21	1	3%
PENZANCE	1	3%
PL12	1	3%
PL13	1	3%
PL14	2	5%
PL15	1	3%
PL17	3	8%
PL18	1	3%
PL19	5	13%
PL21	1	3%
PL7	1	3%
TA21	1	3%
TQ1	2	5%
TQ12	1	3%
TQ13	1	3%
TQ14	1	3%
TQ4	3	8%
TQ5	1	3%
Total	39	100%

Q25. GENDER	Plymouth		Census	
1. Male	121	48%	50%	LESS
2. Female	129	52%	50%	MORE
Total	250	100%		

Q26. AGE	Plymouth		Census	
1. Under 30	67	27%	28%	SIMILAR
2. 31 - 55	110	44%	37%	MORE
3. Over 55	73	29%	35%	LESS
Total	250	100%		

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EQUALITY IMPACT ASSESSMENT

Review of the Hackney Carriage Quantity Limit

STAGE 1: What is being assessed and by whom?	
What is being assessed - including a brief description of aims and objectives?	**Review of the Hackney Carriage Quantity Limit**. The Council adopted the current limit in 2008. The Council regulates the provision of licensed vehicles to ensure they are safe and roadworthy and licensed drivers that are 'fit and proper' to drive licensed vehicles. Taxi services provide an adaptable 'door to door' transport service to users where larger urban public transport is not convenient to the user. The Council has the ability to regulate the number of hackney carriages licenced. The over or under provision of hackney carriages can have an adverse impact on the travelling public. In deciding whether to restrict the number of licences and to what amount is based on an unmet demand survey. This policy reviews the need to keep a limit and the number of licences to be issued.
Responsible Officer	Rachael Hind, Service Manager
Department and Service	Public Protection Service, Office of the Director for Public Health
Date of Assessment	10 September 2019

STAGE 2: Evidence and Impact				
Protected Characteristics (Equality Act)	**Evidence and information (e.g. data and feedback)**	**Any adverse impact?**	**Actions**	**Timescale and who is responsible?**
Age	Passengers accessing taxi services are not age-specific and would include all age groups from 18 years of age onwards. Under 18s Children and young people access taxi services in particular on an arranged contractual basis to attend educational establishments. Normally these client groups would be accompanied by nominated carers.	These proposals will not impact on these client groups other than to improve general passenger safety	None – the aim of the proposals is to promote passenger safety	NA
Disability	The hackney carriage fleet is 100% wheel chair assessable. Hackney carriage vehicles	Approximately 25% of licenced hackney carriage drivers benefit from a medical exemption to carry wheel chairs.	None	NA

STAGE 2: Evidence and Impact				
Protected Characteristics (Equality Act)	**Evidence and information (e.g. data and feedback)**	**Any adverse impact?**	**Actions**	**Timescale and who is responsible?**
	must also carry assistance dogs. Different disabilities will require a range of vehicles to ensure ease of access. The limit does not prevent a full range of accessible vehicles being used.	The remaining fleet are fully accessible to wheelchairs to ensure adequate provision of vehicles		
Faith, Religion or Belief	Currently driver representation covers many nationalities.	These proposals will not impact on these client groups other than to improve general passenger safety	None	NA
Gender - including marriage, pregnancy and maternity	There are no differential issues for this protected characteristic. The survey establishes that there is no unmet demand. There should be adequate provision for lone persons late at night	It is not anticipated that the policy will have an adverse impact on this protected characteristic.	None	NA

STAGE 2: Evidence and Impact				
Protected Characteristics (Equality Act)	**Evidence and information (e.g. data and feedback)**	**Any adverse impact?**	**Actions**	**Timescale and who is responsible?**
Gender Reassignment	There are no differential issues for this protected characteristic.	It is not anticipated that the policy will have an adverse impact on this protected characteristic	None	NA
Race	Currently driver representation covers many nationalities.	It is not anticipated that the policy will have an adverse impact on this protected characteristic	None	NA
Sexual Orientation -including Civil Partnership	There are no differential issues for this protected characteristic.	It is not anticipated that the policy will have an adverse impact on this protected characteristic	None	NA

STAGE 3: Are there any implications for the following? If so, please record 'Actions' to be taken		
Local Priorities	**Implications**	**Timescale and who is responsible?**
Reduce the inequality gap, particularly in health between communities.	None	NA
Good relations between different communities (community	None	NA

