



# **Crawley – Hackney Carriage Unmet Demand Study**

## **Final Report**

**April 2014**

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## EXECUTIVE SUMMARY

### Key points

This study has been conducted by Vector Transport Consultancy on behalf of Crawley 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:

- Consultation with major stakeholders
- An unmet need survey
- Comparison of licensed vehicle fleet size and composition, with other local authorities
- Sensitivity of demand
- The effect of PSV and PHV on demand for Hackney Carriages
- Comparison of Hackney Carriage fares with PSV and PHV fares
- On street hailing and telephone booking survey

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

The busiest rank was at the Three Bridges Railway Station, which accounted for 73% of all hires observed.

Only twelve incidences of passenger queuing were observed. The normal situation was that Hackney Carriages were observed waiting for passengers to arrive at the ranks.

Volumes at the ranks are summarised in the following table as estimated equivalent weekly volumes.

**Table 1 - Summary of Rank Observation 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 [OCCUPIED] HACKNEY CARRIAGE | AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES) |
|-------------------------------|--|--|--|---------------------------------|--|--|
| The Boulevard                 | 171  | 641  | 812                                    | 825                             | 1.3  | 15   |
| Haslett Avenue                | 97   | 232  | 329                                    | 327                             | 1.4  | 13   |
| High Street                   | 103  | 200  | 303                                    | 350                             | 1.8  | 7  |
| Station Way, outside MOKA     | 24   | 134  | 158                                    | 270                             |  |  |
| Crawley Railway Station       | 21   | 66   | 87                                     | 80                              | 1.2  | 10   |
| Three Bridges Railway Station | 665  | 3514   | 4179                                   | 4478                            | 1.3  | 15   |
| <b>Total</b>                  | <b>1081</b>                                  | <b>4787</b>  | <b>5868</b>                            | <b>6330</b>                     | <b>1.3</b>   | <b>14</b>  |

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.

Consultation feedback suggests that some Hackney Carriages work with / for Private Hire operators, as well as undertaking rank hire work.



Public consultation was undertaken through questionnaire surveys conducted on street and an online questionnaire. Stakeholder consultation was undertaken with representatives of the taxi trade, minority group representatives, local businesses, licensed premises, the police and the Council.

The consultation feedback indicated that:

- The Hackney Carriage fleet in Crawley Borough is generally held to be clean and drivers helpful, knowledgeable and well presented. However, there was consistent feedback from different sources that a minority of drivers have poor knowledge of routes and locations, are poorly presented and offer poor customer service and exhibit poor driving practices.
- The needs of elderly, disabled and mobility impaired passengers are generally satisfied by the existing taxi fleet.
- The storage capacity of ranks is frequently insufficient to accommodate all of the hackney carriages waiting for fares.
- There is some desire for additional new ranks and increased capacity and improved marking and signage at existing ranks.
- The working patterns of different drivers vary significantly within both the Private Hire fleet and the Hackney Carriage fleet.
- Parking is an issue, especially with respect to Private Hire Vehicles parking whilst waiting for the next booking. Complaints that Private Hire Vehicles illegally park in informal ranks have been registered.
- The public are relatively price sensitive with respect to Hackney Carriage and Private Hire Vehicle fares.
- Anticipated future reduction in bus subsidies is likely to lead to some demand transferring from buses to licensed vehicles.
- Within the licensed vehicle fleet, when demand for licensed vehicles increases, more of this demand is likely to be satisfied by the Private Hire Vehicle fleet, than the Hackney Carriage fleet.
- Crawley has the highest number of licensed vehicles per 1,000 population of authorities in the South East region which cap the number of Hackney Carriages. Crawley has the third highest proportion of licensed vehicles on all authorities in the South East region.

### ***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. This indicates 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***

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 low level of unmet demand. However, evidence from the consultation work and the ISUD index value calculated, suggests that the level is below that which is considered to be significant.

It is recommended that there is no need to increase the number of Hackney Carriage licenses at the present time. However, this position should be reviewed in the future if there is evidence of significant increase in demand, such as a significant increase in the number of Private Hire Vehicles licensed.



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# 1 STUDY OBJECTIVES

## 1.1 General

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

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The objectives of the study may be broadly defined as:

- Consultation with major stakeholders
- An unmet need survey
- Comparison of licensed vehicle fleet size and composition, with other local authorities
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## 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 Crawley 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 Taxi is used as a generic term to encompass both Hackney Carriages and Private Hire Vehicles. The term 'Licensed Vehicles' is also used to encompass both Private Hire and Hackney Carriage vehicles.

Crawley 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.

### 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

Six taxi ranks were surveyed in Crawley.

These were:

- The Boulevard, outside the M&S shop.
- Haslett Avenue, near the Crawley Mall and bus interchange.
- High Street, near the Jubilee Oak pub.
- Station Way, outside MOKA
- Crawley Railway Station, spaces outside the station entrance door.
- Three Bridges Railway Station, rank adjacent to the station.

### 3.2 Rank surveys

The ranks were surveyed for four days from the morning of Thursday 6<sup>th</sup> February to the morning of Monday 10<sup>th</sup> February 2014.

### 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.

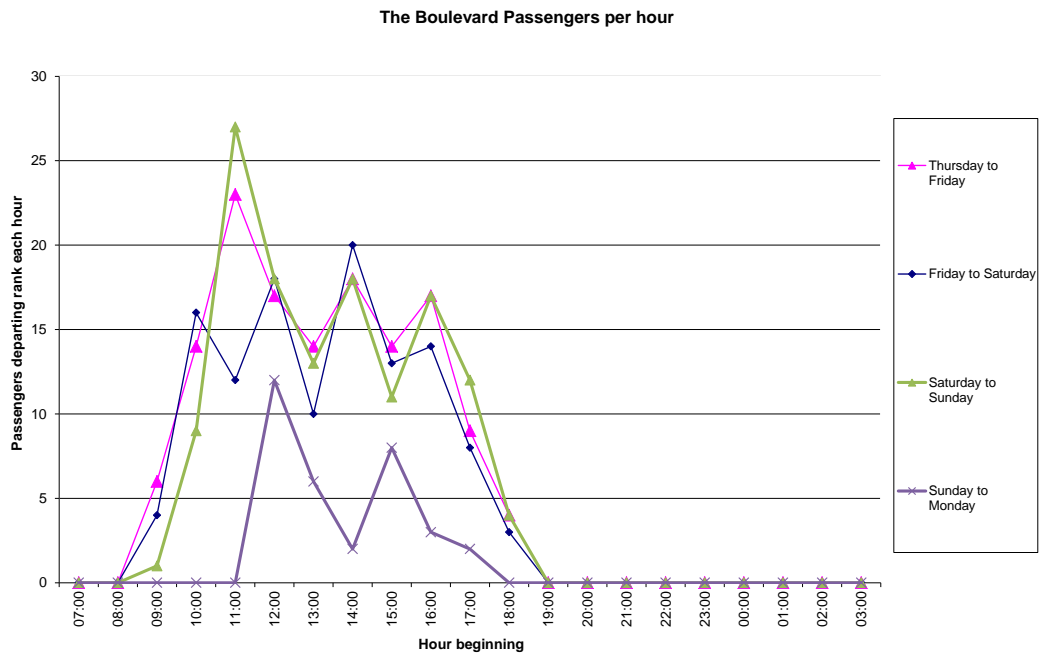
The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, for four days, from Thursday morning to Monday morning, in order to capture the busiest periods of the week. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as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

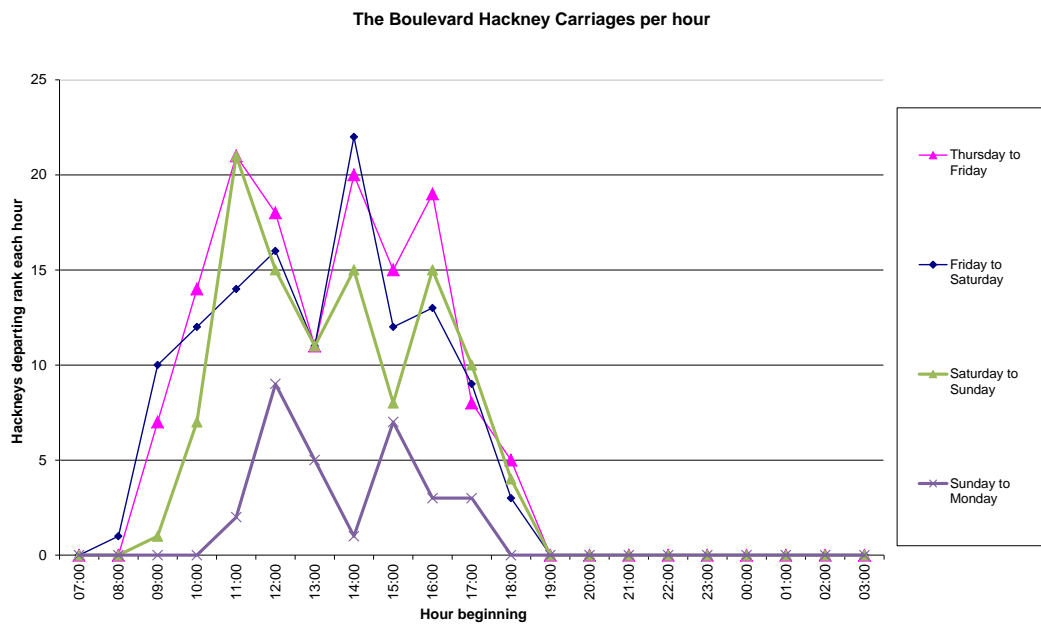
It is worth noting that the prevalent condition at the taxi ranks in Crawley was that taxis queue at the ranks, waiting for passengers. Therefore, for the majority of the times surveyed, passengers arrived at the taxi ranks and a Hackney Carriage was waiting and ready for immediate boarding. On these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



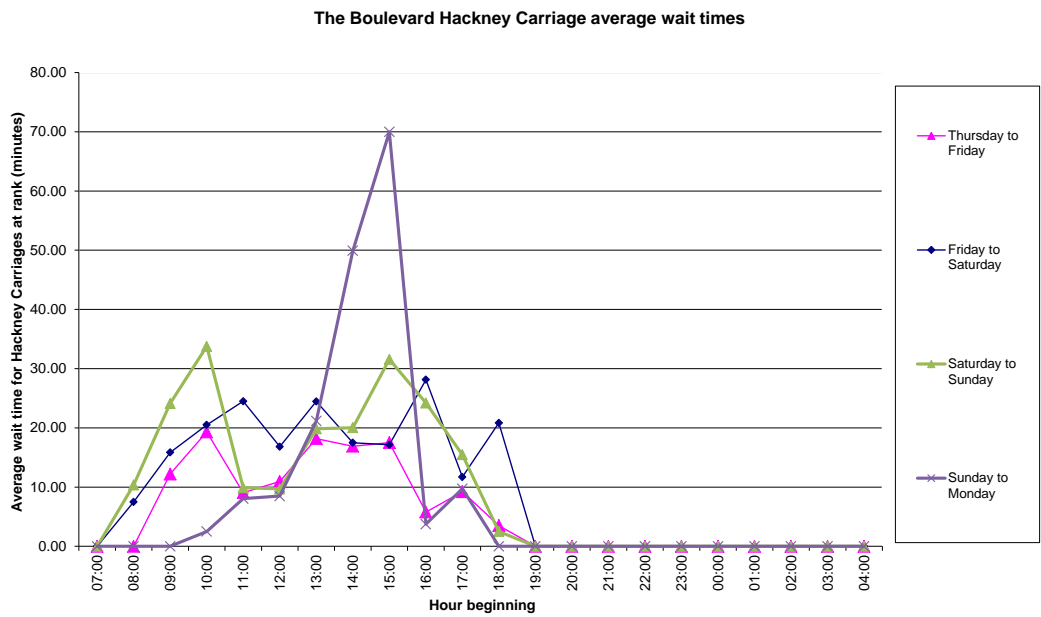
*The Boulevard, outside the M&S shop.*



**Figure 1 - The Boulevard Passengers Per Hour**



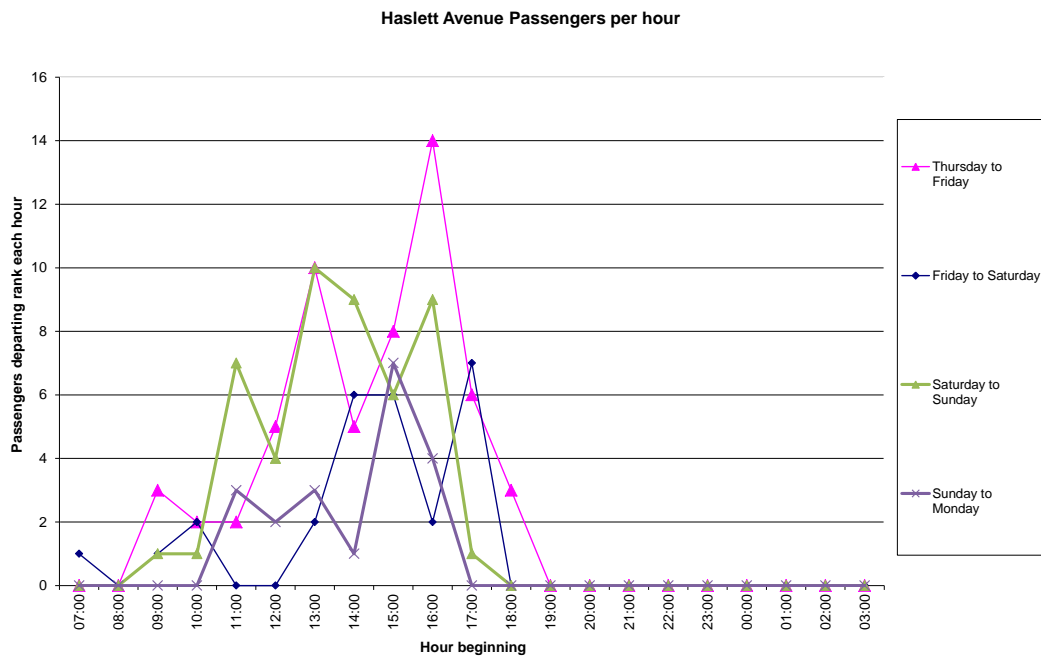
**Figure 2 - The Boulevard Hackney Carriages Per Hour**



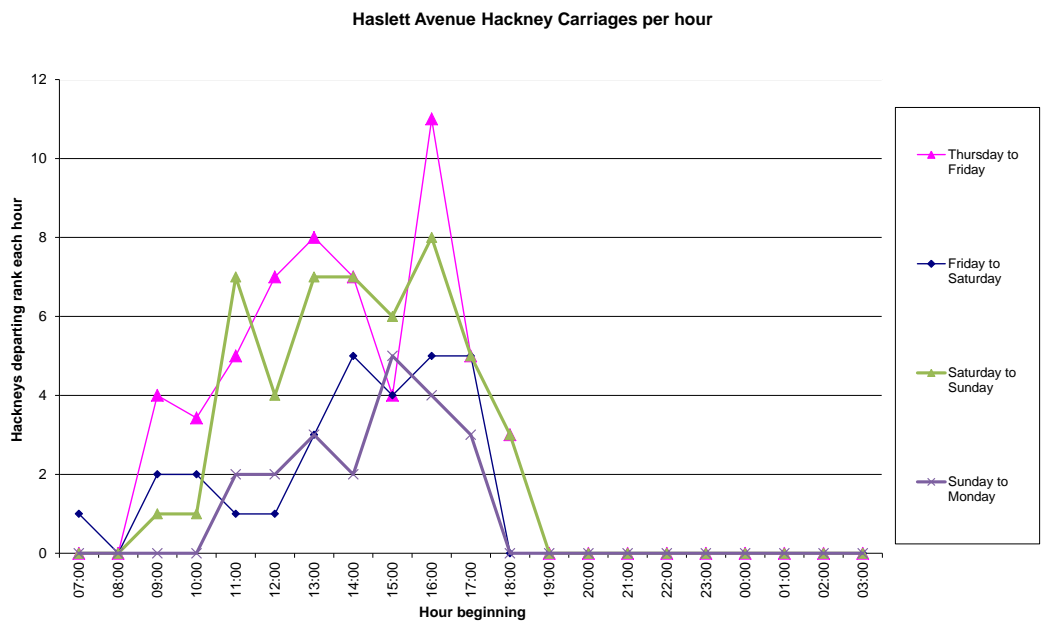
**Figure 3 - The Boulevard Hackney Carriage Average Wait Times**

The Boulevard operates as a daytime rank with activity during shopping hours. No night time activity was observed.

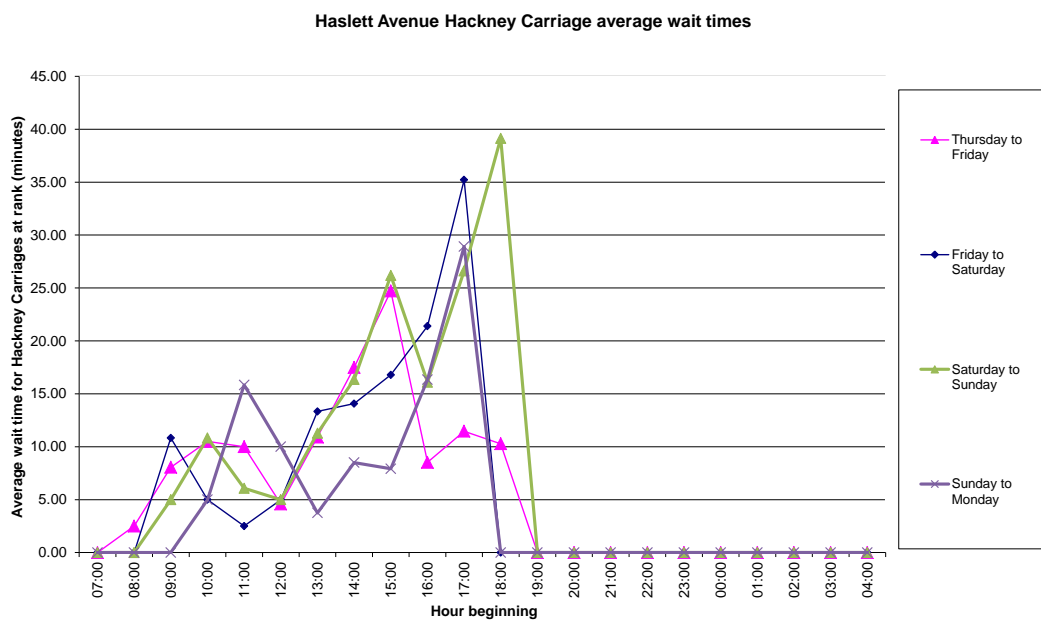
*Haslett Avenue, near the Crawley Mall and bus interchange.*



**Figure 4 - Haslett Avenue Passengers Per Hour**



**Figure 5 - Haslett Avenue Hackney Carriages Per Hour**



**Figure 6 - Haslett Avenue Hackney Carriage Average Wait Times**

Haslett Avenue operates as a daytime rank, with activity during shopping hours. The rank is situated adjacent to the town centre shops as well as in the bus station. However, whilst buses continue to operate in the evening and night, no Hackney Carriages were observed to operate during these periods.



## High Street, near the Jubilee Oak pub.

High Street Passengers per hour

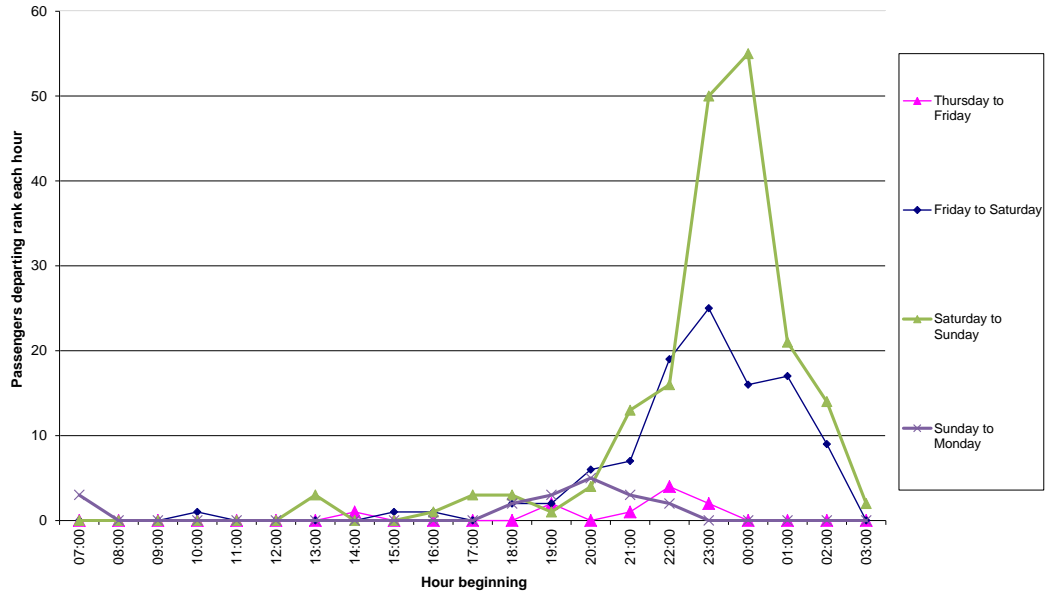


Figure 7 - High Street Passengers Per Hour

High Street Hackney Carriages per hour

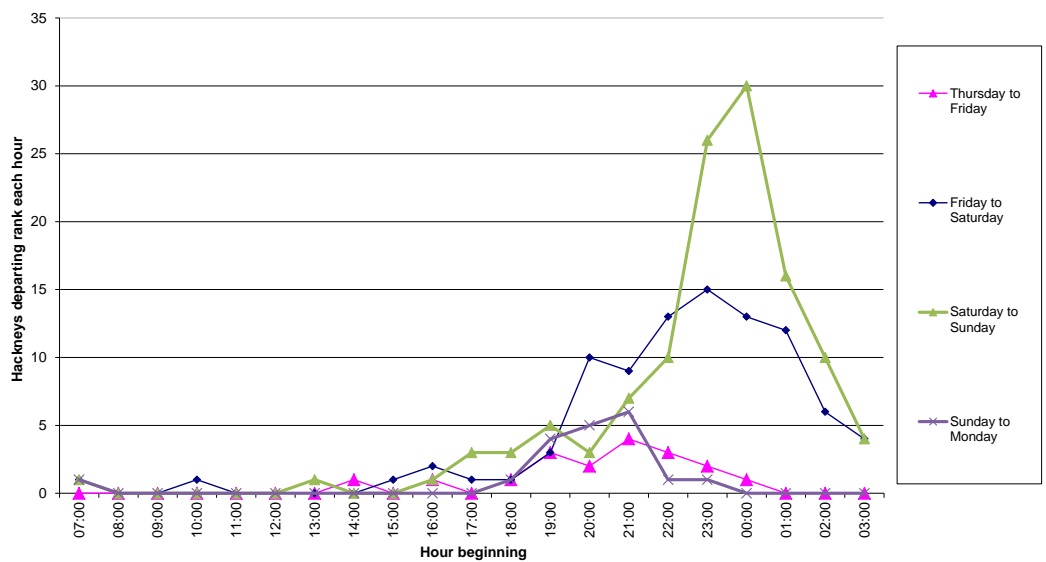


Figure 8 - High Street Hackney Carriages Per Hour



High Street Hackney Carriage average wait times

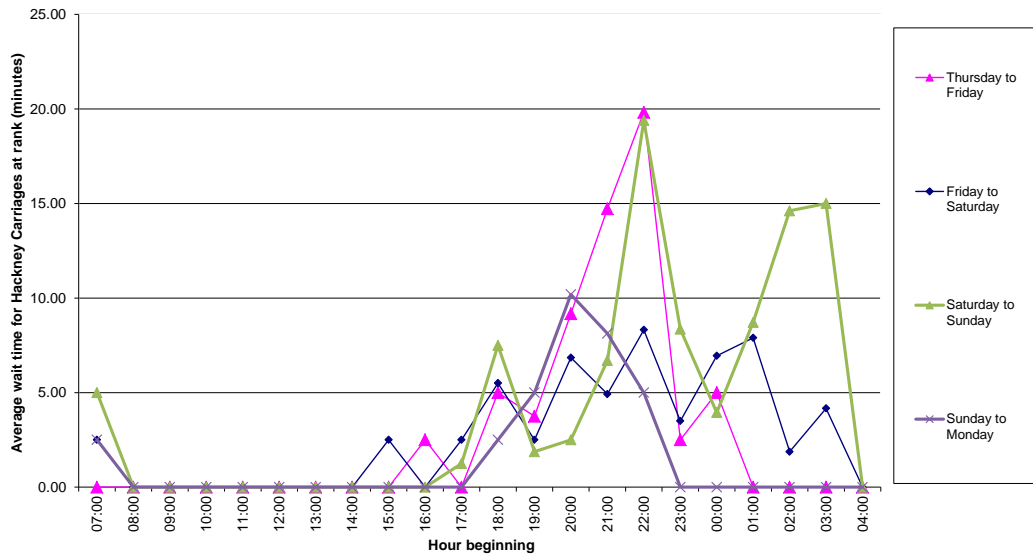


Figure 9 - High Street Average Hackney Carriage Wait Times

Peak activity levels on the High Street rank occurred in common with the peak activity periods of the night time economy. Peak activity was observed on Friday and Saturday nights. There was activity during the day and on Thursday and Sunday evenings. However, activity levels were lower during these periods.

