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## LICENSING AND REGULATORY PANEL

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Meeting to be held in Committee Room, Civic Hall Leeds on

Tuesday, 23rd March, 2010

at 10.00 am

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### MEMBERSHIP

#### Councillors

S Armitage

M Dobson

J Dunn

V Morgan

B Selby

R D Feldman  
(Chair)

G Wilkinson

C Townsley

D Wilson

T Grayshon

# A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p><b>APPEALS AGAINST INSPECTION OF DOCUMENTS</b></p> <p>To consider any appeals in accordance with Procedure Rule 25 of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded)</p> <p>(*In accordance with Procedure Rule 25, written notice of an appeal must be received by the Chief Democratic Services Officer at least 24 hours before the meeting)</p>	
2			<p><b>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</b></p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p><b>RESOLVED</b> – That the press and public be excluded from the meeting during consideration of those parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
3			<p><b>LATE ITEMS</b></p> <p>To identify items which have been admitted to the agenda by the Chair for consideration</p> <p>(The special circumstances shall be specified in the minutes)</p>	
4			<p><b>DECLARATIONS OF INTEREST</b></p> <p>To declare any personal/prejudicial interests for the purpose of Section 81(3) of the Local Government Act 2000 and paragraphs 8 to 12 of the Members Code of Conduct</p>	
5			<p><b>APOLOGIES FOR ABSENCE</b></p>	
6			<p><b>MINUTES</b></p> <p>To agree the minutes of the following meetings</p> <ul style="list-style-type: none"> <li>a) 7<sup>th</sup> July 2009</li> <li>b) 4<sup>th</sup> August 2009 (additional)</li> <li>c) 8<sup>th</sup> September 2009 (additional)</li> <li>d) 26<sup>th</sup> October 2009 (additional)</li> <li>e) 1<sup>st</sup> December 2009 (appeal) (additional)</li> <li>f) 25<sup>th</sup> January 2010 (appeal)(additional)</li> <li>g) 22<sup>nd</sup> February 2010 (additional)</li> </ul> <p>The Panel is asked to note this meeting is the first formal meeting to be held which could deal with the volume of minutes presented</p>	1 - 22

Item No	Ward/Equal Opportunities	Item Not Open		Page No
7	Alwoodley;		<p><b>APPLICATION FOR PERFORMANCE OF HYPNOTISM - STEVE MARSHALL, EAST LEEDS LIONS MOTORCYCLE CLUB EVENT, BREARY GRANGE FARM, ECCUP, LEEDS 16</b></p> <p>To consider the report of the Assistant Chief Executive (Corporate Governance) on a request for a performance of hypnotism at the East Leeds Lions Motorcycle Club Event, which is scheduled to be held at Breary Grange Farm Eccup, Leeds LS16. The performance is due to take place on 4 April 2010</p> <p>(Report attached)</p>	23 - 36
8	All Wards;		<p><b>UNMET DEMAND SURVEY FOR PROVISION OF HACKNEY CARRIAGE PROPRIETOR LICENCES</b></p> <p>To consider the report of the Assistant Chief Executive (Corporate Governance) on the outcome of the Unmet Demand Survey undertaken in respect of the number of Hackney Carriage Proprietor licences in Leeds</p> <p>(Report attached)</p>	37 - 190
9			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>To note the date and time of the next meeting as Tuesday 4<sup>th</sup> May 2010 at 10.00 am</p>	

## LICENSING AND REGULATORY PANEL

TUESDAY, 7TH JULY, 2009

**PRESENT:** Councillor R D Feldman in the Chair

Councillors S Armitage, M Dobson, J Dunn,  
T Grayshon, V Morgan, B Selby,  
G Wilkinson, D Wilson and J Monaghan

### IN ATTENDANCE

Mr S Turnock – Chief Officer, Legal, Licensing and Registration  
Mr J Mulcahy – Head of Licensing and Registration  
Mr D Broster – Section Head, LCC Taxi & Private Hire Licensing  
Section

Mr M DePlacido – Taxi & Private Hire Licensing Section  
Mr M Johnson – Taxi & Private Hire Licensing Section

Mr D Littlewood – Access Committee for Leeds  
Mr T McSharry – Access Committee for Leeds

Mr B Chard – GMB Leeds Private Hire Association  
Mr K Ahmed – City Cabs  
Councillor M Iqbal  
Councillor A Hussain  
Mr J Akhtar – Chair, Leeds Private Hire Association  
Mr J Akhtar – Hackney Carriage Representative  
Dr M Taylor – interested resident of Hyde Park & Woodhouse  
Mr G Ahmed – Hackney Carriage Representative  
Mr K Gill - Streamline

Plus approximately 130 representatives of both the Hackney Carriage  
and Private Hire trades

### 1 Late Items

There were no formal items as such however the results of a consultation with private hire service users undertaken by the GMB was presented to the meeting. The documentation included 700 responses (minute 5 refers)

An additional document was tabled by Mr K Ahmed during his representation to the Panel (minute 5 refers)

### 2 Declarations of Interest

The following Members declared personal interests in Item 5 of the agenda relating to the Age Criteria conditions (minute 5 refers) for the purposes of Section 81(3) of the Local Government Act 2000 and paragraphs 8 to 12 of the Members Code of Conduct:

Councillor Dunn as a lifelong member of the Transport and General Workers Union (TGWU)

Councillors Selby and Dobson as members of General Municipal and  
Boilerworkers Union (GMB)  
Councillor Grayshon as a member of the union UNITE

**3 Minutes**

**RESOLVED** – That the minutes of the meeting held 3<sup>rd</sup> March 2009 be agreed as a correct

**4 Proposals to Change the "Age Criteria" condition Upon Hackney Carriage and Private Hire saloon and people carrier Vehicle Licences**

Further to minute 32 of the meeting held 3<sup>rd</sup> March 2009 when Panel received an interim report, the Assistant Chief Executive (Corporate Governance) submitted a further report on the proposals to change the "Age Criteria" condition upon Hackney Carriage (HC) and Private Hire (PH) saloon and people carrier vehicles.

The report included the following appendices:

A - Vehicle Inspection Results (of both private hire and hackney carriage vehicles over 6 and 7 years of age)

B - Consultation document issued March 2009 on the proposed changes

C - Summary of consultation responses from the trade with officer comments

D - Department for Transport – extracts from Best Practice Guidance

E - Draft of the proposed Testing Regime

The Head of Licensing and Registration introduced the report and set out the additional consultation undertaken since March 2009 when the interim report had been presented. The Chief Officer, Legal, Licensing and Registration detailed the various consultation methods undertaken and reported that the responses received from the trade had informed the proposals now before Panel. It was noted that the proposals had been amended since the March 2009 Panel meeting.

The Section Head, Taxi & Private Hire Licensing (T&PHL) reported the proposals had arisen from concerns expressed previously by Panel Members over the condition of some vehicles within the PH and HC fleets and due to concerns over the results of the subsequent systematic testing of older vehicles within the fleets (detailed at Appendix A).

The Section Head sought to dispel the concerns of the trade by confirming the 6 year age criteria would not remove vehicles aged 6 years and over from the fleets, but require those vehicles to undergo an annual testing regime to ensure acceptable safety, mechanical and maintenance standards. Vehicles could continue to be licensed past 6 years. The tests would be in line with Department for Transport Best Practice Guidance (included at Appendix D) which had recognised the additional mileage and wear & year experienced by PH and HC saloon vehicles compared to ordinary family saloon vehicles and be as required by the Local Government Act 1976.

The key issues of the report, including responses to the trade consultation were outlined as:

Vehicle inspections – LCC currently had authority to inspect and charge fees for up to 3 vehicle inspections per year. Vehicles could also be stopped on the street at any time and enforcement action taken appropriately

MOT testing stations – the trade had criticised LCC for outsourcing MOT testing of trade vehicles, however officers responded that LCC had previously been criticised for only having one MOT testing station as this had not been adequate for the size of the authority

Revisions to the proposals – following consultation, the fee of £60 per test had been reduced to £30

Lifetime service history – this would allow the driver to demonstrate the vehicle had been serviced and maintained methodically during its lifetime

Risk management – the proposals were based on the principles of sensible risk management in order to properly protect the public and drivers; to target risks and to concentrate on those risks which occurred frequently

The Panel then heard details of the number of older vehicles inspected since 2006 when the testing regime was implemented and the nature of the faults and reasons for failure found by officers. Particular attention was paid to the “general” category as the trade had expressed concern that matters under this category had been used unreasonably to fail certain vehicles. It was noted that 27 vehicles in total had failed due to faults only within the general category (17 referred to licensing Conditions such as insecure seats and 10 referred to issues which would have led to MOT failures and licensing Conditions such as deficient windscreen wipers; deficient seat belts).

Members made the following comments at this point:

- Welcomed the revisions made to the proposals following the consultation
- Welcomed the input from the trade; particularly the PH trade as Members noted the PH trade had not previously sent representatives to formal Panel meetings
- Recalled the complaints made directly to Panel members regarding the condition of vehicles
- Reiterated the proposals should not aim to restrict the trades or their personal finances, but support the safety of passengers and drivers
- Concern regarding the number of drivers and vehicles failing to attend inspections and the number of vehicles that subsequently failed inspections
- Expressed the importance of drivers checking their own vehicles and those of colleagues
- Compared the age criteria limit proposed by Leeds with those of neighbouring authorities and similar sized authorities
- Noted the age criteria of comparable authorities such as Birmingham (8 year age criteria) but reiterated that vehicles over the age of 8 were not licensed, compared to Leeds proposals which would still licence a vehicle currently past 8 years and would still licence a vehicle past 6 years if this proposal was agreed

The Panel then went onto hear the representations from the following interested parties:

Mr T McSharry – Access Committee for Leeds

- Guiding principle of the policy should be the safety of the public
- Urged consideration of the proposals from the perspective of a disability impact assessment and the vulnerability of certain passengers

Mr B Chard – GMB Leeds Private Hire Association

- PH trade felt this policy proposal was extreme and were not convinced that the measures outlined within the report were necessary
- Safety issues were paramount as the vehicles were the workplace of professional drivers
- Drivers of older vehicles which had failed inspections had reported to him that the reasons for failure were minor (such as brake light bulbs not working or the last digit of the operator telephone number missing from the livery). He expressed the view that extreme measures were being proposed to deal with minor matters which could occur at any time and not just on older vehicles
- Queried the validity of the survey upon which the policy was based and stated the proposals were out of kilter with other authorities
- Urged the Panel to reject the proposals

Mr K Ahmed – JTC and City Cabs (HC trade)

- Stated the HC trade had rejected the proposals from the outset and no case had been made for the introduction of the proposals
- The examples of the defects provided could occur on any vehicle at anytime
- The consultation undertaken had not been properly advertised and an extra consultation day had to be arranged at Pudsey Town Hall to accommodate those drivers who felt they had not been included.
- The failure of that consultation day was due to the T&PHL section
- Expressed the belief that the comparable cities detailed in Appendix C had been handpicked and gave the example of London which he stated would licence vehicles up to 16 years
- Tabled a copy of a vehicle licensing inspection sheet which he stated detailed an inspection failure due to minor faults
- Stated there was no compelling evidence within the report which stated that public safety was at risk

Councillor M Iqbal – LCC on behalf of drivers

- Safety was paramount, however he felt that “safety” was being used as a slogan to gain sympathy for the policy and a balance needed to be found
- Felt the NVQ qualifications were unfair, particularly for drivers with 20 years experience
- Queried whether figures were available to show the number of accidents attributed to deficient vehicles and the number of complaints received from the public

Councillor A Hussain – LCC (following receipt of legal advice, Councillor Hussain spoke on behalf of himself as HC proprietor)

- Acknowledged that safety was a paramount consideration however stated that many drivers were concerned for their livelihoods



- The best possible solution needed to be found due to the recession as many drivers worked for small firms or owned their own cars. The additional maintenance and testing costs would have a big impact
- Vehicles were already regularly tested and he felt the proposals were a heavy handed approach
- Expressed the view that the age limit proposals would not automatically improve safety

Officers responded to the representations so far as follows:

- “extreme measures” - reiterated the proposals were in direct response to the inspection results for the city.
- 6 years was not the age a vehicle would be removed from the fleet – it could be licensed beyond 6 years
- Some other authorities automatically removed vehicles from the fleet at 8 or 10 years with no option for licensing beyond that age
- Safety features – acknowledged that items such as defective wiper blades were regarded as safety features at MOT; but reiterated their importance for safe performance of vehicle and passenger carriage in bad weather. Acknowledged that minor defects with light bulbs, wiper blades etc could occur at any age during a vehicles lifespan but stressed their importance both at inspection time and on a daily basis.
- Referred to the inspection document tabled by Mr Ahmed and explained the vehicle had not failed the inspection, but had been recorded as “fail and rectify” which required the driver to rectify the fault within 7 days and return to be checked. The vehicle was not suspended.
- Mileage – provided an example of the usage experienced by a typical HC vehicle. A vehicle first licensed in 2001 was noted to have driven 64,000 miles and by 2005 the vehicle registered 225,000 miles
- Consultation – explained that the policy was driven by the comments of the Panel members and both the HC and PH trades had been involved at an early stage through their respective Forum meetings

The representatives then continued with their submissions

Mr J Akhtar – GMB (PH trade)

- Welcomed the opportunity to take part in the discussions and noted that both trades were working together
- Noted the comments of Mr McSharry and added that some vehicles within the wheelchair accessible fleet required an upgrade and the T&PHL section should take enforcement action
- Suggested the proposals had not been generated by Panel concerns but from a “small boys club” within the PH Forum itself
- Stated there had been a 40% decrease in the trade in the city. The proposals would affect drivers who needed to replace a vehicle
- LCC already had authority to inspect vehicles up to 3 times per year
- If this policy was brought in and he went on the dole, the Panel would be responsible for taking the food out of his families mouths

Mr J Akhtar – (HC trade)

- Noted that drivers were concerned about financial impact of the policy, as well as safety issues
- LCC used to perform the MOTs at the Torre Road base, the proceeds from the administration of the HC trade had since been used to replace and upgrade that building however MOT testing had ceased. MOT tests should be brought back within LCC remit

Dr M Taylor – from the Hyde Park and Woodhouse area (not trade)

- Stated that drivers licensed outside Leeds came into the city to work at weekend. These drivers would not be affected by the proposals
- Given the economy, the PH drivers with older vehicles would suffer unreasonably
- Random testing already existed, with no objection from either trade, and this should continue as it would achieve the same results
- Suggested two ways forward
  - Defer decision today in order to establish a working party to work with the trades
  - Compromise and propose 7 years instead of 6

Mr G Ahmed – HC trade

- As the owner and driver of a wheelchair accessible HC vehicle he stated he was concerned over the length of time he could keep it on the road under this new policy

The Section Head, T&PHL responded that the proposals did not apply to wheelchair accessible vehicles

Mr K Gill – Streamline

- Stated he began working in the trade in 1983 when vehicles were tested every 6 months once they were over 4 years old.
- Most representatives at the meeting kept their vehicles in pristine condition. They should not be concerned by this policy
- The principle of the proposals required clean; tidy and mechanically sound vehicles
- Other authorities were also reducing their age criteria

On receipt of all the verbal submissions, the Panel discussed the issues raised and made the following comments:

- A well maintained vehicle would enjoy a good lifespan
- Some drivers appeared to misunderstand the proposals believing that all cars over 6 years of age would be scrapped. This was not the case
- The Panel and trade had a responsibility to the people of Leeds regarding the condition and safety of the fleet
- Noted that some of those drivers coming into Leeds at weekends from other areas were plying for hire and had a detrimental impact on the trade of Leeds' drivers. Additional enforcement staff had been employed to target those individuals
- Expressed the belief that the proposals would not affect the vast majority of drivers who maintained their vehicles in good condition
- Expressed surprise that so many representatives were concerned for colleagues who did not maintain their vehicles
- Expressed dismay at the number of vehicles that failed inspection and the number of drivers who failed to attend inspections as required

- Some Members felt the trade were not convinced that the proposals as presented would promote safety

Members expressed their view that it was imperative for the PH trade to take part in future consultations and representatives would be welcomed at future Panel meetings to ensure the input of that sector alongside the HC trade. The Chair thanked all parties for their participation.

The Panel considered a suggestion to amend the recommendation at paragraph 7.1(a) in order to replace “6 years” with “8 years” however this was not supported.

Members did not support the recommendation at 7.1(b) to reject the proposals.

The Panel considered modifying the recommendation whilst seeking to balance the views of the trade expressed at the meeting with the need to ensure the safety of the public and the implementation of a rigorous testing regime. Following a vote the Panel

**RESOLVED** - That having considered the proposals to reword the Age Criteria Condition (as set out at paragraph 3.9 of the submitted report) and the Inspection Regime (as set out in paragraph 3.10 and Appendix E); and having regard to the representations made at the Panel meeting, Members approved the proposal for a change to the vehicle Licensing Conditions in respect of the Age Criteria and the proposed Inspection Regime for vehicles seeking to be licensed beyond 7 years of age.

## 5 **Taxi and Private Hire Licensing - Best Practice Guidance**

The Assistant Chief Executive (Corporate Governance) submitted a report on the consultation undertaken by the Department for Transport in respect of best practice issues around the Hackney Carriage (HC) and Private Hire (PH) driver and vehicle licences issued by local authorities.

A copy of the most recent DfT Best Practice Guidance was included at Appendix A of the report, with the draft response on behalf of the local authority attached at Appendix B for the Panel to comment upon.

The Section Head, Taxi & Private Hire Licensing Section highlighted the responses of particular interest to the Panel relating to O Licences; Group II Medicals; stretch limousines; PH Operators and perceived trade links with organised crime.

The Panel sought clarification on the following two matters:

Intelligence Sharing - it was noted that a protocol did exist between West Yorkshire Police and T&PHL section to ensure that information on any criminal activity of drivers or operators was reported between the parties. Additionally the T&PHL section informed other local authorities of any licences revoked

Safety – Leeds Community Safety had established a fund of £25,000.00 to be allocated by the T&PHL section to address driver safety issues. Drivers and

operators wishing to install a driver safety shield or CCTV could receive grants of £100 or £250 respectively towards the cost from this fund. The funds had been targeted at the HC trade in the first instance, as journeys in HC vehicles were booked on the street. It was noted that £15,000 remained in the fund

**RESOLVED –**

- a) That the contents of the Best Practice Guidance issued by the DfT and the comments of the Panel be noted and
- b) That the draft response to the consultation be approved as presented to Panel and be forwarded on behalf of the Local Authority to the DfT

**6 Date and Time of Next Meeting**

**RESOLVED –** To note the following

- a) Additional meeting on Tuesday 4 August 2009 to consider an item relating to the Leeds Festival (to be held at the conclusion of the scheduled Licensing Committee)
- b) Tuesday 8<sup>th</sup> September 2009 at 10.00 am

**LICENSING AND REGULATORY PANEL**

**TUESDAY, 4TH AUGUST, 2009**

**PRESENT:** Councillor R D Feldman in the Chair

Councillors S Armitage, M Dobson,  
T Grayshon, V Morgan, B Selby and  
G Wilkinson

**IN ATTENDANCE** Ms H Blake – Festival Republic Limited

**7 Apologies for Absence**

Apologies for absence were received from Councillors Dunn, Wilson and Townsley

**8 Performance of Hypnotism - Hugh Lennon & Hypnodog - Leeds Festival, Bramham Park Estate**

The Assistant Chief Executive (Corporate Governance) submitted a report setting out details of a request for the performance of hypnotism during the Leeds Festival 2009, scheduled to be held at Bramham Park, Wetherby over the August Bank Holiday.

Application had been made under the Hypnotism Act 1952 which empowered the local authority to grant a licence for the exhibition, demonstration or performance of hypnotism. The report included a copy of the proposed show content and risk assessment and it was noted that Mr Lennon had presented performances of hypnotism during his stage show at the Leeds Festival previously.

A copy of a document from Hencilla Canworth Ltd confirming that Mr Lennon held Public Liability insurance was included at Appendix 2 of the report. Officers reported Mr Lennon's Public Liability Insurance was due for renewal on 23 August 2009 and Mr Lennon had undertaken to produce the renewed insurance documents prior to any performance at the Festival should permission be granted. Proposed conditions which could be attached to any permission were contained within Appendix 3 of the report.