STAGE 3: Are there any implications for the following? If so, please record 'Actions' to be taken		
Local Priorities	**Implications**	**Timescale and who is responsible?**
cohesion).		
Human Rights	The limit must provide a balance in achieving the licensing objectives and human rights; these being Article 1, Protocol 1 of the European Convention on Human Rights (peaceful enjoyment of possessions). Any decision to refuse, revoke or suspend a licence must be rational, necessary and proportionate for the promotion of the licensing objectives. The Council have the power to set local standards in the provision and regulation of taxi services within the provisions of the Town Police Clauses Act 1847, the Plymouth City Council Act 1975 and the Plymouth City Council Act 1987	Licensing officers and Social Inclusion Unit

STAGE 4: Publication			
Director, Assistant Director/Head of Service approving EIA.	Rob Nelder	Date	TBC

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EXECUTIVE DECISION

made by a Cabinet Member

REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL CABINET MEMBER

Executive Decision Reference Number – L21 20/21

Decision	
1	**Title of decision: European Social Fund delivery and working with Careers South West**
2	**Decision maker (Cabinet member name and portfolio title):** Councillor Tudor Evans OBE (Leader)
3	**Report author and contact details:** Edward Coley, Head of Skills and Employability. edward.coley@plymouth.gov.uk
4	**Decision to be taken:** To note the progress on the ESF SMART Specialisation project which will deliver a programme of activity to bolster in work skills progression and apprenticeship activity across the Heart of the SW Local Enterprise Partnership area; To agree to manage the delivery of the project and act as accountable body for the project; To authorise the Service Director for Education, Participation and Skills to award contracts for the delivery of the project.
5	**Reasons for decision:** Maximising the use of ESF – Following on from strong feedback about ensuring the city fully benefits from the balances within European funding programme, officers have been keen to ensure that the Council takes a leading role with its peers, and seeks to secure relevant funds before they are lost back to national pots. It provides additional skills support to our people and businesses in times of economic need and in particular the impact of Covid-19 and futureproofing our City for the impending implications of Brexit More specifically, lit gives leverage and advantage of additional skills resource to our individual priority groups and economic recovery plans – We are currently facing the largest economic crisis ever encountered. As at July 2020, those on Universal Credit had reached over 25,000. Those on Universal Credit in 16-24 yrs was 3,096. We anticipate the number of young people leaving post 16 education destinations including Schools, FE and HE education being nearly 12,000, with reduced chances. Smart Specialization will support the following: • Those employed in SMEs and Micro businesses and increased offer of upskilling • Apprenticeships and promoting the value of them to employers • Unemployed (including long-term unemployed) - supporting progression towards employment and to further education and training and into employment • Participants without basic skills – supporting progression into higher education, further education, improved work prospects, entry into employment and improved confidence and

	social engagement • Participants aged 50 plus - supporting re-entry into employment, career change • Participants with disabilities - supporting re-entry into employment, first-time employment, improved English, maths skills supporting independence, improved confidence, improvement in mental health • Single parents - supporting entry and re-entry into employment (when children reach school age) and improved prospects within employment • Homeless, or those in temporary housing - supporting improvement in English, maths and digital skills to better engage with society and entry into employment and further education and training The funding provides added support to our SkillsLaunchpadPlymouth and the work we are delivering to support employers and will be a natural part of the offer going forward Without this proposal, skills funding would be lost to the City as no other organisation is able to act as the accountable body It will demonstrate visibility of funding and its accountability to City Leaders In addition, the project will recognize its existing role as *the* principal ESF delivery partner across the area, seeking to utilise the balance of ESF funding to route additional activity through CSW as our shared delivery body. Routing the funds through the Council but utilising CSW as the authority's delivery arm will allow the project to draw upon their matched funding capacity.
6	**Alternative options considered and rejected:** **Do nothing: -** This would allow ESF funds allocated to the area to be returned to the respective Managing Authority for re-allocation. Consequently, as a City (and a LEP area) we would lose needed skills funding to support our people and businesses. There is also a reputational risk to the sub region by passing back funds and potentially jeopardising future funding invitations. **Delivery through others:** The FE sector in Devon have been approached to see whether there was appetite to host. All were of the opinion that it would need a neutral intermediary through which any project would go to remove any bias. Devon County Council have made commitments to hosting another ESF project and are not in a position to accommodate this one as well. **Delivery through PCC and Partner:** Deliver SMART Skills Specialisation with PCC as the accountable body and working in conjunction with CSW. It will enable the City of Plymouth to secure much needed skills funding otherwise lost to businesses and people at a point in time where there is an economic crisis. Having carefully considered the options, the one taken is to have PCC act as the accountable body with delivery of the project through CSW.
7	**Financial implications:** Resource implications are minimal. The project will ensure that funding will be entering the LA to support the role of Head of Post 16 and Skills, who will have oversight of the project delivery. The project delivery team will be CSW staff made of existing expertise or going out to recruit where needed. The project will be due to start in early October with announcements on final project approval from the Managing Authority shortly.