Station Way, outside MOKA

Station Way Passengers per hour

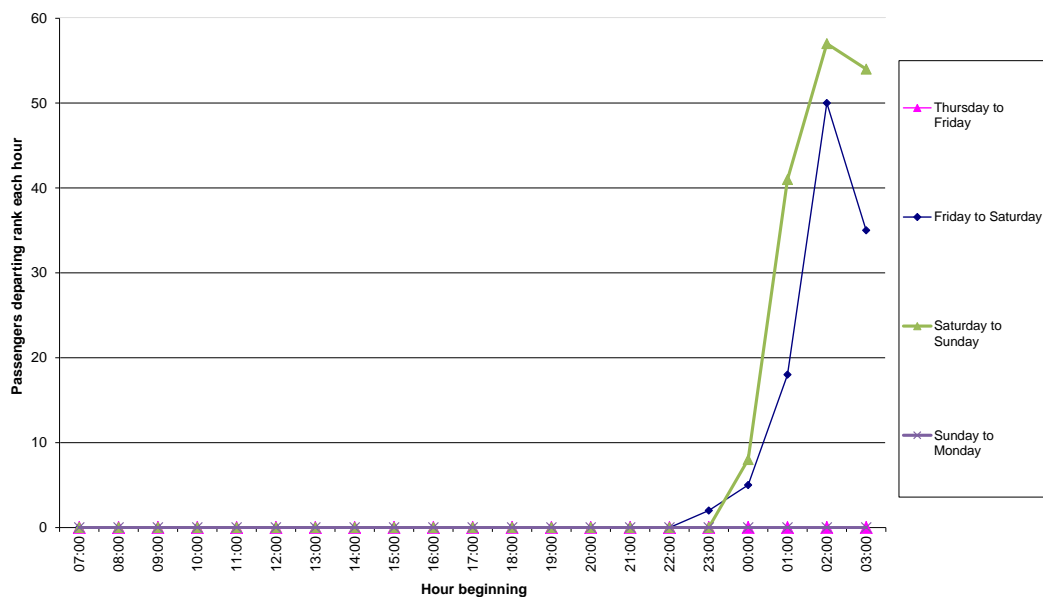
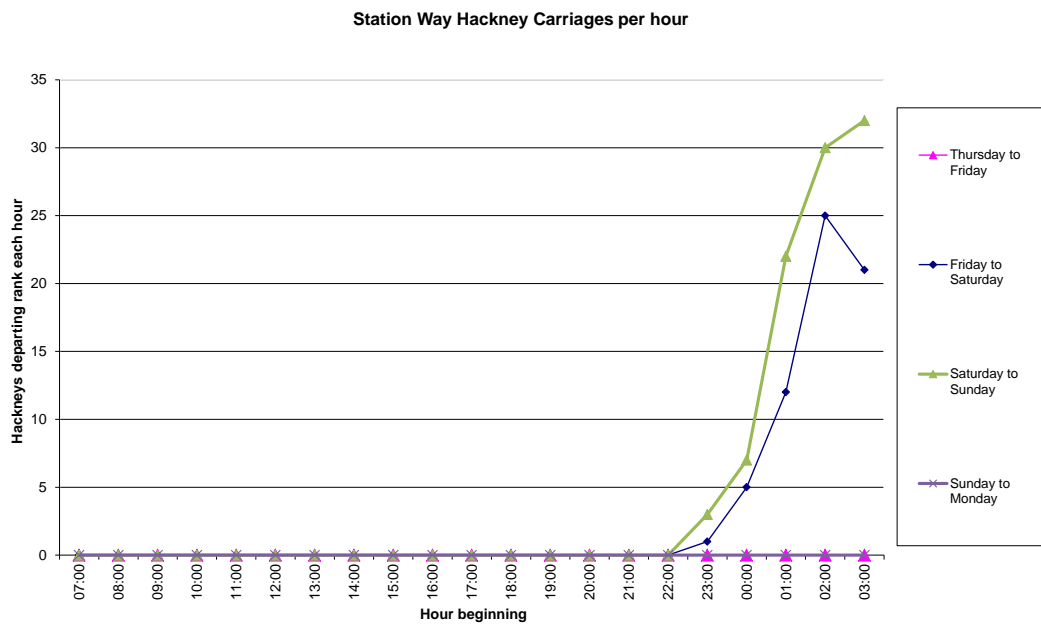
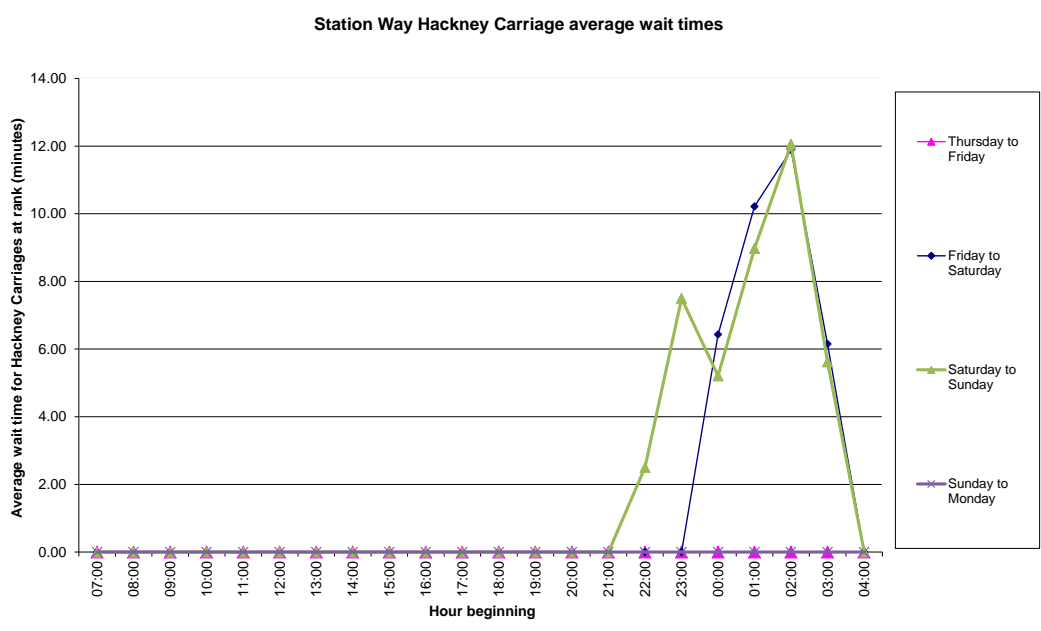


Figure 10 - Station Way Passengers Per Hour





**Figure 11 - Station Way Hackney Carriages Per Hour**

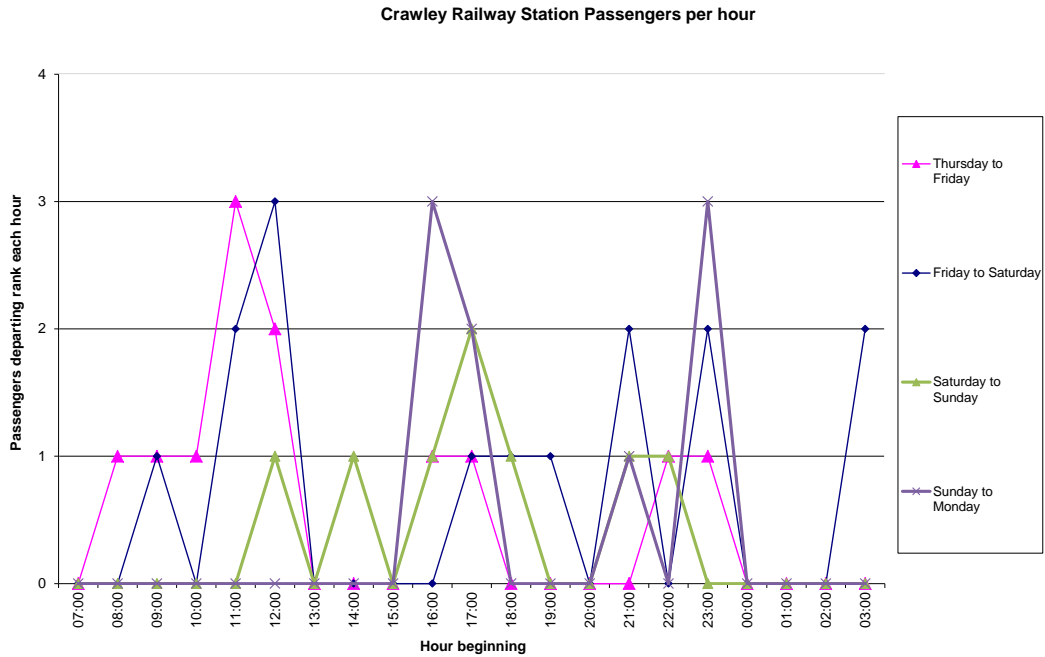


**Figure 12 - Station Way Hackney Carriage Average Wait Times**

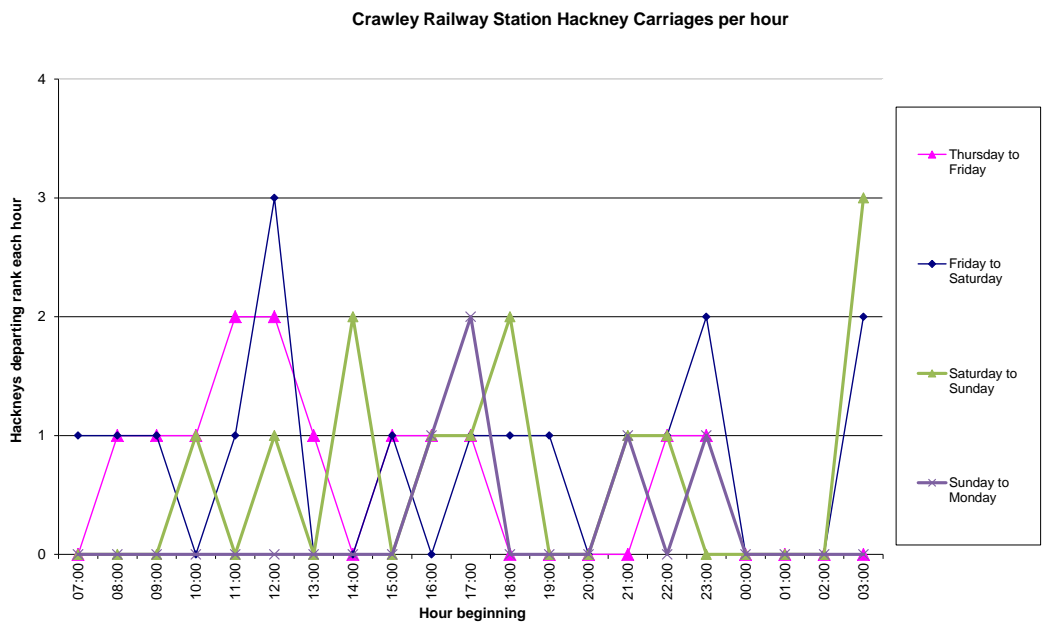
Station Way rank was used exclusively to service demand from visitors to MOKA night club. The club was active on the Friday and Saturday nights and activity was observed during these periods. Usage of the rank was short lived, but intensive. Peak hourly passenger volumes were second only to those observed at Three Bridges Railway Station rank.



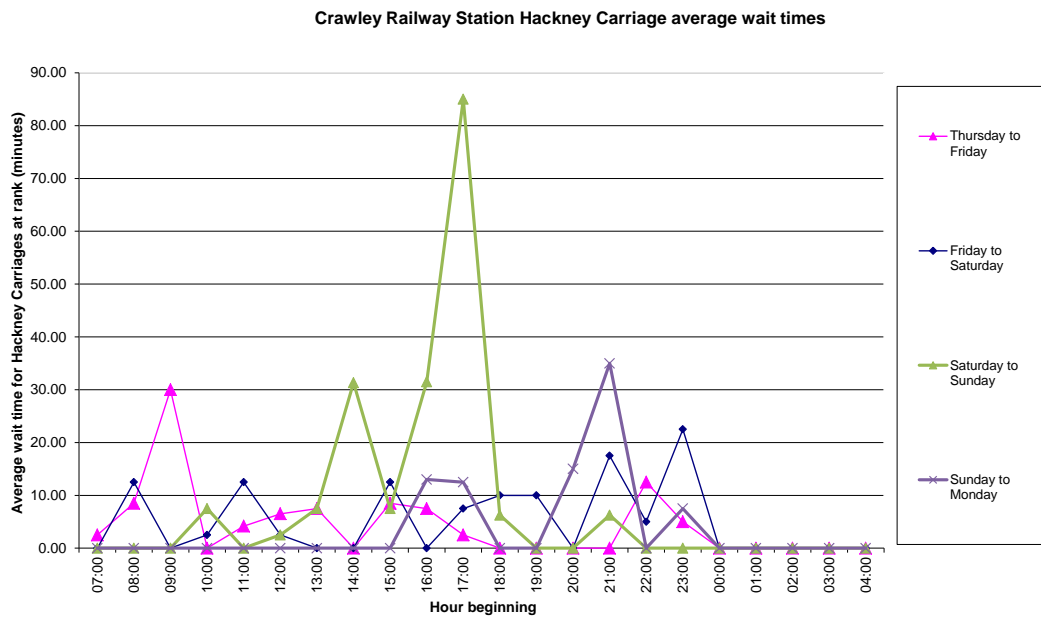
**Crawley Railway Station, spaces outside the station entrance door.**



**Figure 13 - Crawley Railway Station Passengers Per Hour**



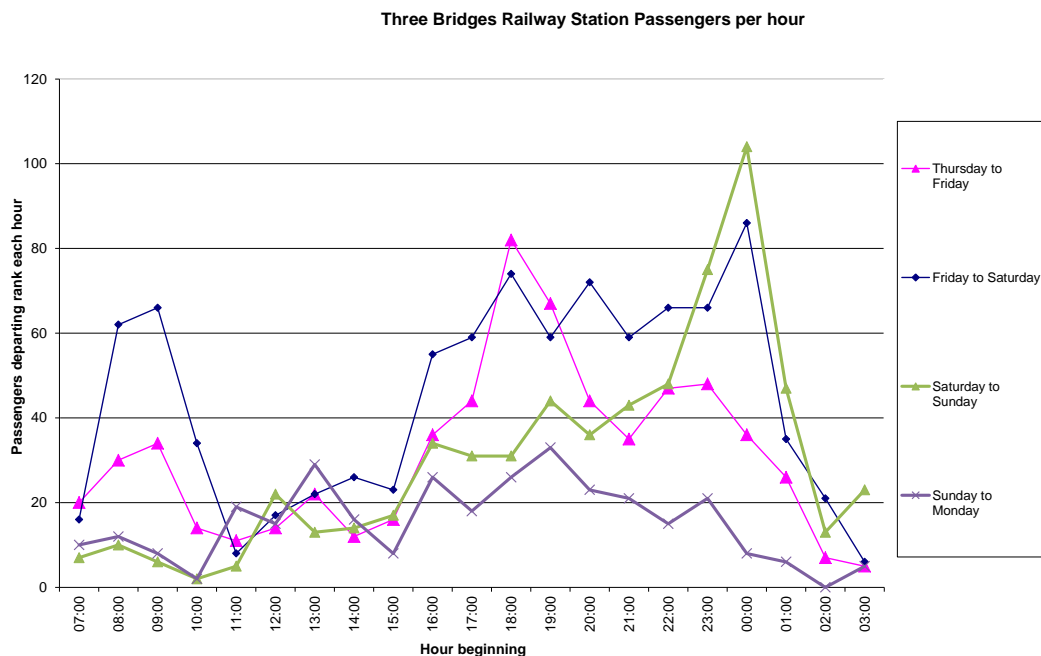
**Figure 14 - Crawley Railway Station Hackney Carriages Per Hour**



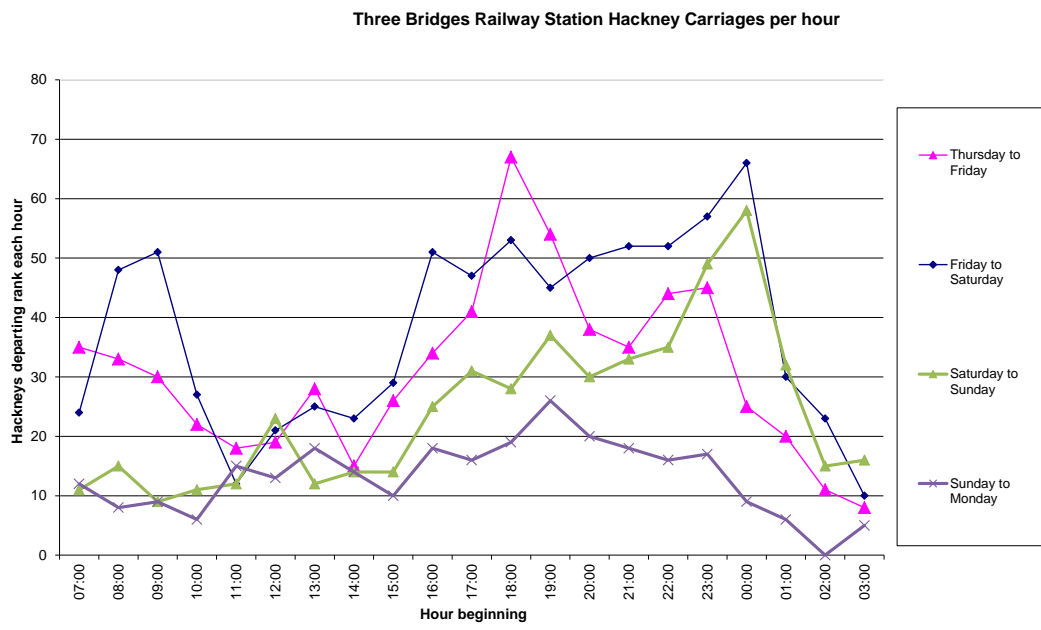
**Figure 15 - Crawley Railway Station Hackney Carriage Average Wait Times**

Observed activity at Crawley Railway Station was low. However, this level of activity was sustained from morning through to late at night.

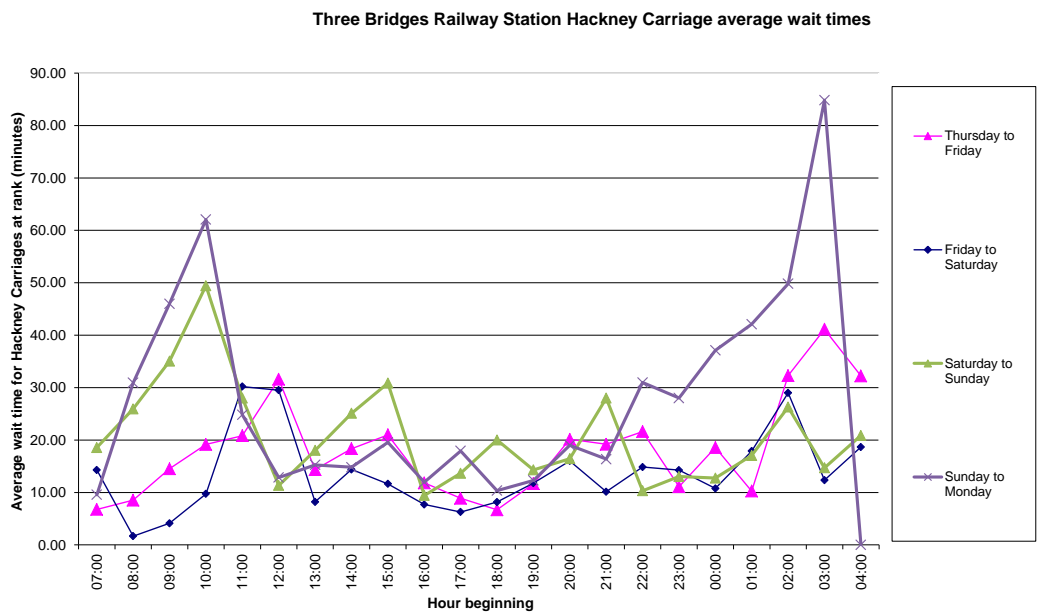
*Three Bridges Railway Station, rank adjacent to the station.*



**Figure 16 - Three Bridges Railway Station Passengers Per Hour**



**Figure 17 - Three Bridges Railway Station Hackney Carriages Per Hour**



**Figure 18 - Three Bridges Railway Station Hackney Carriage Average Wait Times**

The rank at Three Bridges Railway Station was the most active of all the ranks surveyed. Activity was observed at the rank from 7.00 am through to 4.00 am the following morning, on each of the days surveyed.