**RESOLVED** – That permission be granted for the performance of hypnotism at the Leeds Festival 2009, as proposed by Mr Lennon, subject to the conditions specified within Appendix 3 of the submitted report and on receipt of a renewed Public Liability Insurance Certificate

**9 Date and Time of Next Meeting**

**RESOLVED** – To note the next Panel meeting scheduled for 8<sup>th</sup> September 2009 has been cancelled. The next Panel meeting will be held on Tuesday 17<sup>th</sup> November 2009 at 10.00 am

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**LICENSING AND REGULATORY PANEL**

**TUESDAY, 8TH SEPTEMBER, 2009**

**PRESENT:** Councillor R D Feldman in the Chair

Councillors S Armitage, J Dunn, V Morgan,  
G Wilkinson and C Townsley

**10 Declarations of Interest**

There were no declarations of interest

**11 Apologies for Absence**

Apologies for absence were received from Councillors Dobson, Grayshon, Selby and Wilson

**12 Performance of Hypnotism - Mr D Bolton - The Vue Cinema, The Light Shopping Centre, The Headrow, Leeds LS1**

The Assistant Chief Executive (Corporate Governance) submitted a report setting out details of a request from Mr D Bolton for the performance of hypnotism at the Vue Cinema, The Light Shopping Centre, Leeds.

The application had been made under the Hypnotism Act 1952 which empowered the local authority to grant a licence for the exhibition, demonstration or performance of hypnotism. The report included a copy of the proposed show content and risk assessment and it was noted that Mr Bolton had presented performances of hypnotism during the last 24 years in other local authority areas and on television.

A copy of a document from Lloyds confirming that Mr Bolton held Public Liability insurance was included at Appendix 2 of the report. Proposed conditions which could be attached to any permission were contained within Appendix 3 of the report.

Members noted this additional Panel meeting had been called as the Licensing and Regulatory Panel originally scheduled for today's date at 10.00 am was previously cancelled due to lack of business. Since that cancellation, this application had been received and was required to be dealt with prior to the next Panel meeting scheduled on 17th November 2009 in order for the proposed performance to take place.

**RESOLVED** – That permission be granted for the performance of hypnotism at the Vue Cinema, The Light Shopping Centre, Leeds as outlined in the request from Mr Bolton and the approval be subject to the conditions specified within Appendix 3 of the submitted report.

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**LICENSING AND REGULATORY PANEL**

**MONDAY, 26TH OCTOBER, 2009**

**PRESENT:** Councillor R D Feldman in the Chair

Councillors T Grayshon, V Morgan,  
B Selby, G Wilkinson and D Wilson

**13 Declarations of Interest**

There were no declarations of interest

**14 Apologies for Absence**

Apologies were received from Councillors Armitage, Dobson and Townsley

**15 Performance of Hypnotism - Mr D Gordon, The Station Hotel, 1 Station Road, Leeds LS15 7JX**

The Assistant Chief Executive (Corporate Governance) submitted a report setting out details of a request for the performance of hypnotism by Mr D Pinkney (performing as Mr D Gordon) at The Station Hotel, Crossgates, Leeds 15 on 3<sup>rd</sup> November 2009.

Application had been made under the Hypnotism Act 1952 which empowered the local authority to grant a licence for the exhibition, demonstration or performance of hypnotism. The report included a copy of the application form, schedule of proposed show content and risk assessment. It was noted that Mr Pinkney had presented performances of hypnotism elsewhere in Leeds but mainly worked in the Hull area.

A copy of a document from Towergate Professional Risks confirming that Mr Pinkney held current Public Liability insurance was included as an Appendix to the report. Proposed conditions which could be attached to any permission were contained within Appendix 3 of the report.

**RESOLVED** – That permission be granted for the performance of hypnotism, as proposed by Mr Pinkney, subject to the conditions specified within Appendix 3 of the submitted report.

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**LICENSING AND REGULATORY PANEL**

**TUESDAY, 1ST DECEMBER, 2009**

**PRESENT:** Councillor R D Feldman in the Chair

Councillors J Dunn, G Wilkinson, D Wilson  
and C Townsley

**16 Exempt Information - Possible Exclusion of the Press and Public**

**RESOLVED** – That the public be excluded from the meeting during consideration of the following part of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present there would be disclosure to them of exempt information so designated as follows:-

Appendices C and D to the report referred to in minute 25 under the terms of Access to Information Procedure Rule 10.4(7) and on the grounds that it contains information pertaining to any action previously taken, or action to be taken, in connection with the prevention, investigation or prosecution of crime.

**17 Late Items**

There were no formal Late Items of business. The Panel was however in receipt of additional information (Appendix C containing exempt information) relating to the appeal which was tabled at the meeting.

**18 Declarations of Interest**

There were no declarations of interest

**19 Apologies for Absence**

There were no formal apologies for absence as not all Members of the Panel were required due to the nature of the business to be transacted.

**20 Refusal to Grant an Applicant a Contract Escort Permit to carry out contract work for Passenger Services (10.4 (7))**

The Panel convened to hear one appeal against an officer decision to refuse the grant of a Contract Escort Permit required to carry out work for Passenger Transport Services. The report contained copies of the Taxi and Private Hire guidance booklet and LCC tender document which were referred to during the application process.

Members also received Appendix C of the report at the hearing which included a copy of the appellants' Criminal Records Bureau check and letters submitted by the appellant.

The Panel heard submissions from the representative of the Taxi & Private Hire Licensing Section and from the appellant.

The Panel initially felt they could not make a decision based on the material presented and adjourned the hearing until such time the appellants' prospective employer could attend.

The Panel reconvened later the same day. Members heard representation from the appellants' prospective employer and prospective colleague. Members then heard from the representative of Passenger Transport Services and again from the Taxi & Private Hire Licensing Section.

**RESOLVED** – That the appeal be upheld.

Members approved the grant of a Contract Escort Permit for a period of 12 months only.

The Panel took the opportunity to remind the appellant of the serious nature of the matters discussed and advised that her case would not be viewed favourably should she re-appear before the Panel again.

## LICENSING AND REGULATORY PANEL

MONDAY, 25TH JANUARY, 2010

**PRESENT:** Councillor D Wilson in the Chair

Councillors J Dunn, T Grayshon and  
V Morgan

### 21 **Apologies for Absence**

Apologies for absence had been received from Councillor R D Feldman, the Chair of the Panel. Councillor Wilson agreed to Chair this meeting at the request of Councillor Feldman.

### 22 **Exempt Information - Possible Exclusion of the Press and Public**

**RESOLVED** – That the public be excluded from the meeting during consideration of the following part of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present there would be disclosure to them of exempt information so designated as follows:-

Appendices C and D to the report referred to in minute 30 under the terms of Access to Information Procedure Rule 10.4(7) and on the grounds that it contains information pertaining to any action previously taken, or action to be taken, in connection with the prevention, investigation or prosecution of crime.

### 23 **Late Items**

There were no formal Late Items of business. The Panel was however in receipt of additional information (Appendix C containing exempt information) relating to the appeal which was tabled at the meeting. A letter submitted by the appellant was also tabled for consideration by the Panel.

### 24 **Declarations of Interest**

There were no declarations of interest.

### 25 **Refusal to grant an applicant a Contract Escort Permit to carry out contract work for Passenger Services (10.4 (7))**

The Panel convened to hear one appeal against an officer decision to refuse the grant of a Contract Escort Permit required to carry out work for Passenger Transport Services. The report contained copies of the Taxi and Private Hire guidance booklet and LCC tender document which were referred to during the application process.

Members received Appendix C of the report at the hearing which included a copy of the appellants' Criminal Records Bureau check. A letter submitted by the appellant to officers during the application process was also tabled for reference.

The Panel heard firstly the submissions from the representative of LCC Taxi & Private Hire Licensing Section and LCC Passenger Services. Members then heard from the appellant and the appellants' prospective employer.

**RESOLVED** – That the appeal be upheld. Members approved the grant of a Contract Escort Permit.

The Panel took the opportunity to emphasise the serious nature of the matters discussed to the appellant and expressed their hope that she would justify the trust of the Panel in the future.

**LICENSING AND REGULATORY PANEL**

**MONDAY, 22ND FEBRUARY, 2010**

**PRESENT:** Councillor R D Feldman in the Chair

Councillors M Dobson, J Dunn, V Morgan,  
G Wilkinson and C Townsley

**26 Exempt Information - Possible Exclusion of the Press and Public**

**RESOLVED** – That the public be excluded from the meeting during consideration of that part of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present there would be disclosure to them of exempt information so designated as follows:-

- Appendix D to the report referred to in minute 29 under the terms of Access to Information Procedure Rule 10.4(3) on the grounds that it is considered that it is not in the public interest to disclose the information relating to the financial and/or business affairs of the particular person mentioned within the document. The document contained information supplied by an objector to the application including their interpretation of the business conducted by the applicant, which would not normally be in the public domain and consequently the public interest in maintaining the exemption outweighs the public interest in disclosing this information at this point in time.

**27 Declarations of Interest**

There were no declarations of interest

**28 Apologies for Absence**

Apologies for absence were received from Councillors Armitage, Grayshon, Selby and Wilson

**29 Application for Renewal of a Sex Establishment Licence - "Private Shop", 1st Floor, 209 North Street, Leeds 7 (10.4(7))**

The Panel considered the report of the Assistant Chief Executive (Corporate Governance) on an application for the renewal of an existing Sex Establishment Licence in respect of the premises at 209 North Street, Leeds LS7. Application was made under Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982. The premises had operated from this location with the benefit of a Licence since permission was first granted on 24 July 2001.

A copy of the current licence and standard conditions attached to that licence was included in the report as Appendix A along with details of the applicants (Appendix B) and a site location map (Appendix C). The report also detailed the grounds for refusal of such an application as set out in Paragraph 12 of Schedule 3.

No objections had been submitted by the Statutory Authorities to the renewal application although the Licensing Authority had received an objection from a member of the public which had been marked as exempt and was contained in Appendix D to the report. The Panel noted the objector did not attend the meeting and there were no members of the public present.

Members considered the representation made by Mr C Sullivan, consultant for the applicant who was accompanied by Mr C Mason. Mr Sullivan addressed the comments made in the representation submitted by the objector. The Panel considered the application and having regard to the Act, the guidance contained within Paragraph 4 of the report, the submissions and evidence **RESOLVED** – That the application for the renewal of the Sex Establishment Licence for “Private Shop” at 209 North Street, Leeds 7 be granted as requested.

**30 Application for the Renewal and Variation of a Sex Establishment Licence: Pulse and Cocktails, 114 - 116 Vicar Lane, Leeds LS2 7NL**

The Panel considered the report of the Assistant Chief Executive (Corporate Governance) on an application for the renewal and variation of an existing Sex Establishment Licence in respect of the premises known as “Pulse and Cocktails”, 114-116 Vicar lane, Leeds LS2. Application was made under Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982. A Licence was first granted for the basement area of the premises on 25 February 2003.

No objections to either the renewal or variation proposals had been received from the Statutory Authorities. It was noted that officers had delegated authority to issue the renewal in these circumstances.

A copy of the current licence and standard conditions attached to that licence was included in the report as Appendix A along with details of the applicants (Appendix B) and a site location map (Appendix C). The report also detailed the grounds for refusal of such an application as set out in Paragraph 18 of Schedule 3.

The report detailed the variation request to extend the licensed trading area to include the ground floor area. The applicant had submitted floor plans and these were included within the report as Appendix D.

Officers reported the history of the application and it was noted this application had been made following a compliance visit to the premises when the display of sex articles was noted within the unlicensed ground floor area of the premises.

The Panel heard representation from Mr G Kidd, a Director of Cocktails Ltd the applicant company. He was accompanied by Ms C Boothby, Director. Mr Kidd addressed the compliance issues raised and confirmed that screens would be established to prevent views into the premises from the outside. He reported that the style of window display would remain unchanged although this would now incorporate a rear screen. The screens would be in place prior



to permission being implemented, should it be granted. Furthermore the window display would now be included within the “licensed area”.

Members received advice that the Licence was required to be renewed on an annual basis. Finally it was noted that all conditions attached to the current Licence for the basement area would apply to the ground floor if the variation was granted.

The Panel considered the application and having regard to the Act, the guidance contained within Paragraph 4 of the report, the submissions and evidence

**RESOLVED** – That the application for the variation of the Sex Establishment Licence for the premises known as “Pulse and Cocktails”, 114-116 Vicar Lane Leeds be granted as requested. The licensed area shall now be extended to include the Ground Floor as well as the Basement area.

**31 Date and Time of Next meeting**

**RESOLVED** – To note the date and time of the next meeting had been re-scheduled to Tuesday 23<sup>rd</sup> March 2010 at 10.00 am

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Originator: Mr M. Nelson

Tel: 0113 247 4095

**Report of the Assistant Chief Executive (Corporate Governance)**

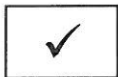
***Report to the Licensing and Regulatory Panel***

**Date: 23 MARCH 2010**

**Subject: PERFORMANCE OF HYPNOTISM  
STEVE MARSHALL  
EAST LEEDS LIONS MOTORCYCLE CLUB EVENT  
BREARY GRANGE FARM ECCUP LEEDS 16**

**Electoral Wards Affected:**

Alwoodley.



Ward Members consulted  
(referred to in report)

**Specific Implications For:**

Equality and Diversity

Community Cohesion

Narrowing the Gap

**EXECUTIVE SUMMARY**

This report provides Members with details of a request for the performance of Hypnotism at the East Leeds Lions Motorcycle Club Event to be held at Breary Grange Farm Eccup Leeds 16. The site holds a Premises Licence which is in operation on the Friday before Easter until the Monday after Easter each year. The dates for this year are Friday 2 April until Monday 5 April 2010. The proposed Hypnotist performance is on the 4 April.

**1.0 PURPOSE OF REPORT**

1.1 This report informs Members of the receipt of a request for a performance of Hypnotism under the Hypnotism Act 1952.

**2.0 BACKGROUND INFORMATION**

2.1 Members should note that under the Hypnotism Act 1952 the Local Authority have the power to grant licences for the exhibition, demonstration or performance of hypnotism on any living person at or in connection with an entertainment to which the public are admitted, whether on payment or otherwise, at any place in relation to which a licence for public dancing, singing music or other public entertainment of the like kind is in operation.

**3.0 MAIN ISSUES**

3.1 Mr. Marshall, the Hypnotist has performed as a stage hypnotist for the past 15 years and performed at this event last year. Attached at **Appendix 1** is a copy of the application inclusive of his last 3 approved performances.

- 3.2 A copy of the show content is attached at **Appendix 2** for members information.
- 3.3 Mr. Marshall is a member of Equity.
- 3.4 A copy of the Public Liability insurance for Mr. Marshall is attached at **Appendix 3** for Members information.
- 3.5 Attached at **Appendix 4** for Members information is a copy of the conditions attached to a performance of Hypnotism.

#### **4.0 Implications for Council Policy and Government**

- 4.1 There are no implications for Council policy and governance in respect of determining this application.

#### **5.0 Legal and Resource Implications**

- 5.1 There are no legal or resource implications.

#### **6.0 Recommendations**

- 6.1 Members are requested to note the content of the report and either grant with appropriate conditions or refuse the request.
- 6.2 If Members are minded to approve the performance then the conditions as mentioned in paragraph 3.5 should be attached to the approval.



## Application for Consent to Conduct and Exhibition, Demonstration or Performance of Hypnotism

Entertainment Licensing, Leeds City Council, Civic Hall, Leeds, LS1 1UR

### Section 1 - Applicant Details

First Name Steve  
 Family Name Marshall  
 Email address hypnoticexperienceshow@hotmail.com  
 Main telephone number 01223 473886 Please include country code  
 Other telephone number \_\_\_\_\_

Indicate here if you would prefer not to be contacted by telephone

Are you an agent acting  
on behalf of the  
applicant?

Yes  No

Put "no" if you are applying on  
your own behalf or on behalf of  
a business you own or work  
for.

Are you:

Applying as a business or organisation,  
including as a sole trader

A sole trader is a business  
owned by one person without  
any special legal structure.

Applying as an individual

### Your Business

Is your business  
registered in the UK  
with Companies House?

Yes  No

Is your business  
registered outside  
the UK?

Yes  No

Business name

Hypnotic Experience Show

If your business is registered,  
use its registered name

VAT number

\_\_\_\_\_

Put "none" if you are not  
registered

Legal status

\_\_\_\_\_

Your position in the  
business

\_\_\_\_\_

### Business Address

Building number  
or name

99

Address business  
correspondence must be sent  
to.

Street

Kendal Way

District

\_\_\_\_\_

City or town

Cambridge

County  
or administrative area

Cambridgeshire

Postcode

CB4 1LP

Country

England

The country where the  
headquarters of your business  
is located.

Home country

## Section 2 – The Hypnotist

### Name

First name Steve Marshall

Family name \_\_\_\_\_

Stage name(s) As above

Former name(s) \_\_\_\_\_

Home Address 99 Kendal Way, Cambridge CB4 1LP

\*Is the address the same as  
(or similar to) the address  
given in Section 1?

Yes

No

If "Yes" is selected you can re-use the details from section 1, or amend them as required. Select "No" to enter a completely new set of details.

### Business Address

Building number  
or name

99

Address business  
correspondence must be sent  
to.

Street

Kendal Way

District \_\_\_\_\_

City or town

Cambridge

County  
or administrative area

Cambridgeshire

Postcode

CB4 1LP

\*Date of birth

26/11/59

dd/mm/yyyy

Place of birth

Cambridge

Premises contact details

Are the contact details the  
same as (or similar to) the  
contact details given in  
Section 1?

Yes

No

If "Yes" is selected you can re-use the details from section 1, or amend them as required. Select "No" to enter a completely new set of details.

Telephone number

01223 473886

Other telephone number \_\_\_\_\_

## Section 3 – Membership of a professional organisation

Are you a member of a  
recognised professional  
organisation?

Yes

No

e.g. the Federation of Ethical Stage  
Hypnotists or the European Guild of  
Professional Stage Hypnotists

\*Do you have public liability  
insurance?

Yes

No

## Section 4 – Proposed Venue for the Performance

Name of venue East Leeds Lions Motorcycle Club

Venue Address Blackhill Lane

Building number  
or name

Eccup

Address business  
correspondence must be sent  
to.

Street \_\_\_\_\_

District

Leeds LS16 8AZ

City or town \_\_\_\_\_  
County  
or administrative area \_\_\_\_\_  
Postcode \_\_\_\_\_  
Country \_\_\_\_\_

**Contact Details**

E-mail \_\_\_\_\_  
Telephone number 07912 063906  
Other telephone number \_\_\_\_\_  
Venue manager's name Kelvin Harding

\*Maximum number of  
people to be admitted to  
the venue for the  
performance

Contact Kelvin for this information

**Planned  
Performance(s)**

\* Dates of planned  
performances' 4th April 2010

\* Times of planned  
performances on those  
dates 4-6pm approx.

Detailed description of the planned performances including suggestions to be put to those taking part

As in council routine list attached

**Last Three Performances**

Please complete the following details about each of the last three performances given by the hypnotist

Name of venue

Kingfisher Bar

**Venue Address**

Building number  
or name

Address business  
correspondence must be sent  
to.

Street

Butt Lane

District

City or town

Great Yarmouth

County  
or administrative area

Postcode

NR31 9PY

Country

**Contact Details**

E-mail

Telephone number

01493 782016

Other telephone number

Venue manager's name

Paul Southey

\* Local Authority which  
granted permission

Date of performance

13th June 2009

Detailed description of the planned performances including suggestions to be put to those taking part

As in council routine list attached





**Last Three Performances**

Please complete the following details about each of the last three performances given by the hypnotist

Name of venue Thorney Bay Caravan Park

**Venue Address**

Building number or name

Address business correspondence must be sent to.

Street

Thorney Bay Road

District

City or town

Carvey Island

County or administrative area

Essex

Postcode

Country

**Contact Details**

E-mail

Telephone number

01268 515397

Other telephone number

Venue manager's name

Freda Davies

\* Local Authority which granted permission

Castle Point Borough Council

Date of performance

24th September 2009

Detailed description of the planned performances including suggestions to be put to those taking part

As in council routine list attached

**Section 5 – Previous refusals and convictions**

Have you ever been refused or had a consent for hypnosis withdrawn by any licensing authority?

