



Guildford – Hackney Carriage Unmet Demand Survey

Final Report

March 2015





EXECUTIVE SUMMARY

Key points

This study has been conducted by Vector Transport Consultancy on behalf of Guildford Borough Council

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

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to implement or retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages.

The Department also expects the justification for any policy of quantity restrictions to be included in the Local Transport Plan process.

If the result of an unmet demand survey should demonstrate that there is evidence of significant unmet demand, the recommended actions for a licensing authority, which maintains a limit, may be to either raise the limit on Hackney Carriage numbers to an appropriate level, or to remove the limit all together. In the case of a licensing authority which does not maintain a limit, but which is considering the implementation of a limit, a result indicating the presence of significant unmet demand would make it difficult to justify the implementation of a limit, which is not higher than the existing number of Hackney Carriage vehicle licenses which were in place at the time of the survey.

If the result of an unmet demand survey should demonstrate that there is no evidence of unmet demand, then a third choice of action becomes available to the licensing authority. This is to keep the cap in place at the same level, or, in the case of an authority which does not limit, to introduce a limit.

A licensing authority may choose at any time, to implement, raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit; good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.

The objectives of the study may be broadly defined as:

- A survey of activity at taxi ranks
- Consultation with the trade
- Consultation with stakeholders
- Consultation with the public
- Conclusions and recommendations

Surveys were undertaken at taxi ranks in Guildford, for four days, from a Thursday morning to the early hours of the following Monday morning, 96 hours later. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times and wait times for any queuing passengers.

Sixty occurrences of passenger queuing were observed. Twenty five of these were observed at the North Street rank and the remainder were observed at the Railway Station rank.



Forty six of the passenger queuing occurrences, at both ranks, were during the quieter day time hours rather than during the peak night time economy periods.

The total number of passengers who had to wait at a rank for a Hackney Carriage was 81. This equates to 1.6% of all passengers observed.

Volumes at the ranks are summarised in the following table as estimated equivalent weekly volumes. The weekly estimate was calculated as:
(4 x Thursday) + Friday + Saturday + Sunday volumes

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
North Street	191	2055	2246	3120	1.5	19
Railway Station	87	4243	4330	5519	1.3	36
Total	278	6298	6576	8639	1.4	30

Table 1 - Summary of Rank Observation Results - estimated weekly totals

Some Hackney Carriages left the ranks empty. It may be the case that many of these empty departures may have been responding to telephone bookings. Feedback from the trade supports this view.

Public consultation was undertaken through questionnaire surveys conducted on street and an online questionnaire. Stakeholder consultation was undertaken with minority group representatives, hotels, licensed premises, the police, transport providers, local elected members, town and parish councils and supermarkets.

The consultation feedback indicated that:

- The needs of elderly, disabled and mobility impaired passengers are generally satisfied by the existing Hackney Carriage fleet. However, there was some evidence of a minority of drivers who did not provide good service to disabled users. The majority of journeys on Licensed Vehicles, involving the use of wheel chairs, are pre-booked. Not all of these journeys are necessarily undertaken on Hackney Carriages. Private Hire Vehicles also provide some wheel chair accessible vehicles.
- Some older passengers find getting in and out of high floor wheel chair accessible vehicles more difficult than saloon cars. As such, many older passengers prefer saloon cars.
- There are generally plenty of Hackney Carriages available for the needs of the public. However at school run times, there are some times fewer taxis available for telephone bookings and there can be a delay of a few minutes. But generally not more than an additional five minutes or so.
- Traffic congestion in Guildford affects the availability of taxis to respond to telephone bookings quickly. This is a problem during the evening peak especially.

Observations

The estimated weekly hires at the ranks in Guildford are 6,576. This equates to approximately 36 hires per week per Hackney Carriage

Unmet need assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results was zero. Values below the threshold indicator



value of 80 suggest that there is **no Significant Unmet Demand**. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

Conclusions and recommendations

The primary purpose of this study was to determine whether there is evidence of significant unmet demand. The evidence gathered suggests that there is a very low level of unmet demand, with occasional passenger waiting for Hackney Carriages to arrive at ranks and very limited evidence from public consultation of latent unmet demand. Therefore, evidence from the consultation work and the ISUD index value calculated, suggests that the level is below that which is considered to be significant. Therefore, there is **No Significant Unmet Demand**.





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1 STUDY OBJECTIVES

1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Guildford Borough Council.

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

The objectives of the study may be broadly defined as:

- A survey of activity at taxi ranks in Guildford
- Consultation with the trade
- Consultation with stakeholders
- Public consultation
- Conclusions and recommendations



2 BACKGROUND

2.1 Definitions

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

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

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

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

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

Guildford Borough Council is the licensing authority for Hackney Carriage and Private Hire operators, drivers and vehicles within their area. They are able to specify the standards they require (over and above the legal minima) for operators, drivers and vehicles, they can regulate Hackney Carriage fares and specify the number of Hackney licences they issue.

2.2 DfT guidance on Unmet Demand surveys

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

Significant Unmet Demand (SUD) has two components:

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

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

If the result of an unmet demand survey should demonstrate that there is evidence of significant unmet demand, the recommended actions for a licensing authority may be to either raise the limit (where one exists) on Hackney Carriage numbers to an appropriate level, or to remove the limit all together.



If the result of an unmet demand survey should demonstrate that there is no evidence of unmet demand, then a third choice of action becomes available to the licensing authority, which is to keep an existing cap in place at the same level, or to introduce a cap if no cap exists.

A licensing authority may choose at any time, to implement, raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit; good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.

The DfT guidance considers the level of service to passengers foremost. The guidance suggests that quantity restrictions should only be introduced or retained if this is of benefit to the travelling public.

2.3 Observed unmet demand

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

2.4 Latent unmet demand

Where potential passengers are deterred from using Hackney Carriages through the assumption or knowledge that waiting times will be high, these passengers may decide not to travel or use an alternative means of transport. These passengers will not feature in the taxi rank surveys. Therefore to get an estimate of this latent demand an alternative form of survey is required. This generally consists of face to face interviews with pedestrians to enquire about their experience in hiring and using taxis. Such a survey can also provide other information on taxi use.

2.5 Other Surveys

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

2.6 Breakdown of the Hackney Carriage trade

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

- Public, private and unofficial ranks;
- Flag down/on-street;
- Telephone / radio bookings
- Contract work for statutory authorities such as for education authorities or social services;
- Commercial contract work;



- One off/occasional private hire for individuals or organisations;
- Evening leisure;
- Daytime shopping/social/business;
- Tourism
- Various combinations of the above that 'fit together' in time

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

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

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

- The overall population,
- The extent of car ownership,
- Availability of other transport including public, community and private transport,
- Levels of mobility impairment and disability,.
- Seasonality,

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



3 TAXI RANK SURVEYS

3.1 Current taxi ranks

Two locations were surveyed. These were the official marked taxi rank on North Street in Guildford and the rank in Guildford Railway Station.

The Railway Station rank is on Railway property and may only be accessed by Hackney Carriages which have a permit purchased from Southern Railways. As such, not all Hackney Carriages have a permit and so, not all Hackney Carriages service the Railway Station rank. The rank on North Street may be serviced by all Hackney Carriages.

3.2 Rank surveys

The ranks were surveyed continuously from 7.00 on Thursday 5th February 2015 to 7.00 on Monday 9th February 2015.

3.3 Rank survey results

Full details of tabulated hourly passenger and Hackney Carriage volumes and waiting times for Hackney Carriages, are presented in Appendix A. Summary results are presented below as graphs of Hourly Passenger Volumes, Hourly Hackney Carriage Volumes, Average Hackney Carriage waiting time each hour and Hackney Carriage Queue Lengths in five minute increments.

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

Passenger waiting times were recorded when passengers arrived at a taxi rank and there were no taxis waiting at the rank, i.e. passengers had to wait for a Hackney Carriage to arrive at the rank. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi rank until a Hackney Carriage arrived at the rank, to pick up the passenger(s) or the passengers left without boarding a Hackney Carriage.

It is worth noting that the prevalent condition at the locations surveyed was that taxis queued, waiting for passengers, during the periods when the ranks were active. Therefore, for the majority of the times surveyed, passengers arrived at the taxi ranks and a Hackney Carriage was waiting and ready for immediate boarding. On these occasions, the recorded passenger wait time was zero.