### 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 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) |
|-------------------------------|--|--|--|---------------------------------|---|--|
| The Boulevard                 | 32   | 106  | 138                                    | 136                             | 1.3                                     | 13   |
| Haslett Avenue                | 17   | 40   | 57                                     | 58                              | 1.5                                     | 11   |
| High Street                   | 11   | 7  | 18                                     | 10                              | 1.4                                     | 9  |
| Station Way, outside MOKA     | 0  | 0  | 0                                      | 0                               | 0.0                                     |  |
| Crawley Railway Station       | 2  | 11   | 13                                     | 12                              | 1.1                                     | 8  |
| Three Bridges Railway Station | 113  | 535  | 648                                    | 650                             | 1.2                                     | 15   |
| <b>Total</b>                  | <b>175</b>                                   | <b>699</b>   | <b>874</b>                             | <b>866</b>                      | <b>1.2</b>                              | <b>14</b>  |

**Table 3 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) |
|-------------------------------|--|--|--|---------------------------------|---|--|
| The Boulevard                 | 29   | 94   | 123                                    | 118                             | 1.3                                     | 20   |
| Haslett Avenue                | 11   | 18   | 29                                     | 27                              | 1.5                                     | 17   |
| High Street                   | 32   | 60   | 92                                     | 106                             | 1.8                                     | 6  |
| Station Way, outside MOKA     | 9  | 55   | 64                                     | 110                             | 2.0                                     | 9  |
| Crawley Railway Station       | 6  | 11   | 17                                     | 15                              | 1.4                                     | 8  |
| Three Bridges Railway Station | 84   | 718  | 802                                    | 932                             | 1.3                                     | 12   |
| <b>Total</b>                  | <b>171</b>                                   | <b>956</b>   | <b>1127</b>                            | <b>1308</b>                     | <b>1.4</b>                              | <b>12</b>  |

**Table 4 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) |
|-------------------------------|--|--|--|---------------------------------|---|--|
| The Boulevard                 | 9  | 98   | 107                                    | 130                             | 1.3                                     | 18   |
| Haslett Avenue                | 12   | 37   | 49                                     | 48                              | 1.3                                     | 16   |
| High Street                   | 18   | 102  | 120                                    | 186                             | 1.8                                     | 8  |
| Station Way, outside MOKA     | 15   | 79   | 94                                     | 160                             | 2.0                                     | 8  |
| Crawley Railway Station       | 6  | 7  | 13                                     | 8                               | 1.1                                     | 16   |
| Three Bridges Railway Station | 88   | 422  | 510                                    | 625                             | 1.5                                     | 18   |
| <b>Total</b>                  | <b>148</b>                                   | <b>745</b>   | <b>893</b>                             | <b>1157</b>                     | <b>1.6</b>                              | <b>15</b>  |

**Table 5 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) |
|-------------------------------|--|--|--|---------------------------------|---|--|
| The Boulevard                 | 5  | 25   | 30                                     | 33                              | 1.3                                     | 26   |
| Haslett Avenue                | 4  | 17   | 21                                     | 20                              | 1.2                                     | 13   |
| High Street                   | 9  | 10   | 19                                     | 18                              | 1.8                                     | 7  |
| Station Way, outside MOKA     | 0  | 0  | 0                                      | 0                               | 0.0                                     |  |
| Crawley Railway Station       | 1  | 4  | 5                                      | 9                               | 2.3                                     | 16   |
| Three Bridges Railway Station | 41   | 234  | 275                                    | 321                             | 1.4                                     | 22   |
| <b>Total</b>                  | <b>60</b>                                    | <b>290</b>   | <b>350</b>                             | <b>401</b>                      | <b>1.4</b>                              | <b>21</b>  |

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 [OCCUPIED] HACKNEY CARRIAGE | AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES) |
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| Crawley Railway Station       | 21   | 66   | 87                                     | 80                              | 1.2  | 10   |
| Three Bridges Railway Station | 665  | 3514   | 4179                                   | 4478                            | 1.3  | 15   |
| <b>Total</b>                  | <b>1081</b>                                  | <b>4787</b>  | <b>5868</b>                            | <b>6330</b>                     | <b>1.3</b>   | <b>14</b>  |

### 3.5 Commentary on results

The most active rank was Three Bridges Railway Station. This rank accounted for approximately 71% of all passengers and approximately 73% of all hires. The Three Bridges rank was the only rank which was fully active at all times observed.

The rank at Three Bridges was the only rank observed, which was considered to be outside Crawley town centre. The remaining ranks were situated around the town centre. Of the 'Town' ranks, The Boulevard was the busiest rank, accounting for approximately 50% of hires.

### 3.6 Passenger queuing

There was very little incidence of passenger queuing observed. Twelve occurrences of passenger queuing were observed. Most of these 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. For example, at three bridges, four passengers had to wait for Hackney Carriages during the hour beginning 10.00 on Friday. The Hackney Carriages hired, when they arrived at the rank, were four out of 27 Hackney Carriages which left the rank during that hour. The average wait times for Hackney Carriages during that hour, was 10 minutes. This allows for those Hackney Carriages which left immediately, with waiting passengers. All of the passengers arrived at the rank over a period of three minutes. This three minute period was unusual, insofar as no Hackney Carriages were present. For virtually all of the rest of the hour in question, Hackney Carriages were available.



Only one incidence of passenger queuing occurred during the peak night time economy activity. That was on the High Street, on Friday night.

The percentage of passengers, who had to wait for a Hackney Carriage, was 0.4%

**Table 7 Passenger queuing events**

| Rank location                | Date       | Day      | Time passengers started to queue (HH:MM:SS) | Time passengers stopped queuing (HH:MM:SS) | Number of passengers | Did passengers leave in a taxi | Wait time |
|------------------------------|------------|----------|---|--|----------------------|--------------------------------|-----------|
|                              |            |          |   |  |                      | Y/N                            |           |
| Crawley Railway Station      | 06/02/2014 | Thursday | 10:08:05                                    | 10:10:23                                   | 1                    | Y                              | 00:02:18  |
| Three Bridges                | 07/02/2014 | Friday   | 08:43:36                                    | 08:45:02                                   | 1                    | Y                              | 00:01:26  |
| Three Bridges                | 07/02/2014 | Friday   | 08:44:28                                    | 08:47:28                                   | 1                    | Y                              | 00:03:00  |
| Three Bridges                | 07/02/2014 | Friday   | 08:45:32                                    | 08:48:44                                   | 1                    | y                              | 00:03:12  |
| Three Bridges                | 07/02/2014 | Friday   | 08:46:36                                    | 08:48:44                                   | 1                    | Y                              | 00:02:08  |
| Three Bridges                | 07/02/2014 | Friday   | 08:49:51                                    | 08:51:56                                   | 1                    | Y                              | 00:02:05  |
| Haslett Avenue (Bus Station) | 07/02/2014 | Friday   | 10:14:41                                    | 10:24:01                                   | 1                    | Y                              | 00:09:20  |
| Haslett Avenue (Bus Station) | 07/02/2014 | Friday   | 17:12:27                                    | 17:15:37                                   | 1                    | Y                              | 00:03:10  |
| Three Bridges                | 07/02/2014 | Friday   | 17:22:12                                    | 17:27:10                                   | 1                    | y                              | 00:04:58  |
| The Boulevard                | 08/02/2014 | Saturday | 11:50:10                                    | 11:52:12                                   | 1                    | Y                              | 00:02:02  |
| High Street                  | 08/02/2014 | Saturday | 23:52:11                                    | 23:57:05                                   | 3                    | Y                              | 00:04:54  |
| The Boulevard                | 09/02/2014 | Sunday   | 12:23:32                                    | 12:25:32                                   | 2                    | Y                              | 00:02:00  |

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



## 4 PUBLIC CONSULTATION

### 4.1 Public consultation questionnaires

A public attitude survey was undertaken in Crawley in February 2014, after the rank surveys were completed. 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. 203 surveys were completed. The questionnaire used is presented in Appendix B. Results are presented in this chapter. In addition to the on street survey, two surveys were completed online.

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

Whilst 205 respondents provided feedback to the questionnaires, not all respondents answered all questions. Therefore, the totals in each table do not always add up to 205.

**Table 8 Q1. Overall, how would you assess the availability of Hackney Carriages in Crawley Borough?**

|            |     |       |
|------------|-----|-------|
| Very good  | 36  | 17.6% |
| Good       | 73  | 35.6% |
| Average    | 68  | 33.2% |
| Poor       | 16  | 7.8%  |
| Very poor  | 4   | 2.0%  |
| Don't know | 8   | 3.9%  |
| Total      | 205 |       |

**Table 9 Q2. Have you ever used a Hackney Carriage (taxi) in the Crawley area (including to Gatwick Airport)?**

|       |     |       |
|-------|-----|-------|
| Yes   | 137 | 66.8% |
| No    | 68  | 33.2% |
| Total | 205 |       |

**Table 10 Q3. Are you ever likely to use a Hackney Carriage (taxi) for any reason in the Crawley area?**

|            |     |       |
|------------|-----|-------|
| Yes        | 120 | 58.5% |
| No         | 77  | 37.6% |
| Don't know | 0   | 0.0%  |
| Total      | 197 |       |





**Table 11 Q4. What is the main factor that restricts your use of Hackney Carriages?**

|   |     |       |
|---|-----|-------|
| Cost                                    | 69  | 33.7% |
| Drivers don't know the route            | 0   | 0.0%  |
| The nearest taxi ranks are too far away | 6   | 2.9%  |
| Waiting time                            | 4   | 2.0%  |
| I usually cycle or walk                 | 4   | 2.0%  |
| I use the bus instead                   | 38  | 18.5% |
| I don't need to use Hackney Carriages   | 10  | 4.9%  |
| I generally use a car                   | 41  | 20.0% |
| I use Private Hire Vehicles             | 19  | 9.3%  |
| Other (Please specify)                  | 14  | 6.8%  |
| Total                                   | 205 |       |

**Table 12 Q5. What method do you use most often to obtain a Hackney Carriage?**

|                        |     |       |
|------------------------|-----|-------|
| Phone booking          | 66  | 45.2% |
| Online                 | 2   | 1.4%  |
| Hailed in street       | 2   | 1.4%  |
| At Rank                | 76  | 52.1% |
| Other (Please specify) | 0   | 0.0%  |
| Total                  | 146 |       |

**Table 13 In the last three months, how many trips, if at all, have you made by Hackney Carriage (taxi) in Crawley (including to Gatwick Airport)?**

|                   |     |       |
|-------------------|-----|-------|
| One               | 20  | 9.8%  |
| 2 - 3 trips       | 43  | 21.0% |
| 4 - 5 trips       | 12  | 5.9%  |
| More than 5 trips | 23  | 11.2% |
| None              | 58  | 28.3% |
| Total             | 156 |       |



## Thinking about the most recent trip you made in a Hackney Carriage:

**Table 14 Q7. What was the reason for your trip?**

|                              |    |       |
|------------------------------|----|-------|
| Work or education            | 20 | 9.8%  |
| Shopping                     | 23 | 11.2% |
| Leisure                      | 39 | 19.0% |
| Hospital/medical             | 6  | 2.9%  |
| Link to other transport mode | 5  | 2.4%  |
| Personal business            | 1  | 0.5%  |
| Other reason                 | 4  | 2.0%  |
| Total                        | 98 |       |

**Table 15 Q8. How did you obtain your Hackney Carriage?**

| How did you obtain your Hackney Carriage? | How long did you have to wait for it?   | Count of responses             |       |       |
|---|---|--------------------------------|-------|-------|
| At a taxi rank                            | Already there   | 35                             | 38.9% |       |
|   | Less than 1 minute  | 4                              | 4.4%  |       |
|   | 1 – 5 minutes   | 8                              | 8.9%  |       |
|   | 6 – 10 minutes  | 2                              | 2.2%  |       |
|   | More than 10 minutes  | 0                              | 0.0%  |       |
|   | Can't remember  | 4                              | 4.4%  |       |
| Hailed in the street                      | How long did it take you to hail the taxi from the time you started looking for one?              |                                |       |       |
|   | Less than 1 minute  | 0                              | 0.0%  |       |
|   | 1-5 minutes   | 0                              | 0.0%  |       |
|   | 6-10 minutes  | 2                              | 2.2%  |       |
|   | Longer than 10 minutes  | 0                              | 0.0%  |       |
|   | Can't remember  | 0                              | 0.0%  |       |
| Booked over the phone                     | Was the taxi booked for immediate travel (within 30 minutes of booking) or had you pre-booked it? |                                |       |       |
|   | Immediate travel  | And did the taxi arrive:       |       |       |
|   |   | Unacceptably early             | 0     | 0.0%  |
|   |   | Acceptably early               | 14    | 15.6% |
|   |   | On time                        | 12    | 13.3% |
|   | Pre-booked  | A little late (but acceptable) | 0     | 0.0%  |
|   |   | Unacceptably late              | 0     | 0.0%  |
|   |   | Unacceptably early             | 0     | 0.0%  |
|   |   | Acceptably early               | 2     | 2.2%  |
|   |   | On time                        | 7     | 7.8%  |
| A little late (but acceptable)            |   | 0                              | 0.0%  |       |
|   | Unacceptably late   | 0                              | 0.0%  |       |
| Total                                     |   | 90                             |       |       |

**Table 16 Q9. Did you consider the fare on this trip to be good value for money?**

|       |    |       |
|-------|----|-------|
| Yes   | 74 | 75.5% |
| No    | 24 | 24.5% |
| Total | 98 |       |



**Table 17 Q10. Apart from the recent trip you have told me about, have you experienced any problems in obtaining a Hackney Carriage in Crawley in the last three months?**

|       |    |       |
|-------|----|-------|
| Yes   | 8  | 8.2%  |
| No    | 90 | 91.8% |
| Total | 98 |       |

**Table 18 Q10b, c and d What was the nature of the problem, where did the problem occur and Approximately what time and day of the week did this occur?**

|                          |           |                                     |
|--------------------------|-----------|-------------------------------------|
| none available           | home      | Saturday early evening              |
| none available           | shops     | Saturday morning                    |
| none available           | from home | 11am                                |
| Didn't turn up           |           | Weekend evening                     |
| none available           | home      | Saturday early hours of the morning |
| none available           | asda      |                                     |
| none available           | from home | Friday early afternoon              |
| Booked but didn't arrive |           | Evening (7.30)                      |

**Table 19 Q11. Have you tried to hire a Hackney Carriage in the last three months at a rank or by hailing and given up and made alternative arrangements for travel?**

|       |     |       |
|-------|-----|-------|
| Yes   | 28  | 13.7% |
| No    | 177 | 86.3% |
| Total | 205 |       |

**Table 20 If yes, whereabouts were you at the time?**

| Location                | Frequency of occurrence. |
|-------------------------|--------------------------|
| by bus station          | 2                        |
| Crawley station         | 2                        |
| Home                    | 1                        |
| Marks & Spencer Crawley | 8                        |
| Party, Pound hill?      | 1                        |
| Three bridges area      | 1                        |
| Three bridges station   | 7                        |
| Town                    | 6                        |
| Total                   | 28                       |

**Table 21 Q12a. Have you tried to book a Hackney Carriage 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?**

|       |     |       |
|-------|-----|-------|
| Yes   | 26  | 12.7% |
| No    | 179 | 87.3% |
| Total | 205 |       |

**Table 22 Q12b. Approximately how long was the wait time quoted?**

| Wait time | Frequency of occurrence |
|-----------|-------------------------|
| 15 mins   | 6                       |
| 20 mins   | 2                       |
| 25 mins   | 6                       |
| 30 mins   | 4                       |
| 40 mins   | 7                       |
| 90 mins   | 1                       |
| Total     | 26                      |

**Table 23 Q13. If the cost of Hackney Carriage fares was to increase by 10%, do you think this would lead to you using Hackney Carriages less frequently?**

|       |     |       |
|-------|-----|-------|
| Yes   | 153 | 76.9% |
| No    | 46  | 23.1% |
| Total | 199 |       |

**Table 24 Q14. Are there any locations where you would like a new Taxi Rank?**

|       |     |       |
|-------|-----|-------|
| Yes   | 22  | 10.9% |
| No    | 179 | 89.1% |
| Total | 201 |       |

**Table 25 If yes, where?**

| Location                | Frequency of occurrence |
|-------------------------|-------------------------|
| Asda                    | 5                       |
| Broadway                | 9                       |
| Hospital                | 4                       |
| McDonalds               | 2                       |
| Stations - more central | 1                       |
| Town Hall               | 1                       |
| Total                   | 22                      |



**Table 26 Q15. Are there any existing Taxi ranks that you would use (or use more often) if Hackney Carriages were more reliably found there?**

|       |     |        |
|-------|-----|--------|
| Yes   | 0   | 0.0%   |
| No    | 193 | 100.0% |
| Total | 193 |        |

**Table 27 Q16. If the cost of Hackney Carriage fares was to decrease by 10%, do you think this would lead to you using Hackney Carriages more frequently/at all?**

|       |     |       |
|-------|-----|-------|
| Yes   | 155 | 76.4% |
| No    | 48  | 23.6% |
| Total | 203 |       |

**Table 28 Q17. What improvements to Hackney Carriage services, if any, would you like to see in Crawley?**

| Proposed improvement                              | Frequency of occurrence |
|---|-------------------------|
| Bigger vehicles                                   | 1                       |
| Cheaper   | 25                      |
| Drivers! feel very unsafe as a young single woman | 2                       |
| Greener cars                                      | 2                       |
| More taxis  | 3                       |

**Table 29 Q18. From your perceptions or experience of using them, how would you rate the standard of Hackney Carriages in Crawley, on a scale of: Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):**

|                     | Very poor | Poor | Neutral | Good | Very Good | Total |
|---------------------|-----------|------|---------|------|-----------|-------|
| Vehicle cleanliness |           |      | 39      | 122  | 32        | 193   |
| Driver helpfulness  | 2         | 6    | 57      | 100  | 28        | 193   |
| Driver appearance   | 2         | 4    | 45      | 122  | 20        | 193   |



**Table 30 Q19. In the last three months, how many trips, if any, have you made by private hire vehicle in Crawley?**

|                   |     |       |
|-------------------|-----|-------|
| One               | 26  | 12.7% |
| 2 – 3 trips       | 36  | 17.6% |
| 4 – 5 trips       | 6   | 2.9%  |
| More than 5 trips | 38  | 18.5% |
| None              | 99  | 48.3% |
| Total             | 205 |       |

**Table 31 Q20 Thinking about the most recent trip you made in a private hire vehicle: .What was the reason for your trip?**

|                              |     |       |
|------------------------------|-----|-------|
| Work or education            | 38  | 35.8% |
| Shopping                     | 20  | 18.9% |
| Leisure                      | 34  | 32.1% |
| Hospital/medical             | 4   | 3.8%  |
| Link to other transport mode | 6   | 5.7%  |
| Personal business            | 0   | 0.0%  |
| Other reason                 | 4   | 3.8%  |
| Total                        | 106 |       |

**Table 32 Q21a. Did you book the private hire vehicle for immediate travel (within 30 minutes of booking) or had you pre-booked it?**

|                  |     |       |
|------------------|-----|-------|
| Immediate travel | 48  | 45.3% |
| Pre-booked       | 58  | 54.7% |
| Total            | 106 |       |

**Table 33 Q21b. And did the private hire vehicle arrive:**

|                                |     |       |
|--------------------------------|-----|-------|
| Unacceptably early             | 2   | 1.9%  |
| Acceptably early               | 8   | 7.5%  |
| On time                        | 80  | 75.5% |
| A little late (but acceptable) | 4   | 3.8%  |
| Unacceptably late              | 12  | 11.3% |
| Total                          | 106 |       |

**Table 34 Of those bookings which arrived early or late, how many minutes early or late?**

|                       |    |
|-----------------------|----|
| Average minutes early | 20 |
| Average minutes late  | 24 |



**Table 35 Q21c. Did you consider the fare on this trip to be good value for money?**

|       |     |       |
|-------|-----|-------|
| Yes   | 83  | 78.3% |
| No    | 23  | 21.7% |
| Total | 106 |       |

**Table 36 Q22. From your perceptions or experience of using them, how would you rate the standard of Private Hire Vehicles in Crawley on a scale of Very Poor (1) Poor (2) Neutral (3) Good (4) or Very Good (5):**

|                     | Very poor | Poor | Neutral | Good | Very Good |
|---------------------|-----------|------|---------|------|-----------|
| Vehicle cleanliness |           | 12   | 46      | 44   | 4         |
| Driver helpfulness  |           | 22   | 36      | 44   | 4         |
| Driver appearance   | 1         | 22   | 39      | 36   | 8         |

**Table 37 Q23. Are you:**

|  |     |       |
|--|-----|-------|
| A permanent resident in the Crawley Borough Council area | 186 | 90.7% |
| A visitor ( on business / personal business)             | 14  | 6.8%  |
| A tourist  | 0   | 0.0%  |
| Aa visitor for another purpose                           | 5   | 2.4%  |
|  | 205 |       |

**Table 38 Q24. CODE GENDER:**

|        |     |       |
|--------|-----|-------|
| Male   | 81  | 39.5% |
| Female | 124 | 60.5% |
|        | 205 |       |

## 4.2 Comments on results

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.

Very few respondents indicated that hailing was used to obtain a Hackney Carriage. This corresponds with feedback from the trade.



Approximately 11% of those who commented on the last journey by Hackney Carriage recalled having to wait more than a minute to hire a Hackney Carriage at a rank. This does not agree with observed data, which suggests a far lower proportion would have needed to wait for a Hackney Carriage. Where the last journey in a Hackney Carriage was booked by telephone, all Hackney Carriages arrived on time, either for immediate travel, or for pre-booked travel. This was not the case with Private Hire Vehicles. The feedback was less favourable. Whilst the majority of vehicles arrived on time or acceptably early or late, approximately 13% of hires were unacceptably early or late.

Cost was indicated as the principle restriction on use of Hackney Carriages. The majority of suggested improvements to Hackney Carriage services were reduced cost. Approximately 77% of those responding to a prospective price increase indicated that they would be sensitive to a change in cost. Despite the indications that customers were sensitive to price, approximately 75% of those commenting on their last journey by Hackney Carriage indicated that they felt the fare was good value for money.

The somewhat contradictory indicators with respect to cost, suggest that those who use Hackney Carriages may perceive a higher value to the service provided compared with Private Hire Vehicles. However, many of those interviewed are price sensitive and perceive Private Hire Vehicles to offer cheaper services and so this determines which type of vehicle they would commonly use.

Some suggested locations for new taxi ranks included at Asda, on The Broadway and at the hospital. This accords with feedback from drivers.

Hackney Carriages were generally perceived to be clean, with helpful drivers who had a good appearance. However, a minority of respondents did provide negative feedback with respect to driver helpfulness and appearance. This accords with feedback from the trade where it was felt that a minority of drivers offered a poorer level of service and appearance as the majority. However, the feedback with respect to Private Hire Vehicles was a little less favourable, with fewer respondents indicating they felt that the characteristics were good or very good. In general, Hackney Carriages appeared to be perceived to be better in terms of cleanliness and driver helpfulness and appearance.