8	**Is the decision a Key Decision?** **(please contact Democratic Support for further advice)**	**Yes**	**No**	**Per the Constitution, a key decision is one which:**
			x	in the case of **capital** projects and contract awards, results in a new commitment to spend and/or save in excess of **£3million** in total
		x		in the case of **revenue** projects when the decision involves entering into new commitments and/or making new savings in excess of **£1million**
		x		is **significant** in terms of its effect on communities living or working in an area comprising **two or more** wards in the area of the local authority.
	If yes, date of publication of the notice in the Forward Plan of Key Decisions	**03/09/2020**		
9	**Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:**	SMART Specialisation will contribute to the Corporate Plan themes with particular reference to the following:- **Quality jobs and valuable skills** The project will enable workforces in SME's to be offered a range of skills provision that will enable staff to develop existing or new skills thereby increasing productivity. The offer can be aligned to additional services developed by the Growth Hub, for example as well as sector based work with SME's that has been initiated through the Resurgam Economic Recovery Programme. SME's will also gain additional resilience in preparation and anticipation of Brexit. The project will also contribute to the increased number of people with relevant workplace skills and skill levels for the future and also encourage the concept of continuous professional development. **Economic Growth that benefits as many people as possible** SMART skills will contribute to increased investment in SME's in the City as a by product of engagement and skills delivery to each of those businesses that accept the offer of support. We will be able to raise the skills levels of our workforce and citizens which will benefit them and also provide further illustration of a City that has a skilled workforce and adds to net worth of our City for inward investment purposes. **A green sustainable city that cares about the environment** A significant number of the training courses available will be digital based thus enabling more people to take advantage of the ability to deliver work remotely and place reliance on		

		the need for travel to work thereby reducing the carbon foot print **A strong voice for Plymouth Regionally and Nationally** As the accountable body for the project, successful delivery will ensure that we are able to deliver as promised and improve our position to ask for more regarding skills and employability Revenue income to the LA to support the Education and Skills Department		
10	**Please specify any direct environmental implications of the decision (carbon impact)**	It is not believed that this paper will have a significant environmental impact, and has the potential to reduce carbon and travel requirements as a result. Much of the skills delivery will be on line reducing the need to travel to learn and explores the application of digital learning technology.		
Urgent decisions				
11	**Is the decision urgent and to be implemented immediately in the interests of the Council or the public?**	**Yes**		(If yes, please contact Democratic Support (democraticsupport@plymouth.gov.uk) for advice)
		No	x	**(If no, go to section 13a)**
12a	**Reason for urgency:**			
12b	**Scrutiny Chair Signature:**		**Date**	
	Scrutiny Committee name:			
	Print Name:			
Consultation				
13a	**Are any other Cabinet members' portfolios affected by the decision?**	**Yes**	x	
		No		**(If no go to section 14)**
13b	**Which other Cabinet member's portfolio is affected by the decision?**	Councillor Jon Taylor (Cabinet Member for Education, Transformation and Skills)		
13c	**Date Cabinet member consulted**	2/9/2020		
14	**Has any Cabinet member declared a conflict of interest in relation to the decision?**	**Yes**		If yes, please discuss with the Monitoring Officer
		No	**x**	

15	**Which Corporate Management Team member has been consulted?**	**Name**	**Alison Botham**	
		Job title	**Director of Children's Services**	
		Date consulted	**25 August 2020**	
Sign-off				
16	**Sign off codes from the relevant departments consulted:**	**Democratic Support (mandatory)**		DS59 20/21
		Finance (mandatory)		djn.20.21.90
		Legal (mandatory)		lt/35365/240920
		Human Resources (if applicable)		
		Corporate property (if applicable)		
		Procurement (if applicable)		

Appendices		
17	**Ref.**	**Title of appendix**
	A	Briefing report
	B	Equalities Impact Assessment

Confidential/exempt information				
18a	**Do you need to include any confidential/exempt information?**	**Yes**		If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for publication by virtue of Part 1of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in **18b** below. (Keep as much information as possible in the briefing report that will be in the public domain)
		No	**x**	

		Exemption Paragraph Number						
		1	**2**	**3**	**4**	**5**	**6**	**7**
18b	**Confidential/exempt briefing report title:**							

Background Papers	
19	Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which

	disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.