Railway Station

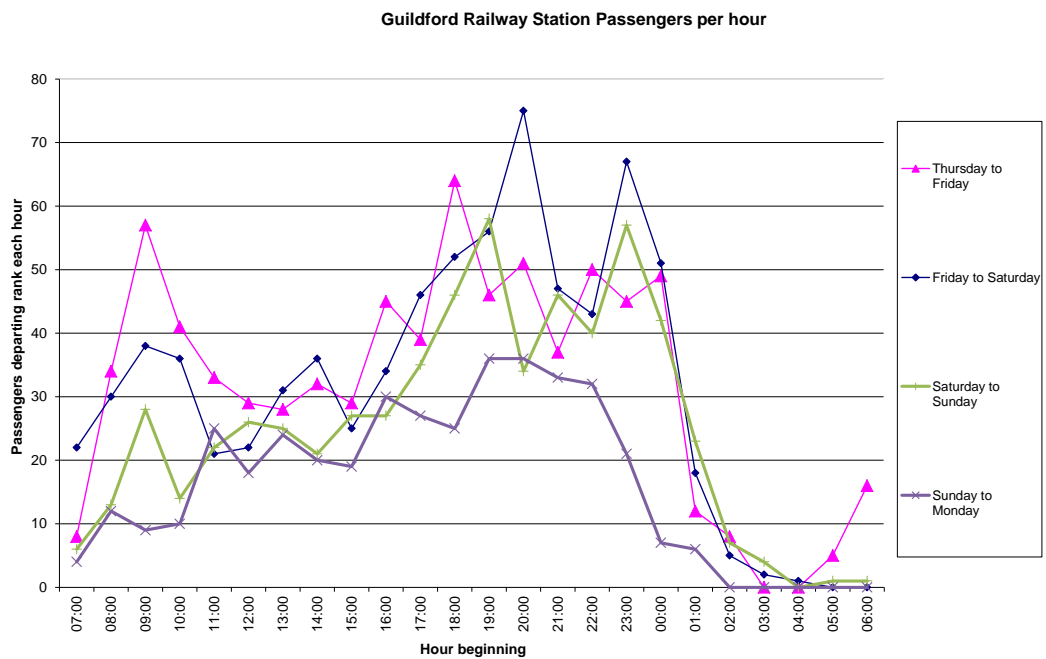


Figure 1 – Railway Station Passengers Per Hour

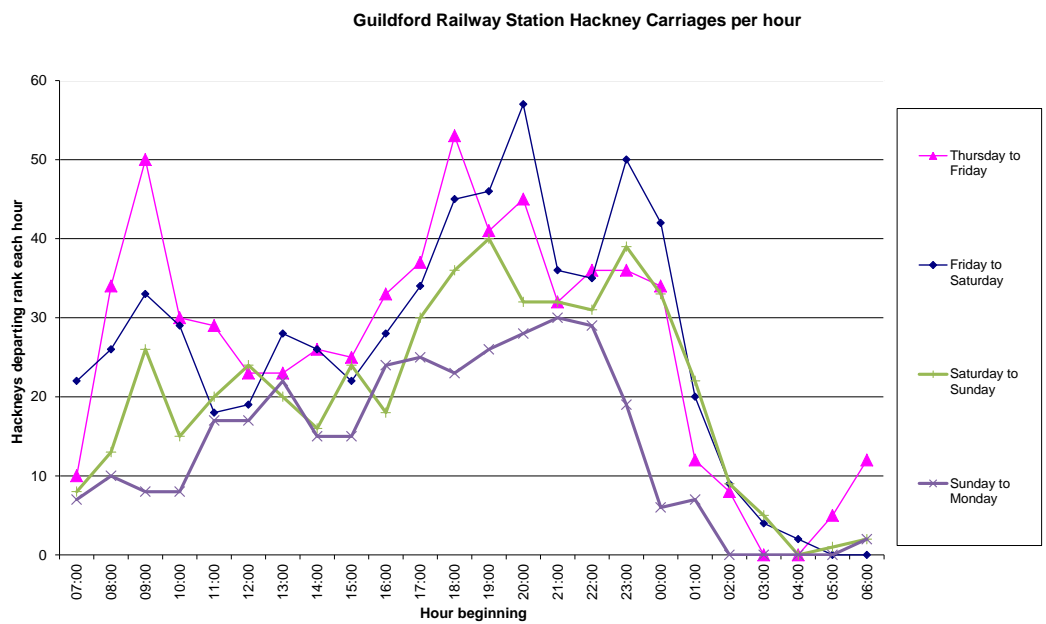


Figure 2 - Railway Station Hackney Carriages Per Hour

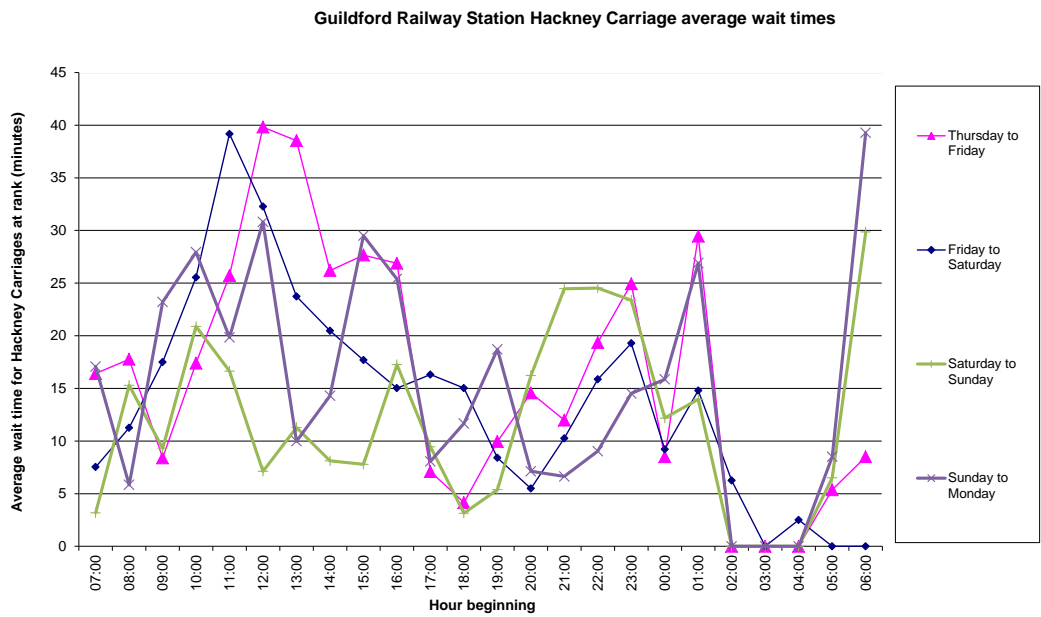


Figure 3 - Railway Station Hackney Carriage Average Wait Times

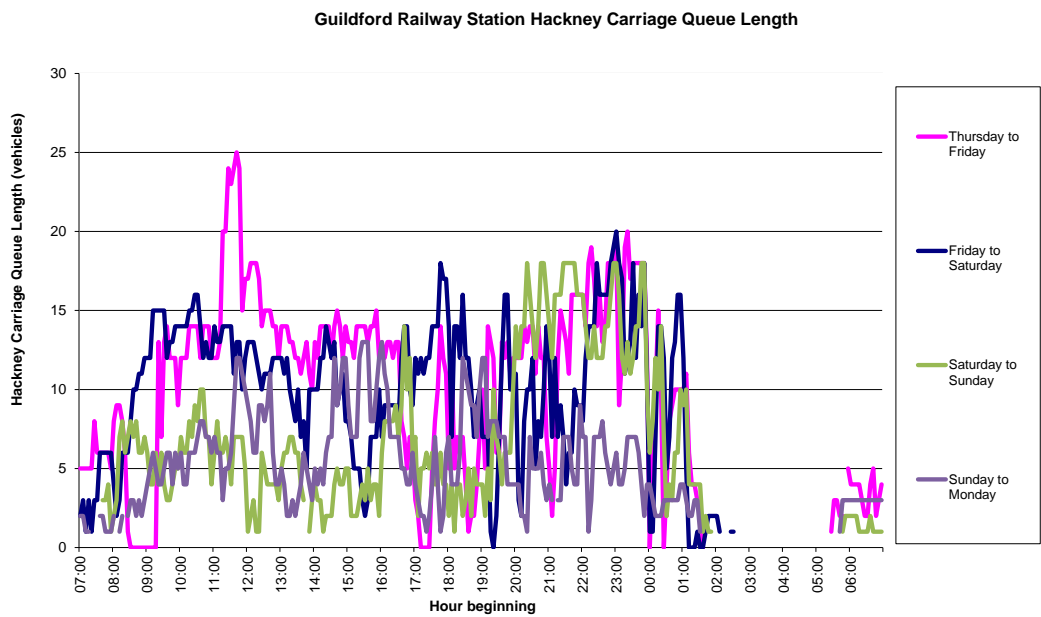


Figure 4 - Railway Station Hackney Carriage Queue Length



North Street.