## 5 STAKEHOLDER 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.

### 5.2 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 in Crawley. Some Hackney Carriage drivers returned their questionnaire forms without providing feedback, but with objections to the fact that the questionnaire was distributed to both Hackney Carriage drivers and Private Hire Vehicle drivers. Not all drivers with a Hackney Carriage driver license do actually drive Hackney Carriages. Some drive Private Hire Vehicles, which they are entitled to do, with the license they have. Therefore, it was not feasible to identify only those drivers with Hackney Carriage licenses who drive Hackney Carriages. Apart from the logistical issues with identifying the Hackney Carriage drivers, the DfT guidance indicates that wider consultation within the trade, including Private Hire, is desirable. Hence, all drivers were consulted.

As one might expect, feedback and opinions varied between the Private Hire and Hackney Carriage trade. However, there is more significant integration between the two parts of the trade than one might otherwise expect.

Both Private Hire and Hackney Carriage respondents expressed some frustration with lack of parking for Private Hire Vehicles, waiting for bookings. This is an issue which has caused some concern on several fronts. There were concerns from Hackney drivers that Private Hire vehicles were essentially 'ranking' illegally, on street, near to booking offices and in other high demand areas. Indeed, there were allegations that some Private Hire drivers were parking on or picking up from the taxi rank on High Street. This was corroborated through the rank surveys.

Contract work and in particular school contracts is a valued source of regular business for operators. Contract work is undertaken by both Private Hire Drivers and Hackney Carriage Drivers.

Some Hackney Carriage drivers work with / for Private Hire operators and take telephone bookings. This was corroborated through observations of Hackney Carriages leaving the ranks empty. A common reason for these departures is to pick up a telephone booking. This feature is a source of some frustration with some Private Hire drivers, who feel that Hackney Carriages should not be allowed to operate 'Private Hire' services. However, this is also an attraction which can make the possession of a Hackney Carriage plate desirable for Private Hire drivers, as operating a Hackney Carriage along with Private Hire



work could provide additional opportunity to pick up business, between bookings, through rank hires. Indeed, some Private Hire drivers suggested that all of the licensed fleet should be Hackney Carriages and should operate Private Hire as well as rank and hailing hires. This presents obvious difficulties with taxi rank capacity, which is an existing and prevalent issue across the trade.

All parts of the trade generally expressed frustration that there were too many licensed vehicles in operation, both Private Hire and Hackney Carriages. A minority of drivers stated that more hackney plates were needed. However, a feature of the trade is that drivers who rent a hackney plate would like to own a plate and some Private Hire drivers would like a hackney plate. So, often these surveys are seen as a means to provide feedback in the hope that more plates will be released. Some drivers expressed the view that plates sell for around £15,000 to £20,000 and this is a barrier to entry to the trade. Some plates are rented and if the cap was increased, this would enable cheaper entry to the trade. However the majority of drivers, both Private Hire and Hackney Carriage drivers, feel that there is too little trade available for the number of licensed vehicles available and that income has dropped in the face of increasing costs.

Several drivers expressed the view that members of the public often do not know the difference between Hackney Carriages and Private Hire Vehicles. Some of the Hackney Carriage drivers felt that there were incidences of Private Hire Vehicles picking up fares without pre-booking and of drivers touting for business.

With respect to suggested improvements to existing ranks and for new ranks, Hackney Carriage made the most suggestions. In general, improved marking, and more and better signage at existing ranks would be desirable. Also, additional direction signs indicating where the nearest ranks were situated, would be useful. In particular, several drivers indicated that there was no sign at Three Bridges Station to indicate where the rank was located. New rank locations were suggested, these include: Park Side, outside selected clubs and pubs, near supermarkets, and additional ranks or rank space on The Boulevard and High Street.

Gatwick Airport is a common source of comment from all parts of the trade. The airport allows a concession based provision of Private Hire service from a 'rank' at the airport. It is relatively difficult to hire a Private Hire or Hackney Carriage vehicle to pick up at the airport and this is a source of frustration for drivers. There is no Hackney Carriage rank at the airport and some Private Hire drivers indicated that there are restrictions on Private Hire picking up from the airport.

Some of the Private Hire drivers work at Gatwick Airport and consider that the arrangement is effectively working from a 'rank' as they wait in line to carry passengers who book through the airport booking office. Some of these drivers did provide data for how many hires they picked up from 'ranks'. However, this data was excluded from the tables of results, as we were looking for data in respect to Hackney Carriage ranks.

The trade, in general, feel that the levels of service, customer care and knowledge of the area are generally good. However, feedback indicated that there were a minority of drivers, both Hackney Carriage and Private Hire, who do not provide adequate levels of service, customer care or knowledge. Common suggestions for improvements were to change the driver's knowledge



test to be more rigorous and varied, with a higher pass requirement and improved requirement for communication skills. Smoking and untidy / dirty vehicles were commonly mentioned as issues.

Several drivers mentioned out of area vehicles operating in Crawley, picking up passengers either through bookings or by illegal pickups on street, without pre-booking. It was felt by some that additional night time checks on vehicles would address this and other issues such as vehicle condition, illegal ranking and parking.

Several people suggested that additional interface with the trade would be beneficial, with consultation on issues, such as those raised through this consultation process. There is also some frustration with enforcement, particularly with parking infringements from private cars. Feedback indicates that the police feel that enforcement is a civil matter, as parking restrictions are de-criminalised in Crawley. However, this essentially means that infringements cannot be reported as there is no reporting mechanism for such infringements.

A total of 830 questionnaires were sent to drivers. The drivers were invited to respond by post, using a supplied freepost envelope or by online questionnaire. 27 Hackney Carriage drivers responded, along with 58 Private Hire drivers. Of the 27 Hackney Carriage drivers who responded, seven of these drivers did not provide feedback, other than to register their protest that Private Hire drivers had been included in the survey or to request a Hackney Carriage only survey form.

The range of material covered in the responses was varied in parts, with other elements of the questionnaire attracting consistent and similar responses. The feedback received has been aggregated into tables and statement lists. Responses have been aggregated where possible, in instances where several respondents have provided similar input. Tabulated results are separated, where appropriate, into responses by Private Hire drivers and Hackney Carriage drivers.

Results of the questionnaire responses have been summarised as follows:

## **2 Which days and times do you normally operate?**

| Days and general time of day worked | Hackney Carriage Drivers | Private Hire Drivers |
|-------------------------------------|--------------------------|----------------------|
| Varies                              | 2                        | 1                    |
| Monday to Friday - Daytime          | 3                        | 15                   |
| Monday to Saturday - Daytime        | 4                        | 7                    |
| Up to 7 days a week – Daytime       | 1                        |                      |
| Up to 7 days a week – Day and Night | 1                        | 2                    |
| 5 – 6 Days per week - Night         | 2                        | 9                    |
| Up to 7 days a week – Night         | 2                        | 3                    |
| 5 days a week - mornings            |                          | 2                    |
| Weekdays – Day & Weekend - Night    | 2                        | 2                    |
| Thursday to Sunday                  |                          | 1                    |
| Monday to Saturday – Day & Night    | 1                        | 1                    |
| Saturday to Thursday                |                          | 3                    |
| Sunday to Friday - Day              |                          | 2                    |
| 4 Days                              |                          | 1                    |



**3** *Approximately how many journeys on average do you pick up each day from ranks?*

|         | Hackney Carriage Drivers | Private Hire Drivers |
|---------|--------------------------|----------------------|
| 4 – 8   | 8                        |                      |
| 9 – 12  | 5                        |                      |
| 13 – 16 | 1                        |                      |
| 17 – 20 | 3                        |                      |

**4** *Approximately how many journeys on average do you pick up each day from hailing at the roadside?*

|                   | Hackney Carriage Drivers | Private Hire Drivers |
|-------------------|--------------------------|----------------------|
| None              | 16                       |                      |
| 1 per week        |                          |                      |
| 3 per week        |                          |                      |
| 1 per day         | 1                        |                      |
| 2 or more per day | 2                        |                      |

**5** *Approximately how many journeys on average do you pick up each day from contracts?*

|                     | Hackney Carriage Drivers | Private Hire Drivers |
|---------------------|--------------------------|----------------------|
| None                | 14                       | 3                    |
| One or two per week |                          | 1                    |
| 1                   |                          | 1                    |
| 2                   |                          | 3                    |
| 3 – 5               | 3                        | 8                    |
| 6 – 9               | 2                        | 4                    |
| 10 – 15             |                          | 1                    |

**6** *Approximately how many journeys on average do you pick up each day from telephone bookings?*

|                        | Hackney Carriage Drivers | Private Hire Drivers |
|------------------------|--------------------------|----------------------|
| None                   | 12                       | 1                    |
| Less than 10 per month |                          |                      |
| 1                      | 1                        | 1                    |
| 2 – 3                  |                          | 2                    |
| 4 – 9                  | 5                        | 5                    |
| 10 - 15                | 1                        | 14                   |
| 16 - 20                |                          | 6                    |
| 21 - 25                |                          | 1                    |



**7** *Is the vehicle you drive used by more than one driver, i.e. double shifting?*

|     | Hackney Carriage Drivers | Private Hire Drivers |
|-----|--------------------------|----------------------|
| Yes |                          |                      |
| No  | 19                       | 51                   |

**8** *What issues do you feel can adversely affect the successful operation of the Hackney Carriage and Private Hire trade?*

**Hackney Carriage Driver Comments:**

- Issuing more licenses.
- Too many plates issued for Hackney Carriages
- Too many drivers working in taxi firms.
- Too many Hackney Drivers in Crawley and our main rank is Three Bridges where we wait for one job for more than one hour, most of the time.
- Insufficient rank space for Hackney Carriages.
- Taxi fares are uncompetitive
- Requirement from the Council for Hackney Carriages to be white.
- Not enough work for all drivers
- Crawley station taxi rank tendered to Private Hire
- Private Hire office opposite the rank in the High Street.
- They need to open the plate. We need more vehicles in Crawley
- Hackney Carriage needs a free remit in Crawley without Private Hire beside it.
- Crawley High Street needs to be closed to Private Hire Cars to stop them touting for business which is a real problem and is affecting the taxi trade.
- We need an advertising campaign by the Council to promote the Hackney Carriage trade.
- Private Hire Vehicles need to be put on the meter to put prices on an even field and stop all the undercutting.
- The number of plates has increased since 2002. Over the same period, income has dropped from approximately £10.00 per hour, to around £6.50 per hour. Over the same period, costs have risen by at least 38%
- Not enough business, drivers running at a loss.
- People do not always understand the differences between Hackney Carriages and Private Hire Vehicles.
- Private Hire Drivers steal jobs from Three Bridges, Railway Station, High Street and night clubs. PH drivers have no booking yet they pick up jobs.
- No enforcement at night.
- There should be more hackney options so that can compete with undercut PHV operators
- 

**Private Hire Vehicle Driver comments:**

- Too many PHV drivers forcing drivers to do long hours putting their lives and their customer's lives at risk. Discrimination in favour of hackney drivers allowing a cap. Whilst ignoring the problem faced by ph drivers. The Council always using the excuse that legislation needed to do the



same for ph drivers and carrying on with discrimination against one part of the taxi trade. Other councils have we are told ended this form of injustice by introducing bylaws or using local government powers to get rid of discriminatory practices.

- Too many drivers and firms are employing drivers from outside Crawley in large numbers.
- Putting meter to all private hire drivers as well as hackney carriage As the private hire companies taking so many drivers and it's making everyone's job in danger.
- Limitations of issuing new hackney vehicle licence, increase numbers and operators of private hire.
- Luck of jobs. Struggle to cover the cost. Working long hours
- Use of bus lanes / gates. At the moment only 1 street for taxis and buses.
- Drivers from other areas operating within Crawley.
- Illegal touting

**9 Is the supply of Hackney Carriages adequate to meet the needs of the public?**

|            | Hackney Drivers | Carriage | Private Hire Drivers |
|------------|-----------------|----------|----------------------|
| Yes        | 17              |          | 27                   |
| No         |                 |          | 3                    |
| Don't know |                 |          |                      |

**10 Is the supply of Private Hire Vehicles adequate to meet the needs of the public?**

|            | Hackney Drivers | Carriage | Private Hire Drivers |
|------------|-----------------|----------|----------------------|
| Yes        | 17              |          | 41                   |
| No         |                 |          | 2                    |
| Don't know |                 |          |                      |

**11 What would be the impact of increasing the number of Hackney Carriage licences?**

**Hackney Carriage Driver comments.**

- The trade has decreased over the last five years by over issuing of license plates. The trade would not survive more licenses (HC driver)
- Reduced income
- Longer wait on ranks
- More over ranking
- Currently Hackney ranks are full most of the time so the problem would increase if more licenses were issued.
- More drivers going out of business

**Private Hire Vehicle Driver comments:**

- It may ease the unfair burden on the private hire trade and balance the injustice which they have faced for so many years due to the unjust behaviour of the Crawley council,
- More plates will be available, so increase in jobs.
- New drivers can take part in the business



- It will reduce the unfair price increase of hackney plates
- More reliable for public
- Customers will not have to wait longer time.
- Price of plate will go down.
- More drivers less jobs, decrease in earnings.
- It is a struggle at the moment, so, to increase would cause current drivers to go out of business and not take enough money to meet overheads.
- Lower income for drivers resulting in many drivers going into debt
- Good service to public
- More Hackney Carriage drivers would join Private Hire companies as well as picking up at ranks.

**12 Are there any factors which limit supply of Hackney Carriages or Private Hire Vehicles at certain times or in certain locations? For example security or safety concerns, fare tariffs?**

|     | Hackney Carriage Drivers | Private Hire Drivers |
|-----|--------------------------|----------------------|
| Yes | 3                        | 12                   |
| No  | 5                        | 16                   |

Hackney Carriage Driver comments:

- None
- Fares should be the same for all types of taxis. (HC Driver)
- Train strikes
- Snow
- Some operators cannot get drivers to work nights on fixed fare. The drivers feel the rate is too cheap. Cheap fares attract the business but there are not enough drivers for the business available at the cheap discounted rates. So, sometimes passengers cannot get a Private Hire Vehicle at the cheap advertised rates.
- Safety concerns Abusive passengers Drunk passengers Lack of payment

Private Hire Vehicle Driver comments:

- Hackney carriages not at the ranks in the town centres between 6,00-8,00 in the mornings
- No.
- Broadfield and Bewbush in the morning rush hour, a booking from these areas can take up to an hour to complete and with Kilnwood Vale under construction this will make the bottle neck at Cheal's roundabout worse often bookings from these areas at these times are turned down by taxi operators. The solution is to open the underused bus gate by Broadfield stadium to taxis also. The fares for fixed fares are affected when it takes much longer than usual to complete a job and the fares are greatly increased for metered fares which put customers and potential customers off hiring taxis.
- Gatwick airport





**13 Do any of the existing ranks need to be improved? If so, which and how could they be improved?**

|     | Hackney Drivers | Carriage | Private Hire Drivers |
|-----|-----------------|----------|----------------------|
| Yes | 13              |          | 10                   |
| No  |                 |          | 5                    |

- Longer ranks
- More ranks
- More space on the rank on The Boulevard.
- Private Hire Cars always parked at the Jubilee Oak rank. These should be moved.
- Traffic Wardens need to enforce traffic violations of private cars parked on taxi ranks
- Too many cars at Three Bridges at times
- The High Street rank should be moved towards the new development and near the new supermarket
- The Crawley Mall rank needs more exit gaps in it, as you cannot exit if you are more than 3 taxis back.
- All ranks need a rest bay for going to the w/c or the bank, so we don't get a ticket.
- Too many private cars parking on the rank on High Street, blocking the first bay. That then makes it impossible to load a wheelchair passenger. Police say this is a licensing issue. Licensing say it is a civil issue. There is never a civil parking warden around when needed.
- Crawley Station – more parking for Hackney.
- Three Bridges Station – more parking. In the event of engineering work on the railway, buses must not take up rank space. Buses and taxis must work together for the safety of passengers.

**14 Do any new ranks need to be established? If so, where should they be located and why?**

|     | Hackney Drivers | Carriage | Private Hire Drivers |
|-----|-----------------|----------|----------------------|
| Yes | 14              |          | 8                    |
| No  | 1               |          | 9                    |

- Gatwick Airport, North and South terminals
- Park Side
- Boulevard
- High Street
- Outside JaJa bar
- Lloyds Bank Corner
- Outside supermarkets
- K2 Sports Centre
- Sainsbury's Park Side
- Morrisons, High Street
- ASDA, Pegler Way
- New Travelodge





**15** *Are you aware of any times or locations where members of the public may face difficulties hiring a Hackney Carriage or Private Hire Vehicle?*

|     | Hackney Carriage Drivers | Private Hire Drivers |
|-----|--------------------------|----------------------|
| Yes | 4                        | 12                   |
| No  | 11                       | 16                   |

**Hackney Carriage Driver comments:**

- No problems in Crawley, but in Gatwick North and South terminals, especially in summer holidays and other holidays, demand is high.
- Snow and other adverse conditions
- Sometimes for brief periods during Muslim prayer times on Fridays. Many of the drivers are Muslim. If more plates were issued, this would not address the issue.
- Mcdonalds - difficult for passengers as pavement is too high for disabled passengers.

**Private Hire Vehicle Driver comments:**

- Certain areas you will find some PH operators will not provide cover during weekends in Maidenbower, Broadfields etc. due to the option given to their drivers to accept or reject jobs which they believe is worth running for.
- Yes. During peak hours hackneys are short in three bridges station and town.
- Friday Saturday and early morning hours
- Friday lunchtime prayers, throughout borough.

**16** *Is the signage and marking for current taxi ranks effective? If not, how could this be improved?*

|     | Hackney Carriage Drivers | Private Hire Drivers |
|-----|--------------------------|----------------------|
| Yes |                          | 16                   |
| No  | 16                       | 4                    |

- More signs
- Improved road markings
- At the Jubilee Oak rank [High Street] people always go inside the Private Hire office, adjacent to the rank. Customers think they have to book inside the office, even for a white taxi!
- Larger signs on the taxi ranks
- Signs to say that there is no booking requirement to hire a taxi at ranks.
- More effective signage and marking required on the Boulevard rank s private cars and vans always park there.
- Directional signs in Queens Square, like train station and bus station direction signs.
- There is no sign at Three Bridges Station to indicate where the taxi rank is.



**17 Do you feel that the level of customer care and service quality from Hackney Carriage and Private Hire Vehicles in general in Crawley is satisfactory?**

|     | Hackney Carriage Drivers | Private Hire Drivers |
|-----|--------------------------|----------------------|
| Yes | 10                       | 34                   |
| No  | 4                        | 6                    |

- The Council need to increase the number of inspections of taxis, Private Hire Vehicles and taxi ranks, to ensure a good standard of service.
- There should be a bit more awareness about customer care and especially about disabled, elderly and people going shorter distances.
- Mostly good, with some room for improvement.
- Some drivers of Private Hire and Hackney Carriages are unhelpful, drivers smoking in cars, using mobile phones whilst driving, vehicles dirty and smelly and in bad condition and over charging.
- Language problems with some drivers whose first language is not English.
- Many drivers have a BTech qualification.

**18 Is the knowledge of drivers regarding routes, locations and local facilities adequate? If not, how can this be improved?**

|     | Hackney Carriage Drivers | Private Hire Drivers |
|-----|--------------------------|----------------------|
| Yes | 10                       |                      |
| No  | 5                        |                      |

- Knowledge is adequate, but when some businesses change hands and names, there is a struggle. So, if businesses like hotels change name, they should pay a fee to the Council and the Council should inform the drivers.
- The Knowledge test needs to be improved.

**19 In general, in a normal week, which ranks would you wait at in order to pick up a fare? Please indicate which ranks you would normally use, in the list below.**

| Rank location  | Used? |
|--|-------|
| The Boulevard, outside the M&S shop.                               | 15    |
| Haslett Avenue, near the Crawley Mall and bus interchange.         | 13    |
| High Street, near the Jubilee Oak pub.                             | 10    |
| Station Way, outside MOKA club                                     | 9     |
| Crawley Railway Station, spaces outside the station entrance door. | 6     |
| Three Bridges Railway Station, rank adjacent to the station.       | 17    |



20 *And the final question (for all drivers), are there any other comments that you would like to make? (please continue overleaf if necessary)*

**Hackney Carriage Driver comments:**

- The over issuing of licenses has been unnecessary.
- This survey has nothing to do with private hire unless you stop the issuing of licenses.
- The over issuing of plates is just money making for Crawley Council.
- Nothing is done to help the trade, i.e. rank at Gatwick
- The cost of all licensing is overpriced for what the trade receives in return.
- Hackney Carriage and Private Hire should be separate, not allowing Private Hires to be within 100 yards of the ranks.
- Oversubscribed drivers and taxis has led to a lower standard of service, due to increased competition.
- More ranks and more rank space on existing ranks
- Allow Hackney Carriages to use the bus lanes
- Provide a rank at Gatwick as all other UK airports have Hackney ranks and this is the only one that has not got a Hackney Rank.
- There are so many Private Hire Cars licensed from out of Crawley Borough Council and taking fares without booking, especially late at night and there is no enforcement. So many times, customers come to us [Hackney Carriage Drivers], disagree on the meter price, go to these out of town licensed car drivers and they pick them up without any fear. Enforcement can improve our business and also safety of the passengers.
- There have been too many Hackney plates issued and far too many Private Hire plates. Private Hire sit about everywhere creating their own "ranks" instead of returning to their own company yard as the law demands.
- Some drivers sell plates for £15,000 - £20,000. If the Council open the plates it is good for the Public and for drivers.
- The Council has approved two new ranks nearly two years ago. We are still waiting for markings of the ranks. If they were marked, we would have some business.
- Private Hire should not have roof signs as they look like taxis and the general public can't always tell the difference as customers from other towns, taxis might be different livery and roof signs which may look like Crawley Private Hire Vehicles. Examples (Haywards Heath, Burgess Hill, Walden, Mole Valley, Mid Sussex, etc.) This makes it easy for Private Hires to tout for fares, which is illegal.
- Reduction in the annual taxi plate fee for wheelchair vehicles as other councils have done.
- Don't issue more plates and badges.
- Enforce all taxis to have their meters changed to the new tariff as not all have changed to the new tariff.
- Private Hire companies are required to have parking for all their cars on their radio circuit. But it is clear they have not. Three Private Hire companies, United Cars, Metro Cars , Alpha Cars have 100+ drivers per company and only have parking for at the most, ten cars each. So they



should not have the operator's license if they don't comply with the terms and conditions. This has resulted in Private Hire Vehicles sitting around all over the town, when they should return to their base, by law, if they are clear and empty.

- There is inadequate enforcement.