Title of background paper(s)	Exemption Paragraph Number						
	1	2	3	4	5	6	7

Cabinet Member Signature	
20	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.

Signature		**Date of decision**	11/11/2020
Print Name	Councillor Tudor Evans OBE (Leader)		

BRIEFING ON ESF SMART SPECIALISATION PROJECT

Education Participation and Skills

PLYMOUTH CITY COUNCIL

Background

- In August 2019, the Heart of the South West Local Enterprise Partnership working with DWP launched three further calls for ESF skills activity. Developed from the balance of ESF funds still available to the area, the calls sought to draw down £10m of extant funding towards the development of local workforce skills, apprenticeship and teaching / delivery capacity. Specifically, the calls included:

    - £4.5m from Priority 2.1 (including £1m ring-fenced for Somerset) for the development of Health and Social Care training across the LEP area, with a focus on enhancing related recruitment and upskilling.

    - £4.5m from Priority 2.1 (including £1m ring-fenced for Somerset) towards the development of wider workforce skills, with a focus on STEM, Construction and supporting other high need workforce areas.

    - £900,000 from Priority 2.2 (Including £300,000 ring-fenced for Somerset) to enhance the capacity of training providers to deliver better tailored learning to local businesses.

- Following discussions between partners within the LEP area however, it quickly became clear that partners beyond the local authorities lacked the capacity to deliver upward of £2-3m of ESF programme activity, with both the required level of match and programme management outstripping their headroom.

- As such, upper tier / unitary council partners agreed to explore taking forward this final wave of ESF delivery, with Devon and Plymouth seeking to act as accountable bodies for the final tranche of expenditure to ensure local retention. This also had the strategic benefit of allowing the Councils to shape and direct activity to best meet local ambitions and priorities.

- Consequently, two programmes are currently being pursued by the authorities through the ESF programme:

    - Health and Social Care Programme (£3.2m) – Led by Devon County Council as the accountable body, and working with health and care providers, FE and other training providers across the Plymouth, Torbay and Devon area, a programme of support to provide tailored learning and progression routes into the sector.

    - SMART Specialisation (£3.5m) – led By Plymouth City Council, working in conjunction with CSW Ltd, a programme of activity to bolster in work skills progression and apprenticeship activity, building on the Transition approach run by the three Councils to support young people into further learning / worthwhile work.

- For our part, Plymouth has been keen to pursue the SMART specialisation programme for the following reasons:

- **Maximising the use of ESF** – Following on from strong feedback about ensuring the city fully benefits from the balances within European funding programme, officers have been keen to ensure that the Council takes a leading role with its peers, and seeks to secure relevant funds before they are lost back to national pots.

- **Leverage and advantage of additional skills resource to our individual priority groups and economic recovery plans** – We are currently facing the largest economic crisis ever encountered. As at July 2020, those on Universal Credit had reached over 25,000. Those on Universal Credit in 16-24 yrs was 3,096. We anticipate the number of young people leaving post 16 education destinations including Schools, FE and HE education being nearly 12,000, with reduced chances. Smart Specialization will support the following:
    - Those employed in SMEs and Micro businesses and increased offer of upskilling
    - Apprenticeships and promoting the value of them to employers
    - Unemployed (including long-term unemployed) - supporting progression towards employment and to further education and training and into employment
    - Participants without basic skills – supporting progression into higher education, further education, improved work prospects, entry into employment and improved confidence and social engagement
    - Participants aged 50 plus - supporting re-entry into employment, career change
    - Participants with disabilities - supporting re-entry into employment, first-time employment, improved English, maths skills supporting independence, improved confidence, improvement in mental health
    - Single parents - supporting entry and re-entry into employment (when children reach school age) and improved prospects within employment
    - Homeless, or those in temporary housing - supporting improvement in English, maths and digital skills to better engage with society and entry into employment and further education and training

    - **Reinforcing CSW Ltd, and accelerating progression toward Teckal compliance** In addition, the project will recognize its existing role as *the* principal ESF delivery partner across the area, seeking to utilise the balance of ESF funding to route additional activity through CSW as our shared delivery body. By routing the funds through the Council but utilising CSW as the authority's delivery arm and drawing upon their matched funding capacity, significantly increasing the volume of council activity flowing through CSW books, and thus accelerating its progression toward Teckal compliance and overall local authority control.