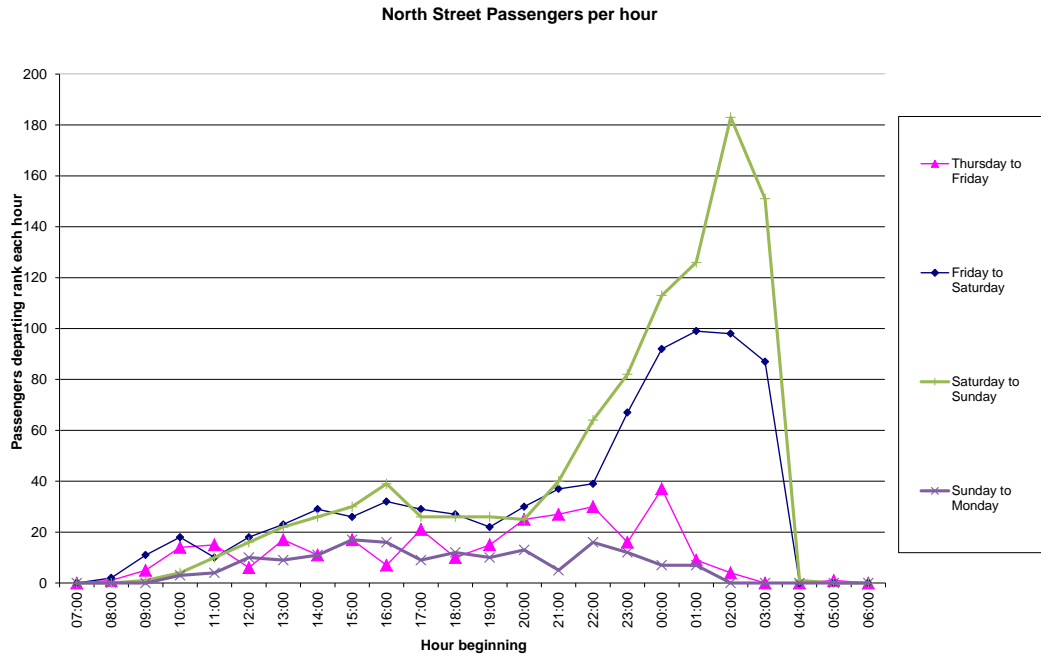


Figure 5 – North Street Passengers Per Hour

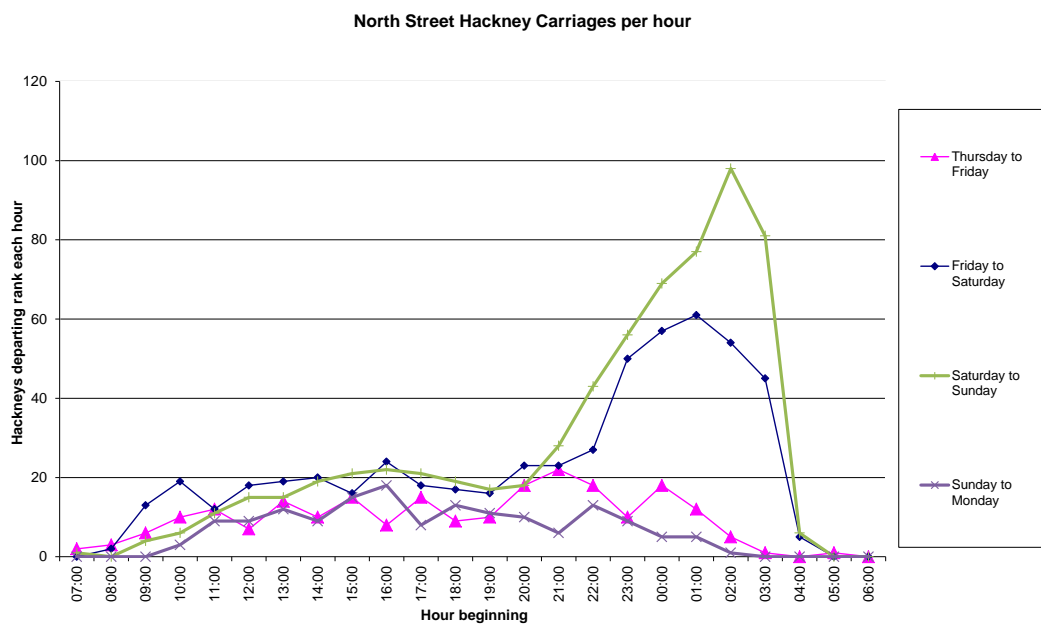


Figure 6 – North Street Hackney Carriages Per Hour

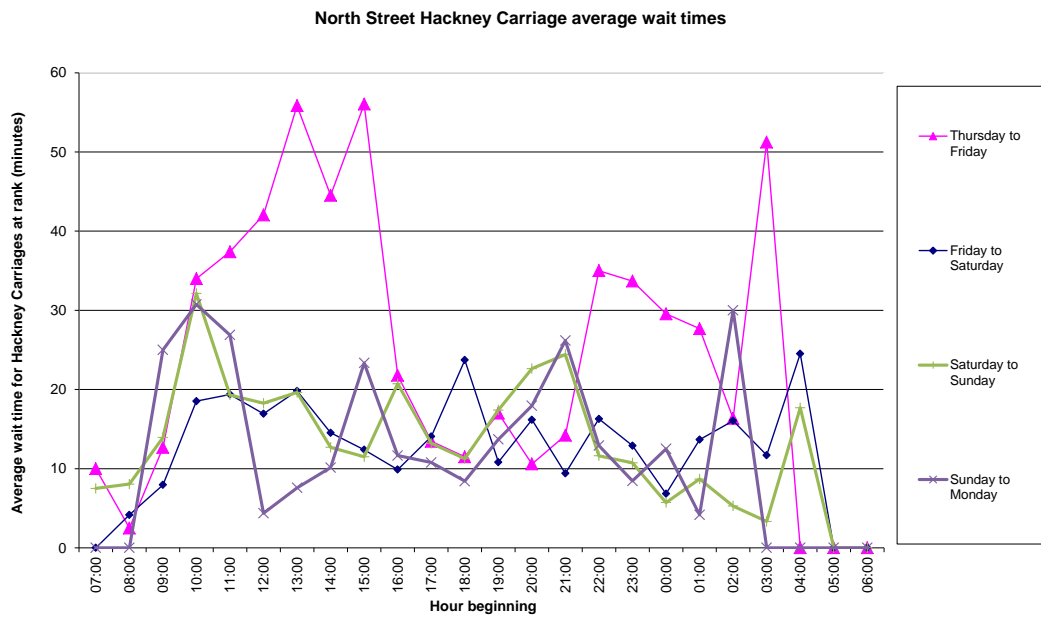


Figure 7 - North Street Hackney Carriage Average Wait Times

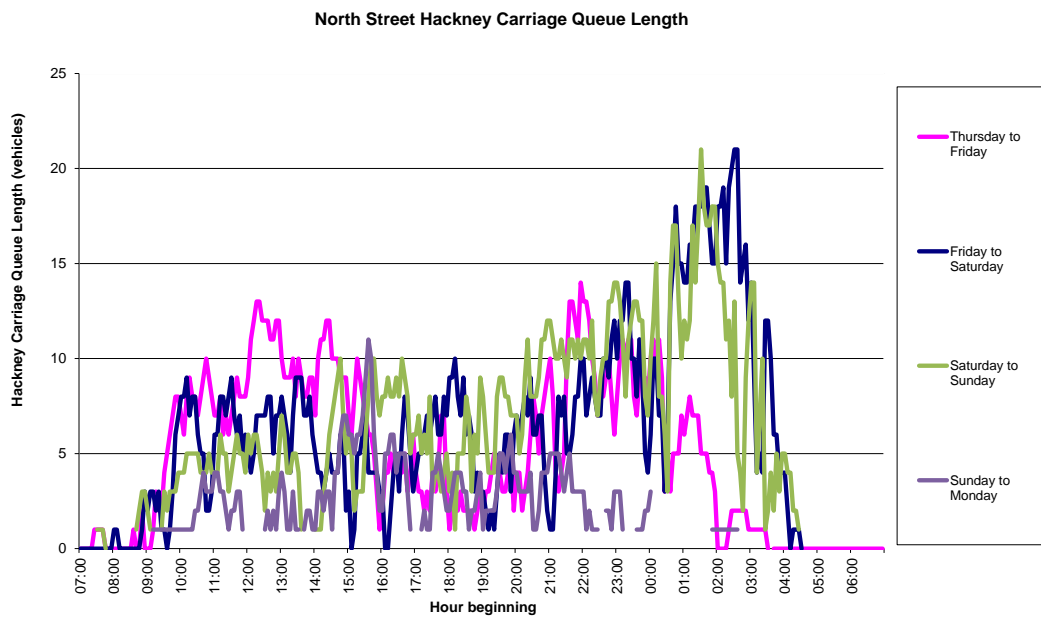


Figure 8 - North Street Hackney Carriage Queue Length



3.4 Summary of results

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

Table 2 Thursday to Friday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
North Street	26	200	226	288	1	28
Railway Station	13	704	717	941	1	47
Total	39	904	943	1229	1.4	42

Table 3 Friday to Saturday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
North Street	23	516	539	796	2	13
Railway Station	15	616	631	758	1	15
Total	38	1132	1170	1554	1.4	14

Table 4 Saturday to Sunday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
North Street	34	613	647	1011	2	11
Railway Station	14	480	494	603	1	13
Total	48	1093	1141	1614	1.5	12

Table 5 Sunday to Monday Rank Summary Results

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
North Street	30	126	156	161	1	14
Railway Station	6	331	337	394	1	15
Total	36	457	493	555	1.2	15

The aggregate weekly total for Hackney Carriages and passengers, was estimated from the daily totals. The weekly total was estimated by factoring the Thursday results by four and adding the daily results from each of the other days, i.e. 7 days is represented by (4 x Thursday) + Friday + Saturday + Sunday.

Estimated weekly volumes are presented below.

Table 6 Estimated Weekly Ranks Volumes

RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
North Street	191	2055	2246	3120	1.5	19
Railway Station	87	4243	4330	5519	1.3	36
Total	278	6298	6576	8639	1.4	30



3.5 Commentary on results

The Railway Station rank accounted for approximately 69% of all rank hires observed.

Around 4% of all Hackney Carriages departing the ranks, left empty. When Hackney Carriages leave the rank empty, this is often in response to a radio call to send the vehicle to pick up a telephone booking.

3.6 Passenger queuing

Sixty occurrences of passenger queuing were observed. Twenty five of these were observed at the North Street rank and the remainder were observed at the Railway Station rank.

Forty six of the passenger queuing occurrences, at both ranks, were during the quieter day time hours rather than during the peak night time economy periods.

Hackney Carriages tend to operate at times in response to demand. So more drivers work the ranks during busier times. With fewer Hackney Carriages required during low demand periods, occasions can arise when several hires occur during a short period and take all of the vehicles off a rank for a short period. This was generally the situation at the times when queuing was observed.

The total number of passengers who had to wait at a rank for a Hackney Carriage was 81. This equates to 1.6% of all passengers observed.

The incidence of queuing at ranks is taken into account when calculating the Index of Significant Unmet Demand (ISUD).

Wheel Chair Users

Only one wheel chair hire was observed during the four days of rank observation. A party of three arrived at the North Street rank on Saturday afternoon. The wheel chair party had to let several Hackney Carriages pass leave the rank as the vehicles at the head of the vehicle queue on the rank seemed unable to cope with the wheel chair. The nature of the rank configuration is such that it is not feasible for a wheel chair to access vehicles further back in the queue. The wheel chair party managed to board a Hackney Carriage after 10 minutes.

3.7 Balance of Supply and Demand

The balance of supply of Hackney Carriages and demand for Hackney Carriages was assessed at each of the ranks. The balance of supply and demand was categorised for each hour, according to the following criteria.

- **Excess Supply** – The minimum Hackney Carriage queue in an hour was three or more Hackney Carriages and no occurrences of Passenger Queuing were observed.
- **Equilibrium** – The minimum Hackney Carriage queue in an hour was two or less and the maximum passenger queue was two or less, or the maximum passenger wait was less than one minute. During observed



periods when no activity was observed, this was taken as a period of equilibrium.

- **Excess Demand** – The maximum passenger queue in an hour was three or more, or the maximum passenger wait exceeds one minute.

The Balance of Supply and Demand is summarised in the following tables.

Table 7 - Balance of Supply and Demand at the North Street rank

		Excess Supply	Equilibrium	Excess Demand
North Street	Thursday to Friday	10	10	4
	Friday to Saturday	10	10	4
	Saturday to Sunday	11	12	1
	Sunday to Monday	1	22	1
	Total	32	54	10
	Total %	33.3%	56.3%	10.4%

Table 8 - Balance of Supply and Demand at the Railway Station rank

		Excess Supply	Equilibrium	Excess Demand
Railway Station	Thursday to Friday	12	8	4
	Friday to Saturday	12	10	2
	Saturday to Sunday	9	15	0
	Sunday to Monday	11	13	0
	Total	44	46	6
	Total %	45.8%	47.9%	6.3%

Table 9 - Summary of the Balance of Supply and Demand across all ranks

		Excess Supply	Equilibrium	Excess Demand
All ranks	Thursday to Friday	22	18	8
	Friday to Saturday	22	20	6
	Saturday to Sunday	20	27	1
	Sunday to Monday	12	35	1
	Total	76	100	16
	Total %	39.6%	52.1%	8.3%

The most common condition of the ranks was equilibrium, with some excess supply. The occurrences of excess demand were relatively low.



4 PUBLIC CONSULTATION

4.1 Public consultation questionnaires

A public attitude survey was undertaken in Guildford. The questionnaire was designed for this study and implemented by a specialist survey contractor who used experienced staff to carry out the interviews with the public. The use of experienced surveyors enabled respondents to be guided through the questions. 213 on street surveys were completed.

The terms Hackney Carriage and Private Hire Vehicle are used in relation to these specific vehicle types.

Whilst 213 respondents provided feedback to the questionnaires, not all respondents answered all questions. Therefore, the totals, for responses, in each table do not always add up to 213.

The questionnaire, together with the analysis of responses, is presented below.