- 

***Private Hire Driver comments:***

- Issues should be discussed on a regular basis with every involved in the trade drivers operators and the council
- Would like to see cap on people who come from other borough to work in Crawley.
- Outside plates working locally, it will be good if council can do something about other council plated cars working in Crawley
- There are over the limit of private hire vehicles and operators. Need more Hackney carriage vehicles.
- Yes we have too many taxis in this little town and not enough work expense are high and earnings are not enough ,you have to do more hours
- The operators are always going to say they don't have enough cars what they mean is they don't have enough money, the more cars they have the more money they earn. You only have to look around to see how many taxis and PHV have no customers and are sitting around, often waiting in excess of 1-2 hours for a fare. There are too many taxis and PHVs in Crawley which makes it very hard to earn a living.
- I want to lift limitation of hackney carriage licence so then more drivers can help public
- Gatwick airport pick up point taxi drivers taxi pick up point at Concorde house .this will help public for cheaper fare more pick up point for private hire this is very important there no place for p/h but h/c got rank at least rank should allow to pick up p/h passenger
- There should be more spot checks on licensed vehicles. There is no point setting up road blocks, as everyone knows about them and can avoid them within seconds.
- There should not be a two tier system. Everyone should be a taxi and all cars should be on the meter. The number of taxis should be capped and a dedicated department that deals solely with taxis. There should also be a governing association where drivers are also involved and a complaints department where the public can complain without fear of reprisals.
- There is an unhealthy dominance of mainly Asian drivers. This affects the service every Friday afternoon.
- The taxi business needs updating and this can only be achieved fairly, with consultation and input from all sides. Over the last seven years we have all suffered with the recession. All we want to do is earn a fair living and now is an opportunity to achieve this and run a reliable taxi service.
- Hackney drivers should not be allowed to do Private Hire work as well as on rank work.



- I do not think that Private Hire and Hackney Carriage cars should be allowed to pick up at Gatwick airport when the Airport car service run out of cars.
- Need cameras in vehicles.
- Some Hackney Carriages are owned by people who do not drive the vehicles but rent them out. Plates should only be given to drivers who will drive the vehicles.
- All drivers should be HC. 95% of HC drivers get work from PH Companies.

### 5.3 Non Trade Consultation

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

The following bodies or representatives were contacted:

- Crawley Borough Council's officers representing Equality, Diversity and the interests of disabled and minority groups.
- Sussex Police;
- Crawley and Gatwick Chamber of Commerce
- Crawley Borough Tourist Information.
- Central Sussex College
- Metrobus
- Southern Railway
- Campaign for Better Transport
- Age UK
- Crawley Hospital,
- Selected Crawley Pubs (The Jubilee Oak, Old Punch Bowl, Swan Inn, The White Hart, TGI Friday's)
- Selected Hotels (Premier Inn Gatwick Crawley Town, Ramada Crawley – Gatwick, Holiday Inn Express Gatwick – Crawley, Arora Hotel Gatwick – Crawley,
- Supermarkets (ASDA superstore, Sainsbury's superstore, Tesco Extra)

Feedback was sought through a combination of telephone calls, emails and visits.

Feedback received from elderly, disabled or mobility impaired representatives suggested that services from Private Hire and Hackney Carriage vehicles met the requirements of those who relied upon licensed vehicles for transport. The fleet is a mixture of larger 'taxi type' vehicles and saloon or estate cars. Not all vehicles are equipped to carry wheel chairs or have easy access doors. Elderly, disabled or mobility impaired tend to book with specific operators or drivers, often for a specific vehicle.



In addition to available licensed vehicles, there are several demand responsive transport options available to mobility impaired and elderly passengers. Amongst these are Age UK, who operate a minibus service for older people, on demand. Similarly, Crawley Town Access Group (Crawley TAG) and Dial a Bus offer demand responsive transport for pre-booked travel to elderly and mobility impaired passengers. However, these services generally require pre-booking at least a day in advance, whereas Hackney Carriages and Private Hire Vehicles can be booked for immediate travel.

Deaf passengers can face difficulties booking a licensed vehicle by telephone, without the help of a third party. However, several operators advertise mobile numbers and can be booked by text message. No issues were highlighted for deaf users hiring a licensed vehicle in Crawley.

Feedback from the night time economy indicated that they were not aware of any issues of availability of licensed vehicles. There is a lack of general awareness amongst the night time economy traders, of the differences between Hackney Carriages and Private Hire Vehicles. Many customers either book taxis on mobile phones or, especially near the High Street, walk to the nearest rank. Respondents were not aware of any issues regarding availability. With respect to identifying differences between Hackney Carriages and Private Hire Vehicles, difficulties, or lack of understanding may be compounded by the fact that for many telephone bookings, a taxi with a roof light (i.e. Hackney Carriage) will often turn up to undertake the hire.

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 Private Hire operator, for shoppers who wanted to hire a Private Hire Vehicle.



## 6 COMPARISON OF LICENSED VEHICLE FLEET SIZE

### 6.1 Comparison

A comparison of the proportion of licensed vehicles, per head of population can inform the view of the licensed vehicle provision within Crawley. The following figure presents the proportion of licensed vehicles per 1000 people in Crawley and 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 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 Crawley are: 1.1 Hackney Carriages per 1000 people and 4.9 Private Hire Vehicles per 1000 people. These proportions combine to form a total (allowing for rounding) of 6.1 licensed vehicles per 1000 people.

The proportion of licensed vehicles in Crawley is the highest of all the licensing authorities which limit the number of hackney carriages. In terms of both limiting and unlimited authorities, Crawley has the third highest proportion of licensed vehicles.

The proportions of licensed vehicles per 1,000 population for the South East region as a whole is 1.1 Hackney Carriages per 1,000 and 2.0 Private Hire Vehicles per 1,000 and consequently a total of 3.1 licences vehicles per 1,000.





Table 39 - Summary of South East Region Licensed Vehicle proportions

| Licensing Authority    | Hackney Carriage numbers Limited or Not Limited | Hackney Carriages per 1,000 population. | Private Hire Vehicles (PHVs) per 1,000 population. | Total taxis and PHVs per 1,000 population. |
|------------------------|---|---|--|--|
| Horsham                | [No Limit]                                      | 0.4                                     | 1.0  | 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                                     | 1.0  | 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  | 2.0  |
| West Oxfordshire       | [No Limit]                                      | 1.1                                     | 0.8  | 2.0  |
| Basingstoke and Deane  | [No Limit]                                      | 0.4                                     | 1.6  | 2.0  |
| Arun                   | [No Limit]                                      | 1.9                                     | 0.2  | 2.1  |
| Chichester             | [No Limit]                                      | 0.4                                     | 1.7  | 2.1  |
| New Forest             | [No Limit]                                      | 0.7                                     | 1.5  | 2.2  |
| Winchester             | [No Limit]                                      | 1.0                                     | 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  |
| Sevenoaks              | [No Limit]                                      | 1.7                                     | 0.8  | 2.5  |
| East Hampshire         | [No Limit]                                      | 0.9                                     | 1.7  | 2.6  |
| Fareham                | [No Limit]                                      | 2.0                                     | 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]                                      | 1.0                                     | 2.0  | 3.0  |
| Lewes                  | [No Limit]                                      | 2.5                                     | 0.5  | 3.0  |
| Wycombe                | [No Limit]                                      | 0.5                                     | 2.7  | 3.2  |
| Tonbridge and Malling  | [No Limit]                                      | 1.6                                     | 2.0  | 3.6  |
| Milton Keynes          | [No Limit]                                      | 0.8                                     | 2.9  | 3.8  |
| Wealden                | [No Limit]                                      | 1.4                                     | 2.4  | 3.8  |
| South Oxfordshire      | [No Limit]                                      | 3.0                                     | 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]                                      | 1.0                                     | 3.6  | 4.6  |
| Epsom and Ewell        | [No Limit]                                      | 0.8                                     | 4.1  | 4.8  |
| Reigate and Banstead   | [No Limit]                                      | 0.6                                     | 5.4  | 6.0  |
| Woking                 | [No Limit]                                      | 1.1                                     | 5.5  | 6.6  |
| Windsor and Maidenhead | [No Limit]                                      | 1.0                                     | 5.9  | 6.9  |
| Test Valley            | [Limit]   | 0.3                                     | 1.2  | 1.5  |
| Dover                  | [Limit]   | 0.6                                     | 1.0  | 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  |
| Hastings               | [Limit]   | 0.5                                     | 2.9  | 3.4  |
| Brighton and Hove      | [Limit]   | 2.0                                     | 1.6  | 3.5  |
| Southampton            | [Limit]   | 1.2                                     | 2.4  | 3.6  |
| Aylesbury Vale         | [Limit]   | 0.3                                     | 3.7  | 4.0  |
| 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  |



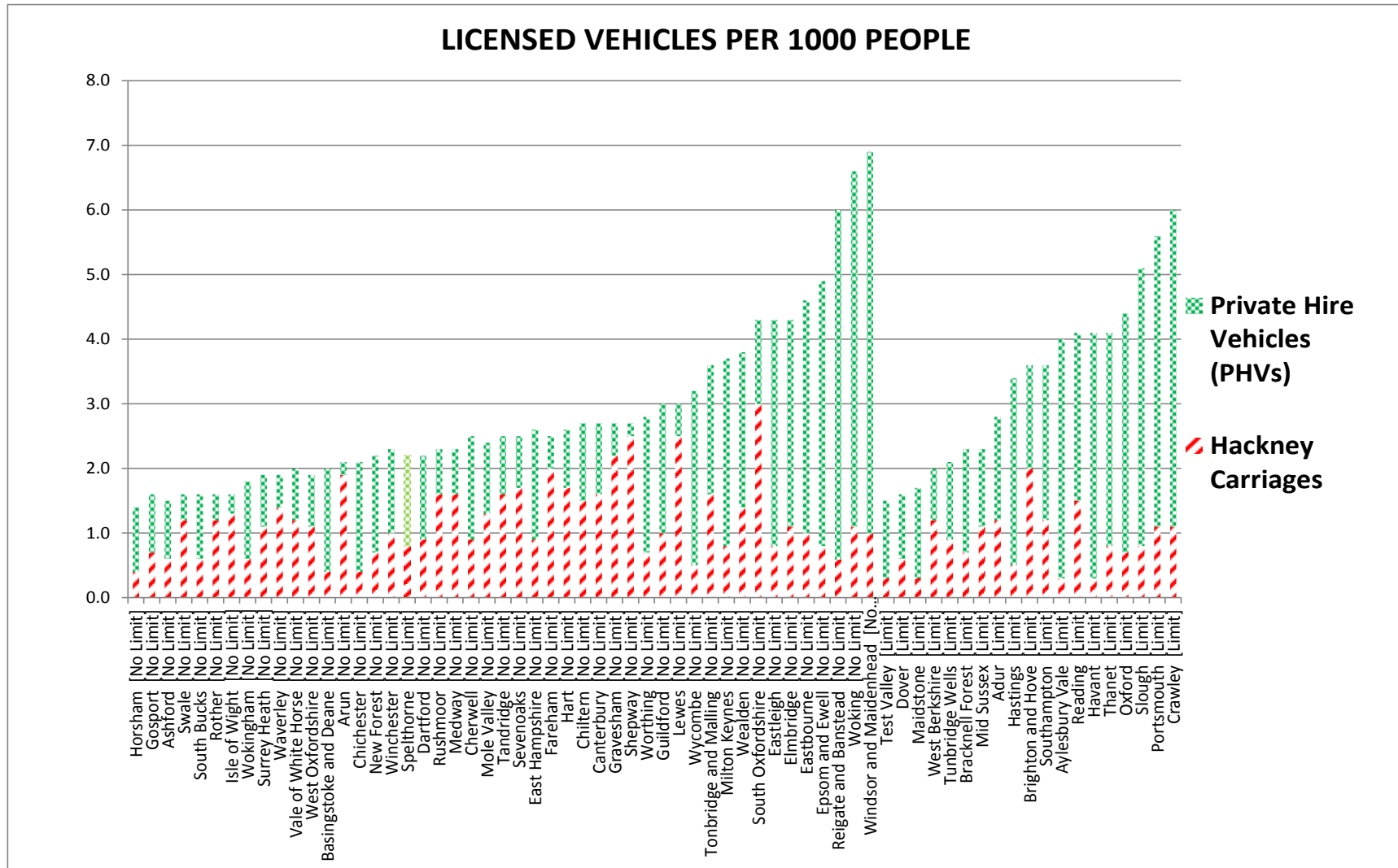


Figure 19 - Proportion of Licensed Vehicles



The proportion of Hackney Carriages in Crawley is sixth equal position in the ranking of the 19 authorities which limit numbers. 11 of the 19 authorities have lower proportions of Hackney Carriages per 1,000 population.



## 7 SENSITIVITY OF DEMAND

### 7.1 Factors which influence demand

Travel demand is influenced by several factors, such as the density of attractors, cost of travel and availability of different travel options or modes.

Trip attractors include sources of employment, shops, educational establishments and leisure activities including pubs and clubs.

Some user groups such as the elderly or disabled or those with no car available for use by the household, are more likely to use taxi services, for normal day to day trips. Those with a car available may use taxis for trips when they cannot drive the car. For example on a night out, when alcohol is to be consumed, or where parking might be an issue. Taxis often form part of a 'chained' public transport trip, for example to get to or from a bus station or Railway Station.

The cost of travel is one of the principal determinants of the length and frequency of trips made. If we consider time as part of the cost, this is taken into account in decision making, for example in choosing whether to take a bus or taxi for a particular trip, the time and trouble to walk to and from bus stops at either end of the journey, plus expected wait time at the bus stop, coupled with time in the bus, is balanced against the greater convenience of a taxi with door to door service, lower wait and travel times but with (in many cases) higher cost in terms of fares paid.

For some trips, using a taxi is the only feasible choice. In such cases, the demand is relatively insensitive to cost. An example may be a business trip, arriving by train in Crawley, with the final leg by taxi to a meeting venue.

For car owners, the perceived incremental cost of travel is relatively trivial, compared with the overall investment costs for a vehicle. This combined with the convenience of car use results in a relatively high frequency of use of the car for short distance trips. If we make a comparison of similar trips for somebody with no car available, the incremental cost (i.e. the fare paid) is perceived as significantly higher for each trip, than for the car owner. Therefore, fewer trips are made.

If the fare cost of taxi travel is increased, there is an impact on travel by taxi. Not all users are affected equally. Those who are dependent on taxis for travel, may make some of their journeys by bus, or travel less frequently, or indeed choose an alternative destination for their trips. Others, such as business travellers, are relatively insensitive to fare levels. For them, time is important and they may have appointments to keep, so, within reason, the level of taxi fare is not important, so long as a taxi is available to take them to their destination on time.

Mode choice is the primary choice to be made, when travelling and considering using a taxi. As a component of public transport, taxis compete with buses for some journeys. Therefore, if bus frequency on a route increases or new routes open up, this is likely to attract trips from taxi travel and travellers will choose to use buses rather than taxis for some trips. If bus fares are increased, or routes



are dropped, the converse is true and some trips may transfer from bus to taxi, especially where more than one person is making the trip and can share the taxi fare.

Within the taxi fleet, Private Hire Vehicles are frequently perceived as cheaper than Hackney Carriages. For many users, the choice within the taxi fleet between Hackney Carriages and Private Hire Vehicles is dominated by price consideration. For example, whilst Hackney Carriages may offer convenience, users have been observed (in Crawley and elsewhere) walking past ranks, with Hackney Carriages available, to approach Private Hire booking offices and wait there for a Private Hire Vehicle to become available.

Sensitivity to fares is likely to manifest primarily in choice between the different modes of travel available to passengers. With respect to Hackney Carriage travellers, the most sensitive choice is between Private Hire Vehicles and Hackney Carriages.

## 7.2 Other studies

Several studies have been undertaken to estimate the sensitivity of demand for Hackney Carriage services to fares increases.

One of the most relevant is the paper: *The Demand for Taxi Services in Sheffield, an empirical study of the value of waiting time and price elasticity* - Institute of Transport Studies, University of Leeds. This study suggests that price elasticity is non-linear and hence varies according to how much the price changes. The study estimates that for small changes in price, the demand elasticity would be around -0.1. Therefore, for a 5% increase in fare, we would expect a 0.5% drop in demand. However, this elasticity applies only to small changes in cost. As the price difference increases, the elasticity is likely to increase exponentially. It should also be noted, that sensitivity to cost changes applies primarily to people paying for their own travel, i.e. business travellers who charge the fare to expenses, are insensitive to fare increases.

The elasticity level from this study is commensurate to the elasticity levels expected for demand response to cost increases in other modes of transport.

## 7.3 Conclusions

An elasticity of -0.1 for small changes in fares (say less than 10%) would be a reasonable estimate of the expected elasticity from any fares increase.

It is noted that in the league table of taxi fares maintained by the publication Private Hire and Taxi Monthly, in April 2014, the fares for Crawley ranked 20<sup>th</sup> most expensive, out of 364 areas.



## 8 THE EFFECT OF PSV AND PHV ON DEMAND FOR HACKNEY CARRIAGES

### 8.1 Background

There are several factors which influence demand for travel on buses, Hackney Carriages and Private Hire Vehicles. In general in the UK, bus travel demand has been in decline for the last 20 to 30 years. This decline has been strongly linked to increased car availability levels in the UK. However, rising disposable income has increased the general demand for travel across all modes.

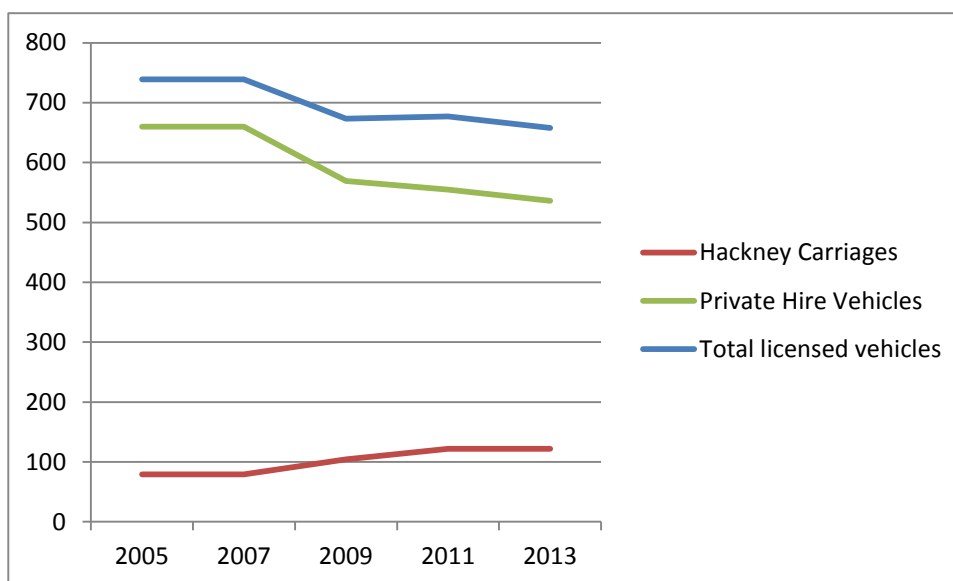
Demand for travel by Hackney Carriage and Private Hire Vehicle has risen over the last twenty+ years. This is demonstrated in the general long term trend of increased numbers of licensed vehicles. Demand is strongly linked to levels of disposable income. Therefore growth has slowed with the slowdown in the economy in recent years. The increase in demand for travel in licensed vehicles has, in many licensing areas, been met more directly by Private Hire Vehicles. This has been demonstrated by faster growth in the number of Private Hire Vehicles than Hackney Carriages in these areas. There are exceptions in unlimited areas, where licensing conditions favour the use of Hackney Carriages over Private Hire Vehicles, for all type of hire work.

### 8.2 Comparison of historic numbers

The following tables and figures indicate changes in the number of Hackney Carriages and Private Hire Vehicles in the licensed vehicle fleet in Crawley in recent years. Department for Transport data, estimating total annual bus passenger journeys in West Sussex is also presented for comparison.

**Table 40 - Comparison of historic licensed vehicle numbers in Crawley**

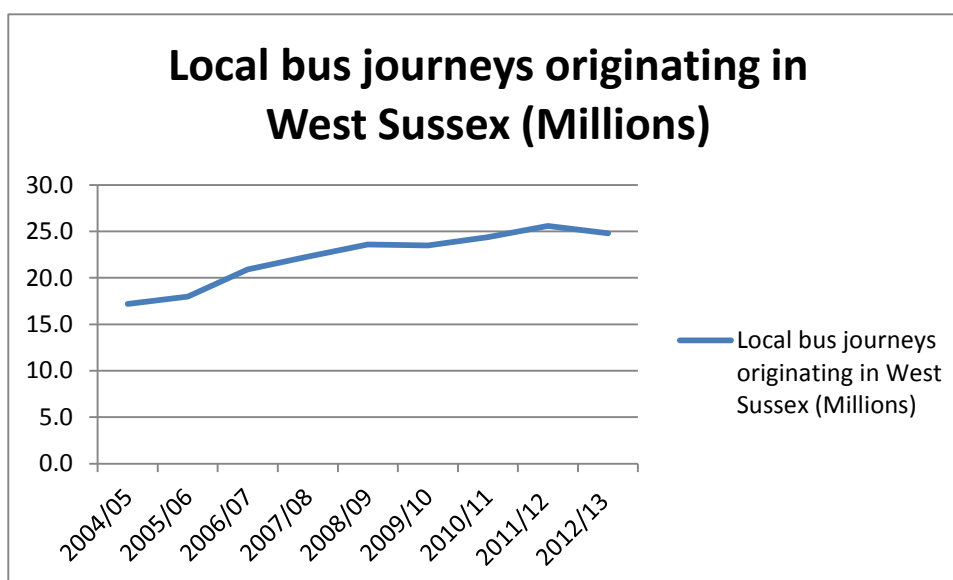
| Year                    | 2005 | 2007 | 2009 | 2011 | 2013 |
|-------------------------|------|------|------|------|------|
| Hackney Carriages       | 79   | 79   | 104  | 122  | 122  |
| Private Hire Vehicles   | 660  | 660  | 569  | 555  | 536  |
| Total licensed vehicles | 739  | 739  | 673  | 677  | 658  |



**Figure 20 - Comparison of historic licensed vehicle numbers in Crawley**

**Table 41 - Comparison of historic bus journeys in West Sussex**

| Year   | 2004/05 | 2005/06 | 2006/07 | 2007/08 | 2008/09 | 2009/10 | 2010/11 | 2011/12 | 2012/13 |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Local bus journeys originating in West Sussex (Millions) | 17.2    | 18.0    | 20.9    | 22.3    | 23.6    | 23.5    | 24.4    | 25.6    | 24.8    |



**Figure 21 - Comparison of historic bus journeys in West Sussex**



The cap on Hackney Carriage numbers was increased between 2007 and 2011. The number of Private Hire Vehicles dropped over the same period. The magnitude of the drop in Private Hire Vehicles was greater than the increase in Hackney Carriages. Consequently the aggregate number of licensed vehicles dropped over this period. From 2011 to 2013, the number of Hackney Carriages remained unchanged, whilst the number of Private Hire Vehicles dropped over this period.