- Yes  No

Have you ever been barred from the Federation of Ethical Stage Hypnotists or European Guild of Professional Hypnotists or any similar body?

- Yes  No

Have you ever been convicted of an offence under the Hypnotism Act 1952?

- Yes  No

Have you ever been convicted of an offence involving the breach of a condition regulating the performance of hypnosis?

- Yes  No

**Section 6 – Declaration**

Full name

Steve Marshall

Date

15/11/2010

dd/mm/yyyy

Signature

*Steve Marshall*

**Use of Personal Data**

Leeds City Council is under a duty to protect the public funds it administers, and to this end may use the information you have provided on your application for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

## Council routine list for 2010

---

Introduction  
Funniest joke  
Playing a piano  
Beach  
Cold  
Magic microphone  
Driving a tractor  
Glued to a chair

Musical conductors  
Favourite thing  
Lulu and Mick Jagger impersonations  
RSF AND Elvis impersonations  
YMCA sing-along  
£50 notes on floor  
X-ray glasses  
Riverdance  
Music man Song

These routines have been carefully selected as used together; they provide an evening of good, clean, fun entertainment.

## CORRECT CERTIFICATE OF INSURANCE

**COMPANY:** Royal & SunAlliance Insurance PLC,  
Emerald House, 15 Lansdowne Road, Croydon, CR0 2BX

**CERTIFICATE NUMBER:** RTT200823/12

**INSURED:** Mr David S Marshall T/as Steve Marshall's Hypnotic Experience  
Show &/Or The Mind Persuader

**OCCUPATION/BUSINESS:** Stage Hypnotist Show including talk with audience, invite persons on  
stage, induction, routines & bringing out of hypnosis.

**PREMISES:** 99 Kendal Way  
Cambridge  
Cambridgeshire  
CB4 1LP

**PREMIUM:**

Net Premium	£785.71
Insurance Premium Tax	£ 39.29
Gross Premium	£825.00

COVER:		LIMIT OF INDEMNITY
SECTION 1	Public Products Liability	
	A) Any one event	£ 1,000,000
	B) All events happening during any period of insurance in respect of products supplied	£ 1,000,000
	C) All incidents considered to have occurred during any period of insurance in respect of pollution or contamination of buildings or other structures or of water or land or of the atmosphere	£ 1,000,000

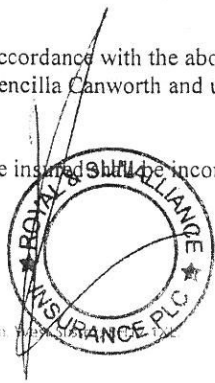
**TERRITORIAL LIMITS:** Great Britain, Northern Ireland, the Channel Islands, the Isle of Man  
and where approved by insurers: temporary visits elsewhere in the  
world excluding the USA and Canada

**PERIOD OF INSURANCE:** 04 January 2010 - 04 January 2011

**RETROACTIVE DATE:** 04 January 2010

This is to certify that Insurance is provided in accordance with the above details under the terms and  
conditions of Policy Number RTT200823 by Hencilla Canworth and underwritten by Royal & SunAlliance  
Insurance plc.

The proposal or any information supplied by the insured shall be incorporated in the contract.



Date Of Issue: 05 January 2010

## CONDITIONS ATTACHED TO A CONSENT TO PERFORM HYPNOTISM

### Publicity

- a) no poster, advertisement or programme for the performance which is likely to cause public offence shall be displayed, sold or supplied, by or on behalf of the licensee either at the premises or elsewhere;
- b) every poster, advertisement or programme for the performance which is displayed, sold or supplied shall include, clearly and legibly, the following statement;

**“ Volunteers, who must be aged 18 or over, can refuse at any point to continue taking part in the performance”**

### Insurance

- c) the performance shall be covered to a reasonable level by public liability insurance. The hypnotist must provide evidence of this to the Local Authority if requested; and must be available for inspection at the performance;

### Physical arrangements

- d) the means of access between the auditorium and the stage for participants shall be properly lit and free from obstruction;
- e) a continuous white or yellow line shall be provided on the floor of any raised stage at a safe distance from the edge. This line shall run parallel with the edge of the stage for its whole width. The hypnotist shall inform all subjects that they must not cross the line while under hypnosis, unless specifically told to do so as part of the performance;

### Treatment of audience and subjects

- f) before starting the performance the hypnotist shall make a statement to the audience, in a serious manner, identifying those groups of people who should not volunteer to participate in it; explaining what volunteers might be asked to perform; informing the audience of the possible risks from embarrassment or anxiety; and emphasising that subjects may cease to participate at any time they wish. The following is a suggested statement which may be amended as necessary to suit individual styles so long as the overall message remains the same:

**“ I shall be looking for volunteers aged over 18 who are willing to be hypnotised and participate in the show. Anyone who comes forward should be prepared to take part in a range of entertaining hypnotic suggestions but can be assured that they will not be asked to do anything which is indecent, offensive or harmful, Volunteers need to be in normal physical and mental health and I must ask that no-one volunteers if they have a history of mental illness, are under the influence of alcohol or other drugs or are pregnant.”**

- g) no form of coercion shall be used to persuade members of the audience to participate in the performance. In particular, hypnotists shall not use selection techniques which seek to identify and coerce onto the stage the most suggestible members of the audience without their prior knowledge of what is intended. Any use of such selection techniques (e.g. asking members of the audience to clasp their hands together and asking those who cannot free them again to come onto the stage) should only be used when the audience is fully aware of what is intended and that participation is entirely voluntary at any stage;
- h) if volunteers are to remain hypnotised during an interval in the performance, a reasonable number of attendants as agreed with the licensing authority shall be in attendance throughout to ensure their safety;

### **Prohibited actions**

- i) the performance shall be so conducted as not to be likely to cause offence to any person in the audience or any hypnotised subject;
- j) the performance shall be so conducted as not to be likely to cause harm, anxiety or distress to any person in the audience or any hypnotised subject. In **particular** the performance shall not include:-
  - i) any suggestion involving the age regression of a subject (i.e.), asking the subject to revert to an earlier age in their life; this does not prohibit the hypnotist from asking subjects to act as if they were a child etc.)
  - ii) any suggestion that the subject has lost something (e.g. a body part) which, if it really occurred, could cause considerable distress;
  - iii) any demonstration in which the subject is suspended between supports (so-called "catalepsy");
  - iv) The consumption of any harmful or noxious substance;
  - v) Any demonstration of the power of hypnosis to block pain (e.g. pushing a needle through the skin);
- k) the performance shall not include giving hypnotherapy or any other form of treatment.

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**Report of the Assistant Chief Executive (Corporate Governance)**

**To the Licensing and Regulatory Panel**

**Date: 23 March 2010**

**Subject: UNMET DEMAND SURVEY FOR PROVISION OF HACKNEY  
CARRIAGE PROPRIETOR LICENCES**

**Electoral Wards Affected:**

All

**Specific Implications For:**

Ethnic minorities

Women

Disabled people

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**Executive Summary**

In 2003 the Office of Fair Trading published a report on the regulation of licensed hackney carriage and private hire vehicle services in the UK. One of its recommendations to government was to remove the power of local authorities to limit the numbers of hackney carriage proprietor licences they will issue in their area. In 2004 central government asked licensing authorities to review their policies regarding the setting of limits on the number of hackney carriage proprietor licences. In Leeds that review was undertaken by Scrutiny Board (Central and Corporate Functions). They issued a report dated February 2005 which was considered by the Executive Board in March 2005. Executive Board resolved that the current policy of the Council to restrict the numbers of licences issued should continue but that it should be reviewed in 2007/8 and that an unmet demand survey should be undertaken in 2006 to inform that review. In response to that resolution the Licensing and Regulatory Panel agreed the specification and scope for a tendering exercise to appoint independent consultants to carry out an Unmet Demand Survey at their meeting on 5 September 2006.

On completion of the tender exercise, Halcrow Group Limited (Halcrow) was awarded the contract to conduct the survey. The survey commenced 15 October 2007 and was completed with the publication of the final report following analysis in October 2009. The attached report at Appendix 1 details the full findings of the survey by Halcrow.

Members are now asked to consider whether, in the light of the legislation, the findings of the survey, the results of the consultation and the Best Practice Guidance issued by the Department for Transport, the current policy of limiting the number of Hackney Carriage proprietor licences to 537 should continue or should be amended.

## **1.0 Purpose of This Report**

- 1.1 To inform Members of the results of the Unmet Demand Survey and for Members to decide whether there needs to be any change in the policy to restrict the number of Hackney Carriage Proprietor licences in Leeds, and, if so, whether the number of currently issued licences needs to change in response to the results of the survey.

## **2.0 Background Information**

- 2.1 Hackney Carriage Proprietor licences are granted by the Local Authority under Section 37 of the Town Police Clauses Act, 1847 (the Act).
- 2.2 The Act, as amended by the Transport Act 1985, allows a Local Authority to limit the number of Hackney Carriage Proprietor licences if but only if it is satisfied that there is no significant unmet demand for hackney carriage services within its district.
- 2.3 The Office of Fair Trading (OfT) completed an inquiry into the regulation of hackney carriage and private hire services in November 2003. The OfT made a number of recommendations to the Government in 2004 including a recommendation that they remove the power of local authorities to limit the number of hackney carriage proprietor licences within their areas. Government considered the position and wrote to local authorities asking those authorities who did regulate the numbers of Hackney Carriage proprietor licences to review and justify their position.
- 2.4 In Leeds the government's request was considered by the Scrutiny Board (Central and Corporate Functions) who published a report in February 2005. That report was accepted by the Assistant Chief Executive (Corporate Governance) and considered by the Executive Board on 9 March 2005. Executive Board resolved that that the Council's current policy of regulating the number of Hackney Carriage Proprietor licences should remain but that the position should be reviewed in 2007/8 and that a district wide unmet demand survey should be conducted in 2006 to inform that review (minute 217 refers).
- 2.5 It is accepted practice to identify and use an independent consultant with the appropriate levels of expertise in this field to carry out an unmet demand survey. On 5 September 2005 the Licensing and Regulatory Panel approved the specification and statement of requirements for the survey but asked officers to delay the start of the survey pending further discussions on the taxi ranks issue which had also be considered by the Scrutiny Board (minute 7 refers).
- 2.6 Following a procurement exercise conducted in accordance with the Council's procurement processes, Halcrow Group Ltd (Halcrow) was appointed to conduct the survey on behalf of the Council. Halcrow commenced their observations on 15 October 2007 and completed them on 28 December 2008. The analysis of the results was completed and the final report was produced in October 2009.

## **3.0 Main Issues**

- 3.1 The Council currently imposes a limit on the number of hackney carriage licences it will grant of 537. In 1998 the council decided to increase the numbers of hackney carriage proprietor licences by 40 licences per year for 5 years which led to an increase in the licensed fleet of more than one third. All new hackney carriage proprietor licences issued were for Wheelchair Accessible Vehicles only and it

remains the Council's policy that any further new or reissued hackney carriage proprietor licences will be for Wheelchair Accessible Vehicles only.

- 3.2 The Council may continue to limit the numbers of licences if but only if it is satisfied there is no unmet demand for the services of hackney carriages in the area. The results of the unmet demand survey are attached to this report at **Appendix 1** and a representative of Halcrow is attending the Panel meeting to present that report and answer any questions Members may have about the content or the survey results.
- 3.3 The original timetable for the review was for 12 months, to ensure a full, fair and comprehensive review was conducted that measured seasonal variations in demand at the time.
- 3.4 During this time Members will remember that the airport re-tendered its contract for the provision of passenger transport services. The Hackney Carriage trade was not successful in their bid for the new contract, and the private rank at the airport was removed. This resulted in an influx of additional Hackney Carriage vehicles into the city centre looking for work.
- 3.5 Due to this fundamental change to the numbers of Hackney Carriage vehicles working in the city centre, it was decided to extend the survey timetable by three months so that the Christmas peak time period could be compared before and after the change to the airport contract in 2007 and 2008 respectively.
- 3.6 On completion of the survey, officers have carried out a full 12 week consultation with members of the trade. Halcrow's attached full report and recommendations were made available for downloading from our website and further hard copies made available upon request. Details of the consultation were published in our newsletter which is sent to the home address for every licensed driver, and trade representatives were reminded of the consultation at trade forum meetings.
- 3.7 Officers received no comments in response to this consultation, other than comments raised at the Private Hire Operators' Forum on 29 January 2010, where those operators present said that they agreed with the findings of the survey.
- 3.8 Further consultation with the trade, interested parties and public was carried out by Halcrow as part of the survey itself and can be found at section 6 of their attached report.
- 3.9 The Department for Transport has recently issued a revision to its Best Practice Guidance on Taxi and Private Hire Vehicle Licensing in February 2010. The guidance includes a section on limiting the number of hackney carriage proprietor licences and conducting unmet demand surveys. The relevant extract from the guidance can be found at **Appendix 2**.
- 3.10 Halcrow's report details a number of additional recommendations at 10.6, which have already been taken forward by officers. These can be summarised as follows:-
- 3.11 Ranks. Keith Darch, Principal Engineer (Traffic Management), has provided the following update on the ranks in Leeds: -
- 3.11.1 Over the last few years, a series of phased improvements have been undertaken to improve the provision of both 24 hour and night time taxi

ranks in the city centre. The most significant being the provision of the 12 space 24 hour rank on Greek Street.

- 3.11.2 The road markings and signs for each existing taxi rank have also been improved and brought up to date in line with the latest legislative guidance.
- 3.11.3 More recently, following close working with the taxi trade's representatives, additional ranks are currently being installed on site at locations identified and requested by the trade. Once complete the on-street taxi rank provision within the city centre will provide a total of 180 all day (24 hour) spaces together with 123 additional evening / night time spaces. Providing a total of 303 spaces during the busy night time periods.
- 3.11.4 Work is also on-going to provide a further 20 spaces at 5 identified bus stops, which will allow taxis to use the bus stops when the bus services have ceased. Unfortunately, this work requires specific approval from the Government Office in regards to the signing and lining that can be used to permit enforcement action to be taken against non permitted vehicles. Despite indications that approval is forthcoming, it has still not been received despite repeated chase ups asking for the matter to be resolved quickly. Everything is ready to implement the changes as soon as approval is received.
- 3.11.5 One of the rank locations requested by the taxi trade, and identified in Halcrow's survey, is outside the Carriageworks on Great George Street. A proposal for a night time rank has been advertised, but numerous objections were received to the proposal. The scheme has subsequently been amended and negotiations are on-going to try and remove any further opposition to a night time taxi rank being provided in this location. The revised proposal will provide an additional 4 night time spaces.
- 3.11.6 Regular liaison meetings are held with the taxi trade representatives and their input and assistance is most welcomed. Their efforts in helping to resolve the traffic congestion experienced in the city centre following the influx of the additional taxis following the loss of the airport rank is much appreciated. Their efforts in ensuring the new Lower Briggate double taxi rank and the new Meadow Lane ranks work efficiently has greatly eased the demands previously placed upon the Headrow rank outside the Primark store.
- 3.11.7 A draft scheme has also been drawn up which provides a new lay-by outside the Airport for approximately 24 taxis. There is an issue of identifying suitable funding for this project and other parties are considering the options as to how this can be achieved.
- 3.11.8 As taxi rank provision is a moving feast often, dependent upon the popularity of certain attractions, further close working with the taxi trade will help identify issues and actions that need to be taken in order to provide a good and efficient provision within the city centre. Measures outside the central area are obviously just as important and they are and will be addressed in a similar manner.

3.12 Enforcement. Mark Jefford, from the Council's Parking Services, has reported that since 2007 the Council has had the power to issue tickets for private vehicles

parking in ranks. Since that time a number of operations have been undertaken and tickets continue to be issued to offenders. More recently, a joint operation was undertaken by the police, Taxi & Private Hire Licensing Enforcement and Parking Services to tackle congestion, private vehicles parking in ranks and private hire vehicles plying for hire in the city centre. The operation was a success and the three agencies are planning further operations in the city centre to tackle these issues.

- 3.13 Training. Since the survey was undertaken the Council has introduced additional training for drivers including a NVQ/VRQ (BTEC) qualification and numeracy and literacy tests. It should be noted that the Council also provides disability training for drivers and all drivers also have to pass a Local Knowledge test.
- 3.14 Vehicle Age Criteria. Paragraph 7.7.2 and Appendix 5 (part 7.1) to Halcrow's report makes reference to a "maximum" age criteria in Leeds. Members will be aware that Leeds does not have a maximum limit to its age criteria and the condition relating to the age criteria policy is reproduced below for clarification.

#### INSPECTION POLICY FOR LICENSED VEHICLES SEEKING TO BE RE-LICENSED BEYOND 7 YEARS

A currently licensed vehicle may continue to be re-licensed beyond 7 years from the date of first registration providing that it is:

- In suitable mechanical condition
- Safe
- Comfortable

and meets all licensing conditions. This will be determined by a formal inspection by an Authorised Officer of the Taxi and Private Hire Licensing Section

### **4.0 Implications for Council Policy and Governance**

- 4.1 The provision of a Hackney Carriage service in Leeds affects all areas of the authority and is fundamental to supporting the Council's corporate strategic outcome to deliver and facilitate a range of transport proposals for an enhanced transport system and improving the quality, use and accessibility of public transport services in Leeds.

### **5.0 Legal and Resource Implications**

- 5.1 As noted above, the Council currently has a limit of the number of hackney carriage proprietor licences it will issue. The legal position is that a council may only impose a limit if, but only if, it is satisfied that there is no significant unmet demand for hackney carriage services in the area. Accordingly to continue a policy of quantity control Members must first consider the unmet demand report attached and determine whether they consider there is or is not any significant unmet demand as a result. If they consider there is no significant unmet demand then Members should go on to consider whether, in the light of the guidance and the consultation responses, they wish to impose a quantity limit and, if so, what that limit should be. Any decision to retain or remove a quantity limit could be the subject of legal challenge by way of judicial review and Members should ensure that they have all the relevant information and that any decision is reasonable and justifiable on the information before them.

5.2 Should Members decide to delimit or increase the number of licences there will be resource implications in allocating new licences. However, that is not a relevant factor for consideration in making this decision. In any event any costs will be met through licence fees.

## **6.0 Conclusions**

6.1 The unmet demand survey has concluded that there is no evidence of significant unmet demand for hackney carriages in Leeds. This conclusion is based on Halcrow's assessment of the implications of case law that has emerged since 2000, and the results of their analysis. However, the DfT still regards it as best practice not to impose quantity restrictions i.e. enforce a numerical limit.

## **7.0 Recommendations**

7.1 That Members consider the results of the Unmet Demand Survey and consultation and decide whether: -

- i. they agree with the conclusions of the report that there is no significant unmet demand within the Leeds area and, if so: -
- ii. whether to continue with the Council's current policy to limit the number of Hackney Carriage Proprietor licences at 537; or
- iii. to issue any number of additional Hackney Carriage Proprietor licences as it sees fit, either in one allocation or a series of allocations; or
- iv. to remove the limit on the number of Hackney Carriage Proprietor licences and allow a free entry policy.

7.2 In addition, Members are requested to decide when the next Unmet Demand Survey should be carried out, so officers can plan for the work and ensure a specification is agreed in time for the procurement exercise. Members will note that the Government's current best practice guidelines are for Unmet Demand Surveys to be carried out every three years.