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



1.	<p>“Can you tell me all the ways in which a Private Hire Vehicle may be hired? i.e. the ones without a TAXI sign on the roof.”</p> <p>Possible answers (tick all which apply): [This is to establish the level of understanding of the interviewee. Do not show to interviewee or suggest any answers to the interviewee]</p> <ul style="list-style-type: none">A) Book by telephoneB) Book online or via a mobile app.C) Book in person at a Private Hire Booking officeD) Hail a passing cab in the streetE) Hire a waiting cab in the street or in a car parkF) Hire one at a taxi rankG) Don't knowH) Other (Please enter details) <p>Options A, B or C are valid choices. However, 91 (43%) of the respondents chose one or more of the non-valid options. The most commonly chosen non-valid option chosen was option E.</p> <p>The purpose of this question was to establish the level of knowledge of the consultee, regarding licensed vehicles. For those who were not familiar with the differences between Hackney Carriages and Private Hire Vehicles, the interviewer explained the differences, prior to asking subsequent questions.</p>
2.	<p>“Can you tell me all the ways in which a Hackney Carriage may be hired? i.e. the ones with a TAXI sign on the roof.”</p> <p>Possible answers (tick all which apply): [Do not show to interviewee or suggest any answers to the interviewee]</p> <ul style="list-style-type: none">I) Book by telephoneJ) Book online or via a mobile app.K) Book in person at a Private Hire Booking officeL) Hail a passing cab in the streetM) Hire a waiting cab in the street or in a car parkN) Hire one at a taxi rankO) Don't knowP) Other (Please enter details) <p>All options are valid. The most commonly identified option was I – Book by telephone.</p>
3.	<p>If the interviewee gets the answers to 1 or 2 wrong, explain to the interviewee that Private Hire Vehicles must be pre-booked before use. Hackney Carriages can be pre-booked, hailed in the street or hired at a taxi rank.</p>



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

Yes Private Hire 1	22	10.3%
Yes Hackney Carriage 2	52	24.4%
Yes both types or don't know 3	81	38.0%
No 4	58	27.2%
	213	100.0%

If the answer is No, then go to Question 12 otherwise go to Q5

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

Rarely (e.g. less than twice a year) 1	8	3.8%
Very Occasionally (e.g. two to five trips a year) 2	40	18.8%
Occasionally (e.g. six to ten trips per year) 3	40	18.8%
Fairly often (e.g. up to five trips per month) 4	50	23.5%
Frequently (e.g. more than one trip per week) 5	59	27.7%
Never 6	16	7.5%
	213	100.0%

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

At a rank 1 Go to Q7	22	10.3%
Hailed in the street 2 Go to Q8	52	24.4%
By telephone 3 Go to 9	81	38.0%
Don't recall	58	27.2%
	213	100.0%

7. If hired from a rank –
How long did you have to wait for a Hackney Carriage at the rank?
_____minutes **Go to Q12**

0 minutes	8	3.8%
5 minutes	8	3.8%
10 minutes	4	1.9%
15 minutes	2	0.9%
N/A	191	89.7%
	213	100.0%



8.	<p>If hailed on the street- How long did it take you to hail a Hackney Carriage from the time you started looking for one? _____ minutes Go to Q12</p> <table border="1"> <tr><td>0 minutes</td><td>0</td><td>0.0%</td></tr> <tr><td>1 minute</td><td>0</td><td>0.0%</td></tr> <tr><td>2 minutes</td><td>16</td><td>7.5%</td></tr> <tr><td>3 minutes</td><td>8</td><td>3.8%</td></tr> <tr><td>4 minutes</td><td>8</td><td>3.8%</td></tr> <tr><td>5 minutes</td><td>7</td><td>3.3%</td></tr> <tr><td>6 minutes</td><td>1</td><td>0.5%</td></tr> <tr><td>7 minutes</td><td>6</td><td>2.8%</td></tr> <tr><td>8 minutes</td><td>2</td><td>0.9%</td></tr> <tr><td>9 minutes</td><td>0</td><td>0.0%</td></tr> <tr><td>10 minutes</td><td>4</td><td>1.9%</td></tr> <tr><td>N/A</td><td>161</td><td>75.6%</td></tr> <tr><td></td><td>213</td><td>100.0%</td></tr> </table>	0 minutes	0	0.0%	1 minute	0	0.0%	2 minutes	16	7.5%	3 minutes	8	3.8%	4 minutes	8	3.8%	5 minutes	7	3.3%	6 minutes	1	0.5%	7 minutes	6	2.8%	8 minutes	2	0.9%	9 minutes	0	0.0%	10 minutes	4	1.9%	N/A	161	75.6%		213	100.0%
0 minutes	0	0.0%																																						
1 minute	0	0.0%																																						
2 minutes	16	7.5%																																						
3 minutes	8	3.8%																																						
4 minutes	8	3.8%																																						
5 minutes	7	3.3%																																						
6 minutes	1	0.5%																																						
7 minutes	6	2.8%																																						
8 minutes	2	0.9%																																						
9 minutes	0	0.0%																																						
10 minutes	4	1.9%																																						
N/A	161	75.6%																																						
	213	100.0%																																						
9.	<p>If hired by telephone- Did you require the Hackney Carriage or Private Hire Vehicle immediately, or did you pre-book it for another time?</p> <table border="1"> <tr><td>Immediately 1 Go to Q11</td><td>72</td><td>33.8%</td></tr> <tr><td>Not immediately 2 Go to Q12</td><td>9</td><td>4.2%</td></tr> <tr><td>N/A</td><td>132</td><td>62.0%</td></tr> <tr><td></td><td>213</td><td>100.0%</td></tr> </table>	Immediately 1 Go to Q11	72	33.8%	Not immediately 2 Go to Q12	9	4.2%	N/A	132	62.0%		213	100.0%																											
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N/A	132	62.0%																																						
	213	100.0%																																						
10.	<p>If you telephoned for an immediate booking, how long did it take for the Hackney Carriage or Private Hire Vehicle to arrive? _____ minutes Go to Q12</p> <table border="1"> <tr><td>0 minutes</td><td>4</td><td>1.9%</td></tr> <tr><td>3 minutes</td><td>5</td><td>2.3%</td></tr> <tr><td>4 minutes</td><td>2</td><td>0.9%</td></tr> <tr><td>5 minutes</td><td>34</td><td>16.0%</td></tr> <tr><td>9 minutes</td><td>4</td><td>1.9%</td></tr> <tr><td>10 minutes</td><td>15</td><td>7.0%</td></tr> <tr><td>15 minutes</td><td>4</td><td>1.9%</td></tr> <tr><td>20 minutes</td><td>0</td><td>0.0%</td></tr> <tr><td>N/A or don't recall</td><td>145</td><td>68.1%</td></tr> <tr><td></td><td>213</td><td>100.0%</td></tr> </table>	0 minutes	4	1.9%	3 minutes	5	2.3%	4 minutes	2	0.9%	5 minutes	34	16.0%	9 minutes	4	1.9%	10 minutes	15	7.0%	15 minutes	4	1.9%	20 minutes	0	0.0%	N/A or don't recall	145	68.1%		213	100.0%									
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11.	<p>If pre booked for another time, how close to the booked time did the Hackney Carriage or Private Hire Vehicle arrive? - _____minutes early, or, On time 99 , or, + _____minutes late <i>(use negative numbers to denote early arrival and positive numbers to denote late arrival)</i> Go to Q12</p> <p>All pre-booked Hackney Carriages arrived on time</p>																																																																																																																														
12.	<p>With respect to the standard of Hackney Carriages, in Guildford. How would you rate the following aspects, using the ratings; Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):</p> <ul style="list-style-type: none"> a) Vehicle Cleanliness b) Standard of mechanical condition c) Driver Helpfulness d) Driver standard of dress e) Driver standard of hygiene f) Driver professionalism g) Driver communication h) Driver knowledge of the area. <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>a</th> <th>b</th> <th>c</th> <th>d</th> <th>e</th> <th>f</th> <th>g</th> <th>h</th> </tr> </thead> <tbody> <tr> <td>Very Poor</td> <td>12</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Poor</td> <td>0</td> <td>0</td> <td>14</td> <td>7</td> <td>21</td> <td>0</td> <td>11</td> <td>10</td> </tr> <tr> <td>Neutral</td> <td>32</td> <td>57</td> <td>28</td> <td>97</td> <td>67</td> <td>64</td> <td>51</td> <td>36</td> </tr> <tr> <td>Good</td> <td>114</td> <td>100</td> <td>114</td> <td>61</td> <td>72</td> <td>101</td> <td>104</td> <td>75</td> </tr> <tr> <td>Very Good</td> <td>55</td> <td>56</td> <td>57</td> <td>48</td> <td>53</td> <td>48</td> <td>47</td> <td>92</td> </tr> <tr> <td>Total</td> <td>213</td> <td>213</td> <td>213</td> <td>213</td> <td>213</td> <td>213</td> <td>213</td> <td>213</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>a</th> <th>b</th> <th>c</th> <th>d</th> <th>e</th> <th>f</th> <th>g</th> <th>h</th> </tr> </thead> <tbody> <tr> <td>Very Poor</td> <td>6%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>Poor</td> <td>0%</td> <td>0%</td> <td>7%</td> <td>3%</td> <td>10%</td> <td>0%</td> <td>5%</td> <td>5%</td> </tr> <tr> <td>Neutral</td> <td>15%</td> <td>27%</td> <td>13%</td> <td>46%</td> <td>31%</td> <td>30%</td> <td>24%</td> <td>17%</td> </tr> <tr> <td>Good</td> <td>54%</td> <td>47%</td> <td>54%</td> <td>29%</td> <td>34%</td> <td>47%</td> <td>49%</td> <td>35%</td> </tr> <tr> <td>Very Good</td> <td>26%</td> <td>26%</td> <td>27%</td> <td>23%</td> <td>25%</td> <td>23%</td> <td>22%</td> <td>43%</td> </tr> <tr> <td>Total</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>		a	b	c	d	e	f	g	h	Very Poor	12	0	0	0	0	0	0	0	Poor	0	0	14	7	21	0	11	10	Neutral	32	57	28	97	67	64	51	36	Good	114	100	114	61	72	101	104	75	Very Good	55	56	57	48	53	48	47	92	Total	213	213	213	213	213	213	213	213		a	b	c	d	e	f	g	h	Very Poor	6%	0%	0%	0%	0%	0%	0%	0%	Poor	0%	0%	7%	3%	10%	0%	5%	5%	Neutral	15%	27%	13%	46%	31%	30%	24%	17%	Good	54%	47%	54%	29%	34%	47%	49%	35%	Very Good	26%	26%	27%	23%	25%	23%	22%	43%	Total	100%	100%	100%	100%	100%	100%	100%	100%
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THE FOLLOWING QUESTIONS RELATE TO HACKNEY CARRIAGES ONLY, NOT PHVs																																																																																																																															
14.	<p>Have you experienced problems in obtaining a Hackney Carriage in Guildford in the last three months?</p> <p>Yes 1 Go to Q15 No 2 Go to Q18</p> <table border="1"> <tbody> <tr> <td>Yes</td> <td>6</td> <td>2.8%</td> </tr> <tr> <td>No</td> <td>207</td> <td>97.2%</td> </tr> <tr> <td></td> <td>213</td> <td>100.0%</td> </tr> </tbody> </table>	Yes	6	2.8%	No	207	97.2%		213	100.0%																																																																																																																					
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15.	<p>If yes, for what reason? _____</p> <p>See answers in 17</p>																																																																																																																														