In many licensed areas, the relationship between the number of Private Hire Vehicles and Hackney Carriages licensed is such that, when additional Hackney Carriage licenses are released, these are often taken up by drivers who work in the Private Hire Vehicle fleet but wish to operate as Hackney Carriage drivers. Consequently, it is not unusual to see a drop in the number of Private Hire Vehicles, as drivers transfer to Hackney Carriages. However, in Crawley, the reduction in the size of the Private Hire Vehicle fleet was greater than the increase in the size of the Hackney Carriage fleet and the number of Private Hire Vehicles has continued to fall. This is suggestive of an overall reduction in demand for licensed vehicle services.

The demand for taxis is linked to local business activity and the level of activity in the night time economy. With the general downturn in the national economy, this has resulted in reduced economic activity and reduced disposable activity in many areas. Reduced activity, in turn, has led to reduced demand for taxis, in many areas. The reduction in the licensed vehicle fleet suggests a reduction in the level of demand in recent years for taxis.

Bus services over the last 20+ years have experienced changes in demand throughout the country. In general, the trend has been for reduced bus patronage, along with increased levels of car ownership. However, more recently, the trend of reduced bus patronage has been arrested in many areas. In West Sussex, there has been growth in bus patronage over the last ten years.

There are many initiatives which encourage bus travel, through the use of technology for travel planning, ticketing initiatives using smart card and smartphone technology and planning initiatives leading to more sustainable property development. These have all contributed to reversing the trend for reduced bus patronage, in recent years.

Bus fares, nationally, have generally increased at a rate higher than inflation. Therefore, the cost of bus travel has increased in real terms in the last ten years. Some bus services, which would not otherwise be economically viable, are subsidised. However, subsidies in West Sussex are to be reduced from this year, which is likely to lead to some reduction in service provision. Bus trips in West Sussex reduced in 2012/13, compared with the previous year. This reduction may also be a symptom of lower economic activity and fewer employment or leisure based trips.

### **8.3 Potential future trends**

With reduced bus subsidies in the future, it is likely that there will be an overall reduction in bus service provision and a commensurate reduction in bus trips. Residents in areas where bus service provision will be cut and who do not have



a car available, will have fewer travel choices available to them. The use of taxis will take on a more important role and, whilst more expensive than buses, for many journeys, may often be the only viable means of travel, for many journeys.

It is generally anticipated that the national economy will recover and grow, from 2014 onwards. Similarly, it is expected that the local economy in Crawley would follow suit. As the local economy grows and employment levels grow, the demand for travel will increase. Much of this travel demand will be catered for by public transport, through the use of buses and taxis.

As discussed, the anticipated reduction in bus services available will lead to more of the existing and growth in demand, moving to taxis.

The size of the Private Hire Vehicle fleet is not capped. The lack of a cap can lead to increased flexibility for the PHV fleet to grow or shrink in response to changes in the level of demand. Many Private Hire Vehicles are owned by, or operate through Private Hire Operators, rather than individual owner-operators. This approach can provide greater access to bookings, through a common booking system.

Private Hire Vehicles must be booked prior to travel. Bookings have traditionally been made through telephone bookings or at a taxi booking office. However, increasingly, taxi booking applications on mobile devices and web sites, can be used to book a taxi. Use of this technology in the UK is relatively low, especially outside London. However, usage is likely to grow in the future. The evolving online booking technology tends to be used by Private Hire Operators, rather than Hackney Carriage businesses. Two prevailing factors lead to this split in the market. Hackney Carriages are more likely than Private Hire Vehicles, to be smaller owner operator businesses and so less likely to make the significant capital investment in online booking technology. Also, Hackney Carriages are less reliant on bookings and can pick up business at ranks and through hailing.

Booking applications provide increased convenience for the user and some offer the advantage over telephone bookings, of offering a potential booking, to multiple operators, on a bidding basis. This will, in time, provide a greater choice of operators and a quicker arrival time for immediate travel at busy periods.

There is a general perception that Private Hire Vehicles are cheaper to use than Hackney Carriages. This is often true but not necessarily always the case. Bookings made by online methods can result in a more expensive fare than the same booking made by telephone. Many fares by Private Hire Vehicle are cheaper than the fare for the same trip by Hackney Carriage. Further discussion on relative cost is presented in the following chapter.

For a single passenger, buses generally offer the cheapest fare option for local journeys. However, buses operate to timetables and do not offer door to door service, on demand. Taxis offer door to door travel on demand, but can be more expensive than buses for a single passenger. However, for a party of several travellers, taxi travel can prove cheaper than several bus fares.

## **8.4 Summary**

Travel demand is likely to increase along with increased levels of economic activity. Some of this additional demand will be catered for by bus services and





some by taxis. The likely reduction in the number of subsidised bus routes in future will constrain the proportion of additional demand which will be catered for by buses. The taxi trade in general is likely to experience growth in demand. Within the taxi trade, the Private Hire Vehicle fleet is likely to grow in line with growth in demand. The size of the Hackney Carriage fleet may not change as dynamically as the Private Hire Vehicle fleet, in response to demand. However, the level of business undertaken by the fleet is likely to increase as each vehicle carries more fares in response to increased demand. The use of high technology methods to obtain taxi services is likely to increase in the future and the Private Hire Vehicle sector is more likely to benefit from such changes, than Hackney Carriages.



## 9 COMPARISON OF HACKNEY CARRIAGE FARES WITH PSV AND PHV FARES

### 9.1 Bus fares

The largest bus operator in Crawley is Metrobus. Standardised fares are offered for journeys within Crawley. In April 2014 the fares for a single journey in Crawley were £2.00 for a single ticket bought using a mobile application. This electronic ticket must be purchased in advance and activated just before boarding a bus.

More conventional cash fares cost £1.70 for short distance trips within Crawley (for example Crawley Town Centre to Three Bridges), or £2.20 for longer journeys in Crawley and to adjacent towns and villages.

Multi trip tickets can be purchased in advance and stored on a key smartcard. The smallest quantity multi-trip fare equates to £2.00 per trip.

### 9.2 Taxi fares

All Hackney Carriages have fare meters and charge according to a combination of distance travelled and wait time when stationary, or when travelling at low speeds (below 7 miles per hour).

Private Hire Vehicle fares are agreed by private contract with the hirer. Some Private Hire Vehicles have meters. Others are unmetered and the cost of the journey is based on the distance to be travelled.

The public often do not distinguish between Private Hire Vehicles and Hackney Carriages, in terms of different operational parameters. For example, there is not always awareness that Private Hire Vehicles need to be booked prior to travel. However, there is a perception with many people that Private Hire Vehicles (Mini Cabs) are cheaper than metered taxis.

Fares for a range of journeys were checked with Private Hire Operators and compared with distance based Hackney Carriage fares. In general, Private Hire Vehicle fares (checked by telephone) were found to be cheaper than Hackney Carriage fares.

Some trips were also tested with online booking systems available for several operators. In general, this method of obtaining a taxi proved to be more expensive than the equivalent fare booked by telephone.

### 9.3 Comparison of fares for different journey lengths

The following table presents a comparison of bus fares, Private Hire Vehicle fares and Hackney Carriage fares for a range of journey lengths.



**Table 42 Comparison of fares**

| Journey Origin                      | Journey Destination                                 | Distance (km) | Estimated journey time (minutes) | Online Fares        |                     | Telephone Booking Fares        |                                | Distance based Hackney Carriage fare | Single bus fare | Additional cost of Hackney Carriage fare, compared with the cheapest fare. |
|-------------------------------------|---|---------------|----------------------------------|---------------------|---------------------|--------------------------------|--------------------------------|--------------------------------------|-----------------|--|
|                                     |   |               |                                  | Maximum online fare | Minimum Online fare | Maximum telephone booking fare | Minimum telephone booking fare |                                      |                 |  |
| Crawley Railway Station<br>RH10 1JA | Three Bridges Station,<br>RH10 1LY                  | 2.2           | 6                                | £7.00               | £4.54               | £4.30                          | £3.80                          | £5.20                                | £1.70           | 37%  |
| Crawley Railway Station<br>RH10 1JA | Langley Green Hospital,<br>RH11 7EJ                 | 2.8           | 7                                | £7.00               | £5.11               | £4.40                          | £4.40                          | £6.00                                | £1.70           | 36%  |
| Crawley Railway Station<br>RH10 1JA | Henderson Road,<br>Broadfield,<br>CRAWLEY, RH11 9HY | 3.8           | 8                                | £9.00               | £6.28               | £5.90                          | £5.50                          | £7.40                                | £2.20           | 35%  |
| Crawley Railway Station<br>RH10 1JA | The Squires Pease Pottage,<br>Crawley<br>RH11 9BU   | 4.5           | 8                                | £9.00               | £6.73               | £7.50                          | £7.00                          | £8.40                                | £2.20           | 20%  |
| Crawley Railway Station<br>RH10 1JA | Gatwick Airport South Terminal,<br>RH6 ONP          | 9.6           | 12                               | £13.00              | £8.94               | £10.00                         | £8.00                          | £15.80                               | £2.20           | 98%  |

In each of the examples, the maximum online fare was higher than the Hackney Carriage fare.



## 10 ON STREET HAILING AND TELEPHONE BOOKING SURVEY

### 10.1 Hailing

Anecdotal feedback suggested that Hackney Carriages in Crawley were not frequently hired by hailing. A hailing survey was undertaken to test a small sample of locations for the presence of passing and available Hackney Carriages.

The results of the hailing survey are presented in Table 43 - Hailing Survey.

**Table 43 - Hailing Survey**

| Hailing location                                       | Date and time hailing started | Time until a Hackney Carriage was hired.    | Tariff Code | Comments  |
|--|-------------------------------|---|-------------|---|
| London Road North of High Street                       | 21/2/14<br>21:30              | 11 minutes                                  | 1           | The first hackney was driving by the hailing position within 11 minutes and responded to the hail signal.   |
| Hawth Avenue West of Furnace Drive                     | 21/2/14<br>22:19              | 28  | 1           | The first hackney was driving by the hailing position within 28 minutes and responded to the hail signal.   |
| West Green Drive. At Crawley Hospital                  | 21/2/14<br>22:36              | None available within 30 minutes wait time. | N/A         | Two Hackney Carriages passed in the north bound direction. However, both were loaded with passengers. The Hackney Carriages did not return in the opposite direction within the waiting time.   |
| Pegler Way. Opposite ASDA                              | 22/2/14<br>00:12              | 7   | 2           | Four Hackney Carriages passed with passengers, before the first empty Hackney Carriage stopped in response to the hailing signal, after 7 minutes.  |
| Three Bridges Road At Mitchells Road                   | 22/2/14<br>00:35              | 21  | 2           | Two empty Hackney Carriages passed in the north east direction and did not respond to the hailing signal.   |
| Southgate Avenue South of Station Way, at the bus stop | 22/2/14<br>01:18              | 12  | 2           | Two Hackney Carriages passed south bound with passengers on board, before the first empty Hackney Carriage passed south bound and did not respond to the hailing signal. The first north bound empty Hackney Carriage responded to the hail signal. |



| Hailing location   | Date and time hailing started | Time until a Hackney Carriage was hired.    | Tariff Code | Comments   |
|--|-------------------------------|---|-------------|--|
| Haslett Avenue East,<br>West of Three Bridges Road   | 9/2/14<br>11:18               | None available within 30 minutes wait time. | N/A         | <p>Haslett Avenue East is divided by a central reservation at this location. The surveyor was attempting to hail from a position on the east bound carriageway.</p> <p>Five Hackney Carriages passed, heading towards Three Bridges Station, with passengers on board.</p> <p>One empty Hackney Carriage stopped but didn't want a fare to the High Street in Crawley. The driver suggested that the surveyor should try to hail on the other side of the road, or go to Three Bridges Station.</p> <p>After waiting for 30 minutes without success, the surveyor moved to a new location.</p> |
| Haslett Avenue East<br><br>East of Commonwealth Drive, on the west bound side of the road. | 9/2/14<br>11:55               | None available within 30 minutes wait time. | N/A         | No Hackney Carriages passed in the west bound direction. Two Hackney Carriages passed in the east bound direction (on the opposite side of the road). One of the Hackney Carriages passing in the east bound direction was loaded with passengers. The other Hackney Carriage was travelling empty, but did not respond to the hailing attempt.  |
| The Boulevard,<br>At Bank Lane on the west bound side.                                     | 9/2/14<br>12:31               | None available within 30 minutes wait time. | N/A         | <p>Two Hackney Carriages passed in the west bound direction, but both were loaded with passengers.</p> <p>No other Hackney Carriages passed during the 30 minute wait time.</p>  |
| High Street,<br>Between The Boulevard and Pegler Way                                       | 9/2/14<br>13:07               | 4 minutes                                   | 1           | The first Hackney Carriage was driving by the hailing position within four minutes and responded to the hail signal.   |
| West Green Drive,<br>At Meadowlands  | 9/2/14<br>13:20               | 16 minutes                                  | 1           | The first hackney was driving by the hailing position within 16 minutes and responded to the hail signal.  |



| Hailing location                         | Date and time hailing started | Time until a Hackney Carriage was hired. | Tariff Code | Comments  |
|--|-------------------------------|--|-------------|---|
| Three Bridges Road,<br>At Mitchells Road | 9/2/14<br>14:16               | 3 minutes                                | 1           | Several Hackney Carriages were observed to turn into Three Bridges Road (at the junction with Haslett Avenue East) prior to commencement of the hailing attempt. The road appeared to be well served by empty Hackney Carriages travelling towards Three Bridges Railway Station. Once the surveyor was in position to attempt hailing, the first passing Hackney Carriage responded to the hailing signal after three minutes. |

The surveys were undertaken on a Sunday morning / afternoon and Friday night. Unsurprisingly, during the busier Friday night, there were more passing Hackney Carriages. Not all locations surveyed were passed by Hackney Carriages when the surveyor was present. Some Hackney Carriages passed, whilst empty, without responding to a hail signal. However, on other occasions, Hackney Carriages did stop in response to hailing.

It is worth noting that not all empty Hackney Carriages are necessarily available for hire. For example, a driver may be on the way to pick up a telephone booking. Trade consultation and the rank observations do suggest that some drivers undertake telephone booked hires, as well as working the ranks.

One driver did actually stop and turn down a booking once he understood that the surveyor was intending to hail a Hackney Carriage. Otherwise, where and when passing Hackney Carriages were available, a vehicle was hired.

## 10.2 Telephone booking survey

Trial telephone booking inquiries were made on Friday and Saturday nights for immediate travel from suburbs in and around Crawley. These were from:

- The Squires, Peas Pottage
- Henderson Road, Broadfield
- Peppard Road, Maidenbower
- Juniper Road, Langley Green
- Medway Road, Gossops Green

Several operators were contacted over a period of several weeks and enquiries made about journeys from these locations to Crawley High Street. Calls were made between 19:00 and 23:00 on Friday and Saturday nights, enquiring about availability for immediate travel.

30 enquiries were made. None of the operators said that there were no vehicles available. However, estimated wait times varied between two to three minutes and 30 minutes.



Availability did not appear to vary by the time the call was made, i.e. there was no more or less availability for later times versus earlier times, or vice versa.

The average wait time quoted was 18 minutes.

Ten of the enquiries were for a vehicle to carry six passengers. The average wait time for a suitable vehicle was slightly greater than for a general enquiry (with an implied maximum of four passengers). The average wait time for larger capacity vehicles only, was 23 minutes.



## 11 DETERMINATION OF UNMET DEMAND

### 11.1 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.

### 11.2 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 aggregate delays in passenger minutes was 0.017 minutes.





**PF** There are no consistent sharp peaks in demand across the taxi ranks surveyed. Each rank has busier periods. However, whilst Friday and Saturday nights are busier than other times, there is no area wide sharp peak. Given the lack of sharp peaks in overall demand, the **PF value is 1.0**.

**SSP** Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, the percentage of passengers who were delayed by more than a minute, waiting for Hackney Carriages to arrive at the ranks, was 2.3%. Therefore, **SSP value = 2.3**.

**GID** The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. Given the low level of passenger queuing, there were no periods when the average passenger delay exceeded one minute. Therefore the GID percentage was calculated to be **0%**

**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 **1.2** 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 13.7% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.137**.

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

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

$$\text{ISUD} = 0.017 \times 1.0 \times 2.3 \times 0 \times 1.2 \times 1.137 = 0$$

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



### **11.3 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.

From the Crawley Borough taxi rank surveys, low passenger queuing was observed. A total of 15 passengers were observed to have been delayed waiting for a Hackney Carriage. Out of the 3,732 passengers counted at the surveyed ranks. This represents 0.4% of passengers. The incidences of passenger delay were isolated, one off events, rather than for lengthy periods.

The prevailing condition at the active taxi ranks was that of Hackney Carriages waiting for passengers to arrive.



## 12 CONCLUSIONS

### 12.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicates that there is some evidence of unmet demand, based primarily on the public consultation data. However, the level of unmet demand is not significant, with respect to the ISUD index calculation and this is supported by the low incidence of passenger queuing.

There is generally excess supply of Hackney Carriages at the ranks in common usage.

### 12.2 Additional issues identified

There is some demand from passengers and drivers for additional ranks. Drivers have expressed a desire for additional capacity at existing ranks and better marking and signage to discourage private cars from parking on the ranks.

Some trade feedback suggested that additional consultation with the council licensing department would be welcome.

An issue was identified from both Hackney Carriage and Private Hire Drivers, of out of area vehicles operating in Crawley.

### 12.3 Recommendations

It is recommended that no additional Hackney Carriage licenses are required at this time. There was little observed passenger queuing and no indication of significant unmet demand.

A good indicator of changes in demand is the number of Private Hire Vehicles licensed. If the number increases significantly in the future, this may indicate an increase in demand and may warrant further consideration of the number of Hackney Carriage licenses.



## APPENDIX A RANK OBSERVATION RESULTS



| The Boulevard  |  | Thursday to Friday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| HOOR 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 09:00          | 2.00   | 5.00   | 7.00                                   | 6.00                            | 1.2                                     | 12   |
| 10:00          | 2.00   | 12.00  | 14.00                                  | 14.00                           | 1.2                                     | 19   |
| 11:00          | 3.00   | 18.00  | 21.00                                  | 23.00                           | 1.3                                     | 9  |
| 12:00          | 2.00   | 16.00  | 18.00                                  | 17.00                           | 1.1                                     | 11   |
| 13:00          | 2.00   | 9.00   | 11.00                                  | 14.00                           | 1.6                                     | 18   |
| 14:00          | 8.00   | 12.00  | 20.00                                  | 18.00                           | 1.5                                     | 17   |
| 15:00          | 4.00   | 11.00  | 15.00                                  | 14.00                           | 1.3                                     | 18   |
| 16:00          | 6.00   | 13.00  | 19.00                                  | 17.00                           | 1.3                                     | 6  |
| 17:00          | 1.00   | 7.00   | 8.00                                   | 9.00                            | 1.3                                     | 9  |
| 18:00          | 2.00   | 3.00   | 5.00                                   | 4.00                            | 1.3                                     | 4  |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 23:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>   | <b>32.00</b>                                 | <b>106.00</b>  | <b>138.00</b>                          | <b>136.00</b>                   | <b>1.3</b>                              |  |

| The Boulevard  |  | Friday to Saturday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| HOOR 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 08:00          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 8  |
| 09:00          | 6.00   | 4.00   | 10.00                                  | 4.00                            | 1.0                                     | 16   |
| 10:00          | 2.00   | 10.00  | 12.00                                  | 16.00                           | 1.6                                     | 20   |
| 11:00          | 2.00   | 12.00  | 14.00                                  | 12.00                           | 1.0                                     | 24   |
| 12:00          | 2.00   | 14.00  | 16.00                                  | 18.00                           | 1.3                                     | 17   |
| 13:00          | 4.00   | 7.00   | 11.00                                  | 10.00                           | 1.4                                     | 24   |
| 14:00          | 4.00   | 18.00  | 22.00                                  | 20.00                           | 1.1                                     | 17   |
| 15:00          | 3.00   | 9.00   | 12.00                                  | 13.00                           | 1.4                                     | 17   |
| 16:00          | 2.00   | 11.00  | 13.00                                  | 14.00                           | 1.3                                     | 28   |
| 17:00          | 2.00   | 7.00   | 9.00                                   | 8.00                            | 1.1                                     | 12   |
| 18:00          | 1.00   | 2.00   | 3.00                                   | 3.00                            | 1.5                                     | 21   |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 23:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>   | <b>29.00</b>                                 | <b>94.00</b>   | <b>123.00</b>                          | <b>118.00</b>                   | <b>1.3</b>                              |  |



| The Boulevard  |  | Saturday to Sunday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| HOOR 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 10   |
| 09:00          | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.00                                    | 24   |
| 10:00          | 0.00   | 7.00   | 7.00                                   | 9.00                            | 1.3                                     | 34   |
| 11:00          | 0.00   | 21.00  | 21.00                                  | 27.00                           | 1.3                                     | 10   |
| 12:00          | 1.00   | 14.00  | 15.00                                  | 18.00                           | 1.3                                     | 10   |
| 13:00          | 1.00   | 10.00  | 11.00                                  | 13.00                           | 1.3                                     | 20   |
| 14:00          | 2.00   | 13.00  | 15.00                                  | 18.00                           | 1.4                                     | 20   |
| 15:00          | 1.00   | 7.00   | 8.00                                   | 11.00                           | 1.6                                     | 32   |
| 16:00          | 3.00   | 12.00  | 15.00                                  | 17.00                           | 1.4                                     | 24   |
| 17:00          | 1.00   | 9.00   | 10.00                                  | 12.00                           | 1.3                                     | 15   |
| 18:00          | 0.00   | 4.00   | 4.00                                   | 4.00                            | 1.0                                     | 3  |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 23:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>   | <b>9.00</b>                                  | <b>98.00</b>   | <b>107.00</b>                          | <b>130.00</b>                   | <b>1.3</b>                              |  |

| The Boulevard  |  | Sunday to Monday Rank Data                             |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| HOOR 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 10:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 3  |
| 11:00          | 2.00   | 0.00   | 2.00                                   | 0.00                            | 0.00                                    | 8  |
| 12:00          | 0.00   | 9.00   | 9.00                                   | 12.00                           | 1.3                                     | 8  |
| 13:00          | 0.00   | 5.00   | 5.00                                   | 6.00                            | 1.2                                     | 21   |
| 14:00          | 0.00   | 1.00   | 1.00                                   | 2.00                            | 2.00                                    | 50   |
| 15:00          | 1.00   | 6.00   | 7.00                                   | 8.00                            | 1.3                                     | 70   |
| 16:00          | 0.00   | 3.00   | 3.00                                   | 3.00                            | 1.0                                     | 4  |
| 17:00          | 2.00   | 1.00   | 3.00                                   | 2.00                            | 2.0                                     | 10   |
| 18:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 23:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>   | <b>5.00</b>                                  | <b>25.00</b>   | <b>30.00</b>                           | <b>33.00</b>                    | <b>1.3</b>                              |  |