Ask

- Given the above, we are seeking approval to now move forward with the hosting of the SMART Specialisation programme, enhancing Plymouth's leverage from the ESF programme, and reinforcing CSW's position towards Teckal compliance.

EQUALITY IMPACT ASSESSMENT

Education Participation and Skills

STAGE 1: WHAT IS BEING ASSESSED AND BY WHOM?

What is being assessed - including a brief description of aims and objectives?	This EIA considers the impact of the SMART Specialisation skills European Social Funded project on will have on residents and businesses in Plymouth. The project: Smart Skills is a partnership project led by Plymouth City Council. Each of the 7 partners has a specific role to play in offering a cohesive approach to skills provision within the workplace. As an overview, activity comprises: A Skills Hub Training Analysis, including gap analysis Blended Learning provision across a wide variety of subjects, including basic skills. The aim of Smart Skills is to offer participants an easy journey through the skills landscape via the Skills Hub, maximising the impact of investment and activity. The project will work with a wide variety of participants, encompassing the prescribed target groups: Employed Self-Employed Apprentices SME's Disadvantaged groups, e.g. inactive or unemployed.
Author	Edward Coley
Department and service	Education Participation and Skills
Date of assessment	25/8/2020

STAGE 2: EVIDENCE AND IMPACT

Protected characteristics (Equality Act)	Evidence and information (eg data and feedback)	Any adverse impact See guidance on how to make judgement	Actions	Timescale and who is responsible
Age	Plymouth had a population of 256,384 people from the 2011 Census (Office of National Statistics (ONS), this is currently estimated at 264,200 (DATA Plymouth).	No adverse impact is expected. The project will be able to support people of all ages	Actions taken will be part of regular monitoring meetings between PCC/CSW and delivery partners and benchmarked against agreed KPIs.	Through the lifetime of the project Head of Skills and Post 16 Project Management delivery team CSW Owners and Commissioners Employment and Skills Board HoTSW Skills Advisory Panel
Disability	A total of 31,164 people (from 28.5% of households) declared themselves as having a long-term health problem or disability. 10% of our population have their day-today activities limited '*a lot*' by a long-term health problem or disability. 17.5 per 1,000 children in Plymouth have a learning difficulty reported by schools. 2800 people (1% of population) have some learning disability. 30,000 adults in Plymouth (10.6% of population) have some form of mental health issue.	No adverse impact is expected and the project is aimed at being inclusive	Actions taken will be part of regular monitoring meetings between PCC/CSW and delivery partners and benchmarked against agreed KPIs.	Through the lifetime of the project Head of Skills and Post 16 Project Management delivery team CSW Owners and Commissioners Employment and Skills Board HoTSW Skills Advisory Panel SkillsLaunchpad Plymouth
Faith/religion or belief	Data shows 32.9% of the Plymouth population stated they had no religion. Those with a Hindi, Buddhist, Jewish	No adverse impact is expected as the project is inclusive of all faith, religion and belief.	Actions taken will be part of regular monitoring meetings between PCC/ CSW delivery partners as required.	Through the lifetime of the project Head of Skills and Post 16

	or Sikh religion combined totalled less than 1%. 0.5% of the population had a current religion that was not Christian, Islam, Buddhism, Hinduism, Judaism, or Sikh such as Paganism or Spiritualism.			Project Management delivery team CSW Owners and Commissioners Employment and Skills Board HoTSW Skills Advisory Panel SkillsLaunchpad Plymouth
Gender - including marriage, pregnancy and maternity	Circa 130,000 (50.7% of the population) are female. 77,154 (39% people are married. 16,572 (8.5% people have remarried. 5382 (2.8%) are separated and still legally married. In 2013 there were 3163 live births in Plymouth[1] Current numbers of young people that this effects are as follows:	No adverse impact is expected and there is an expectation that delivery partners will provide skills interventions to an agreed number of women as part of overall delivery.	Actions taken will be part of regular monitoring meetings between PCC/CSW and delivery partners as and when required.	Through the lifetime of the project Head of Skills and Post 16 Project Management delivery team CSW Owners and Commissioners Employment and Skills Board HoTSW Skills Advisory Panel SkillsLaunchpad Plymouth
Gender reassignment	We don't currently have any data about gender reassignment of our people	No adverse impact is expected	Actions taken will be part of regular monitoring meetings between PCC/CSW and delivery partners as required.	Through the lifetime of the project Head of Skills and Post 16 Project Management delivery team CSW Owners and Commissioners