16.	If yes, Where did this problem occur? See answers in 17		
17.	If yes, approximately what time of day and day of week did this occur?		
	Reason	Where	When
	Didn't arrive at booked time	Night Out	Weekday
	Taxi was late	Night Out	12pm
	Didn't arrive at booked time	Home	Wed
	N/A	N/A	N/A
	N/A	N/A	N/A
	Taxi failed to show	Near North Street	11pm
18.	What method do you use most often to obtain a Hackney Carriage (NOT PRIVATE HIRE!)?		
	Phone booking 1	159	74.6%
	Hailed 2	14	6.6%
	At Rank 3	40	18.8%
	Never use Hackney Carriages 4	0	0.0%
		213	100.0%
19.	How would you assess the availability of Hackney Carriages in Guildford ? Very good 5 Good 4 Average 3 Poor 2 Very poor 1 Don't know 6		
	Very Poor	0	0.0%
	Poor	0	0.0%
	Neutral	2	0.9%
	Good	74	34.7%
	Very Good	137	64.3%
	Don't know	0	0.0%
		213	100.0%
20.	Are there any locations where you would like a new Taxi Rank? Yes 1 Go to Q21 No 2 Go to Q22		
	Yes	3	1.4%
	No	209	98.6%
		212	100.0%



21.	<p>If the answer above was yes, please specify.</p> <table border="1" data-bbox="300 360 563 472"> <tr><td>Supermarket</td></tr> <tr><td>Near supermarket</td></tr> <tr><td>Near McDonalds</td></tr> </table>	Supermarket	Near supermarket	Near McDonalds						
Supermarket										
Near supermarket										
Near McDonalds										
22.	<p>Are there any existing Taxi ranks that you would use more often if Hackney Carriages were more reliably found there? Yes 1 Go to Q23 No 2 Go to Q24</p> <table border="1" data-bbox="300 707 683 824"> <tr><td>Yes</td><td>7</td><td>3.3%</td></tr> <tr><td>No</td><td>206</td><td>96.7%</td></tr> <tr><td></td><td>213</td><td>100.0%</td></tr> </table>	Yes	7	3.3%	No	206	96.7%		213	100.0%
Yes	7	3.3%								
No	206	96.7%								
	213	100.0%								
23.	<p>If the answer above was yes, please specify.</p> <table border="1" data-bbox="300 936 823 1211"> <tr><td>Station</td></tr> <tr><td>North Street</td></tr> <tr><td>North Street</td></tr> <tr><td>North Street</td></tr> <tr><td>Station</td></tr> <tr><td>North Street</td></tr> <tr><td>Small rank in town centre (not North Street)</td></tr> </table>	Station	North Street	North Street	North Street	Station	North Street	Small rank in town centre (not North Street)		
Station										
North Street										
North Street										
North Street										
Station										
North Street										
Small rank in town centre (not North Street)										
24.	<p>Have you wanted to hire a Hackney Carriage in the last three months at a rank or by hailing and given up or made alternative arrangements for travel because none were available? Yes 1 Go to Q25 No 2 Go to Q26</p> <table border="1" data-bbox="300 1417 643 1534"> <tr><td>Yes</td><td>0</td><td>0.0%</td></tr> <tr><td>No</td><td>213</td><td>100.0%</td></tr> <tr><td></td><td>213</td><td>100.0%</td></tr> </table>	Yes	0	0.0%	No	213	100.0%		213	100.0%
Yes	0	0.0%								
No	213	100.0%								
	213	100.0%								
25.	<p>If the answer to the previous question is yes, could you state where you tried to hire the Hackney Carriage?</p>									



26.	<p>Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last three months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time? [Remember, this relates to Hackney Carriages not Private Hire, check for understanding]</p> <p>Yes 1 Go to Q27 No 2 Go to Q28</p> <table border="1"> <tr> <td>Yes</td> <td>5</td> <td>2.3%</td> </tr> <tr> <td>No</td> <td>208</td> <td>97.7%</td> </tr> <tr> <td></td> <td>213</td> <td>100.0%</td> </tr> </table>	Yes	5	2.3%	No	208	97.7%		213	100.0%		
Yes	5	2.3%										
No	208	97.7%										
	213	100.0%										
27.	<p>If the answer to the previous question is yes, how long approximately was the wait time quoted?</p> <p>_____ minutes or No Availability (Code 999 minutes if no availability)</p> <table border="1"> <tr> <td>60</td> </tr> <tr> <td>No availability</td> </tr> <tr> <td>60</td> </tr> <tr> <td>60</td> </tr> <tr> <td>No availability</td> </tr> </table>	60	No availability	60	60	No availability						
60												
No availability												
60												
60												
No availability												
28.	<p>Are there any features of Hackney Carriage services in Guildford that you feel are particularly good? If so, please tell us what features.</p> <table border="1"> <tr><td>Drivers</td></tr> <tr><td>Well maintained taxis</td></tr> <tr><td>Drivers</td></tr> <tr><td>Drivers</td></tr> <tr><td>Courteousness of drivers</td></tr> <tr><td>Taxis are frequent and reliable most of the time</td></tr> <tr><td>Drivers</td></tr> <tr><td>Drivers</td></tr> <tr><td>Drivers</td></tr> <tr><td>Drivers</td></tr> <tr><td>Drivers</td></tr> </table>	Drivers	Well maintained taxis	Drivers	Drivers	Courteousness of drivers	Taxis are frequent and reliable most of the time	Drivers	Drivers	Drivers	Drivers	Drivers
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29.	<p>Have you or any member of a party you were travelling with, used a wheel chair whilst travelling by Hackney Carriage in the last three months? Yes If yes, please go to Q30 No, If no, please go to Q31</p> <table border="1" data-bbox="304 443 588 589"> <tr> <td>Yes</td> <td>0</td> <td>0.0%</td> </tr> <tr> <td>No</td> <td>213</td> <td>100.0%</td> </tr> <tr> <td></td> <td>213</td> <td>100.0%</td> </tr> </table>	Yes	0	0.0%	No	213	100.0%		213	100.0%						
Yes	0	0.0%														
No	213	100.0%														
	213	100.0%														
30.	<p>Did you or your party face any difficulties hiring a suitable vehicle to carry the wheel chair using passenger? If so, please tell us what difficulties were presented.</p>															
31.	<p>Are there any features of Hackney Carriage services in Guildford that you feel are UNSATISFACTORY? If so, please tell us what features.</p> <table border="1" data-bbox="304 1025 860 1128"> <tr> <td>Improved access for prams and pushchairs</td> </tr> <tr> <td>Better driver knowledge</td> </tr> <tr> <td>Better driver knowledge</td> </tr> </table>	Improved access for prams and pushchairs	Better driver knowledge	Better driver knowledge												
Improved access for prams and pushchairs																
Better driver knowledge																
Better driver knowledge																
32.	<p>Would you like to see any improvements to Hackney Carriage services in Guildford? If so, what improvements would you like to see?</p> <table border="1" data-bbox="304 1301 544 1442"> <tr> <td>Lower fares</td> </tr> <tr> <td>Concession fare</td> </tr> <tr> <td>Lower fares</td> </tr> <tr> <td>Lower fares</td> </tr> </table>	Lower fares	Concession fare	Lower fares	Lower fares											
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Lower fares																
Lower fares																
33.	<p>Are you a permanent resident in Guildford Council area?</p> <table border="1" data-bbox="304 1648 815 1839"> <tr> <td>Permanent Resident</td> <td>161</td> <td>75.6%</td> </tr> <tr> <td>Visitor on business</td> <td>29</td> <td>13.6%</td> </tr> <tr> <td>Tourist</td> <td>12</td> <td>5.6%</td> </tr> <tr> <td>Visitor (other)</td> <td>11</td> <td>5.2%</td> </tr> <tr> <td></td> <td>213</td> <td>100.0%</td> </tr> </table>	Permanent Resident	161	75.6%	Visitor on business	29	13.6%	Tourist	12	5.6%	Visitor (other)	11	5.2%		213	100.0%
Permanent Resident	161	75.6%														
Visitor on business	29	13.6%														
Tourist	12	5.6%														
Visitor (other)	11	5.2%														
	213	100.0%														



34.	Is the respondent Male 1 or Female 2	
	Male	101 47.4%
	Female	112 52.6%
		213 100.0%
Thank the respondent for their patience and cooperation.		

4.2 Comments on results

Almost two thirds of the respondents had used a Hackney Carriage or Private Hire Vehicles in the last three months. Approximately half of respondents use Hackney Carriages once a month or more frequently.

Most people seemed to be able to obtain a Hackney Carriage when they wanted one, whether this was by booking or through rank hire or hailing. The majority of respondents felt that availability was good or very good.

Private Hire Vehicles and drivers are generally more highly rated than Hackney Carriage vehicles and drivers

The proportion of respondents who had given up trying to hire a Hackney Carriage at a rank or by hailing, was very low at 0%. This factor is an indicator of the level of latent unmet demand and the low value indicates that there is little or no latent unmet demand.



5 TRADE CONSULTATION

5.1 Background

In accordance with DfT guidance on the conduct of Hackney Carriage Unmet Demand surveys, information was gathered from a variety of sources. Views were canvassed regarding the taxi industry and levels of service from different perspectives. Consultation was undertaken with a range of stakeholders. These included representatives of groups or organisations which use taxis, or undertake related activities and representatives from the taxi business itself.

Taxi trade consultation

Members of the Private Hire and Hackney Carriage trades were asked for feedback on any issues they wanted to raise with respect to the trade Guildford. Business owners and operators were invited to comment on issues which affect the trade.

Many respondents were aware of consultation on licensed vehicles, which had been implemented prior to this unmet demand survey. Some assumed that the consultation undertaken as part of the unmet demand survey was a continuation of earlier consultation work. This assumption appeared to limit feedback.

Self-completion questionnaires were sent to Hackney Carriage drivers. 44 questionnaires were returned, either in freepost envelopes or by completion of an online version of the questionnaire.

In addition to the consultation above, a sample of drivers were also interviewed at the North Street rank and Railway Station rank.

The feedback from the completed questionnaires, and consultation with owners and drivers is presented in this section of the report.