| Haslett Avenue |  | Thursday to Friday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 3  |
| 09:00          | 2.00   | 2.00   | 4.00                                   | 3.00                            | 1.5                                     | 8  |
| 10:00          | 1.43   | 2.00   | 3.43                                   | 2.00                            | 1.0                                     | 11   |
| 11:00          | 4.00   | 1.00   | 5.00                                   | 2.00                            | 2.0                                     | 10   |
| 12:00          | 2.00   | 5.00   | 7.00                                   | 5.00                            | 1.0                                     | 5  |
| 13:00          | 1.00   | 7.00   | 8.00                                   | 10.00                           | 1.4                                     | 11   |
| 14:00          | 2.00   | 5.00   | 7.00                                   | 5.00                            | 1.0                                     | 18   |
| 15:00          | 0.00   | 4.00   | 4.00                                   | 8.00                            | 2.0                                     | 25   |
| 16:00          | 3.00   | 8.00   | 11.00                                  | 14.00                           | 1.8                                     | 9  |
| 17:00          | 1.00   | 4.00   | 5.00                                   | 6.00                            | 1.5                                     | 11   |
| 18:00          | 1.00   | 2.00   | 3.00                                   | 3.00                            | 1.5                                     | 10   |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 23:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>   | <b>17.43</b>                                 | <b>40.00</b>   | <b>57.43</b>                           | <b>58.00</b>                    | <b>1.5</b>                              |  |

| Haslett Avenue |  | Friday to Saturday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| 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          | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 0  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 09:00          | 1.00   | 1.00   | 2.00                                   | 1.00                            | 1.0                                     | 11   |
| 10:00          | 0.00   | 2.00   | 2.00                                   | 2.00                            | 1.0                                     | 5  |
| 11:00          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 3  |
| 12:00          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 5  |
| 13:00          | 1.00   | 2.00   | 3.00                                   | 2.00                            | 1.0                                     | 13   |
| 14:00          | 1.00   | 4.00   | 5.00                                   | 6.00                            | 1.5                                     | 14   |
| 15:00          | 1.00   | 3.00   | 4.00                                   | 6.00                            | 2.0                                     | 17   |
| 16:00          | 4.00   | 1.00   | 5.00                                   | 2.00                            | 2.0                                     | 21   |
| 17:00          | 1.00   | 4.00   | 5.00                                   | 7.00                            | 1.8                                     | 35   |
| 18:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 23:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>   | <b>11.00</b>                                 | <b>18.00</b>   | <b>29.00</b>                           | <b>27.00</b>                    | <b>1.5</b>                              |  |



| Haslett Avenue   |  | Saturday to Sunday Rank Data                           |  |                                 |   |  |  |
|------------------|--|--|--|---------------------------------|---|--|--|
| HOURLY 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            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0.00   |  |
| 08:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0.00   |  |
| 09:00            | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.00                                    | 5  |  |
| 10:00            | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.00                                    | 11   |  |
| 11:00            | 3.00   | 4.00   | 7.00                                   | 7.00                            | 1.8                                     | 6  |  |
| 12:00            | 0.00   | 4.00   | 4.00                                   | 4.00                            | 1.0                                     | 5  |  |
| 13:00            | 0.00   | 7.00   | 7.00                                   | 10.00                           | 1.4                                     | 11   |  |
| 14:00            | 1.00   | 6.00   | 7.00                                   | 9.00                            | 1.5                                     | 16   |  |
| 15:00            | 1.00   | 5.00   | 6.00                                   | 6.00                            | 1.2                                     | 26   |  |
| 16:00            | 0.00   | 8.00   | 8.00                                   | 9.00                            | 1.1                                     | 16   |  |
| 17:00            | 4.00   | 1.00   | 5.00                                   | 1.00                            | 1.0                                     | 27   |  |
| 18:00            | 3.00   | 0.00   | 3.00                                   | 0.00                            | 0.0                                     | 39   |  |
| 19:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 20:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 21:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 22:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 23:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 00:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 01:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 02:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 03:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| <b>Total</b>     | <b>12.00</b>                                 | <b>37.00</b>   | <b>49.00</b>                           | <b>48.00</b>                    | <b>1.3</b>                              |  |  |

| Haslett Avenue   |  | Sunday to Monday Rank Data                             |  |                                 |   |  |  |
|------------------|--|--|--|---------------------------------|---|--|--|
| HOURLY 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            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0.00   |  |
| 08:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0.00   |  |
| 09:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0.00   |  |
| 10:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 5  |  |
| 11:00            | 0.00   | 2.00   | 2.00                                   | 3.00                            | 1.5                                     | 16   |  |
| 12:00            | 0.00   | 2.00   | 2.00                                   | 2.00                            | 1.0                                     | 10   |  |
| 13:00            | 0.00   | 3.00   | 3.00                                   | 3.00                            | 1.0                                     | 4  |  |
| 14:00            | 1.00   | 1.00   | 2.00                                   | 1.00                            | 1.0                                     | 9  |  |
| 15:00            | 0.00   | 5.00   | 5.00                                   | 7.00                            | 1.4                                     | 8  |  |
| 16:00            | 0.00   | 4.00   | 4.00                                   | 4.00                            | 1.0                                     | 16   |  |
| 17:00            | 3.00   | 0.00   | 3.00                                   | 0.00                            | 0.0                                     | 29   |  |
| 18:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 19:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 20:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 21:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 22:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 23:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 00:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 01:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 02:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| 03:00            | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |  |
| <b>Total</b>     | <b>4.00</b>                                  | <b>17.00</b>   | <b>21.00</b>                           | <b>20.00</b>                    | <b>1.2</b>                              |  |  |





| High Street    |  | Thursday to Friday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 10:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 11:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 12:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 13:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 14:00          | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.00                                    | 0  |
| 15:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 16:00          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.00                                    | 3  |
| 17:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 18:00          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.00                                    | 5  |
| 19:00          | 1.00   | 2.00   | 3.00                                   | 2.00                            | 1.0                                     | 4  |
| 20:00          | 2.00   | 0.00   | 2.00                                   | 0.00                            | 0.0                                     | 9  |
| 21:00          | 3.00   | 1.00   | 4.00                                   | 1.00                            | 1.0                                     | 15   |
| 22:00          | 1.00   | 2.00   | 3.00                                   | 4.00                            | 2.0                                     | 20   |
| 23:00          | 1.00   | 1.00   | 2.00                                   | 2.00                            | 2.0                                     | 3  |
| 00:00          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 5  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>   | <b>11.00</b>                                 | <b>7.00</b>  | <b>18.00</b>                           | <b>10.00</b>                    | <b>1.4</b>                              |  |

| High Street    |  | Friday to Saturday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| 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          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.00                                    | 3  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 10:00          | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 0  |
| 11:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 12:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 13:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 14:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 15:00          | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 3  |
| 16:00          | 1.00   | 1.00   | 2.00                                   | 1.00                            | 1.0                                     | 0  |
| 17:00          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 3  |
| 18:00          | 0.00   | 1.00   | 1.00                                   | 2.00                            | 2.0                                     | 6  |
| 19:00          | 1.00   | 2.00   | 3.00                                   | 2.00                            | 1.0                                     | 3  |
| 20:00          | 6.00   | 4.00   | 10.00                                  | 6.00                            | 1.5                                     | 7  |
| 21:00          | 5.00   | 4.00   | 9.00                                   | 7.00                            | 1.8                                     | 5  |
| 22:00          | 5.00   | 8.00   | 13.00                                  | 19.00                           | 2.4                                     | 8  |
| 23:00          | 2.00   | 13.00  | 15.00                                  | 25.00                           | 1.9                                     | 4  |
| 00:00          | 2.00   | 11.00  | 13.00                                  | 16.00                           | 1.5                                     | 7  |
| 01:00          | 2.00   | 10.00  | 12.00                                  | 17.00                           | 1.7                                     | 8  |
| 02:00          | 2.00   | 4.00   | 6.00                                   | 9.00                            | 2.3                                     | 2  |
| 03:00          | 4.00   | 0.00   | 4.00                                   | 0.00                            | 0.0                                     | 4  |
| <b>Total</b>   | <b>32.00</b>                                 | <b>60.00</b>   | <b>92.00</b>                           | <b>106.00</b>                   | <b>1.8</b>                              |  |



| High Street    |  | Saturday to Sunday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| 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          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 5  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 10:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 11:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 12:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 13:00          | 0.00   | 1.00   | 1.00                                   | 3.00                            | 3.0                                     | 0  |
| 14:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 15:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 16:00          | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 0  |
| 17:00          | 1.00   | 2.00   | 3.00                                   | 3.00                            | 1.5                                     | 1  |
| 18:00          | 1.00   | 2.00   | 3.00                                   | 3.00                            | 1.5                                     | 8  |
| 19:00          | 4.00   | 1.00   | 5.00                                   | 1.00                            | 1.0                                     | 2  |
| 20:00          | 0.00   | 3.00   | 3.00                                   | 4.00                            | 1.3                                     | 3  |
| 21:00          | 0.00   | 7.00   | 7.00                                   | 13.00                           | 1.9                                     | 7  |
| 22:00          | 1.00   | 9.00   | 10.00                                  | 16.00                           | 1.8                                     | 19   |
| 23:00          | 2.00   | 24.00  | 26.00                                  | 50.00                           | 2.1                                     | 8  |
| 00:00          | 0.00   | 30.00  | 30.00                                  | 55.00                           | 1.8                                     | 4  |
| 01:00          | 2.00   | 14.00  | 16.00                                  | 21.00                           | 1.5                                     | 9  |
| 02:00          | 3.00   | 7.00   | 10.00                                  | 14.00                           | 2.0                                     | 15   |
| 03:00          | 3.00   | 1.00   | 4.00                                   | 2.00                            | 2.0                                     | 15   |
| <b>Total</b>   | <b>18.00</b>                                 | <b>102.00</b>  | <b>120.00</b>                          | <b>186.00</b>                   | <b>1.8</b>                              |  |

| High Street    |  | Sunday to Monday Rank Data                             |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| 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          | 0.00   | 1.00   | 1.00                                   | 3.00                            | 3.0                                     | 3  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 10:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 11:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 12:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 13:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 14:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 15:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 16:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 17:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 18:00          | 0.00   | 1.00   | 1.00                                   | 2.00                            | 2.0                                     | 3  |
| 19:00          | 1.00   | 3.00   | 4.00                                   | 3.00                            | 1.0                                     | 5  |
| 20:00          | 3.00   | 2.00   | 5.00                                   | 5.00                            | 2.5                                     | 10   |
| 21:00          | 4.00   | 2.00   | 6.00                                   | 3.00                            | 1.5                                     | 8  |
| 22:00          | 0.00   | 1.00   | 1.00                                   | 2.00                            | 2.0                                     | 5  |
| 23:00          | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 0  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>   | <b>9.00</b>                                  | <b>10.00</b>   | <b>19.00</b>                           | <b>18.00</b>                    | <b>1.8</b>                              |  |



| Station Way    |  | Thursday to Friday Rank Data                           |  |                                 |   |  |  |
|----------------|--|--|--|---------------------------------|---|--|--|
| HOOR 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 10:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 11:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 12:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 13:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 14:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 15:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 16:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 17:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 18:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 23:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| <b>Total</b>   | <b>0.00</b>                                  | <b>0.00</b>  | <b>0.00</b>                            | <b>0.00</b>                     | <b>0.00</b>                             |  |  |

| Station Way    |  | Friday to Saturday Rank Data                           |  |                                 |   |  |  |
|----------------|--|--|--|---------------------------------|---|--|--|
| HOOR 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 10:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 11:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 12:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 13:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 14:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 15:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 16:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 17:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 18:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |  |
| 23:00          | 0.00   | 1.00   | 1.00                                   | 2.00                            | 2.00                                    | 0  |  |
| 00:00          | 2.00   | 3.00   | 5.00                                   | 5.00                            | 1.7                                     | 6  |  |
| 01:00          | 0.00   | 12.00  | 12.00                                  | 18.00                           | 1.5                                     | 10   |  |
| 02:00          | 2.00   | 23.00  | 25.00                                  | 50.00                           | 2.2                                     | 12   |  |
| 03:00          | 5.00   | 16.00  | 21.00                                  | 35.00                           | 2.2                                     | 6  |  |
| <b>Total</b>   | <b>9.00</b>                                  | <b>55.00</b>   | <b>64.00</b>                           | <b>110.00</b>                   | <b>2.0</b>                              |  |  |



| Station Way    |  | Saturday to Sunday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| HOOR 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 10:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 11:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 12:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 13:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 14:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 15:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 16:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 17:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 18:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 3  |
| 23:00          | 3.00   | 0.00   | 3.00                                   | 0.00                            | 0.00                                    | 8  |
| 00:00          | 2.00   | 5.00   | 7.00                                   | 8.00                            | 1.6                                     | 5  |
| 01:00          | 2.00   | 20.00  | 22.00                                  | 41.00                           | 2.1                                     | 9  |
| 02:00          | 0.00   | 30.00  | 30.00                                  | 57.00                           | 1.9                                     | 12   |
| 03:00          | 8.00   | 24.00  | 32.00                                  | 54.00                           | 2.3                                     | 6  |
| <b>Total</b>   | <b>15.00</b>                                 | <b>79.00</b>   | <b>94.00</b>                           | <b>160.00</b>                   | <b>2.0</b>                              |  |

| Station Way    |  | Sunday to Monday Rank Data                             |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| HOOR 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          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 08:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 09:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 10:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 11:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 12:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 13:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 14:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 15:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 16:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 17:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 18:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 19:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 20:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 21:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 22:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 23:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 00:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 01:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| 03:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 0  |
| <b>Total</b>   | <b>0.00</b>                                  | <b>0.00</b>  | <b>0.00</b>                            | <b>0.00</b>                     | <b>0.00</b>                             |  |



| Crawley Railway Station |  | Thursday to Friday Rank Data                           |  |                                 |   |  |
|-------------------------|--|--|--|---------------------------------|---|--|
| 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                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.00                                    | 3  |
| 08:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 9  |
| 09:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 30   |
| 10:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 0  |
| 11:00                   | 0.00   | 2.00   | 2.00                                   | 3.00                            | 1.5                                     | 4  |
| 12:00                   | 0.00   | 2.00   | 2.00                                   | 2.00                            | 1.0                                     | 7  |
| 13:00                   | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 8  |
| 14:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 15:00                   | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 9  |
| 16:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 8  |
| 17:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 3  |
| 18:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 19:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 22:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 13   |
| 23:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 5  |
| 00:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>            | <b>2.00</b>                                  | <b>11.00</b>   | <b>13.00</b>                           | <b>12.00</b>                    | <b>1.1</b>                              |  |

| Crawley Railway Station |  | Friday to Saturday Rank Data                           |  |                                 |   |  |
|-------------------------|--|--|--|---------------------------------|---|--|
| 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                   | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 0  |
| 08:00                   | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 13   |
| 09:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 0  |
| 10:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 3  |
| 11:00                   | 0.00   | 1.00   | 1.00                                   | 2.00                            | 2.0                                     | 13   |
| 12:00                   | 0.00   | 3.00   | 3.00                                   | 3.00                            | 1.0                                     | 3  |
| 13:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 14:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 15:00                   | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 13   |
| 16:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 17:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 8  |
| 18:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 10   |
| 19:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 10   |
| 20:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00                   | 0.00   | 1.00   | 1.00                                   | 2.00                            | 2.0                                     | 18   |
| 22:00                   | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 5  |
| 23:00                   | 1.00   | 1.00   | 2.00                                   | 2.00                            | 2.0                                     | 23   |
| 00:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00                   | 1.00   | 1.00   | 2.00                                   | 2.00                            | 2.0                                     | 0  |
| <b>Total</b>            | <b>6.00</b>                                  | <b>11.00</b>   | <b>17.00</b>                           | <b>15.00</b>                    | <b>1.4</b>                              |  |



| Crawley Railway Station |  | Saturday to Sunday Rank Data                           |  |                                 |   |  |
|-------------------------|--|--|--|---------------------------------|---|--|
| HOURLY 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                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 08:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 09:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 10:00                   | 1.00   | 0.00   | 1.00                                   | 0.00                            | 0.0                                     | 8  |
| 11:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 12:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 3  |
| 13:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 8  |
| 14:00                   | 1.00   | 1.00   | 2.00                                   | 1.00                            | 1.0                                     | 31   |
| 15:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 8  |
| 16:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 32   |
| 17:00                   | 0.00   | 1.00   | 1.00                                   | 2.00                            | 2.0                                     | 85   |
| 18:00                   | 1.00   | 1.00   | 2.00                                   | 1.00                            | 1.0                                     | 6  |
| 19:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 21:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 6  |
| 22:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 0  |
| 23:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 00:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00                   | 3.00   | 0.00   | 3.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>            | <b>6.00</b>                                  | <b>7.00</b>  | <b>13.00</b>                           | <b>8.00</b>                     | <b>1.1</b>                              |  |

| Crawley Railway Station |  | Sunday to Monday Rank Data                             |  |                                 |   |  |
|-------------------------|--|--|--|---------------------------------|---|--|
| HOURLY 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                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 08:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 09:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 10:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 11:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 12:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 13:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 14:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 15:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 16:00                   | 0.00   | 1.00   | 1.00                                   | 3.00                            | 3.0                                     | 13   |
| 17:00                   | 1.00   | 1.00   | 2.00                                   | 2.00                            | 2.0                                     | 13   |
| 18:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 19:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 20:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 15   |
| 21:00                   | 0.00   | 1.00   | 1.00                                   | 1.00                            | 1.0                                     | 35   |
| 22:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 23:00                   | 0.00   | 1.00   | 1.00                                   | 3.00                            | 3.0                                     | 8  |
| 00:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 01:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 02:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| 03:00                   | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 0  |
| <b>Total</b>            | <b>1.00</b>                                  | <b>4.00</b>  | <b>5.00</b>                            | <b>9.00</b>                     | <b>2.3</b>                              |  |



| Three Bridges  |  | Thursday to Friday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| 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          | 17.00  | 18.00  | 35.00                                  | 20.00                           | 1.1                                     | 7  |
| 08:00          | 8.00   | 25.00  | 33.00                                  | 30.00                           | 1.2                                     | 9  |
| 09:00          | 4.00   | 26.00  | 30.00                                  | 34.00                           | 1.3                                     | 15   |
| 10:00          | 8.00   | 14.00  | 22.00                                  | 14.00                           | 1.0                                     | 19   |
| 11:00          | 13.00  | 5.00   | 18.00                                  | 11.00                           | 2.2                                     | 21   |
| 12:00          | 6.00   | 13.00  | 19.00                                  | 14.00                           | 1.1                                     | 32   |
| 13:00          | 9.00   | 19.00  | 28.00                                  | 22.00                           | 1.2                                     | 14   |
| 14:00          | 6.00   | 9.00   | 15.00                                  | 12.00                           | 1.3                                     | 18   |
| 15:00          | 11.00  | 15.00  | 26.00                                  | 16.00                           | 1.1                                     | 21   |
| 16:00          | 5.00   | 29.00  | 34.00                                  | 36.00                           | 1.2                                     | 12   |
| 17:00          | 3.00   | 38.00  | 41.00                                  | 44.00                           | 1.2                                     | 9  |
| 18:00          | 1.00   | 66.00  | 67.00                                  | 82.00                           | 1.2                                     | 7  |
| 19:00          | 1.00   | 53.00  | 54.00                                  | 67.00                           | 1.3                                     | 12   |
| 20:00          | 1.00   | 37.00  | 38.00                                  | 44.00                           | 1.2                                     | 20   |
| 21:00          | 3.00   | 32.00  | 35.00                                  | 35.00                           | 1.1                                     | 19   |
| 22:00          | 4.00   | 40.00  | 44.00                                  | 47.00                           | 1.2                                     | 22   |
| 23:00          | 2.00   | 43.00  | 45.00                                  | 48.00                           | 1.1                                     | 11   |
| 00:00          | 0.00   | 25.00  | 25.00                                  | 36.00                           | 1.4                                     | 19   |
| 01:00          | 1.00   | 19.00  | 20.00                                  | 26.00                           | 1.4                                     | 10   |
| 02:00          | 6.00   | 5.00   | 11.00                                  | 7.00                            | 1.4                                     | 32   |
| 03:00          | 4.00   | 4.00   | 8.00                                   | 5.00                            | 1.3                                     | 41   |
| <b>Total</b>   | <b>113.00</b>                                | <b>535.00</b>  | <b>648.00</b>                          | <b>650.00</b>                   | <b>1.2</b>                              |  |
| Three Bridges  |  | Friday to Saturday Rank Data                           |  |                                 |   |  |
| 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          | 10.00  | 14.00  | 24.00                                  | 16.00                           | 1.1                                     | 14   |
| 08:00          | 0.00   | 48.00  | 48.00                                  | 62.00                           | 1.3                                     | 2  |
| 09:00          | 1.00   | 50.00  | 51.00                                  | 66.00                           | 1.3                                     | 4  |
| 10:00          | 3.00   | 24.00  | 27.00                                  | 34.00                           | 1.4                                     | 10   |
| 11:00          | 4.00   | 8.00   | 12.00                                  | 8.00                            | 1.0                                     | 30   |
| 12:00          | 9.00   | 12.00  | 21.00                                  | 17.00                           | 1.4                                     | 30   |
| 13:00          | 6.00   | 19.00  | 25.00                                  | 22.00                           | 1.2                                     | 8  |
| 14:00          | 5.00   | 18.00  | 23.00                                  | 26.00                           | 1.4                                     | 14   |
| 15:00          | 7.00   | 22.00  | 29.00                                  | 23.00                           | 1.0                                     | 12   |
| 16:00          | 5.00   | 46.00  | 51.00                                  | 55.00                           | 1.2                                     | 8  |
| 17:00          | 2.00   | 45.00  | 47.00                                  | 59.00                           | 1.3                                     | 6  |
| 18:00          | 1.00   | 52.00  | 53.00                                  | 74.00                           | 1.4                                     | 8  |
| 19:00          | 1.00   | 44.00  | 45.00                                  | 59.00                           | 1.3                                     | 12   |
| 20:00          | 1.00   | 49.00  | 50.00                                  | 72.00                           | 1.5                                     | 16   |
| 21:00          | 2.00   | 50.00  | 52.00                                  | 59.00                           | 1.2                                     | 10   |
| 22:00          | 2.00   | 50.00  | 52.00                                  | 66.00                           | 1.3                                     | 15   |
| 23:00          | 3.00   | 54.00  | 57.00                                  | 66.00                           | 1.2                                     | 14   |
| 00:00          | 4.00   | 62.00  | 66.00                                  | 86.00                           | 1.4                                     | 11   |
| 01:00          | 3.00   | 27.00  | 30.00                                  | 35.00                           | 1.3                                     | 18   |
| 02:00          | 5.00   | 18.00  | 23.00                                  | 21.00                           | 1.2                                     | 29   |
| 03:00          | 4.00   | 6.00   | 10.00                                  | 6.00                            | 1.0                                     | 12   |
| <b>Total</b>   | <b>78.00</b>                                 | <b>718.00</b>  | <b>796.00</b>                          | <b>932.00</b>                   | <b>1.3</b>                              |  |