[1] Office of National Statistics

				Employment and Skills Board HoTSW Skills Advisory Panel SkillsLaunchpad Plymouth
Race	238,263 (92.9%) of Plymouth's population identify themselves as White. 7.1% identify themselves as Black and Minority Ethnic (BME) with White Other (2.7%), Chinese (0.5%) and Other Asian (0.5%) the most common ethnic groups. BME population has risen from 3% in 2001 to 6.7% in 2011 therefore has more than doubled since the 2001 census. At least 43 main languages spoken in the City, showing Polish, Chinese and Kurdish as the top three. Based on a full year data for 2012-13, our top most requested languages are Polish, British Sign Language (BSL) and Chinese Mandarin. We have seen the trend for Polish and BSL to continue into 2013-14 however the third language varies; we believe this is due to patients and clients needing repeat appointments and treatment. Ethnicity and	No adverse impact is expected. Department will collate any incidents from providers contracted with as part of ongoing monitoring and review with CSW.	Actions taken will be part of regular monitoring meetings between PCC/ CSW and delivery partners as required. Additional support can be provided through existing arrangements. Procurement will follow needs determined by specific resident groups in the city with regard to ESOL for example for them to either enter work or become nearer to the labour market. Current partnerships are in places that are able to support the delivery of the funds include the SkillsLaunchpad Plymouth, Group, Devon and Cornwall Training Provider Network, and overseen by the Plymouth Employment sand Skills Board as part of the contribution it makes to the current Plan for Employment and Skills.	Through the lifetime of the project Head of Skills and Post 16 Project Management delivery team CSW Owners and Commissioners Employment and Skills Board HoTSW Skills Advisory Panel SkillsLaunchpad Plymouth

	language statistics of school children (0-18 years) Data for 2012[2] shows out of a total population of 36711, 33,646 (95.65%) were identified as white British. 1123 (3.06%) as 'white other background'; 'other ethnic group' 438 (1.19%); BME counted for 932 (2.54%).			
Sexual orientation - including civil partnership	Data sets are not recorded centrally	No adverse impact is expected.	Actions taken will be part of regular monitoring meetings between PCC/CSW and delivery partners as required. Current partnerships are in places that are able to support the delivery of the funds include SkillsLaucnpad Plymouth,Devon and Cornwall Training Provider Network, and overseen by the Plymouth Employment and Skills Board as part of the contribution it makes to the Plan for Employment and Skills.	Through the lifetime of the project Head of Skills and Post 16 Project Management delivery team CSW Owners and Commissioners Employment and Skills Board HoTSW Skills Advisory Panel SkillsLaunchpad Plymouth

STAGE 3: ARE THERE ANY IMPLICATIONS FOR THE FOLLOWING? IF SO, PLEASE RECORD ACTIONS TO BE TAKEN

Local priorities	Implications	Timescale and who is responsible
Reduce the gap in average hourly pay between men and women by 2020.	No adverse impact has been identified. The project will deliver skills to individuals that will enhance their career prospects and help reduce gaps in pay as women add to their existing portfolio of skills. Some of this work will be carried out as part of a skills assessment and enabling female staff to see the	Ongoing monitoring through the contract. Education participation and Skills. PCC/ CSW staff. Edward Coley, Head of Skills and Employability.

[2] School census data 2012 provided by Policy, Performance & Partnerships Department, Plymouth City Council, Jan 2013.

	full scope and opportunity made available by such intervention. We would also be advocating that workplaces offer equal rights of pay and uphold the principles of the law.	
Increase the number of hate crime incidents reported and maintain good satisfaction rates in dealing with racist, disablist, homophobic, transphobic and faith, religion and belief incidents by 2020.	No adverse impact on human rights has been identified.	Ongoing monitoring through the project delivery team. PCC/ CSW staff. Head of Skills and Post 16.
Good relations between different communities (community cohesion)	No adverse impact on human rights has been identified.	Ongoing monitoring through the project delivery team. PCC/ CSW staff. Head of Skills and Post 16 and links to staff colleagues represented as part of the Inclusive Growth agenda
Human rights **Please refer to guidance**	It is important that all people of Plymouth are treated fairly, their views are taken into account and that their human rights have been respected. No adverse impact on human rights has been identified.	Ongoing monitoring through the project delivery team. PCC/ CSW staff. Head of Skills and Post 16. (This is also part of the ESF guidance that is required to be followed)

STAGE 4: PUBLICATION

Responsible Officer: Judith Harwood

Date 4/11/2020

Service Director for Education, Participation and Skills