Drivers indicated that the average number of rank hires undertaken is around 9 hires per day. Hailing is rare as a means of hire, during the day. Hailing is more common at night, but still forms only a small part of the hire market.

Some Hackney Carriage drivers operate on radio circuits and service bookings through a Private Hire or Taxi operator. Those who do operate on the radio circuits reported an average of around 4 to 5 bookings per day.

The majority of respondents indicated that there are very few hires which involve the carriage of a wheel chair. Many of the drivers interviewed and feedback from questionnaires and consultees also indicated that there are very few wheel chair hires. Most journeys which require carriage of a wheel chair are booked in advance.

Whilst the number of Hackney Carriage plates was not capped, at the time of the survey, there are different vehicle type requirements associated with different plate numbers. Those Hackney Carriage plates numbered up to 99, may use saloon cars as Hackney Carriages. Hackney Carriage plate numbers from 100



upwards must be wheel chair accessible vehicles. There were many complaints from drivers and owners of the larger wheel chair accessible vehicles, that these vehicles are more expensive to run, than saloon cars.

The argument was put forward in many responses that wheel chair accessible vehicles are:

- Not as comfortable as saloon cars,
- They are less attractive than saloon cars, to older passengers,
- They are noisy and uncomfortable for longer journeys on motorway trips,
- Passengers often want to choose a saloon car off the rank, rather than a wheel chair accessible vehicle. So wheel chair accessible vehicle drivers are losing income to saloon car drivers.

The Railway Station rank may only be used by Hackney Carriages with a permit to operate on the Railway Station rank. The permits are sold to Hackney Carriage owners for a reported £740 per year.

Adverse issues

A range of issues which affect the trade have been identified. These are summarised below:

- Too many Hackney Carriages and over crowded ranks
- The fares are too high. Poor exit from North Street rank and the Railway Station leads into traffic congestion and high fares for passengers sitting in traffic.
- Private Hire Vehicles touting / plying for hire in the town and parking outside night clubs, waiting to pick up walk up fares.
- Day time customers tend to be older and prefer saloon cars rather than wheel chair accessible vehicles.
- Hackney Carriages from other areas work in Guildford as Private Hire Vehicles. Even with the roof light unlit, the public still try to hail these out of area hackneys, or walk up and try to hire these vehicles when they are parked or waiting.

New or improved ranks

The trade were asked if any new ranks or improvements to existing ranks were needed. Common responses are summarised below:

- Increase the size of North Street rank
- Millbrook
- Bedford Road, near TGI Friday
- Extend the M&S rank and improve markings
- Lower High Street
- Upper High Street
- Hospital
- University
- Pirbright camp

Some respondents indicated that to establish a new rank would take a long time, until the public got used to a rank, with waiting Hackney Carriages. Therefore, increasing space at the North Street rank was seen as of prime importance.

Feedback also included the following sentiments:



- Signage at the existing ranks needs to be improved and signage is needed in town to point pedestrians towards the taxi ranks.
- Customer care and level of service is generally good. However, some drivers refuse short fares.
- Some wheel chair accessible Hackney Carriages avoid taking wheel chairs.

Other places used to wait for fares

Respondents indicated that the following locations were used to wait for fares:

- Lower High Street
- Tesco car park
- Bedford Road, by TGI Friday
- Millbrook (near Legion club)

Benefits of limiting

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

A limit enables drivers to earn a better living, which in turn keeps experienced drivers in the trade and leads to a more professional service. Vehicles are better maintained, with higher income. With no restriction, there are more vehicles in the market, so income is lower and maintenance standards would be lower and vehicle renewals would be less frequent. So limiting the number of plates leads to a smarter, newer and better maintained fleet, with professional drivers who provide better service to the public.

With a limit, more vehicles will have multiple drivers and with multi-shifting of vehicles, more drivers will work nights and better meet peak demand.

Currently some drivers are working excessive hours, in excess of 12 hours a day. Some drivers fall asleep in their vehicles when waiting on the rank. If they are so tired, this is likely to lead to an accident. So a limit will improve income and reduce the need to work excessive hours and improve safety. One vehicle will be able to keep two drivers busy, rather than one driver trying to work all the hours and damaging health, as well as becoming a danger to the public.

Plate values

It is generally the case, in licensing areas where there is no limit on Hackney Carriage plates, that there is no intrinsic value to a Hackney Carriage plate. In areas with a limit, hackney plate values generally do exist. At the time of the survey, Guildford had a partial limit in place. The number of plates which could be fixed to a saloon car, was limited to 99. All plate numbers higher than this had to be wheel chair accessible. The lower numbered plates are seen to be more desirable, as saloon cars are cheaper to purchase and run. Given the enhanced desirability of a saloon car plate, and the limit maintained on these plates, they attract a premium value.



6 STAKEHOLDER CONSULTATION

6.1 Background

The Department for Transport Taxi and Private Hire Vehicle Licensing: Best Practice Guidance suggests that consultation should include all those concerned with using the services provided by Hackney Carriages, including user groups (which should include groups representing people with disabilities, and people such as students or women), the police, hoteliers, operators of pubs and clubs and visitor attractions, and providers of other transport modes (such as train operators, who want taxis available to take passengers to and from stations).

6.2 Stakeholders

A range of interest groups and representatives were contacted to canvas views on the Hackney Carriage and Private Hire trades in Guildford. Relatively few of the consultees had any view to provide or any issues to raise. In many respects, this is a good indication that, from the user's perspective, the services provided by the Hackney Carriages in Guildford are working well. Indeed, many of the responses received supported this hypothesis.

The following bodies or representatives were contacted:

- University of Surrey
- Age UK, SeeAbility, Surrey Association for Visual Impairment.
- Town Centre Management
- Police
- Royal Surrey County Hospital.
- Southern Railways
- Arriva & Stagecoach
- Town Centre Bars and Clubs
- Supermarkets
- Hotels

Feedback was sought through a combination of telephone calls, emails and visits. Whilst some consultees did not respond, we did receive feedback from 17 consultees. Most of these were from those we contacted directly by telephone or face to face contact.

6.3 Feedback received

Feedback received from elderly, disabled or mobility impaired representatives suggested that services from Hackney Carriage vehicles generally met the requirements of those who relied upon licensed vehicles for transport. Most users who rely on licensed vehicles have an existing relationship with a provider and they regularly use this provider. There have been some anecdotes of people finding difficulty with carrying a wheel chair, if they use an other provider, or try to hire a taxi at a rank. However, such events were rare.



Feedback from the night time economy indicated that they were not aware of any issues with availability of licensed vehicles. There is a fairly high level of awareness, amongst the night time economy respondents, of the differences between Hackney Carriages and Private Hire Vehicles, but they generally felt that members of the public didn't always draw a distinction. It was felt that most customers book taxis on mobile phones, but some were seen approaching Private Hire Vehicles, for on the spot hires, without appearing to pre-book. At closing times, some people would attempt to flag down a taxi, not necessarily distinguishing between Private Hire Vehicles or Hackney Carriages.

It is rare for licensed premises or hotels to book a taxi on behalf of clients. There is generally information available with operator contact details and clients will generally call these numbers themselves.

All of the supermarkets had Freephone telephone to connect to a local operator, for shoppers who wanted to hire a licensed vehicle. None of the supermarkets had a particularly high volume of taxi users.

No bus or rail related representatives raised any issues.



7 COMPARISON OF LICENSED VEHICLE FLEET SIZE

7.1 Comparison

A comparison of the proportion of licensed vehicles, per head of population can inform the view of the licensed vehicle provision within Guildford Vale as a whole. The following figure presents the proportion of licensed vehicles per 1000 people in Guildford Borough with all other authorities in the South East of England region. Licensed Vehicle numbers are based on March 2013 figures and Mid 2012 population data.

The data is presented in a table and graphically, in a stacked bar chart. The height of each bar represents the number of licensed vehicles per 1000 people. Each bar is broken down as Hackney Carriages and Private Hire Vehicles.

The chart is sorted into two broad groups which are the authorities which do not limit the number of Hackney Carriages, which are to the left of the chart and those which do limit the number of Hackney Carriages, which are on the right of the chart. These groups are further sorted in order of the total proportion of licensed vehicles.

The statistics for Guildford Borough are: 1 Hackney Carriages per 1000 people and 2 Private Hire Vehicles per 1000 people. These proportions combine to form a total of 3 licensed vehicles per 1000 people.

The proportion of licensed vehicles in Guildford Borough is towards the higher end of the range of all the licensing authorities which do not limit the number of hackney carriages.