### **APPENDIX 1 – Halcrow's full report and recommendations dated October 2009**

### **APPENDIX 2 - Extract of paragraphs 45 to 51 of the DfT's Taxi and Private Hire Licensing: Best Practice Guidance - February 2010 edition**

### **BACKGROUND PAPERS**

**'The Regulation of Licensed Taxi and PHV Services in the UK' – OfT report 676 November 2003**

**'Taxi and Private Hire Vehicle Licensing: Best Practice Guidance' – issued by the Department for Transport February 2010**



**Leeds City Council**

**Hackney Carriage Demand Survey**

**Final Report**

***Halcrow***

October 2009

**Leeds City Council**  
Hackney Carriage Demand Survey  
Final Report  
October 2009

**Halcrow Group Limited**



# Leeds City Council

Hackney Carriage Demand Survey

Final Report

October 2009

## Contents Amendment Record

This report has been issued and amended as follows:

Issue	Revision	Description	Date	Signed
		Draft Report		SP
		Final Report		LE/SP

# Contents

<b>1</b>	<b>Study Objectives and Context</b>	<b>3</b>
1.1	<i>General</i>	3
<b>2</b>	<b>Background</b>	<b>4</b>
2.1	<i>General</i>	4
2.2	<i>Relevant Entry Control Regulations</i>	4
2.3	<i>City of Leeds Overview</i>	4
2.4	<i>Background to the Hackney Carriage Market in Leeds</i>	6
2.5	<i>Comparison with the Core Cities</i>	7
2.6	<i>Provision of Hackney Carriage Stands</i>	10
2.7	<i>Hackney Carriage Fares and Licence Premiums</i>	12
<b>3</b>	<b>Definition, Measurement and Removal of Significant Unmet Demand</b>	<b>16</b>
3.1	<i>Introduction</i>	16
3.2	<i>Overview</i>	16
3.3	<i>Defining Significant Unmet Demand</i>	16
3.4	<i>Measuring Patent Significant Unmet Demand</i>	18
3.5	<i>Determining the Number of New Licences Required to Eliminate Significant Unmet Demand</i>	20
3.6	<i>Note on Scope of Assessing Significant Unmet Demand</i>	21
<b>4</b>	<b>Evidence of Patent Unmet Demand – Rank Observation Results</b>	<b>23</b>
4.1	<i>Introduction</i>	23
4.2	<i>The Balance of Supply and Demand</i>	23
4.3	<i>Average Delays and Total Demand</i>	24
4.4	<i>The Delay/Demand Profile</i>	25
4.5	<i>The Generality of Passenger Delay</i>	27
4.6	<i>Leeds Compared to Other Districts</i>	28
4.7	<i>Seasonality</i>	29
4.8	<i>The Effective Supply of Vehicles</i>	31
<b>5</b>	<b>Evidence of Suppressed Demand - Public Attitude Pedestrian Survey Results</b>	<b>32</b>
5.1	<i>Introduction</i>	32
5.2	<i>Method of Hire on Last Trip</i>	33
5.3	<i>Service Improvements</i>	36
5.4	<i>Safety &amp; Security</i>	38

5.5	<i>Rank Provision</i>	39
	<i>Summary</i>	40
<b>6</b>	<b>Consultation</b>	<b>41</b>
6.1	<i>Introduction</i>	41
6.2	<i>Indirect Consultation</i>	41
6.3	<i>Comments Received</i>	41
<b>7</b>	<b>Trade Survey</b>	<b>47</b>
7.1	<i>Introduction</i>	47
7.2	<i>Survey Administration</i>	47
7.3	<i>General Operational Issues</i>	47
7.4	<i>Driving</i>	49
7.5	<i>Safety &amp; Security</i>	52
7.6	<i>Ranks</i>	53
7.7	<i>Vehicle Conditions</i>	54
7.8	<i>Driver Skills</i>	55
7.9	<i>Taxi Market in Leeds</i>	56
	<i>Summary</i>	66
<b>8</b>	<b>Deriving the Significant Unmet Demand Index Value</b>	<b>67</b>
8.1	<i>Introduction</i>	67
8.2	<i>Leeds</i>	67
<b>9</b>	<b>Ranks</b>	<b>68</b>
9.1	<i>Introduction</i>	68
9.2	<i>Use of Ranks</i>	68
9.3	<i>Consultation</i>	69
9.4	<i>Recommendations</i>	69
<b>10</b>	<b>Summary and Conclusions</b>	<b>70</b>
10.1	<i>Introduction</i>	70
10.2	<i>Significant Unmet Demand</i>	70
10.3	<i>Consultation – Interested Parties</i>	70
10.4	<i>Consultation – General Public</i>	71
10.5	<i>Consultation – Trade</i>	71
10.6	<i>Conclusions</i>	71

# 1 Study Objectives and Context

## 1.1

### *General*

#### 1.1.1

This study has been conducted by Halcrow on behalf of Leeds City Council (LCC) in pursuit of the following objectives:

- to identify whether or not there exists a significant unmet demand for hackney carriage services in Leeds; and
- to recommend the increase in licences required to eliminate any significant unmet demand.

#### 1.1.2

Studies to determine the level of unmet demand have been required for over 20 years following the introduction of the Transport Act, 1985, although government guidance has periodically been issued that introduces subtle changes into the nature of the evidence required. The most recent change came in 2006 with the publication of new guidance.

#### 1.1.3

In 2006 the DfT produced 'Best Practice Guidance' for taxi licensing. The guidance also restated that the DfT considers it to be best practice not to impose quantity restrictions. However where restrictions are imposed, the Department urges that the matter is regularly reconsidered.

#### 1.1.4

The DfT guidance is just that, guidance. We are unaware of any actual (or proposed) change in legislation that would affect the legal standing of an entry control policy in the context of local hackney carriage markets. The large body of well established case law and precedent should be unaffected by this guidance. Notwithstanding this, the local authority may wish to take this guidance into consideration when determining its policy, particularly given the forthright way in which DfT chooses to express its views on entry control in Paragraph 31.

## 2 Background

### 2.1 **General**

2.1.1 This section of the report provides a general background to the taxi market in Leeds and the relevant legislation governing the market.

### 2.2 **Relevant Entry Control Regulations**

2.2.1 Under the Town Police Clauses Act 1847, a licensing authority had an unfettered discretion to limit the number of hackney carriage licences by being able to licence only such numbers as it thought fit. It was a power, which was widely used by many authorities to restrict the numbers of hackney carriages for the purpose of exercising control and supervision over them. Under the Transport Act 1985, the position in law changed and the 1847 Act, as now amended by Section 16, provides as follows:

*"That the grant of a licence may be refused for purposes of limiting the number of hackney carriages..., if but only if, the person authorised to grant a licence is satisfied that there is no significant demand for the services of hackney carriages... which is unmet".*

2.2.2 The Act also provides for an appeals procedure whereby unsuccessful applicants for hackney carriage licences may call upon an authority to demonstrate that it is satisfied that there exists no significant unmet demand. If, in the eyes of the Court, the Authority fails to meet this requirement, the appeal against the refusal to issue a licence will be successful.

### 2.3 **City of Leeds Overview**

2.3.1 Leeds is located on the River Aire in West Yorkshire, location shown in Figure 2.1, and has a population of 715,402 people (Census 2001), estimated at 761,000 according to 2007 population estimates.

Figure 2.1: Location of Leeds

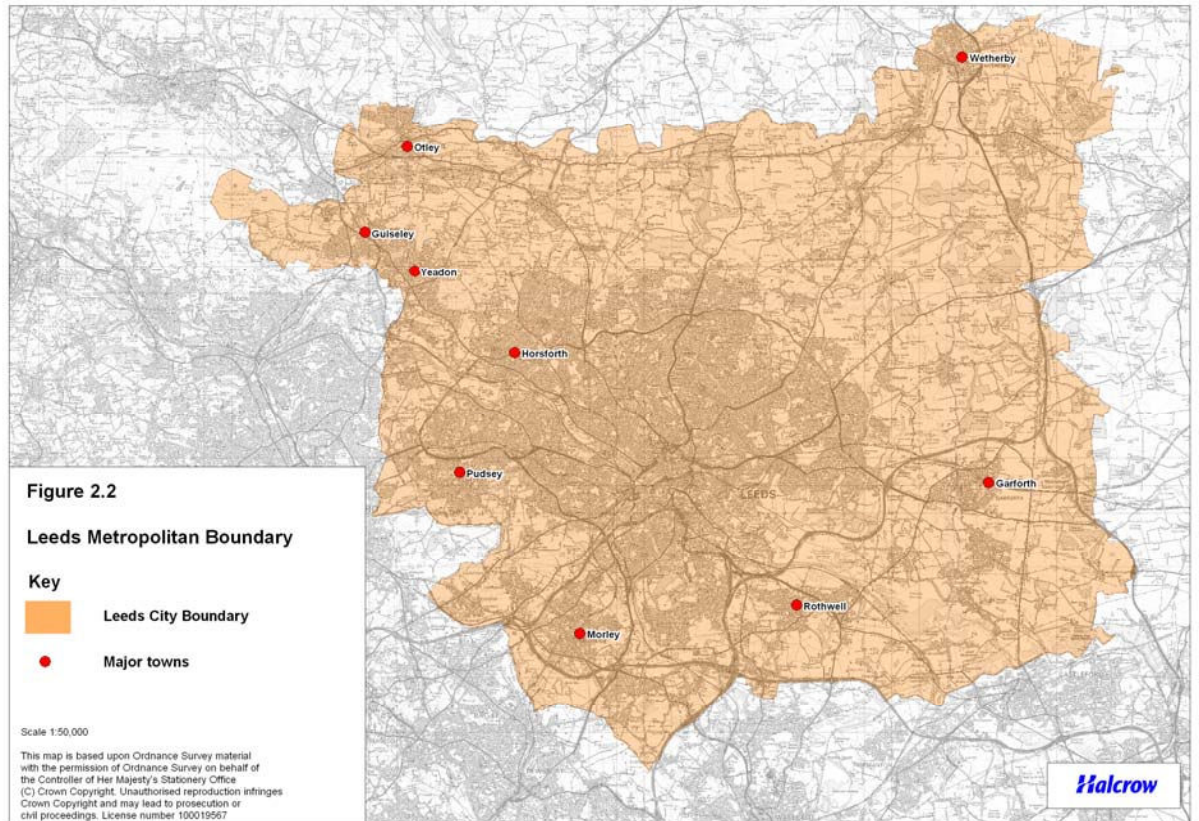


- 2.3.2 Leeds is the largest centre for business and financial services in the UK outside of London<sup>1</sup> and is one of the fastest growing cities in the UK. There are two universities within the city creating a large student population. The city has extensive shopping and leisure facilities, and is currently undergoing re-development and growth within the city centre.
- 2.3.3 National and international transport links are good, with Leeds Bradford International Airport providing an international gateway, and Leeds train station linking Leeds directly to London.
- 2.3.4 The Leeds Metropolitan Borough encompasses many towns and villages within its border which are distinct demand generators in their own right – as highlighted in Figure 2.2.

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<sup>1</sup> ONS Annual Business Inquiry 2005

Figure 2.2 Leeds Metropolitan area



## 2.4 *Background to the Hackney Carriage Market in Leeds*

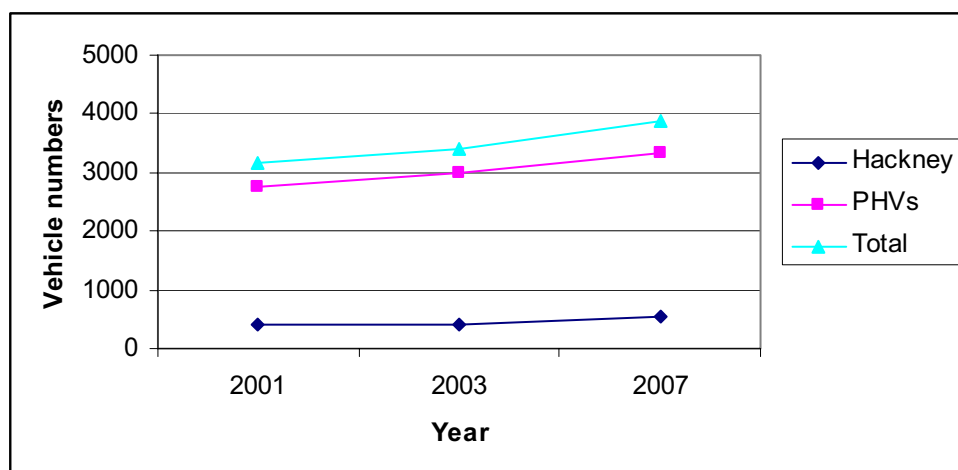
2.4.1 There are 537 licensed Hackney Carriages in the Leeds district, giving a level of hackney carriage provision of one vehicle per 1,332 resident population. The private hire fleet consists of over 4,000 vehicles. In view of the size of this fleet relative to the hackney carriage fleet, it is evident that this is the dominant force in the Leeds taxi market.

2.4.2 Leeds City Council has pursued a policy of controlled expansion to the hackney carriage market in recent years. The controlled expansion policy ran from 1998 and stipulated that hackney carriage vehicle licences would increase by 40 licences a year over a five year period. At present the numerical limit of hackney carriages is set at 537. This figure has more than doubled since 1994 when the limit was maintained at 262 hackney carriage vehicle licences. With a population of 715,402 hackney carriage provision currently stands at one vehicle per 1,332 resident population.

2.4.3

Leeds City Council commissioned Halcrow to undertake an unmet demand survey in 2001. This survey concluded that the policy of controlled expansion should continue but at an increased rate of 45 licences per year for 3 years. Figure 2.3 details this increase in licences.

Figure 2.3 Trends in Hackney Carriage and Private Hire Car Numbers (2001 - 2007)



2.5

### ***Comparison with the Core Cities***

2.5.1

In order to assess the current level of taxi provision in Leeds it is necessary to benchmark Leeds against the other 'core cities'.

2.5.2

The Core Cities group is a network of England's major regional cities: Birmingham, Bristol, Leeds, Liverpool, Manchester, Newcastle, Nottingham and Sheffield. They form the economic and urban cores of wider surrounding territories, the city regions and are the economic drivers of their regions.

2.5.3

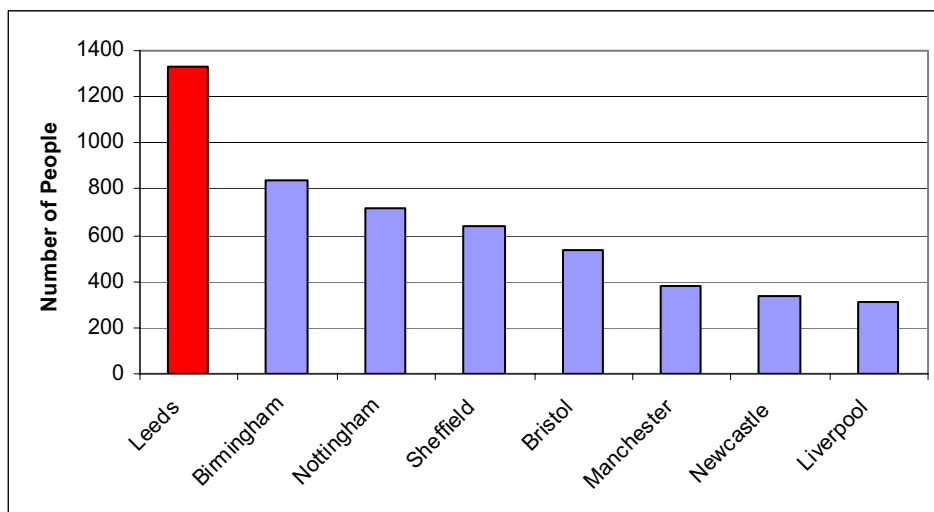
Leeds has been benchmarked against the other core cities in terms of its hackney carriage provision.

2.5.4

Figure 2.4 documents the population per hackney for the core cities in England. Leeds has the highest per capita provision of the core cities with 1 hackney per 1,332 head of population i.e. lower provision. The de restricted authorities of Birmingham and Bristol have a level of provision that is better than Leeds and up until January 2008 Sheffield was a de restricted authority.



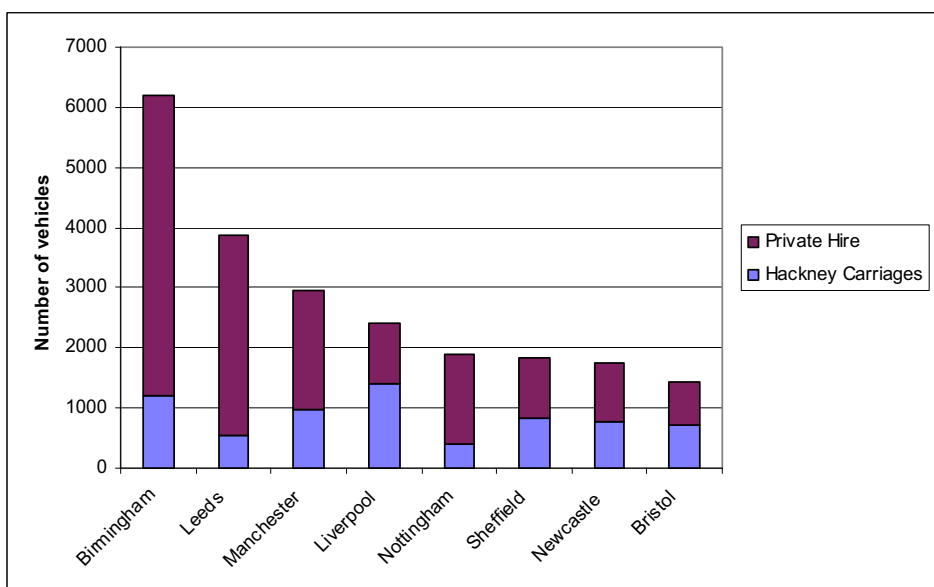
**Figure 2.4 Population per hackney across the Core Cities**



2.5.5

In terms of the total fleet size Figure 2.5 highlights how Leeds compares with the Core Cities. Leeds has the second highest fleet size of the core cities.

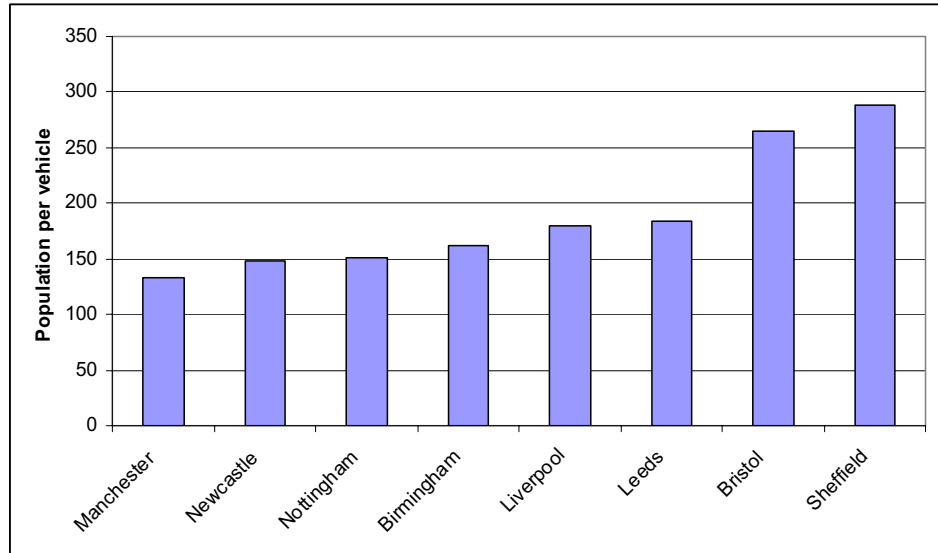
**Figure 2.5 Total fleet size across the Core Cities**



2.5.6

However in terms of per capita provision across the entire fleet Leeds has the third worst level of provision as documented in Figure 2.6.

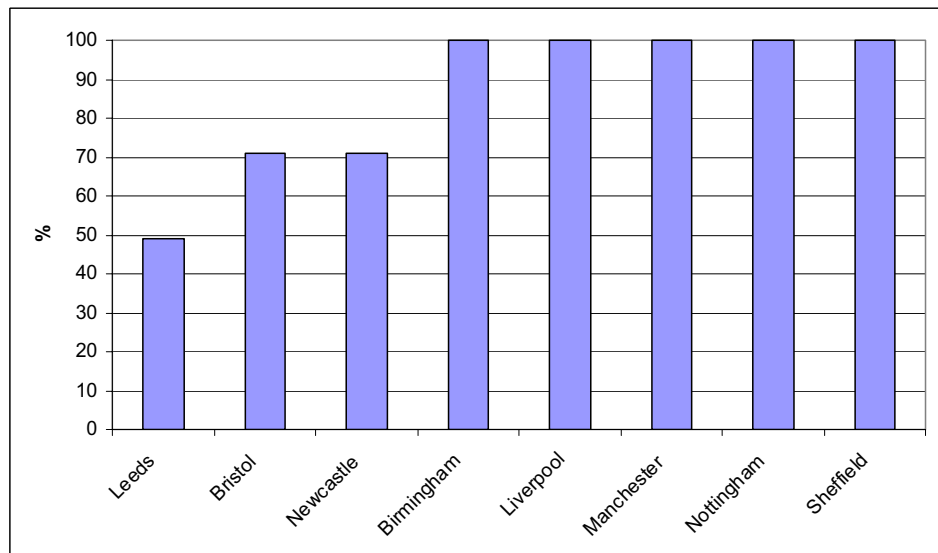
**Figure 2.6 Population per fleet vehicle across the Core Cities**



2.5.7

Figure 2.7 provides detail as to the proportion of wheelchair accessible vehicles within the hackney fleet across the Core Cities. Leeds has the lowest proportion of wheelchair accessible vehicles within its hackney fleet.