| Three Bridges  |  | Saturday to Sunday Rank Data                           |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| HOOR 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          | 4.00   | 7.00   | 11.00                                  | 7.00                            | 1.0                                     | 19   |
| 08:00          | 6.00   | 9.00   | 15.00                                  | 10.00                           | 1.1                                     | 26   |
| 09:00          | 3.00   | 6.00   | 9.00                                   | 6.00                            | 1.0                                     | 35   |
| 10:00          | 9.00   | 2.00   | 11.00                                  | 2.00                            | 1.0                                     | 49   |
| 11:00          | 7.00   | 5.00   | 12.00                                  | 5.00                            | 1.0                                     | 28   |
| 12:00          | 8.00   | 15.00  | 23.00                                  | 22.00                           | 1.5                                     | 11   |
| 13:00          | 2.00   | 10.00  | 12.00                                  | 13.00                           | 1.3                                     | 18   |
| 14:00          | 3.00   | 11.00  | 14.00                                  | 14.00                           | 1.3                                     | 25   |
| 15:00          | 3.00   | 11.00  | 14.00                                  | 17.00                           | 1.5                                     | 31   |
| 16:00          | 4.00   | 21.00  | 25.00                                  | 34.00                           | 1.6                                     | 9  |
| 17:00          | 4.00   | 27.00  | 31.00                                  | 31.00                           | 1.1                                     | 14   |
| 18:00          | 4.00   | 24.00  | 28.00                                  | 31.00                           | 1.3                                     | 20   |
| 19:00          | 2.00   | 35.00  | 37.00                                  | 44.00                           | 1.3                                     | 14   |
| 20:00          | 4.00   | 26.00  | 30.00                                  | 36.00                           | 1.4                                     | 16   |
| 21:00          | 3.00   | 30.00  | 33.00                                  | 43.00                           | 1.4                                     | 28   |
| 22:00          | 4.00   | 31.00  | 35.00                                  | 48.00                           | 1.5                                     | 10   |
| 23:00          | 5.00   | 44.00  | 49.00                                  | 75.00                           | 1.7                                     | 13   |
| 00:00          | 1.00   | 57.00  | 58.00                                  | 104.00                          | 1.8                                     | 13   |
| 01:00          | 1.00   | 31.00  | 32.00                                  | 47.00                           | 1.5                                     | 17   |
| 02:00          | 7.00   | 8.00   | 15.00                                  | 13.00                           | 1.6                                     | 26   |
| 03:00          | 4.00   | 12.00  | 16.00                                  | 23.00                           | 1.9                                     | 15   |
| <b>Total</b>   | <b>88.00</b>                                 | <b>422.00</b>  | <b>510.00</b>                          | <b>625.00</b>                   | <b>1.5</b>                              |  |

| Three Bridges  |  | Sunday to Monday Rank Data                             |  |                                 |   |  |
|----------------|--|--|--|---------------------------------|---|--|
| HOOR 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          | 3.00   | 9.00   | 12.00                                  | 10.00                           | 1.1                                     | 10   |
| 08:00          | 1.00   | 7.00   | 8.00                                   | 12.00                           | 1.7                                     | 31   |
| 09:00          | 2.00   | 7.00   | 9.00                                   | 8.00                            | 1.1                                     | 46   |
| 10:00          | 4.00   | 2.00   | 6.00                                   | 2.00                            | 1.0                                     | 62   |
| 11:00          | 4.00   | 11.00  | 15.00                                  | 19.00                           | 1.7                                     | 25   |
| 12:00          | 2.00   | 11.00  | 13.00                                  | 15.00                           | 1.4                                     | 13   |
| 13:00          | 2.00   | 16.00  | 18.00                                  | 29.00                           | 1.8                                     | 15   |
| 14:00          | 2.00   | 12.00  | 14.00                                  | 16.00                           | 1.3                                     | 15   |
| 15:00          | 4.00   | 6.00   | 10.00                                  | 8.00                            | 1.3                                     | 20   |
| 16:00          | 1.00   | 17.00  | 18.00                                  | 26.00                           | 1.5                                     | 12   |
| 17:00          | 0.00   | 16.00  | 16.00                                  | 18.00                           | 1.1                                     | 18   |
| 18:00          | 0.00   | 19.00  | 19.00                                  | 26.00                           | 1.4                                     | 10   |
| 19:00          | 1.00   | 25.00  | 26.00                                  | 33.00                           | 1.3                                     | 12   |
| 20:00          | 4.00   | 16.00  | 20.00                                  | 23.00                           | 1.4                                     | 19   |
| 21:00          | 1.00   | 17.00  | 18.00                                  | 21.00                           | 1.2                                     | 16   |
| 22:00          | 3.00   | 13.00  | 16.00                                  | 15.00                           | 1.2                                     | 31   |
| 23:00          | 1.00   | 16.00  | 17.00                                  | 21.00                           | 1.3                                     | 28   |
| 00:00          | 2.00   | 7.00   | 9.00                                   | 8.00                            | 1.1                                     | 37   |
| 01:00          | 2.00   | 4.00   | 6.00                                   | 6.00                            | 1.5                                     | 42   |
| 02:00          | 0.00   | 0.00   | 0.00                                   | 0.00                            | 0.0                                     | 50   |
| 03:00          | 2.00   | 3.00   | 5.00                                   | 5.00                            | 1.7                                     | 85   |
| <b>Total</b>   | <b>41.00</b>                                 | <b>234.00</b>  | <b>275.00</b>                          | <b>321.00</b>                   | <b>1.4</b>                              |  |





| Total observed movements through all observed ranks Thursday to Friday Rank Data |  |  |  |                                 |   |  |
|--|--|--|--|---------------------------------|---|--|
| HOURLY 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  | 17   | 18   | 35                                     | 20                              | 1.1                                     | 7  |
| 08:00  | 8  | 26   | 34                                     | 31                              | 1.2                                     | 9  |
| 09:00  | 8  | 34   | 42                                     | 44                              | 1.3                                     | 14   |
| 10:00  | 11   | 29   | 40                                     | 31                              | 1.1                                     | 18   |
| 11:00  | 20   | 26   | 46                                     | 39                              | 1.5                                     | 14   |
| 12:00  | 10   | 36   | 46                                     | 38                              | 1.1                                     | 18   |
| 13:00  | 13   | 35   | 48                                     | 46                              | 1.3                                     | 15   |
| 14:00  | 16   | 27   | 43                                     | 36                              | 1.3                                     | 17   |
| 15:00  | 16   | 30   | 46                                     | 38                              | 1.3                                     | 20   |
| 16:00  | 15   | 51   | 66                                     | 68                              | 1.3                                     | 9  |
| 17:00  | 5  | 50   | 55                                     | 60                              | 1.2                                     | 9  |
| 18:00  | 5  | 71   | 76                                     | 89                              | 1.3                                     | 7  |
| 19:00  | 2  | 55   | 57                                     | 69                              | 1.3                                     | 11   |
| 20:00  | 3  | 37   | 40                                     | 44                              | 1.2                                     | 20   |
| 21:00  | 6  | 33   | 39                                     | 36                              | 1.1                                     | 19   |
| 22:00  | 5  | 43   | 48                                     | 52                              | 1.2                                     | 21   |
| 23:00  | 3  | 45   | 48                                     | 51                              | 1.1                                     | 11   |
| 00:00  | 1  | 25   | 26                                     | 36                              | 1.4                                     | 18   |
| 01:00  | 1  | 19   | 20                                     | 26                              | 1.4                                     | 10   |
| 02:00  | 6  | 5  | 11                                     | 7                               | 1.4                                     | 32   |
| 03:00  | 4  | 4  | 8                                      | 5                               | 1.3                                     | 41   |
| <b>Total</b>   | <b>175</b>                                   | <b>699</b>   | <b>874</b>                             | <b>866</b>                      | <b>1.2</b>                              |  |

| Total observed movements through all observed ranks Friday to Saturday Rank Data |  |  |  |                                 |   |  |
|--|--|--|--|---------------------------------|---|--|
| HOURLY 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  | 12   | 15   | 27                                     | 17                              | 1.1                                     | 13   |
| 08:00  | 2  | 48   | 50                                     | 62                              | 1.3                                     | 2  |
| 09:00  | 8  | 56   | 64                                     | 72                              | 1.3                                     | 6  |
| 10:00  | 5  | 37   | 42                                     | 53                              | 1.4                                     | 12   |
| 11:00  | 7  | 21   | 28                                     | 22                              | 1.0                                     | 26   |
| 12:00  | 12   | 29   | 41                                     | 38                              | 1.3                                     | 22   |
| 13:00  | 11   | 28   | 39                                     | 34                              | 1.2                                     | 13   |
| 14:00  | 10   | 40   | 50                                     | 52                              | 1.3                                     | 16   |
| 15:00  | 12   | 35   | 47                                     | 43                              | 1.2                                     | 13   |
| 16:00  | 12   | 59   | 71                                     | 72                              | 1.2                                     | 12   |
| 17:00  | 6  | 57   | 63                                     | 75                              | 1.3                                     | 9  |
| 18:00  | 2  | 56   | 58                                     | 80                              | 1.4                                     | 9  |
| 19:00  | 2  | 47   | 49                                     | 62                              | 1.3                                     | 11   |
| 20:00  | 7  | 53   | 60                                     | 78                              | 1.5                                     | 14   |
| 21:00  | 7  | 55   | 62                                     | 68                              | 1.2                                     | 9  |
| 22:00  | 8  | 58   | 66                                     | 85                              | 1.5                                     | 13   |
| 23:00  | 6  | 69   | 75                                     | 95                              | 1.4                                     | 12   |
| 00:00  | 8  | 76   | 84                                     | 107                             | 1.4                                     | 10   |
| 01:00  | 5  | 49   | 54                                     | 70                              | 1.4                                     | 14   |
| 02:00  | 9  | 45   | 54                                     | 80                              | 1.8                                     | 18   |
| 03:00  | 14   | 23   | 37                                     | 43                              | 1.9                                     | 7  |
| <b>Total</b>   | <b>165</b>                                   | <b>956</b>   | <b>1121</b>                            | <b>1308</b>                     | <b>1.4</b>                              |  |



| Total observed movements through all observed ranks Saturday to Sunday Rank Data |  |  |  |                                 |   |  |
|--|--|--|--|---------------------------------|---|--|
| HOURLY 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  | 5  | 7  | 12                                     | 7                               | 1.0                                     | 17   |
| 08:00  | 6  | 9  | 15                                     | 10                              | 1.1                                     | 26   |
| 09:00  | 3  | 8  | 11                                     | 8                               | 1.0                                     | 31   |
| 10:00  | 10   | 10   | 20                                     | 12                              | 1.2                                     | 40   |
| 11:00  | 10   | 30   | 40                                     | 39                              | 1.3                                     | 15   |
| 12:00  | 9  | 34   | 43                                     | 45                              | 1.3                                     | 10   |
| 13:00  | 3  | 28   | 31                                     | 39                              | 1.4                                     | 17   |
| 14:00  | 7  | 31   | 38                                     | 42                              | 1.4                                     | 22   |
| 15:00  | 5  | 23   | 28                                     | 34                              | 1.5                                     | 30   |
| 16:00  | 7  | 43   | 50                                     | 62                              | 1.4                                     | 15   |
| 17:00  | 10   | 40   | 50                                     | 49                              | 1.2                                     | 16   |
| 18:00  | 9  | 31   | 40                                     | 39                              | 1.3                                     | 18   |
| 19:00  | 6  | 36   | 42                                     | 45                              | 1.3                                     | 13   |
| 20:00  | 4  | 29   | 33                                     | 40                              | 1.4                                     | 15   |
| 21:00  | 3  | 38   | 41                                     | 57                              | 1.5                                     | 24   |
| 22:00  | 5  | 41   | 46                                     | 65                              | 1.6                                     | 12   |
| 23:00  | 10   | 68   | 78                                     | 125                             | 1.8                                     | 11   |
| 00:00  | 3  | 92   | 95                                     | 167                             | 1.8                                     | 9  |
| 01:00  | 5  | 65   | 70                                     | 109                             | 1.7                                     | 13   |
| 02:00  | 10   | 45   | 55                                     | 84                              | 1.9                                     | 16   |
| 03:00  | 18   | 37   | 55                                     | 79                              | 2.1                                     | 9  |
| <b>Total</b>   | <b>148</b>                                   | <b>745</b>   | <b>893</b>                             | <b>1157</b>                     | <b>1.6</b>                              |  |

| Total observed movements through all observed ranks Sunday to Monday Rank Data |  |  |  |                                 |   |  |
|--|--|--|--|---------------------------------|---|--|
| HOURLY 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  | 10   | 13                                     | 13                              | 1.3                                     | 9  |
| 08:00  | 1  | 7  | 8                                      | 12                              | 1.7                                     | 31   |
| 09:00  | 2  | 7  | 9                                      | 8                               | 1.1                                     | 46   |
| 10:00  | 4  | 2  | 6                                      | 2                               | 1.0                                     | 62   |
| 11:00  | 6  | 13   | 19                                     | 22                              | 1.7                                     | 22   |
| 12:00  | 2  | 22   | 24                                     | 29                              | 1.3                                     | 11   |
| 13:00  | 2  | 24   | 26                                     | 38                              | 1.6                                     | 15   |
| 14:00  | 3  | 14   | 17                                     | 19                              | 1.4                                     | 16   |
| 15:00  | 5  | 17   | 22                                     | 23                              | 1.4                                     | 33   |
| 16:00  | 1  | 25   | 26                                     | 36                              | 1.4                                     | 12   |
| 17:00  | 6  | 18   | 24                                     | 22                              | 1.2                                     | 18   |
| 18:00  | 0  | 20   | 20                                     | 28                              | 1.4                                     | 10   |
| 19:00  | 2  | 28   | 30                                     | 36                              | 1.3                                     | 11   |
| 20:00  | 7  | 18   | 25                                     | 28                              | 1.6                                     | 17   |
| 21:00  | 5  | 20   | 25                                     | 25                              | 1.3                                     | 15   |
| 22:00  | 3  | 14   | 17                                     | 17                              | 1.2                                     | 29   |
| 23:00  | 2  | 17   | 19                                     | 24                              | 1.4                                     | 25   |
| 00:00  | 2  | 7  | 9                                      | 8                               | 1.1                                     | 37   |
| 01:00  | 2  | 4  | 6                                      | 6                               | 1.5                                     | 42   |
| 02:00  | 0  | 0  | 0                                      | 0                               |   |  |
| 03:00  | 2  | 3  | 5                                      | 5                               | 1.7                                     | 85   |
| <b>Total</b>   | <b>60</b>                                    | <b>290</b>   | <b>350</b>                             | <b>401</b>                      | <b>1.4</b>                              |  |



## APPENDIX B PUBLIC CONSULTATION

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



## Crawley Taxi Demand Survey

### Public attitude questionnaire

Date \_\_\_\_\_ Time \_\_\_\_\_ Location \_\_\_\_\_

We are interested in your views and experiences about the taxis and private hire vehicle services which operate in the Crawley Borough Council area.

**EXPLAIN DEFINITIONS:** there are two broad types of vehicle which operate for hire in Crawley.  
**Hackney Carriages** have a 'TAXI' sign on the roof. Hackney Carriages can be hired at a Taxi Rank, or by hailing in the street, or by pre-booking.  
**Private Hire Vehicles** may only be hired by pre-booking.

**The first part of this questionnaire relates ONLY to Hackney carriages.**

Q1. Overall, how would you assess the availability of Hackney Carriages in Crawley Borough?

Very good **5** Good **4** Average **3** Poor **2** Very poor **1** Don't know **6**

Q2. Have you ever used a Hackney Carriage (taxi) in the Crawley area (including to Gatwick Airport)?

|    |     |   |          |
|----|-----|---|----------|
| Q4 | Yes | 1 | SKIP TO  |
|    | No  | 2 | GO TO Q3 |

Q3. Are you ever likely to use a Hackney Carriage (taxi) for any reason in the Crawley area?

|  |            |   |          |
|--|------------|---|----------|
|  | Yes        | 1 | GO TO Q4 |
|  | No         | 2 | GO TO Q4 |
|  | Don't know | 3 | GO TO Q4 |

Q4. What is the main factor that restricts your use of Hackney Carriages? **SHOW CARD**  
Please choose the most relevant factor for you:

- Cost 1
- Drivers don't know the route 2
- The nearest taxi ranks are too far away 3
- Waiting time 4
- I usually cycle or walk 5
- I use the bus instead 6
- I don't need to use Hackney Carriages 7
- I generally use a car 8
- I use Private Hire Vehicles 9
- Other (Please specify) 10

.....

**IF RESPONDENT HAS NEVER USED A HACKNEY CARRIAGE AND IS NOT LIKELY TO USE ONE IN THE FUTURE, SKIP TO Q11.**



Q5. What method do you use most often to obtain a Hackney Carriage?

Phone booking 1      Online 2      Hailed in street 3      At Rank 4

Q6. In the last three months, how many trips, if at all, have you made by Hackney Carriage (taxi) in Crawley (including to Gatwick Airport)?

|                   |   |         |
|-------------------|---|---------|
| One               | 1 |         |
| 2 – 3 trips       | 2 |         |
| 4 – 5 trips       | 3 |         |
| More than 5 trips | 4 |         |
| None              | 5 | SKIP TO |

Q11

**Thinking about the most recent trip you made in a Hackney Carriage:**

Q7. What was the reason for your trip?

|                              |   |
|------------------------------|---|
| Work or education            | 1 |
| Shopping                     | 2 |
| Leisure                      | 3 |
| Hospital/medical             | 4 |
| Link to other transport mode | 5 |
| Personal business            | 6 |
| Other reason                 | 7 |

Q8. How did you obtain your Hackney Carriage?

At a taxi rank      1       How long did you have to wait for it?

|                      |   |
|----------------------|---|
| Already there        | 1 |
| Less than 1 minute   | 2 |
| 1 – 5 minutes        | 3 |
| 6 – 10 minutes       | 4 |
| More than 10 minutes | 5 |
| Can't remember       | 6 |

Hailed in the street      2       How long did it take you to hail the taxi from the time you started looking for one?

|                        |   |
|------------------------|---|
| Less than 1 minute     | 1 |
| 1-5 minutes            | 2 |
| 6-10 minutes           | 3 |
| Longer than 10 minutes | 4 |
| Can't remember         | 5 |

Booked over the phone      3       Was the taxi booked for immediate travel (within 30 minutes of booking) or had you pre-booked it?

|                  |   |
|------------------|---|
| Immediate travel | 1 |
| Pre-booked       | 2 |



- And did the taxi arrive: 1
- Unacceptably early
- (How many minutes early was this? 2
- .....mins) 3
- Acceptably early 4
- On time 5
- A little late (but acceptable)
- Unacceptably late
- (How many minutes late was this?
- .....mins)

Q9. Did you consider the fare on this trip to be good value for money?

- Yes 1
- No 2

Q10. Apart from the recent trip you have told me about, have you experienced any problems in obtaining a Hackney Carriage in Crawley in **the last three months**?

- Yes 1 GO TO Q10b
- No 2 SKIP TO Q11

Q10c What was the nature of the problem?

.....  
 .....

Q10c. Where did the problem occur?

.....  
 .....

Q10d. Approximately what time and day of the week did this occur?

.....  
 .....

**ASK ALL**

Q11. Have you tried to hire a Hackney Carriage in the **last three months** at a rank or by hailing and given up and made alternative arrangements for travel?

Yes 1 Whereabouts were you at the time?

.....

No 2



Q12a. Have you tried to book a Hackney Carriage 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?

- Yes 1 GO TO Q12b
- No 2 GO TO Q13

Q12b. Approximately how long was the wait time quoted?

\_\_\_\_\_minutes

No Availability [999]

Q13. If the cost of Hackney Carriage fares was to increase by 10%, do you think this would lead to you using Hackney Carriages **less** frequently?

- Yes 1
- No 2

Q14. Are there any locations where you would like a new Taxi Rank?

- Yes 1 Please specify.....
- No 2

Q15. Are there any existing Taxi ranks that you would use (or use more often) if Hackney Carriages were more reliably found there?

- Yes 1 Please specify which ranks these are.....
- No 2

Q16. If the cost of Hackney Carriage fares was to decrease by 10%, do you think this would lead to you using Hackney Carriages **more** frequently/at all?

- Yes 1
- No 2

Q17. What improvements to Hackney Carriage services, if any, would you like to see in Crawley?

.....  
.....



Q18. From your perceptions or experience of using them, how would you rate the standard of Hackney Carriages in Crawley, on a scale of: Very Poor (1), Poor (2), Neutral (3), Good (4) or Very Good (5):

|                     | Very poor (1) | Poor (2) | Neutral (3) | Good (4) | Very Good (5) |
|---------------------|---------------|----------|-------------|----------|---------------|
| Vehicle cleanliness | 1             | 2        | 3           | 4        | 5             |
| Driver helpfulness  | 1             | 2        | 3           | 4        | 5             |
| Driver appearance   | 1             | 2        | 3           | 4        | 5             |

**The next section of this questionnaire relates ONLY to Private Hire Vehicles**

Q19. In the last three months, how many trips, if any, have you made by private hire vehicle in Crawley?

- One 1
- 2 – 3 trips 2
- 4 – 5 trips 3
- More than 5 trips 4
- None 5

SKIP TO Q23

Q20 Thinking about the most recent trip you made in a private hire vehicle:  
What was the reason for your trip?

- Work or education 1
- Shopping 2
- Leisure 3
- Hospital/medical 4
- Link to other transport mode 5
- Personal business 6
- Other reason 7

Q21a. Did you book the private hire vehicle for immediate travel (within 30 minutes of booking) or had you pre-booked it?

- Immediate travel 1
- Pre-booked 2





Q21b. And did the private hire vehicle arrive:

- Unacceptably early 1 (How many minutes early was this?  
.....mins)
- Acceptably early 2
- On time 3
- A little late (but acceptable) 4
- Unacceptably late 5 (How many minutes late was this?  
.....mins)

Q21c. Did you consider the fare on this trip to be good value for money?

- Yes 1
- No 2

Q22. From your perceptions or experience of using them, how would you rate the standard of Private Hire Vehicles in Crawley on a scale of Very Poor (1) Poor (2) Neutral (3) Good (4) or Very Good (5):

|                     | Very poor (1) | Poor (2) | Neutral (3) | Good (4) | Very Good (5) |
|---------------------|---------------|----------|-------------|----------|---------------|
| Vehicle cleanliness | 1             | 2        | 3           | 4        | 5             |
| Driver helpfulness  | 1             | 2        | 3           | 4        | 5             |
| Driver appearance   | 1             | 2        | 3           | 4        | 5             |

**ASK ALL**

Finally, a few questions about you:

Q23. Are you:

- a permanent resident in the Crawley Borough Council area 1
- a visitor ( on business / personal business) 2
- a tourist 3
- a visitor for another purpose 4

Q24. CODE GENDER:

- Male 1
- Female 2

THANK YOU FOR YOUR PATIENCE AND COOPERATION