Table 10 - Comparison of Licensed Vehicle Proportions

Licensing Authority and Hackney Carriage cap status	Hackney Carriages per 1,000 population.	Private Hire Vehicles (PHVs) per 1,000 population.	Total Hackney Carriages and PHVs per 1,000 population.
Daventry [No Limit]	1	0.1	1.1
Kettering [No Limit]	0.6	0.6	1.2
Horsham [No Limit]	0.4	1	1.3
Gosport [No Limit]	0.7	0.9	1.5
Ashford [No Limit]	0.6	0.9	1.5
Swale [No Limit]	1.2	0.4	1.5
South Bucks [No Limit]	0.6	1	1.6
Rother [No Limit]	1.2	0.4	1.6
Isle of Wight [No Limit]	1.3	0.3	1.7
Wokingham [No Limit]	0.6	1.2	1.8
Surrey Heath [No Limit]	1.1	0.8	1.9
Waverley [No Limit]	1.4	0.5	1.9
Vale of White Horse [No Limit]	1.2	0.8	2
West Oxfordshire [No Limit]	1.1	0.8	2
Basingstoke and Deane [No Limit]	0.4	1.6	2
Arun [No Limit]	1.9	0.2	2.1
Chichester [No Limit]	0.4	1.7	2.1
East Northamptonshire [No Limit]	1.3	0.8	2.1
New Forest [No Limit]	0.7	1.5	2.2
Winchester [No Limit]	1	1.3	2.2
Spelthorne [No Limit]	0.8	1.4	2.2
Dartford [No Limit]	0.9	1.3	2.2
Rushmoor [No Limit]	1.6	0.7	2.3
Medway [No Limit]	1.6	0.7	2.3
Cherwell [No Limit]	0.9	1.6	2.4
Mole Valley [No Limit]	1.3	1.1	2.4
Tandridge [No Limit]	1.6	0.9	2.4
Wellingborough [No Limit]	0.7	1.7	2.4
Sevenoaks [No Limit]	1.7	0.8	2.5
East Hampshire [No Limit]	0.9	1.7	2.6
Fareham [No Limit]	2	0.5	2.6
Hart [No Limit]	1.7	0.9	2.6
Chiltern [No Limit]	1.5	1.2	2.7
Canterbury [No Limit]	1.6	1.1	2.7
Gravesham [No Limit]	2.2	0.5	2.7
Shepway [No Limit]	2.5	0.2	2.7
Worthing [No Limit]	0.7	2.1	2.7
Guildford [No Limit]	1	2	3
Lewes [No Limit]	2.5	0.5	3
Wycombe [No Limit]	0.5	2.7	3.2
Northampton [No Limit]	0.6	2.6	3.3
Tonbridge and Malling [No Limit]	1.6	2	3.6
Wealden [No Limit]	1.4	2.4	3.8
South Oxfordshire [No Limit]	3	1.3	4.3
Eastleigh [No Limit]	0.8	3.5	4.3
Elmbridge [No Limit]	1.1	3.2	4.3
Eastbourne [No Limit]	1	3.6	4.6
Epsom and Ewell [No Limit]	0.8	4.1	4.8
Reigate and Banstead [No Limit]	0.6	5.4	6
Woking [No Limit]	1.1	5.5	6.6
Windsor and Maidenhead [No Limit]	1	5.9	6.9
Test Valley [Limit]	0.3	1.2	1.5
Dover [Limit]	0.6	1	1.7
Maidstone [Limit]	0.3	1.4	1.7
West Berkshire [Limit]	1.2	0.8	2.1
Tunbridge Wells [Limit]	0.9	1.2	2.1
Bracknell Forest [Limit]	0.7	1.6	2.3
Mid Sussex [Limit]	1.1	1.2	2.3
Adur [Limit]	1.2	1.6	2.8
Corby [Limit]	1.8	1.1	2.9
Hastings [Limit]	0.5	2.9	3.4
Brighton and Hove [Limit]	2	1.6	3.5
Southampton [Limit]	1.2	2.4	3.6
Milton Keynes [Limit]	0.8	2.9	3.8
Aylesbury Vale [Limit]	0.3	3.7	4
Reading [Limit]	1.5	2.6	4.1
Havant [Limit]	0.3	3.8	4.1
Thanet [Limit]	0.8	3.3	4.1
Oxford [Limit]	0.7	3.7	4.4
Slough [Limit]	0.8	4.3	5.1
Portsmouth [Limit]	1.1	4.5	5.6
Crawley [Limit]	1.1	4.9	6.1

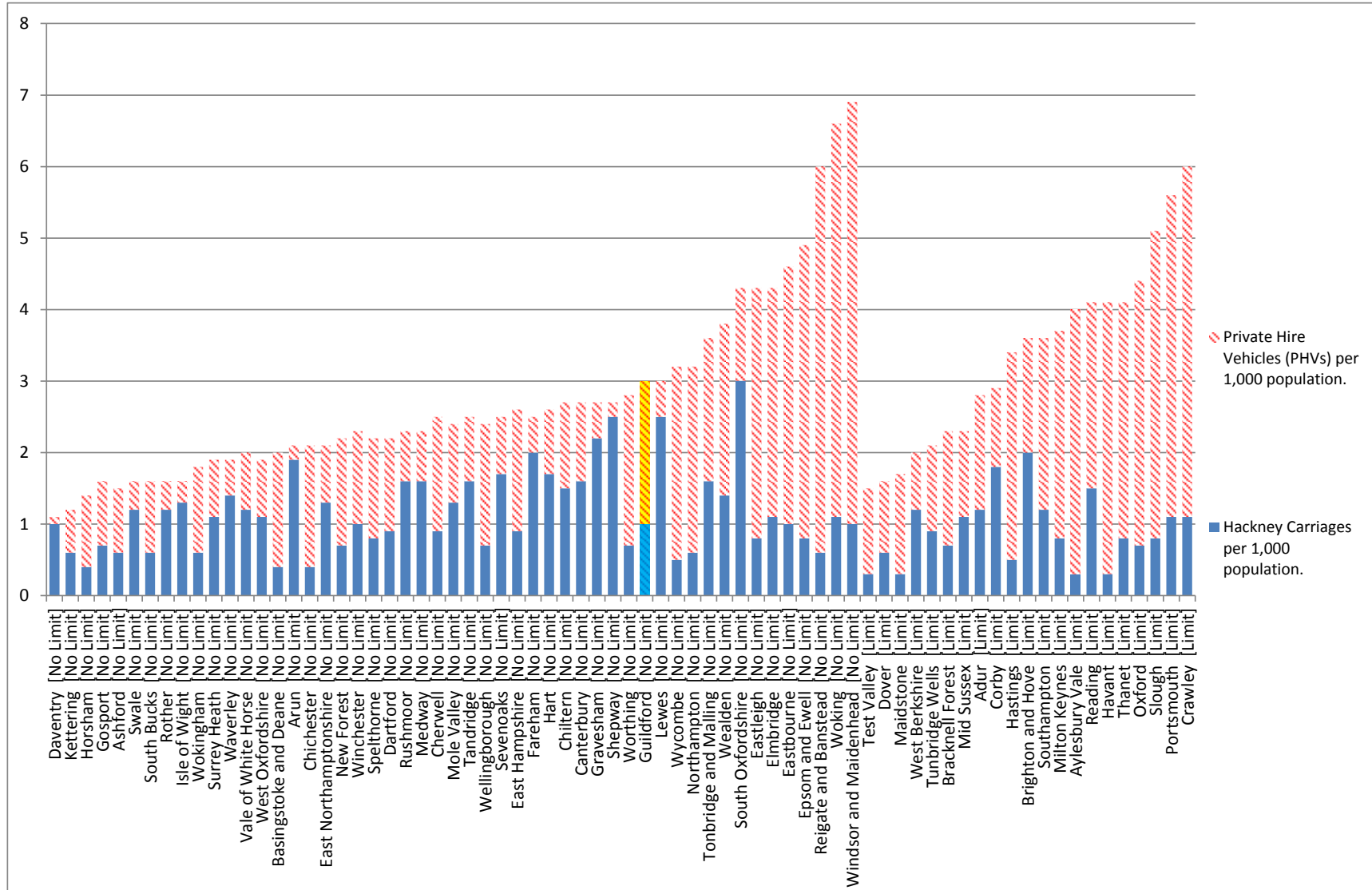


Figure 9 - Comparison of Licensed Vehicle Proportions



8 DETERMINATION OF UNMET DEMAND

8.1 Quantitative Assessment

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

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

where:

ISUD = Incidence of Significant Unmet Demand

APD = Average passenger delay across all time periods

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

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

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

SF = Seasonality Factor

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

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

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

8.2 Calculation of ISUD variables

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

The average delay in passenger minutes was 0.05 minutes (3 seconds).



PF There was a peak in demand across the taxi ranks surveyed. Between 23:00 to 02:00 on Friday and Saturday nights. This peak is considered to be a sharp peak in demand. Therefore, the **PF value is 0.5**.

SSP Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, on Friday and Monday, Qualifying passenger queues were observed for 6.4% of the time. Therefore, **SSP value = 6.4**

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. **The GID value =0%** The average passenger delay did not exceed a minute in any hour.

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

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

The public consultation survey results indicate that 0% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.0**.

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

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

$$\text{ISUD} = 0.05 \times 0.5 \times 6.4 \times 0 \times 1.0 \times 1.0 = 0$$

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

8.3 Consideration of wider factors.

The ISUD value of 0 falls below the level which would suggest that the level of unmet demand is significant. This value is derived as one of the coefficients is zero, therefore, the overall index value would be zero, irrespective of other



coefficients. Whilst a powerful indicator, the ISUD value should not be taken in isolation. Other available evidence should also be considered.

The balance of supply and demand suggests that periods of excess demand are limited and the prevailing condition at the ranks is equilibrium or excess supply.

There is no evidence of Significant Unmet Demand.



9 CONCLUSIONS

9.1 Unmet demand

Analysis of the taxi rank survey data indicates that there was some evidence of unmet demand, through the presence of passenger queues from time to time. However, the presence of queueing was periodic, rather than continuous, and was not sufficient to indicate the presence of Significant Unmet Demand. The ISUD coefficient is below the threshold which would indicate the presence of Significant Unmet Demand. Therefore, the conclusion is that there is **no Significant Unmet Demand**.

9.2 Additional issues identified

Touting and plying for hire by Private Hire Vehicles is seen as an issue in Guildford.

The demand for rank space exceeds available space on occasions at both the main ranks in use. This was an issue commonly identified by the trade.

9.3 Conclusions and Recommendations

It is concluded that no additional Hackney Carriage licenses are required at this time, to service existing demand. Passenger queuing was not significant or prevalent. There is no Significant Unmet Demand.



APPENDIX A RANK OBSERVATION RESULTS



Guildford Railway Station			Thursday to Friday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	8	10	8	1.0	16
08:00	0	34	34	34	1.0	18
09:00	2	48	50	57	1.2	8
10:00	0	30	30	41	1.4	17
11:00	7	22	29	33	1.5	26
12:00	4	19	23	29	1.5	40
13:00	1	22	23	28	1.3	39
14:00	0	26	26	32	1.2	26
15:00	1	24	25	29	1.2	28
16:00	2	31	33	45	1.5	27
17:00	0	37	37	39	1.1	7
18:00	0	53	53	64	1.2	4
19:00	0	41	41	46	1.1	10
20:00	1	44	45	51	1.2	15
21:00	0	32	32	37	1.2	12
22:00	0	36	36	50	1.4	19
23:00	0	36	36	45	1.3	25
00:00	0	34	34	49	1.4	9
01:00	0	12	12	12	1.0	29
02:00	0	8	8	8	1.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	5	5	5	1.0	5
06:00	0	3	3	16	5.3	9
Total	13	704	717	941	1.3	47
Guildford Railway Station			Friday to Saturday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	20	22	22	1.1	8
08:00	0	26	26	30	1.2	11
09:00	1	32	33	38	1.2	17
10:00	0	29	29	36	1.2	26
11:00	0	18	18	21	1.2	39
12:00	0	19	19	22	1.2	32
13:00	0	28	28	31	1.1	24
14:00	0	26	26	36	1.4	20
15:00	0	22	22	25	1.1	18
16:00	0	28	28	34	1.2	15
17:00	0	34	34	46	1.4	16
18:00	0	45	45	52	1.2	15
19:00	0	46	46	56	1.2	8
20:00	0	57	57	75	1.3	5
21:00	0	36	36	47	1.3	10
22:00	1	34	35	43	1.3	16
23:00	0	50	50	67	1.3	19
00:00	0	42	42	51	1.2	9
01:00	3	17	20	18	1.1	15
02:00	4	5	9	5	1.0	6
03:00	3	1	4	2	2.0	0
04:00	1	1	2	1	1.0	3
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	15	616	631	758	1.2	15