**Figure 2.7 Proportion of the hackney fleet that is wheelchair accessible**



## 2.6

### ***Provision of Hackney Carriage Stands***

#### 2.6.1

There are currently 491 official ranks and 2 temporary ranks located in the Leeds licensing district providing space for 309 vehicles (248 within the city centre and 61 in the suburbs.) A list of these ranks is appended to the report. Prior to undertaking the study Halcrow undertook a reconnaissance of all the ranks in the district. This review identified a significant number of ranks that were not used by the trade or passengers and a number that were frequently abused by parked cars. Since the unmet demand study was undertaken LCC have introduced two new ranks in 2009: Lower Briggate; and Meadow Lane.

#### 2.6.2

The reconnaissance identified that the following ranks were frequently inoperational due to parked cars.

- Cookridge St (Radisson Hotel);
- York St;
- Bishopgate St;
- Crossgates Lane, Crossgates;
- Harrogate Rd, Chapel Allerton;
- New road Side, Horsforth;
- Town Street, Armley; and
- Town Street, Horsforth.

#### 2.6.3

Further information regarding the use of ranks is provided in Chapter 4. Plates 1, 2 and 3 picture three ranks in Leeds city centre:

Plate 1 Leeds Railway Station Rank



Plate 2 Vicar Lane Rank (Victoria Quarter)



### Plate 3 North Lane, Headingley



2.7

#### ***Hackney Carriage Fares and Licence Premiums***

2.7.1

Hackney carriage fares are regulated by the Local Authority. There is one standard tariff (6am-10pm Monday to Sunday) with a series of extra charges for hiring's between 10pm-6am Monday to Sunday; hiring's on Bank Holidays; at Christmas and New Year Periods.

2.7.2

The standard charge tariff is made up of two elements; an initial fee (or "drop") of £2.20 for entering the vehicle and travelling any distance up to 233yds/74 seconds. For an additional 233yds/74seconds travelled is charged at 20p until taximeter shows £5.20, Then for every 258 yds/79 seconds travelled is charged at 20p, until taximeter shows £10.70. Then finally for every 234yds/69 seconds travelled is charged at 20p. A standard two-mile daytime fare would therefore be £5.40. Table 2.2 outlines the fare structure in more detail.

**Table 2.2 Leeds Hackney Carriage Fare Tariff 2009**

	Price
<p><b>Tariff 1 Day (Between 6am and 9:59pm Monday to Friday)</b></p> <p>Initial fee for any distance travelled up to 233 yds/74 seconds</p> <p>For each subsequent 233 yds/74 seconds (until taximeter shows £5.20)</p> <p>Then for every 258 yds/79 seconds (until taximeter shows £10.40)</p> <p>Then for every 234 yds/69 seconds</p>	<p>£2.20</p> <p>20p</p> <p>20p</p> <p>20p</p>
<p><b>Tariff 2 Night (Between 10pm and 5:59am)</b></p> <p>Initial fee for any distance travelled up to 233 yds/74 seconds</p> <p>For each subsequent 233 yds/74 seconds (until taximeter shows £6.00)</p> <p>Then for every 258 yds/79 seconds (until taximeter shows £10.70)</p> <p>Then for every 234 yds/69 seconds</p>	<p>£3.00</p> <p>20p</p> <p>20p</p> <p>20p</p>
<p><b>Christmas period is between 18.00 on 24 December and 05:59 on 27 December</b></p> <p><b>New Year period is between 18.00 on 31 December and 05:59 on 2 January</b></p>	
<p><b>Tariff 4 Day Christmas/ New Year Period (Between 6am and 9:59pm)</b></p> <p>Initial fee for any distance travelled up to 233 yds/74 seconds</p> <p>For each subsequent 233 yds/74 seconds (until taximeter shows £7.80)</p> <p>Then for every 258 yds/79 seconds (until taximeter shows £15.60)</p> <p>Then for every 234 yds/69 seconds</p>	<p>£3.30</p> <p>30p</p> <p>30p</p> <p>30p</p>
<p><b>Tariff 5 Night Christmas/New Year Period (Between 10pm and 05:59am)</b></p> <p>Initial fee for any distance up to 233 yds/74 seconds</p> <p>For each subsequent 233 yds/74 seconds (until taximeter shows £9.00)</p> <p>Then for every 258 yds/74 seconds (until taximeter shows £16.80)</p> <p>Then for every 234 yds/69 seconds</p>	<p>£4.50</p> <p>30p</p> <p>30p</p> <p>30p</p>
<p><b>Extra Charges</b></p> <p>For each person in excess of 3 for the whole journey irrespective of distance</p> <p>For non cash credit account fare payment.</p> <p>Maximum charge for fouling inside or outside of the carriage</p>	<p>50p</p> <p>additional maximum charge of 15% of the fare</p> <p>£30.00</p>

*Source: Leeds City Council*

2.7.3 In the published monthly league table, Leeds is rated 22<sup>nd</sup> of the 377 authorities cited (Private Hire and Taxi Monthly, June 2009). Fares are above the average to what is

typical elsewhere across the UK. Table 2.3 provides a comparison of where other core cities rank in terms of fares.

**Table 2.3 Comparison of Neighbouring Authorities in Terms of Fares (figures are ranked out of a total of 377 Authorities with 1 being the most expensive)**

Local Authority	Rank
Leeds	22
Birmingham	30
Newcastle	64
Bristol	75
Sheffield	84
Manchester	125
Nottingham	212
Liverpool	253

*Source: Private Hire and Taxi Monthly, June 2009*

- 2.7.4 Where local hackney carriage markets are subject to both price and entry regulation, it has commonly been the case that a rent accrues to the ownership of the vehicle licence. This rent or “premium” is difficult to assess accurately as the re-sale of vehicle licences is not encouraged by the Authority. It was estimated by the Authority in the last unmet demand study that the resale value in 2005 was in the region of £45,000 to £50,000.
- 2.7.5 The existence of a licence premium is evidence of “excess” profit; that is, profit that would not exist if the level of supply of hackney carriages was determined by the market rather than by the Regulator. Licence premiums do not exist in Authorities where quantity controls are absent. This does not mean that we judge hackney carriage proprietors in Manchester to be making too much money. It is not within our remit to comment on what is or is not an appropriate rate of remuneration from hackney carriage operation. The term “excess” profit simply means that earnings from plying for hire are higher at present than they would be if a free entry policy was introduced.
- 2.7.6 Although a premium is a clear indicator of higher than “market” profits it is not necessarily an indicator of significant unmet demand. Where a premium exists, this may be due to low cab waiting time associated with under-supply, and hence passenger delays. Alternatively, it may be due to a fares level, which is higher than the break-even

level for a given supply. Finally, it may simply be a reflection of the absence of alternative means of gaining employment.



## 3 Definition, Measurement and Removal of Significant Unmet Demand

### 3.1 *Introduction*

3.1.1 Section 3 provides a definition of significant unmet demand derived from experience of over 100 unmet demand studies since 1987. This leads to an objective measure of significant unmet demand that allows clear conclusions regarding the presence or absence of this phenomenon to be drawn. Following this, a description is provided of the SUDSIM model which is a tool developed to determine the number of additional hackney licences required to eliminate significant unmet demand, where such unmet demand is found to exist.

### 3.2 *Overview*

Significant Unmet Demand (SUD) has two components:

- patent demand – that which is directly observable; and
- “suppressed” demand – that which is released by additional supply.

3.2.1 Patent demand is measured using rank observation data. Suppressed (or latent) demand is assessed using data from the rank observations and public attitude interview survey. Both are brought together in a single measure of unmet demand, ISUD (Index of Significant Unmet Demand).

### 3.3 *Defining Significant Unmet Demand*

3.3.1 The provision of evidence to aid licensing authorities in making decisions about hackney carriage provision requires that surveys of demand be carried out. Results based on observations of activity at hackney ranks have become the generally accepted minimum requirement.

3.3.2 The definition of significant unmet demand is informed by two Court of Appeal judgements:

- R v Great Yarmouth Borough Council ex p Sawyer (1987); and
- R v Castle Point Borough Council ex p Maude (2002).

- 3.3.3 The Sawyer case provides an indication of the way in which an Authority may interpret the findings of survey work. In the case of Sawyer v. Yarmouth City Council, 16 June 1987, Lord Justice Woolf ruled that an Authority is entitled to consider the situation from a temporal point of view as a whole. It does not have to condescend into a detailed consideration as to what may be the position in every limited area of the Authority in relation to the particular time of day. The area is required to give effect to the language used by the Section (Section 16) and can ask itself with regard to the area as a whole whether or not it is satisfied that there is no significant unmet demand.
- 3.3.4 The term “suppressed” or “latent” demand has caused some confusion over the years. It should be pointed out that following Maude v Castle Point Borough Council, heard in the Court of Appeal in October 2002, the term is now interpreted to relate purely to that demand that is measurable. Following Maude, there are two components to what Lord Justice Keene prefers to refer to as “suppressed demand”:
- what can be termed inappropriately met demand. This is current observable demand that is being met by, for example, private hire cars illegally ranking up; and
  - that which arises if people are forced to use some less satisfactory method of travel due to the unavailability of a hackney carriage.
- 3.3.5 If demand remained at a constant level throughout the day and week, the identification and treatment of significant unmet demand would be more straight-forward. If there were more cabs than required to meet the existing demand there would be queues of cabs on ranks throughout the day and night and passenger waiting times would be zero. Conversely, if too few cabs were available there would tend to be queues of passengers throughout the day. In such a case it would, in principle, be a simple matter to estimate the increase in supply of cabs necessary to just eliminate passenger queues.
- 3.3.6 Demand for hackney carriages varies throughout the day and on different days. The problem, introduced by variable demand, becomes clear when driver earnings are considered. If demand is much higher late at night than it is during the day, an increase in cab supply large enough to eliminate peak delays will have a disproportionate effect on the occupation rate of cabs at all other times. Earnings will fall and fares might have to be increased sharply to sustain the supply of cabs at or near its new level.
- 3.3.7 The main implication of the present discussion is that it is necessary, when considering whether significant unmet demand exists, to take account of the practicability of improving the standard of service through increasing supply.

3.4 ***Measuring Patent Significant Unmet Demand***

3.4.1 Taking into account the economic, administrative and legal considerations, the identification of this important aspect of significant unmet demand should be treated as a three stage process as follows:

- identify the demand profile;
- estimate passenger and cab delays; and
- compare estimated delays to the demand profile.

3.4.2 The broad interpretation to be given to the results of this comparison are summarised in Table 3.1.

**Table 3.1 Existence of Significant Unmet Demand (SUD) Determined by Comparing Demand and Delay Profiles**

	Delays during peak only	Delays during peak and other times
Demand is:		
<b>Highly Peaked</b>	No SUD	Possibly a SUD
<b>Not Highly Peaked</b>	Possibly a SUD	Possibly a SUD

3.4.3 It is clear from the content of the table that the simple descriptive approach fails to provide the necessary degree of clarity to support the decision making process in cases where the unambiguous conclusion is not achievable. However, it does provide the basis of a robust assessment of the principal component of significant unmet demand. The analysis is therefore extended to provide a more formal numerical measure of significant unmet demand. This is based on the principles contained in the descriptive approach but provides greater clarity. A description follows.

3.4.4 The measure feeds directly off the results of observations of activity at the ranks. In particular it takes account of:

- case law that suggests an authority should take a broad view of the market;
- the effect of different levels of supply during different periods at the rank on service quality;
- the need for consistent treatment of different authorities, and the same authority over time.

### 3.4.5

The Index of Significant Unmet Demand (ISUD) was developed in the early 1990's and is based on the following formula. The LDF element was introduced in 2006 to reflect the increased emphasis on latent demand in DfT Guidance

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

Where:

- APD = Average Passenger Delay calculated across the entire week.
- PF = Peaking Factor. If passenger demand is highly peaked at night the factor takes the value of 0.5. If it is not peaked the value is 1. Following case law this provides dispensation for the effects of peaked demand on the ability of the Trade to meet that demand. To identify high peaking we are generally looking for demand at night (at weekends) to be substantially higher than demand at other times.
- GID = General Incidence of Delay. This is measured as the proportion of passengers who travel in hours where the delay exceeds one minute.
- SSP = Steady State Performance. The corollary of providing dispensation during the peaks in demand is that it is necessary to focus on performance during "normal" hours. This is measured by the proportion of hours during weekday daytimes when the market exhibits excess demand conditions (i.e. passenger queues form at ranks).
- 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 flagdown during the previous three months. It is measured as 1+ proportion giving up waiting. The inclusion of this factor is a tactical response to the latest DfT guidance.

### 3.4.6

The product of these six measures provides an index value. The index is exponential and values above the 80 mark have been found to indicate significant unmet demand. This benchmark was defined by applying the factor to the 25 or so studies that had been conducted at the point it was developed. These earlier studies had used the same principles but in a less structured manner. The highest ISUD value for a study where a conclusion of no significant unmet demand had been found was 72. The threshold was therefore set at 80. The ISUD factor has been applied to over 80 studies by Halcrow and has been adopted by others working in the field. It has proved to be a robust, intuitively appealing and reliable measure.

3.4.7 Suppressed/latent demand is explicitly included in the above analysis by the inclusion of the LDF factor and because any known illegal plying for hire by the private hire trade is included in the rank observation data. This covers both elements of suppressed/latent demand resulting from the Maude case referred to above and is intended to provide a 'belt and braces' approach. A consideration of latent demand is also included where there is a need to increase the number of hackney carriage licences following a finding of significant unmet demand. This is discussed in the next section.

### 3.5 ***Determining the Number of New Licences Required to Eliminate Significant Unmet Demand***

3.5.1 To provide advice on the increase in licences required to eliminate significant unmet demand, Halcrow has developed a predictive model. SUDSIM is a product of 20 years experience of analysing hackney carriage demand. It is a mathematical model, which predicts the number of additional licences required to eliminate significant unmet demand as a function of key market characteristics.

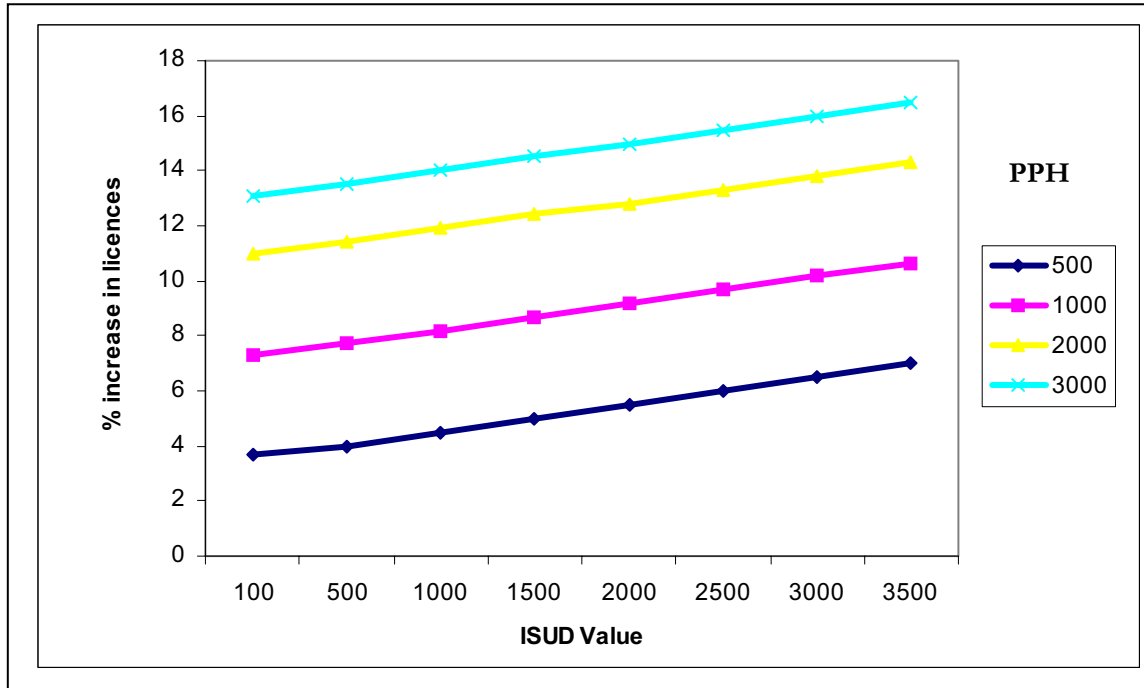
3.5.2 SUDSIM represents a synthesis of a queue simulation work that was previously used (1989 to 2002) to predict the alleviation of significant unmet demand and the ISUD factor described above (hence the term SUDSIM). The benefit of this approach is that it provides a direct relationship between the scale of the ISUD factor and the number of new hackney licences required.

3.5.3 SUDSIM was developed taking the recommendations from 14 previous studies that resulted in an increase in licences, and using these data to calibrate an econometric model. The model provides a relationship between the recommended increase in licences and three key market indicators:

- the population of the licensing Authority;
- the number of hackneys already licensed by the licensing Authority; and
- the size of the SUD factor.

3.5.4 The main implications of the model are illustrated in Figure 3.1 below. The figure shows that the percentage increase in a hackney fleet required to eliminate significant unmet demand is positively related to the population per hackney (PPH) and the value of the ISUD factor over the expected range of these two variables.

Figure 3.1 Forecast Increase in Hackney Fleet Size as a Function of Population Per Hackney (PPH) and the ISUD Value



3.5.5 Where significant unmet demand is identified, the recommended increase in licences is therefore determined by the following formula:

$$\text{New Licences} = \text{SUDSIM} \times \text{Latent Demand Factor}$$

Where:

- Latent Demand Factor = (1 + proportion giving up waiting for a hackney at either a rank or via flagdown)

3.6

***Note on Scope of Assessing Significant Unmet Demand***

3.6.1

It is useful to note the extent to which a licensing authority is required to consider peripheral matters when establishing the existence or otherwise of significant unmet demand. This issue is informed by R v Brighton Borough Council, exp p Bunch 1989<sup>2</sup>. This case set the precedent that it is only those services that are exclusive to hackney

<sup>2</sup> See Button JH 'Taxis – Licensing Law and Practice' 2<sup>nd</sup> edition Tottel 2006 P226-7

carriages that need concern a licensing authority when considering significant unmet demand. Telephone booked trips, trips booked in advance or indeed the provision of bus type services are not exclusive to hackney carriages and have therefore been excluded from consideration.

## 4 Evidence of Patent Unmet Demand – Rank Observation Results

### 4.1 *Introduction*

4.1.1 This section of the report highlights the results of the rank observation survey. The rank observation programme covered a period of over 1,500 hours. Stance observations were undertaken over five periods between February 2008 and December 2008. The results from all five observations periods have been combined to produce an overall result for Leeds across a year. The results from each observation period is provided in Technical Notes 1-5 and appended to the report. During the hours observed some 29,265 passengers and 19,460 cab departures were recorded in an average week. A summary of the rank observation programme is provided in Appendix 2.

4.1.2 The results presented in this Section summarise the information and draw out its implications. This is achieved by using five indicators:

- **The Balance of Supply and Demand** – this indicates the proportion of the time that the market exhibits excess demand, equilibrium and excess supply;
- **Average Delays and Total Demand** – this indicates the overall level of passengers and cab delays and provides estimates of total demand;
- **The Demand/Delay Profile** – this provides the key information required to determine the existence or otherwise of significant unmet demand;
- **The Proportions of Passengers Experiencing Given Levels of Delay** – this provides a guide to the generality of passenger delay; and
- **The Effective Supply of Vehicles** – this indicates the proportion of the fleet that was off the road during the survey.

### 4.2 *The Balance of Supply and Demand*

4.2.1 The results of the analysis are presented in Table 4.1 below. The predominant market state is one of equilibrium. Excess supply (queues of cabs) was experienced during 21% of the hours observed while excess demand (queues of passengers) was experienced in 12% of hours. Excess demand is lower than it was in 2000, which suggests that fewer passengers have to queue for taxis at ranks. Conditions are most



favourable to customers during the weekday day. Conditions were least favourable to customers on weekend day and night periods.

**Table 4.1 The Balance of Supply and Demand in the Leeds Rank-Based Hackney Carriage Market (Percentages – Rows Sum to 100)**

Period		Excess Demand	Equilibrium	Excess Supply
Weekday	Day	5	68	27
	Night	8	74	18
Weekend	Day	14	77	9
	Night	18	60	22
Sunday	Day	10	61	29
<b>All</b>		<b>12</b>	<b>67</b>	<b>21</b>

NB – Excess Demand = Maximum Passenger Queue  $\geq 3$ . Excess Supply = Minimum Cab Queue  $\geq 3$  – values derived over 12 time periods within an hour.

**4.3 Average Delays and Total Demand**

4.3.1 The following estimates of average delays and throughput were produced for each of the main ranks in the licensing district and for the district as a whole. The values for each individual period of rank observations are contained in Technical Notes 3-7, Table 4.2 contains a summary of average values weighted over the five rank observation periods.

4.3.2 The survey suggests on average some 29,265 passenger departures occur per week from ranks in Leeds involving some 19,460 cab departures.

4.3.3 The taxi trade is somewhat concentrated at the Railway Station, accounting for over 40% of the total passenger departures. On average, passengers wait 0.68 minutes for a cab. This shows a reduction in passenger delay since 2000<sup>3</sup>.

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<sup>3</sup> This is the average figure for all ranks over the entire rank observation period

**Table 4.2 Average Delays and Total Demand (Delays in Minutes)**

<b>Rank</b>	<b>Passenger Departures</b>	<b>Cab Departures</b>	<b>Average Passenger Delay</b>	<b>Average Cab Delay</b>
Dyer Street	2,762	1,701	0.14	27.85
Railway Station	11,841	8,273	1.22	4.28
Leeds University	964	914	0.04	25.31
Vicar Lane	1,118	972	0.39	19.01
Dortmund Square	482	473	0.04	10.82
Headrow (Primark)	120	210	0.50	4.03
Call Lane	2,634	1,442	0.21	7.90
Oceana	2,693	1,405	0.52	8.03
Halo	847	575	0.77	7.43
Boar Lane	217	378	0.00	0.45
Grand Theatre	1,062	547	0.70	10.15
North Lane	675	330	0.14	13.15
Est Est Est	2,134	1,215	0.47	9.42
Merrion Street	991	621	0.12	16.67
Greek Street	725	405	0.01	20.92
<b>Total</b>	<b>29,265</b>	<b>19,460</b>	<b>0.68</b>	<b>10.15</b>

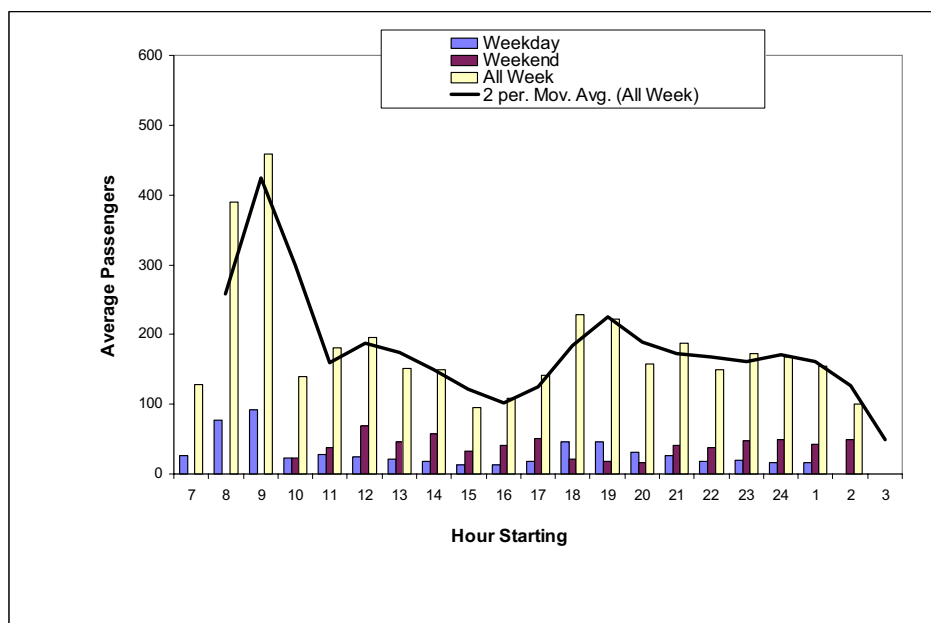
4.4

***The Delay/Demand Profile***

4.4.1

Figure 4.1 provides a graphical illustration of passenger demand for the Monday to Saturday period between the hours of 09:00 and 03:00.

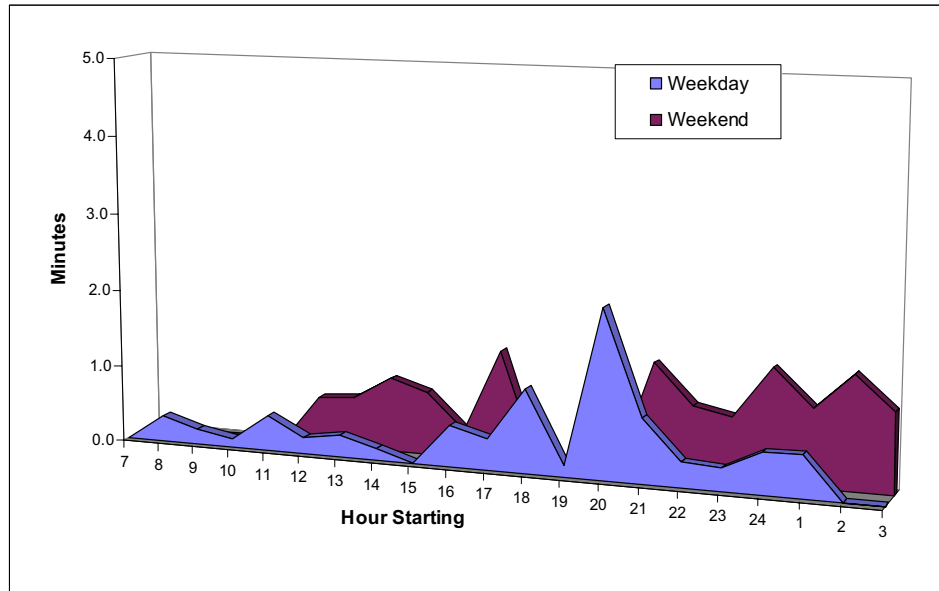
Figure 4.1 Passenger Demand by Time of Day in 2008 (Monday to Saturday)



4.4.2 The level of peaking late at night relative to the daytime is high; we therefore conclude that this is a 'highly peaked' demand profile. This has implications for the interpretation of the results (see section 4.7 below).

4.4.3 Figure 4.2 provides an illustration of passenger delay by the time of day for the weekday and weekend periods. It indicates incidences of passenger delay peak at weekday nights around 2000. The level of passenger delay can peak to two minutes on weekday evenings. For all other times of day the level of passenger delay is generally less than two minutes.

Figure 4.2 Passenger Delay by Time of Day in 2008 (Monday to Saturday)



4.5

*The Generality of Passenger Delay*

4.5.1

The rank observation data can be used to provide a simple assessment of the likelihood of passengers encountering delay at ranks. The results are presented in Table 4.3 below.

Table 4.3 General Incidence of Passenger Delay (Percentages)

Year	Delay > 0	Delay > 1 minute	Delay > 5 minutes
2009	12.68	6.35	0.77

4.5.2

In 2009 the proportion likely to experience more than a minute of delay is 6.35%. It is this proportion that is used within the ISUD as the 'Generality of Passenger Delay'.

4.6

**Leeds Compared to Other Districts**

4.6.1

Comparable statistics are available from a number of similar local authorities and these are listed in Table 4.4. The table highlights a number of key results including:<sup>4</sup>

- Population per hackney carriage at the time of the study (column one);
- The proportion of rank users travelling in hours in which delays of greater than zero, greater than one minute and greater than five minutes occurred (columns two to four);
- Average passenger and cab delay calculated from the rank observations (columns five to six);
- The proportion of Monday to Thursday daytime hours in which excess demand was observed (column seven);
- The judgement on whether rank demand is highly peaked (column eleven); and
- A numerical indicator of significant unmet demand.

District and Year of Survey	Population per Hackney	Proportion Waiting at Ranks	<i>Proportion Waiting &gt;= 1 Min</i>	<i>Proportion Waiting &gt;= 5 Mins</i>	<i>Average Passenger Delay</i>	<i>Average Cab Delay</i>	% Excess Demand	Demand Peaked, Yes=0.5 No=1	ISUD Indicator Value
<b>Leeds 08</b>	<b>1,332</b>	<b>12.68</b>	<b>6.35</b>	<b>0.77</b>	<b>0.68</b>	<b>10.15</b>	<b>5</b>	<b>0.5</b>	<b>12</b>
Edinburgh 08/09	370	12.27	7.35	2.6	1.27	12.64	11	1	129
Manchester 07	394	21	6	2.28	1.59	10.24	14	1	174
Sheffield 07*	655	7.38	3.74	0.75	0.42	11.08	0	0.5	0
Bristol 06	535	9.78	6.11	2.08	0.95	12.76	13	0	102
Brighton 06	508	52	23	6	0.73	7.64	6	0.5	50
Leicester05	880	21	11	1	0.35	19.36	3	1	12
Edinburgh 01	373	47	29	9	1.27	8.77	13	1.0	479
Cardiff 01	656	51	29	6	0.83	8.77	14	0.5	168
Worcester 01*	941	40	4	1	0.46	12.3	8	0.5	7
Leicester 00 *	956	10	7	3	1.17	20.19	1	1.0	8
Manchester 00	569	59	40	13	1.78	6.79	23	1.0	1,638
<b>Average</b>	<b>681</b>	<b>29</b>	<b>14</b>	<b>4</b>	<b>1</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>232</b>
KEY * Derestricted Authorities at time of study									

<sup>4</sup> Some caution should be applied to these comparisons as the latest Leeds and Edinburgh entries are based on annualised surveys and have much bigger samples than the others.

4.6.2

The following points (obtained from the rank observations) may be made about the results in Leeds compared to other areas studied:

- Population per hackney carriage is above the overall average value i.e. Leeds has a lower than average level of provision;
- The proportion of passengers who travel in hours where some delay occurs is 12.68%, which is much lower than the average (29%) for the districts analysed;
- Overall passenger delay at 0.68 minutes is lower than the average value;
- Overall average cab delay is 10.15 minutes which is just below the average of 12 minutes for the districts shown; and
- The proportion of weekday daytime hours with excess demand conditions are observed is 5% which is below the average of 9%.

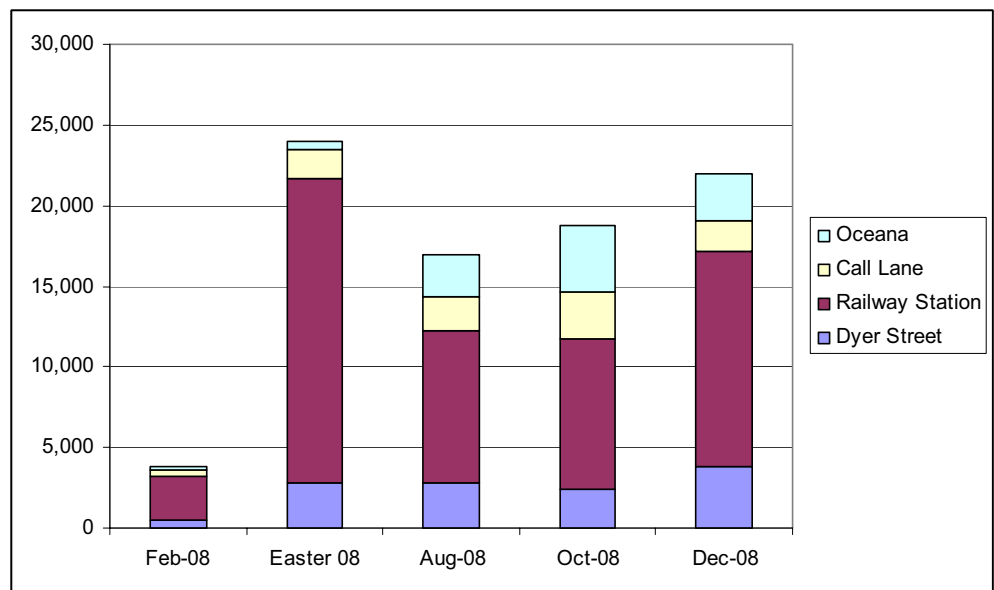
4.7

4.7.1

**Seasonality**

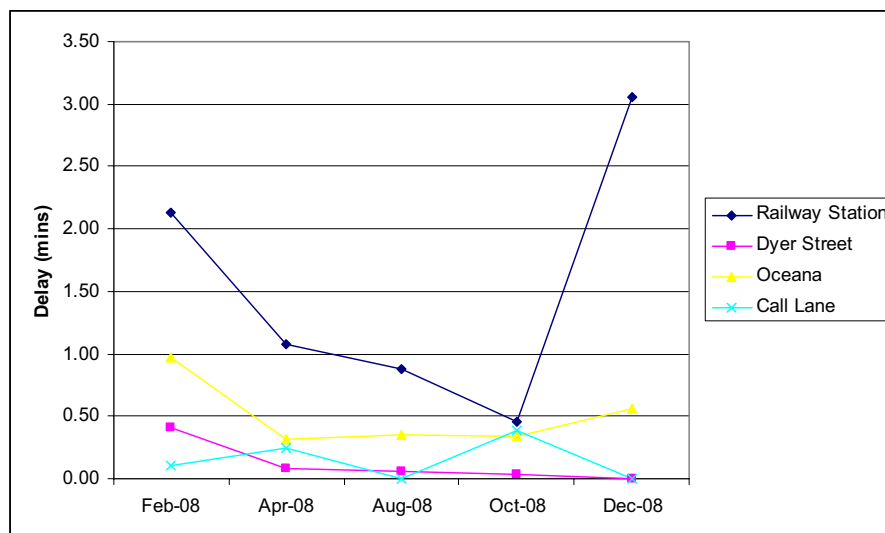
Analysis of the rank observations across the five periods has identified how passenger demand and delay fluctuate across the year. Figure 4.3 illustrates the fluctuations in demand through passenger departures across the five observation periods throughout the year for the four busiest ranks in Leeds. It should be noted however that the 'economic downturn' commenced towards the end of 2008 which may have a knock on effect on passenger numbers.

**Figure 4.3 Passenger Demand across 2008**



- 4.7.2 The results in Figure 4.3 show that there is a clear fluctuation in demand across the year. Passenger demand at the rail station is consistently higher than the other ranks with demand being the highest in March /April 2008.
- 4.7.3 Dyer Street follows has a fairly uniform demand across the year around 2,500 departures per week. The Christmas observation period shows closer to 4,000 departures per week.
- 4.7.4 Oceana, a popular student nightclub, shows an opposing pattern to that of the railway station with demand increasing between Easter 2008 and October 2008.
- 4.7.5 Finally Call Lane shows no definitive pattern to demand, but remains relatively stable throughout the year between 2,000 – 2,500 departures per week.
- 4.7.6 Demand in February is significantly lower for all ranks.
- 4.7.7 With regard to passenger delay, Figure 4.4 shoes the fluctuation across the year.

**Figure 4.4 Passenger Delay 2008**



- 4.7.8 Figure 4.4 documents the seasonal fluctuations across the year in terms of passenger delay. Passenger delay decreases between February and October 2008 with a steep increase in December 2008. Passenger delay also is higher for the Oceana and Dyer St ranks at the start of the year and gradually reduces.

4.8 *The Effective Supply of Vehicles*

4.8.1 Observers were required to record the hackney carriage licence plate number of vehicles departing from ranks. In this way we are able to ascertain the proportion of the fleet that was operating during the survey.

4.8.2 The lowest percentage of hackneys was observed during the February observation period – this was also the period with lowest overall demand. Some 95.7% of cabs were observed during the Easter period. Table 4.5 illustrates the observations across each observation period.

**Table 4.5 Taxi plates observed**

Observation Period	Cabs Observed Day (%)	Cabs Observed Night (%)	Cabs Observed Total (%)
Period 6 (Baseline)	81.0	82.3	94.2
Period 7 (Xmas)	84.7	84.4	94.6
Period 3 (Feb)	79.0	90.1	94.2
Period 4 (Easter)	80.8	92.9	95.7
Period 5 (August)	70.0	81.8	91.0



## 5 Evidence of Suppressed Demand - Public Attitude Pedestrian Survey Results

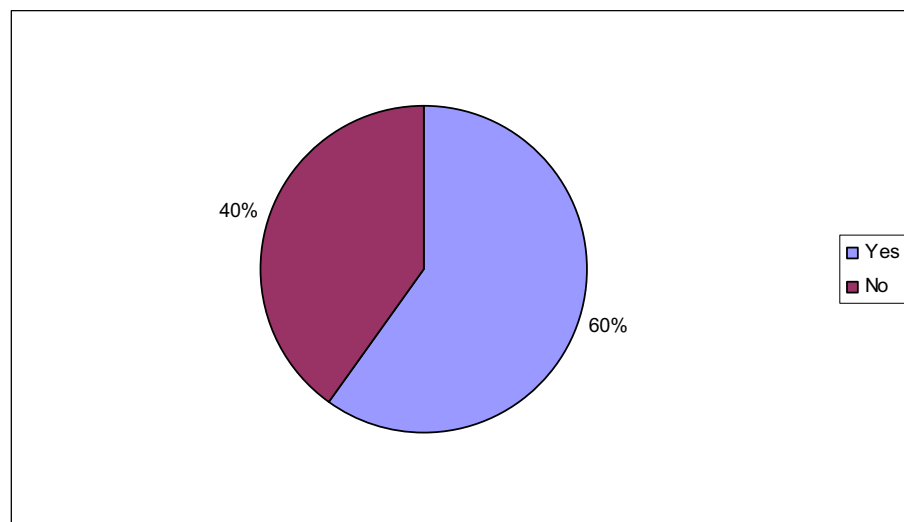
### 5.1 Introduction

5.1.1 Some 974 interviews were carried out in November 2007 and a further 937 in October and November 2008, providing a total of 1,911 surveys. A quota was followed so that the survey reflected the age and gender characteristics of the local community. This, in turn, ensured that broadly representative results were obtained.

5.1.2 A full breakdown and analysis of the results and the survey form are provided in Appendix 3.

5.1.3 The survey found over half of respondents (60.1%) had used a taxi<sup>5</sup> within this period. The results are displayed in Figure 5.1.

Figure 5.1 Made a trip by taxi in the last 3 months



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<sup>5</sup> The generic term 'taxi' was used during the survey to cover both hackney carriage and private hire vehicles.