Guildford Railway Station			Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	6	8	6	1.0	3
08:00	0	13	13	13	1.0	15
09:00	0	26	26	28	1.1	9
10:00	2	13	15	14	1.1	21
11:00	0	20	20	22	1.1	17
12:00	3	21	24	26	1.2	7
13:00	1	19	20	25	1.3	11
14:00	0	16	16	21	1.3	8
15:00	0	24	24	27	1.1	8
16:00	0	18	18	27	1.5	17
17:00	0	30	30	35	1.2	9
18:00	0	36	36	46	1.3	3
19:00	0	40	40	58	1.5	5
20:00	1	31	32	34	1.1	16
21:00	0	32	32	46	1.4	24
22:00	1	30	31	40	1.3	25
23:00	0	39	39	57	1.5	23
00:00	0	33	33	42	1.3	12
01:00	0	22	22	23	1.0	14
02:00	2	7	9	7	1.0	0
03:00	2	3	5	4	1.3	0
04:00	0	0	0	0	0.0	0
05:00	0	1	1	1	1.0	7
06:00	0	0	0	1	0.0	30
Total	14	480	494	603	1.3	13
Guildford Railway Station			Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	3	4	7	4	1.0	17
08:00	0	10	10	12	1.2	6
09:00	0	8	8	9	1.1	23
10:00	0	8	8	10	1.3	28
11:00	0	17	17	25	1.5	20
12:00	0	17	17	18	1.1	31
13:00	0	22	22	24	1.1	10
14:00	0	15	15	20	1.3	14
15:00	0	15	15	19	1.3	30
16:00	0	24	24	30	1.3	25
17:00	0	25	25	27	1.1	8
18:00	0	23	23	25	1.1	12
19:00	0	26	26	36	1.4	19
20:00	0	28	28	36	1.3	7
21:00	1	29	30	33	1.1	7
22:00	0	29	29	32	1.1	9
23:00	0	19	19	21	1.1	15
00:00	0	6	6	7	1.2	16
01:00	1	6	7	6	1.0	27
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	9
06:00	1	0	1	0	0.0	39
Total	6	331	337	394	1.2	15



North Street		Thursday to Friday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	2	0	2	0	0.0	10	
08:00	2	1	3	1	1.0	3	
09:00	1	5	6	5	1.0	13	
10:00	0	10	10	14	1.4	34	
11:00	1	11	12	15	1.4	37	
12:00	1	6	7	6	1.0	42	
13:00	0	14	14	17	1.2	56	
14:00	1	9	10	11	1.2	45	
15:00	4	11	15	17	1.5	56	
16:00	1	7	8	7	1.0	22	
17:00	0	15	15	21	1.4	13	
18:00	1	8	9	10	1.3	12	
19:00	0	10	10	15	1.5	17	
20:00	0	18	18	25	1.4	11	
21:00	3	19	22	27	1.4	14	
22:00	0	18	18	30	1.7	35	
23:00	1	9	10	16	1.8	34	
00:00	0	18	18	37	2.1	30	
01:00	6	6	12	9	1.5	28	
02:00	1	4	5	4	1.0	16	
03:00	1	0	1	0	0.0	51	
04:00	0	0	0	0	0.0	0	
05:00	0	1	1	1	1.0	0	
06:00	0	0	0	0	0.0	0	
Total	26	200	226	288	1.4	28	
North Street		Friday to Saturday					
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	2	2	2	1.0	4	
09:00	2	11	13	11	1.0	8	
10:00	4	15	19	18	1.2	19	
11:00	3	9	12	10	1.1	19	
12:00	1	17	18	18	1.1	17	
13:00	0	19	19	23	1.2	20	
14:00	2	18	20	29	1.6	15	
15:00	1	15	16	26	1.7	12	
16:00	1	23	24	32	1.4	10	
17:00	0	18	18	29	1.6	14	
18:00	0	17	17	27	1.6	24	
19:00	1	15	16	22	1.5	11	
20:00	0	23	23	30	1.3	16	
21:00	0	23	23	37	1.6	9	
22:00	1	26	27	39	1.5	16	
23:00	0	50	50	67	1.3	13	
00:00	0	57	57	92	1.6	7	
01:00	0	61	61	99	1.6	14	
02:00	0	54	54	98	1.8	16	
03:00	2	43	45	87	2.0	12	
04:00	5	0	5	0	0.0	25	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	23	516	539	796	1.5	13	



North Street				Saturday to Sunday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	1	0	1	0	0.0	8	
08:00	0	0	0	0	0.0	8	
09:00	3	1	4	1	1.0	14	
10:00	2	4	6	4	1.0	32	
11:00	3	8	11	10	1.3	19	
12:00	1	14	15	16	1.1	18	
13:00	1	14	15	22	1.6	20	
14:00	3	16	19	26	1.6	13	
15:00	2	19	21	30	1.6	12	
16:00	2	20	22	39	2.0	21	
17:00	2	19	21	26	1.4	13	
18:00	1	18	19	26	1.4	11	
19:00	1	16	17	26	1.6	17	
20:00	1	17	18	25	1.5	23	
21:00	1	27	28	40	1.5	24	
22:00	3	40	43	64	1.6	12	
23:00	1	55	56	82	1.5	11	
00:00	0	69	69	113	1.6	6	
01:00	0	77	77	126	1.6	9	
02:00	0	98	98	183	1.9	5	
03:00	1	80	81	151	1.9	3	
04:00	5	1	6	1	1.0	18	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	34	613	647	1011	1.6	11	
North Street				Sunday to Monday			
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
07:00	0	0	0	0	0.0	0	
08:00	0	0	0	0	0.0	0	
09:00	0	0	0	0	0.0	25	
10:00	0	3	3	3	1.0	31	
11:00	5	4	9	4	1.0	27	
12:00	0	9	9	10	1.1	4	
13:00	3	9	12	9	1.0	8	
14:00	3	6	9	11	1.8	10	
15:00	4	11	15	17	1.5	23	
16:00	4	14	18	16	1.1	12	
17:00	2	6	8	9	1.5	11	
18:00	2	11	13	12	1.1	8	
19:00	3	8	11	10	1.3	14	
20:00	0	10	10	13	1.3	18	
21:00	1	5	6	5	1.0	26	
22:00	1	12	13	16	1.3	13	
23:00	1	8	9	12	1.5	8	
00:00	0	5	5	7	1.4	13	
01:00	0	5	5	7	1.4	4	
02:00	1	0	1	0	0.0	30	
03:00	0	0	0	0	0.0	0	
04:00	0	0	0	0	0.0	0	
05:00	0	0	0	0	0.0	0	
06:00	0	0	0	0	0.0	0	
Total	30	126	156	161	1.3	14	



Total through all ranks			Thursday to Friday		
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage
07:00	4	8	12	8	1.0
08:00	2	35	37	35	1.0
09:00	3	53	56	62	1.2
10:00	0	40	40	55	1.4
11:00	8	33	41	48	1.5
12:00	5	25	30	35	1.4
13:00	1	36	37	45	1.3
14:00	1	35	36	43	1.2
15:00	5	35	40	46	1.3
16:00	3	38	41	52	1.4
17:00	0	52	52	60	1.2
18:00	1	61	62	74	1.2
19:00	0	51	51	61	1.2
20:00	1	62	63	76	1.2
21:00	3	51	54	64	1.3
22:00	0	54	54	80	1.5
23:00	1	45	46	61	1.4
00:00	0	52	52	86	1.7
01:00	6	18	24	21	1.2
02:00	1	12	13	12	1.0
03:00	1	0	1	0	
04:00	0	0	0	0	
05:00	0	6	6	6	1.0
06:00	0	3	3	16	5.3
Total	39	904	943	1229	1.4
Total through all ranks			Friday to Saturday		
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage
07:00	2	20	22	22	1.1
08:00	0	28	28	32	1.1
09:00	3	43	46	49	1.1
10:00	4	44	48	54	1.2
11:00	3	27	30	31	1.1
12:00	1	36	37	40	1.1
13:00	0	47	47	54	1.1
14:00	2	44	46	65	1.5
15:00	1	37	38	51	1.4
16:00	1	51	52	66	1.3
17:00	0	52	52	75	1.4
18:00	0	62	62	79	1.3
19:00	1	61	62	78	1.3
20:00	0	80	80	105	1.3
21:00	0	59	59	84	1.4
22:00	2	60	62	82	1.4
23:00	0	100	100	134	1.3
00:00	0	99	99	143	1.4
01:00	3	78	81	117	1.5
02:00	4	59	63	103	1.7
03:00	5	44	49	89	2.0
04:00	6	1	7	1	1.0
05:00	0	0	0	0	
06:00	0	0	0	0	
Total	38	1132	1170	1554	1.4



Total through all ranks			Saturday to Sunday		
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage
07:00	3	6	9	6	1.0
08:00	0	13	13	13	1.0
09:00	3	27	30	29	1.1
10:00	4	17	21	18	1.1
11:00	3	28	31	32	1.1
12:00	4	35	39	42	1.2
13:00	2	33	35	47	1.4
14:00	3	32	35	47	1.5
15:00	2	43	45	57	1.3
16:00	2	38	40	66	1.7
17:00	2	49	51	61	1.2
18:00	1	54	55	72	1.3
19:00	1	56	57	84	1.5
20:00	2	48	50	59	1.2
21:00	1	59	60	86	1.5
22:00	4	70	74	104	1.5
23:00	1	94	95	139	1.5
00:00	0	102	102	155	1.5
01:00	0	99	99	149	1.5
02:00	2	105	107	190	1.8
03:00	3	83	86	155	1.9
04:00	5	1	6	1	1.0
05:00	0	1	1	1	1.0
06:00	0	0	0	1	
Total	48	1093	1141	1614	1.5
Total through all ranks			Sunday to Monday		
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage
07:00	3	4	7	4	1.0
08:00	0	10	10	12	1.2
09:00	0	8	8	9	1.1
10:00	0	11	11	13	1.2
11:00	5	21	26	29	1.4
12:00	0	26	26	28	1.1
13:00	3	31	34	33	1.1
14:00	3	21	24	31	1.5
15:00	4	26	30	36	1.4
16:00	4	38	42	46	1.2
17:00	2	31	33	36	1.2
18:00	2	34	36	37	1.1
19:00	3	34	37	46	1.4
20:00	0	38	38	49	1.3
21:00	2	34	36	38	1.1
22:00	1	41	42	48	1.2
23:00	1	27	28	33	1.2
00:00	0	11	11	14	1.3
01:00	1	11	12	13	1.2
02:00	1	0	1	0	
03:00	0	0	0	0	
04:00	0	0	0	0	
05:00	0	0	0	0	
06:00	1	0	1	0	
Total	36	457	493	555	1.2