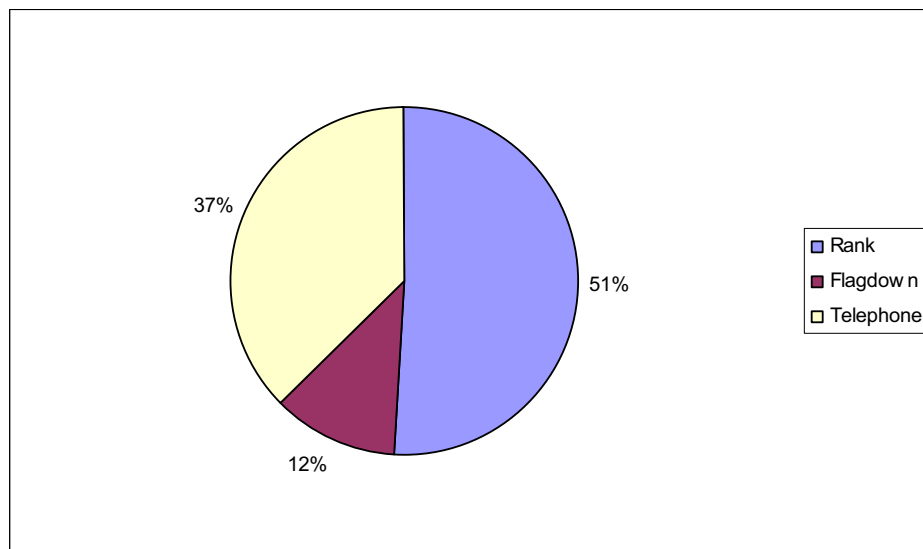
5.2

**Method of Hire on Last Trip**

5.2.1

Some 11.8% of hirings were achieved by on street flagdown. Some 37.4% of tripmakers stated that they hired their taxi by telephone (this includes hackney and private hire). Some 50.8% of tripmakers obtained a taxi at a rank. Figure 5.2 reveals the pattern of taxi hire.

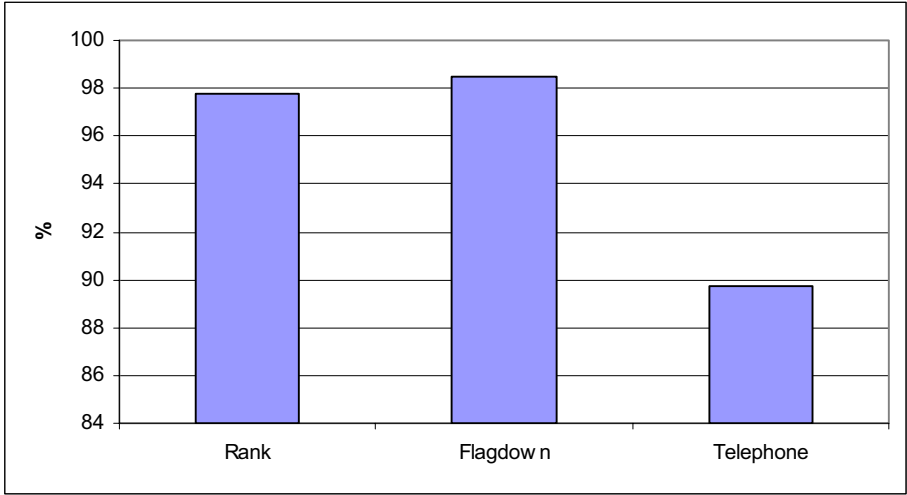
**Figure 5.2 Method of Hire for Last Trip**



5.2.2

Respondents were asked if they were satisfied with the time taken and the promptness of the taxis arrival. Figure 5.3 shows that for each method of obtaining a taxi, the majority were satisfied with the service. Satisfaction with obtaining a taxi by flagdown was the highest (98.5%).

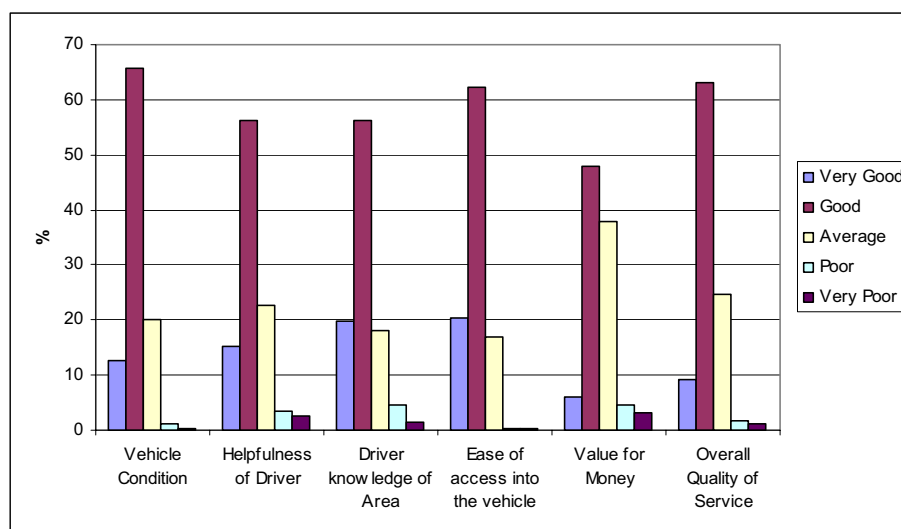
**Figure 5.3** Satisfaction with Delay on Last Trip by Method of Hire



5.2.3

Tripmakers were asked to rate their last taxi journey against a number of factors. Some 72.3% of respondents rated the overall quality of their last taxi journey as good or very good. Over 78% of respondents gave vehicle condition a rating of good or very good. Value for money was not rated as highly with 54.1% rating it as good or very good. The results are documented in figure 5.4.

**Figure 5.4** Rating of last journey



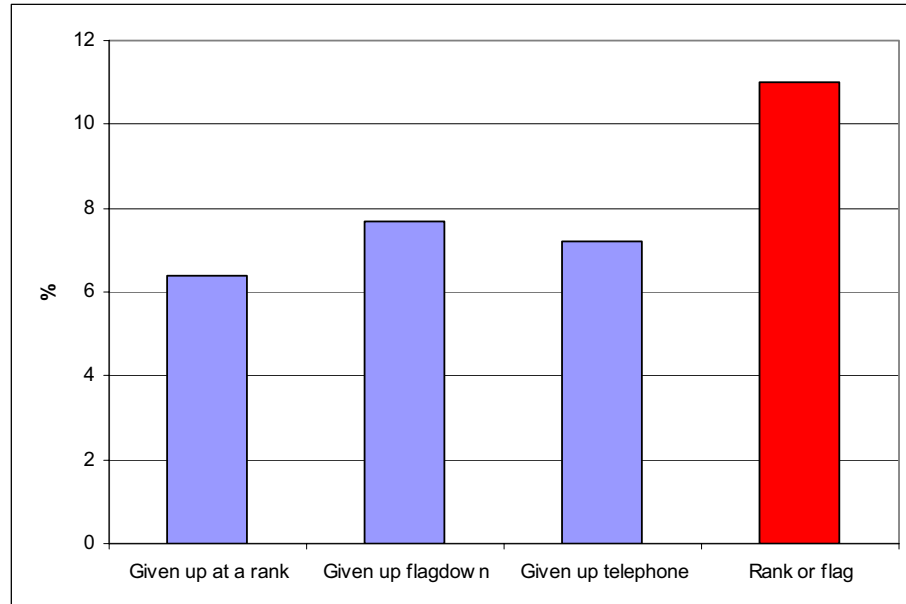
5.2.4 Those who rated any of the above aspects as poor or very poor were asked to state their reasons. These included:

- *Too expensive;*
- *Driver did not know the way;*
- *Driver did not speak very good English;*
- *Dirty Vehicle;*
- *Driver rude;*
- *Drivers don't help with bags;*
- *Overcharged.*

5.2.5 Since the survey was undertaken LCC have introduced additional training for drivers including a BTEC/NVQ qualification and numeracy and literacy tests.

5.2.6 In order to measure demand suppression, respondents were asked to identify whether or not they had given up waiting for a taxi at a rank, on the street, or by telephone in Leeds in the last three months. The results are documented in figure 5.5.

**Figure 5.5 Latent demand by method of hire – Have you given up trying to make a hiring?**



5.2.7 Figure 5.5 highlights that a higher proportion of respondents had given up trying to hire a taxi by flagdown than at a rank or telephone. Some 11% of respondents stated that they had given up waiting for a vehicle by flagdown or at a rank and this is the figure used to measure latent demand.

5.2.8 The areas stated by respondents as to where they had given up waiting for their vehicle included:

- Wetherby;
- Armley;
- City Centre;
- Leeds Train Station; and
- Merrion centre.

5.3 **Service Improvements**

5.3.1 Respondents were asked what the main reason was for them not using taxis in Leeds more often, the results are shown in Table 5.1 below. A large percentage of respondents (38.1%) stated that they didn't use taxis more often in Leeds because a bus was available. Some 24.1% of respondents do not use taxis more often because they have a car available and 12.9% stated that they didn't use them because they are too expensive.

**Table 5.1 Reasons for not using taxi services more often**

	Frequency	Percent
Too Expensive	245	12.9
Car Available	455	24.1
Walk/Cycle	139	7.3
Waiting Time/Availability	13	0.7
Bus Available	721	38.1
No Need	125	6.6
Distance to Ranks	2	0.1
Lack of disabled access vehicles	1	0.1
Prefer/Use Private Hire	113	6.0
Other	77	4.1
<b>Total</b>	<b>1891</b>	<b>100.0</b>

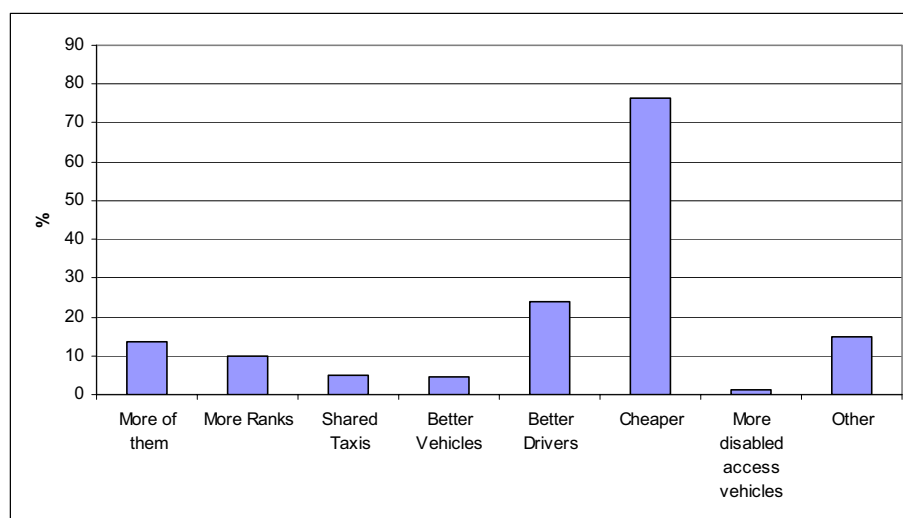
5.3.2 'Other' responses included:

- *Not very accessible with a pram;*
- *Scared – don't feel safe;*
- *Use a motorbike;*
- *Only use on nights out;*

5.3.3 Respondents were asked if they thought the taxi service in Leeds could be improved. The responses indicate that the majority of respondents (56.3%) thought that taxi services in Leeds did not need to be improved.

5.3.4 Those who considered that taxi services needed improvement were asked how they could be improved. Figure 5.6 documents the range of potential improvements.

**Figure 5.6 How could taxi services be improved (multiple responses)?**



5.3.5

As detailed in Figure 5.6 some 76.3% of those stipulating that taxi services could be improved stated that they could be cheaper. Some 23.8% stated that there was a need for better drivers with 13.6% stating that there was a need for more taxis. Other responses included:

- *More reliable, better time keeping;*
- *More courteous, friendly drivers;*
- *Consistent fares;*
- *English speaking drivers;*
- *Improved area knowledge of drivers; and*
- *More female drivers.*

5.4

#### **Safety & Security**

5.4.1

Respondents were asked whether they felt safe when using taxis in Leeds. The majority of respondents felt safe using taxis during the day (95.5%), however over one quarter of respondents (29.4%) stated that they felt unsafe using taxis at night in Leeds.

5.4.2

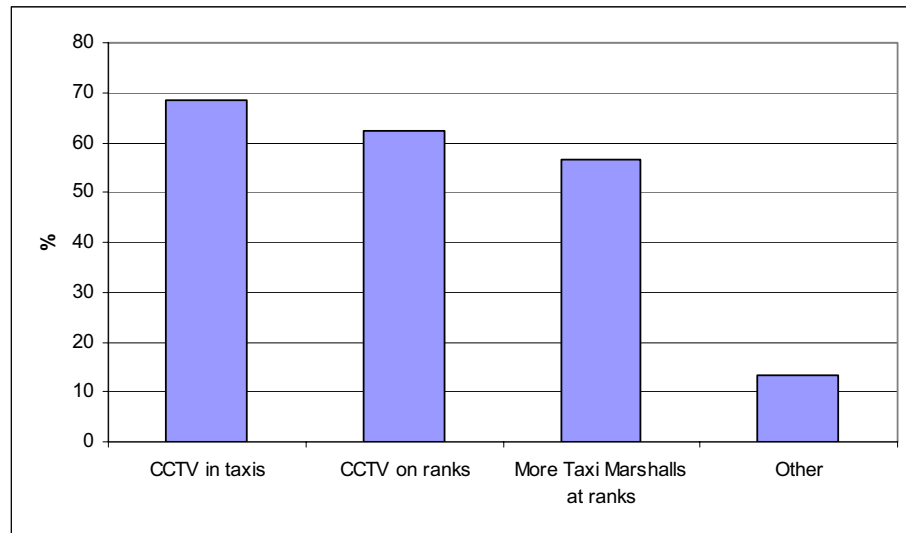
Respondents who did not feel safe during the day or at night were asked what needed to be done to improve safety and security when using taxis in Leeds. Some 68.6% of responses stated that CCTV in taxis and 62.3% stated that CCTV on ranks would improve safety when using taxis in Leeds. Some 56.7% of respondents would feel safer if there were more Taxi Marshalls at ranks. The results are shown in figure 5.7.

5.4.3

Amongst the 'other' responses included:

- More female drivers;
- Better displayed ID/licence cards

**Figure 5.7 Improvements to safety and security when using taxis in Leeds (multiple responses)**



5.5

**Rank Provision**

5.5.1

The survey asked if respondents were satisfied with the provision of taxi ranks in Leeds. Almost half of respondents (46.6%) were satisfied with the provision of ranks in Leeds with a further 42.5% of respondents being unsure as to whether any more ranks were needed. The remaining respondents (10.9%) felt there was a definite need for new rank provision.

5.5.2

Of those respondents who were not satisfied with the current provision of ranks in Leeds, they were asked what needed to be done about this. Table 5.2 documents the results.

5.5.3

Half of respondents felt that improving signage of existing ranks was needed in Leeds (68.4%), 40.4% stated that providing information on the location of existing ranks would improve taxi services in Leeds. Some 42.9% felt that providing new ranks would improve taxi rank provision.

**Table 5.2 Improvements to taxi rank provision in Leeds (multiple responses)**

	Frequency	Percent
Provide information on ranks	79	40.3



Improve signage	89	45.4
Provide new ranks	84	42.9
Other	3	1.5

5.5.4 Respondents were asked whether there were any locations that a new rank should be implemented. Some 7.4% of respondents stated that new locations were required, with 39.3% stating that none were required and 53.3% being unsure.

5.5.5 Those individuals who stated they would like to see a new rank were subsequently asked to provide a location. The most popular locations were:

- *Briggate;*
- *Hyde Park;*
- *Leeds City Market;*
- *Top end of city centre; and*
- *Wetherby*

5.5.6 Since the survey was undertaken LCC have introduced two new ranks at Lower Briggate and Meadow Lane.

### **Summary**

Key results from the Public Attitude Survey can be summarised as:

- 62.6% of respondents hired their taxi by either flagdown or at a rank;
- High levels of satisfaction with delay on last trip – telephone bookings provide the lowest level of satisfaction;
- Some 11% of respondents had given up trying to obtain a vehicle by rank or flagdown;
- Some 43.7% of respondents feel that taxi service in Leeds could be improved (need to be cheaper);
- Majority of respondents (95.5%) felt safe using taxis during the day;
- Some 29.4% of respondents felt unsafe using taxis at night; and
- Almost half of respondents were satisfied with rank provision.

## 6 Consultation

### 6.1 *Introduction*

6.1.1 Guidelines issued by the Department for Transport state that consultation should be undertaken with the following organisations and stakeholders:

- all those working in the market;
- consumer and passenger (including disabled) groups;
- groups which represent those passengers with special needs;
- the Police;
- local interest groups such as hospitals or visitor attractions; and
- a wide range of transport stakeholders such as rail/bus/coach providers and transport managers.

### 6.2 *Indirect Consultation*

6.2.1 Consultation was undertaken with a wide range of stakeholders across Leeds. Copies of all the replies are included in Appendix 4.

6.2.2 In accordance with advice issued by the DfT the following organisations were contacted:

- Leeds City Council ;
- Trade representatives;
- user/disability groups representing those passengers with special needs;
- local interest groups including hospitals, visitor attractions, entertainment outlets and education establishments; and
- rail, bus and coach operators.

### 6.3 *Comments Received*

6.3.1 The comments received are summarised below and appended in full to this report.

6.3.2 A number of **Leeds City Councillors** provided written responses to the consultation. Generally it was felt that there was an adequate supply of both Hackney carriages and private hire vehicles however, some respondents considered that private hire vehicles gave the impression of being poorly maintained and badly driven. Training was

considered a good idea by many of the respondents as a way to enhance driver attitudes.

- 6.3.3 Improvements suggested by the respondents included a clearer fare structure and better signage for taxi services, along with better integration with other public transport modes. Also mentioned was the idea of a number of licences being issued specifically to women taxi drivers with the aim of hopefully easing the worries of women who use taxis on their own. Another suggestion was a service specifically designed for the elderly where drivers are trained on how to assist them in and out of the car.
- 6.3.4 A final point was that drivers' knowledge of the area could be improved as it can leave customers with an unsettled feeling, and private hire vehicles should also be metered to avoid conflict over fares. It was also commented that more hackney carriages are required near the civic buildings in Leeds.
- 6.3.5 **Leeds Taxi Owners Ltd** felt that the hackney carriage fleet is more than adequate, and that there are too many private hire vehicles in Leeds. The image of the trade was generally regarded as good, as were the attitudes and quality of the drivers. It was felt there is a minority of drivers who would benefit from additional training, including area knowledge, the English language and customer care.
- 6.3.6 The airport was one location where it was felt that more rank space is needed, and new signage is currently being placed at ranks to make them more obvious to the public.
- 6.3.7 Regarding wheelchair accessible vehicles it was stated that there is an adequate number and these can be easily pre-booked if required. Fares were considered to be at the right level, and the integration with other types of public transport is good.
- 6.3.8 **Members from the Strategic Partnership & Service Development Team (including older and disabled people)** stated that they mostly use private hire vehicles as they better meet the teams needs. Generally it was felt that the private hire service is prompt and efficient, but drivers communication and social skills needed to be enhanced. The respondents would like to see services specifically geared to the needs of the elderly/infirm to include helping people from the house to the taxi and from the taxi at the end of the journey instead of just waiting in the car.
- 6.3.9 The **Area Management Officer** from **Leeds City Council** raised issues regarding taxis from the Pudsey & Swinnow forum. These included comments stating the service from Leeds Bradford Airport was considered very bad, especially in the early morning. They

felt that acquiring a wheelchair accessible vehicle is difficult, and getting a wheelchair accessible private hire vehicle is almost impossible. Overall driving standards were regarded as poor, with some driving too fast. The forum also felt that all vehicles should be metered (hackney carriages and private hire vehicles) as sometimes private hire drivers seems to 'charge what they want'.

**6.3.10** **Leeds Chamber of Commerce** felt that saloon vehicles should not be used in Leeds as they project a poor image for first time visitors to the city, do not provide good space for luggage and do not provide the adequate passenger capacity (three compared to five people in a cab). In addition it was stated that hackney carriages often do not pick up via flagdown leading to a poor quality of service away from ranks. Driver knowledge was not considered particularly good and was considered to leave the customer with an uncertain/unsettled feeling.

**6.3.11** **A representative of a person with a disability** felt the hackney carriage supply is inadequate and that all taxi firms are at some time unreliable, even when booking in advance. It was considered there is also a shortage of taxis between the hours of 4pm and 6pm, and the service on evenings and weekends was also regarded as particularly problematic.

**6.3.12** Basic disability training was stated as being an important requirement for taxi drivers, which could be as simple as making sure the appropriate vehicle is sent for pick ups or making it compulsory that wheelchair accessible vehicles have fully working ramps at all times.<sup>6</sup>

**6.3.13** **Leeds Involvement Project** represents the Alliance of Services and Users and Carers and other disabled and older peoples groups. The service users reported there is a shortage of wheelchair accessible taxis at peak times and they found it difficult to get taxis on the outskirts of Leeds, especially at night. Some drivers attitudes were described as problematic and it was felt that more disability training is required, particularly correct use of wheelchair ramps. Overall taxi fares were considered to be high. One suggestion for improvements was that taxi drivers could carry a sheet to cover their seat when carrying a hearing or guide dog.

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<sup>6</sup> It should be noted that LCC provide disability training and this has recently been reviewed and refreshed.

- 6.3.14 **Access Committee for Leeds** felt that hackney carriages play a critical role in the transport needs of a significant number of disabled people in Leeds providing the only door to door transport service 24/7. It was stated that the reliance on hackney carriages by disabled people must reflect the diversity of their needs and requirements and that during periods of high demand, individual wheelchair users who require accessible cabs may have to wait up to three hours for an appropriate cab, which also occurs for wheelchair users living in the suburbs. Regarding the private hire fleet for those who require accessible vehicles there is a limited choice of taxis.
- 6.3.15 It was stated that there is a great variance in the standards of service for disabled people. Access Committee identified the need for peer-led disability and diversity training for all drivers and re-training for drivers who failed in their duties under the Disability Equality Legislation. It was also felt that publicity about the transport needs of people with disabilities should be fully evaluated.
- 6.3.16 Ranks across the city centre were felt to be insufficient to meet need of the public. However, the diversity of vehicle types within the fleet was considered to be good.
- 6.3.17 Possible suggestions for improvements to suggestions in Leeds included allowing wheelchair accessible hackney and private hire cabs to access the whole bus lane network across Leeds and have drop off points across all pedestrianised area. A further suggestion was to introduce a Taxicard scheme similar to the London model to address inequality within Leeds.
- 6.3.18 A further **disability consultee** found that wheelchair accessible taxis are often difficult to access, and due to the size of the wheelchair and his height, wheelchair taxis are often too small and so has to use a minibus. They felt that the availability of taxis is a problem due to Leeds Education contracts with taxis, meaning that between 8-10am and 2-5pm it is virtually impossible to get a taxi, and even when you do book in advance, many operators will not guarantee a pick up time for wheelchair accessible vehicles. It was felt that there should be more taxis frequenting taxi ranks in the outer areas such as Wetherby as opposed to clustering in Leeds and Harrogate.
- 6.3.19 The respondent felt that the vehicle type and quality need to be more accessible to different types of wheelchair, taking into account people who are tall. Driver attitudes were considered poor and it was felt that more disability awareness training should be provided. Finally fares were considered about right and transport integration with other types of public transport worked reasonably well.

- 6.3.20 **Connect in the North** had previously conducted a campaign called “Taxi Get it Right” involving questionnaires sent to 80 people in Leeds. The responses identified that taxis and private hire vehicles have been late for pick ups or not turned up at all, and many respondents found it frustrating that taxi firms will not guarantee the times of a pre-booked taxi even when booked in advance.
- 6.3.21 Regarding the image of the trade there were some reports of rude/inconsiderate drivers, and that drivers should have more training on appropriate language and disability awareness. Taxi operators should also be more helpful and honest if they can’t get a taxi in time. One user stated that taxi drivers often ignore him if he is waiting at a rank. He felt that this maybe because it takes more time for him to board the taxi.
- 6.3.22 Finally, in terms of taxi fares, many people in the campaign group are concerned that wheelchair users often have to rely on hackney carriages which they regard as more expensive than private hire cabs.
- 6.3.23 **First** bus operators felt that the hackney carriage supply is well organised and strictly controlled but it is difficult to determine if there is sufficient supply as both hackney carriage and bus service provision is severely hampered by the inadequate control of the private hire provision within the city. First believe that private hire companies consistently and repeatedly flout the legislation including blocking bus lanes and obstructing the highway in the city centre, hampering bus provision, and affecting the hackney carriage supply also. This issue has been brought to the attention of the police who are attempting to take some action.
- 6.3.24 With regards to ranks, New Station Street leading to the railway station is a major problem to bus operators, where the over supply of hackney carriages causes blockages and congestion during the peak daytime periods but then there is a shortage of taxis in the evening. It was suggested that the rail station rank should be contracted to taxi suppliers who offer 24/7 coverage and DDA compliance.<sup>7</sup>
- 6.3.25 As a bus company First buses have to adhere to a strict procedure for bus service provision. It was felt that private hire need revision and control in their provision. It is only then that a proper assessment of the sufficiency of hackney carriages or indeed bus service provision can be done.

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<sup>7</sup> Since the survey was undertaken the congestion issues have been addressed with the introduction of new ranks.

6.3.26

The **John Jamison School** felt there is an adequate supply of hackney carriages across all times of the day and all areas within Leeds. The image of the trade was considered to be good, although there may be some need for additional training.

# 7 Trade Survey

## 7.1 *Introduction*

7.1.1 A trade survey was designed with the aim of collecting information and views from both trades. In particular the survey allowed an assessment of operational issues and views of the hackney carriage market to supplement the rank observations, as well as covering enforcement and disability issues. The following Section summarises the results of the trade survey and full results are presented in Appendix 5.

## 7.2 *Survey Administration*

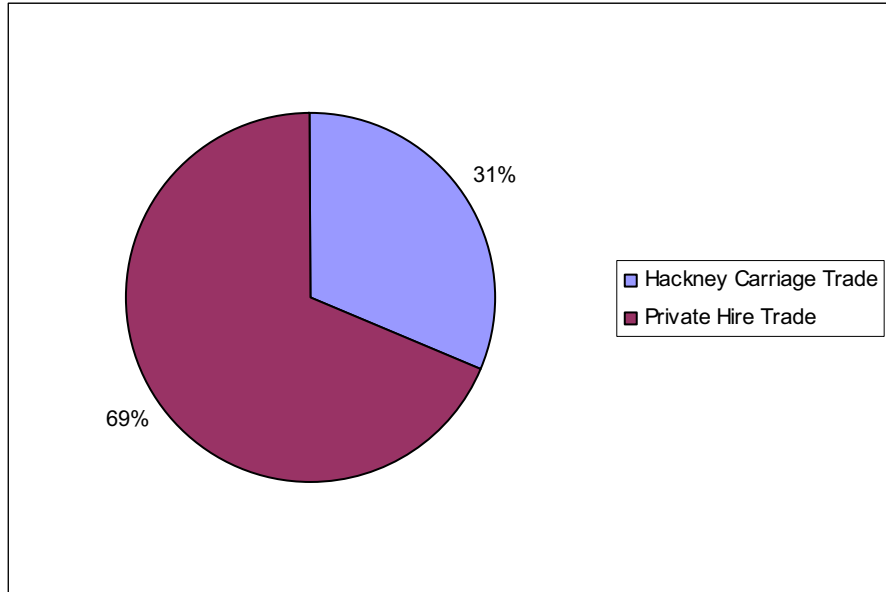
7.2.1 The survey was conducted through a self completion questionnaire. These were sent to 7,000 licensed public and private hire drivers and operators in Leeds. A total of 522 questionnaire forms were completed and returned, giving a response rate of 7.5%, a low value for this type of survey and suggesting individual members of the hackney and private hire car trades are not very engaged. It should be noted that not all totals sum to the total number of respondents per trade group as some respondents failed to answer all questions.

## 7.3 *General Operational Issues*

7.3.1 The responses provided have been disaggregated on a hackney carriage and private hire trade as shown in Figure 7.1 below.



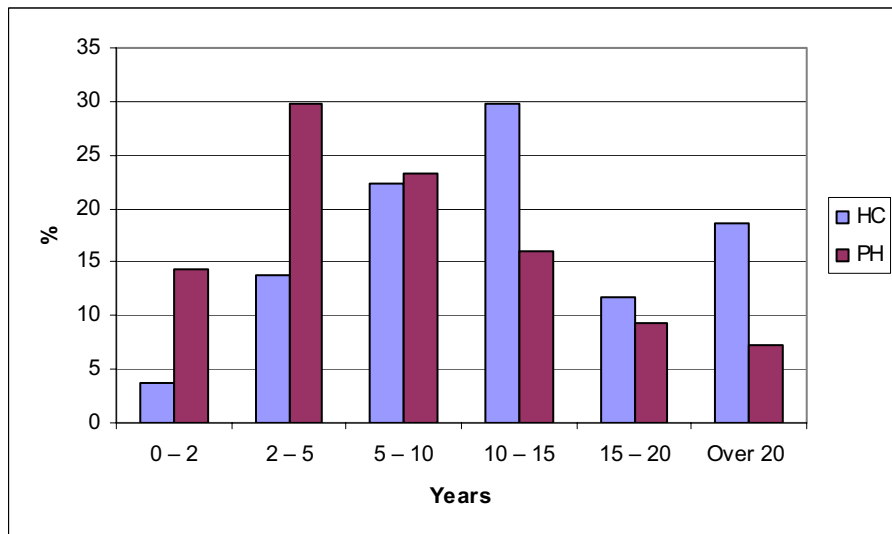
**Figure 7.1 Breakdown of Responses between Trades**



7.3.2

Figure 7.2 indicates that 60.2% (197) of hackney carriage respondents have been involved in the Leeds taxi trade for over 10 years compared to 32.7% (116) of the private hire trade.

**Figure 7.2 Duration of the respondents involvement in the hackney carriage trade/private hire trade.**



7.4

**Driving**

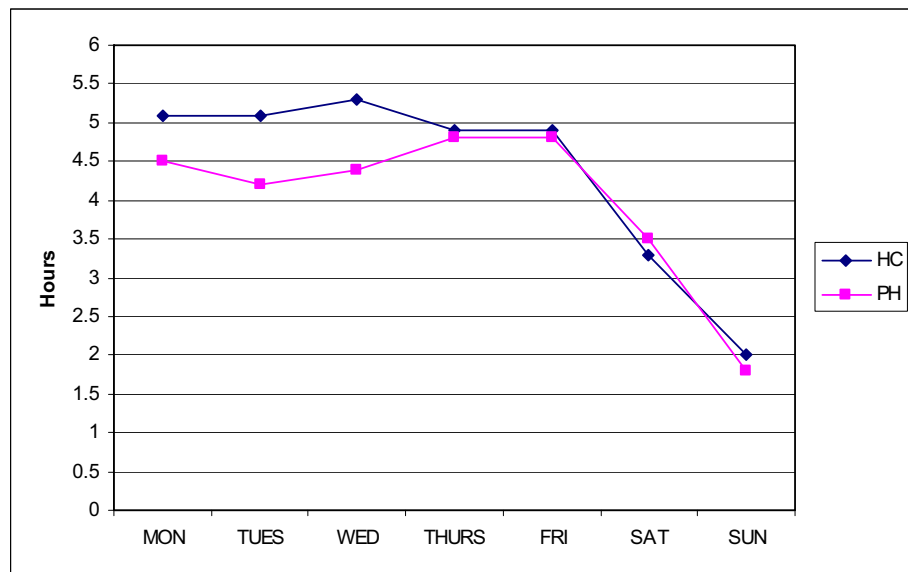
7.4.1

Respondents were asked the average number of hours they worked in a typical week. Hackney drivers tended to work on average 3.8 hours more a week than Private hire drivers. Hackney trade respondents worked on average for 41.2 hours per week compared to 37.4 hours per week for private hire drivers.

7.4.2

Respondents were asked to state how many hours they worked at different times of day during a typical week. Figure 7.3 documents the average hours worked during the daytime period (06:00-18:00) for each day of the week. On average, the hackney carriage trade tend to work slightly longer hours Monday to Thursday but both trades work similar hours on the weekend. It also shows that both trades work less hours during the day at the weekend.

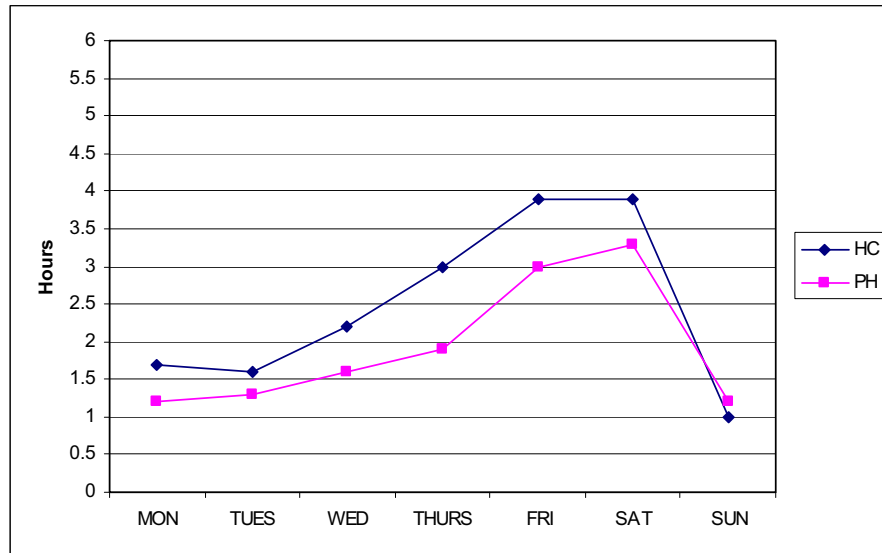
**Figure 7.3 Average daytime hours worked**



7.4.3

Figure 7.4 shows the average number of hours worked during the evening/night period (18:00-06:00). During the night time period the hackney carriage trade work, on average, longer hours than the private hire drivers. It also shows that both trades work for longer hours on a Friday and Saturday night compared with other nights during the week.

**Figure 7.4 Average night time hours worked**



7.4.4 The trade were asked whether the Licensing Act 2003 had had an effect on their typical working week. Some 52.2% (81) of hackney carriage respondents stated that it had not had an effect compared to 74.2% (250) of private hire respondents.

7.4.5 Those who replied that it had, had an effect on their typical working week were then asked in what way it had affected them. The results are shown below in Table 7.1.

**Table 7.1 Effects of the 2003 Licensing Act (Multiple responses)**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Work later in the evening	38	50.0	54	60.0
Work for longer hours	54	71.1	39	43.3
Other	5	6.6	9	10.0

7.4.6 Responses were similar across both trades with 50% (38) of the hackney carriage responses and 60% (54) of the private hire trades responses stating that they had to work later in the evening.

7.4.7 Of those that stated 'other' they explained that since the Licensing Act 2003, the work is more spread out, but it is not as busy as before and work is slow.

7.4.8 Respondents were asked whether they thought that there were a sufficient number of wheelchair accessible vehicles in the hackney and private hire fleet. Tables 7.2 and 7.3 show the results. Some 94.2% (145) of hackney carriage respondents and 85.3% (197) of private hire respondents believe that there are a sufficient number of wheelchair accessible vehicles in the hackney fleet. Some 66.7% (72) of hackney carriage respondents and 69% (214) of private hire respondents believe that there are a sufficient number of wheelchair accessible vehicles in the private hire fleet.

**Table 7.2 Sufficient number of wheelchair accessible vehicles in the hackney fleet**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	145	94.2	197	85.3
No	9	5.8	34	14.7
<b>Total</b>	<b>154</b>	<b>100.0</b>	<b>231</b>	<b>100.0</b>

**Table 7.3 Sufficient number of wheelchair accessible vehicles in the private hire fleet**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	72	66.7	214	69.0
No	36	33.3	96	31.0
<b>Total</b>	<b>108</b>	<b>100.0</b>	<b>310</b>	<b>100.0</b>

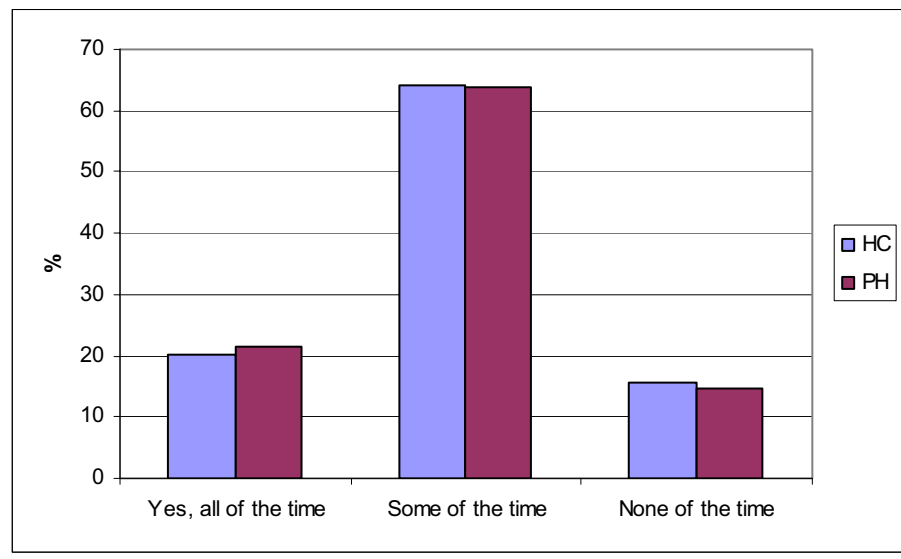
7.4.9 Respondents were also asked whether they thought that Leeds City Council does sufficient to address the needs of people with a wide range of disabilities with regard to hackney and private hire. The results show that 92.8% (141) of hackney carriage respondents and 87% (281) of private hire respondents believe that Leeds City Council are addressing the needs of disabled people in relation to taxi and private hire licensing.

7.5  
7.5.1

### Safety & Security

The respondents were asked if they felt safe whilst working as a taxi driver in Leeds, the results of which are shown below in figure 7.5. The majority of hackney carriage respondents stated that they felt safe some of the time at 64.2% (102).

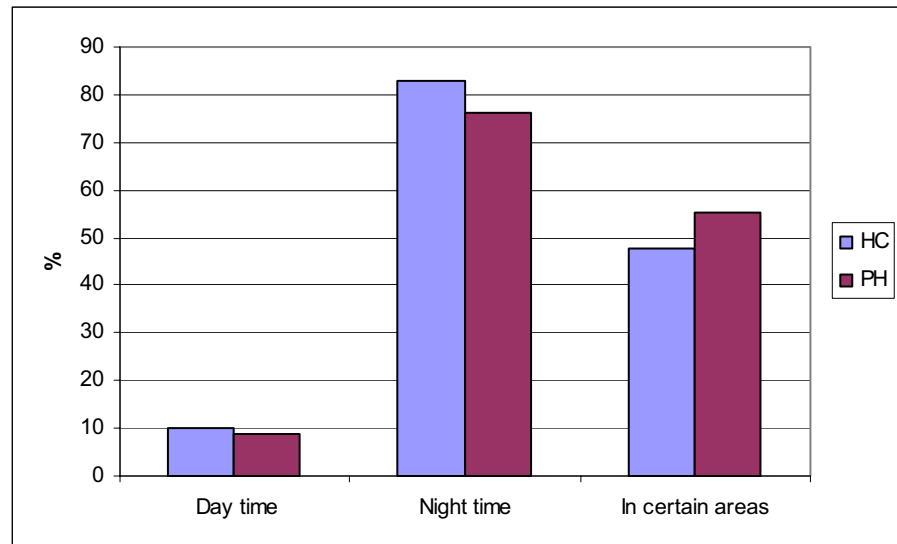
Figure 7.5 Do you feel safe whilst working as a Taxi Driver in Leeds?



7.5.2

The respondents were then asked when they felt unsafe working in Leeds. Figure 7.6 documents that over three-quarters of both hackney carriage respondents some 82.9% (116) and 76.2% (224) of private hire respondents stated that they felt unsafe whilst working at night in Leeds.

**Figure 7.6 When do you feel unsafe as a taxi driver in Leeds?**



7.5.3 Some 47.9% (67) of hackney carriage respondents and 55.1% (162) of private hire responses stated that they felt unsafe in certain areas of Leeds. The areas that were most commonly suggested as being unsafe were Chapeltown, Halton Moor and Seacroft.

7.6 **Ranks**

7.6.1 Members of the hackney trade were asked whether they believe there is sufficient rank space in Leeds. Some 84.7% (133) of the hackney carriage respondents stated that there was not sufficient rank space for hackneys.

7.6.2 Some 93.5% (143) of the hackney carriage respondents stated that there are areas in Leeds where there should be new hackney carriage ranks.

7.6.3 Of those that did say that new ranks were required in Leeds, some respondents specified locations where new ranks were required. The most common areas requested were:

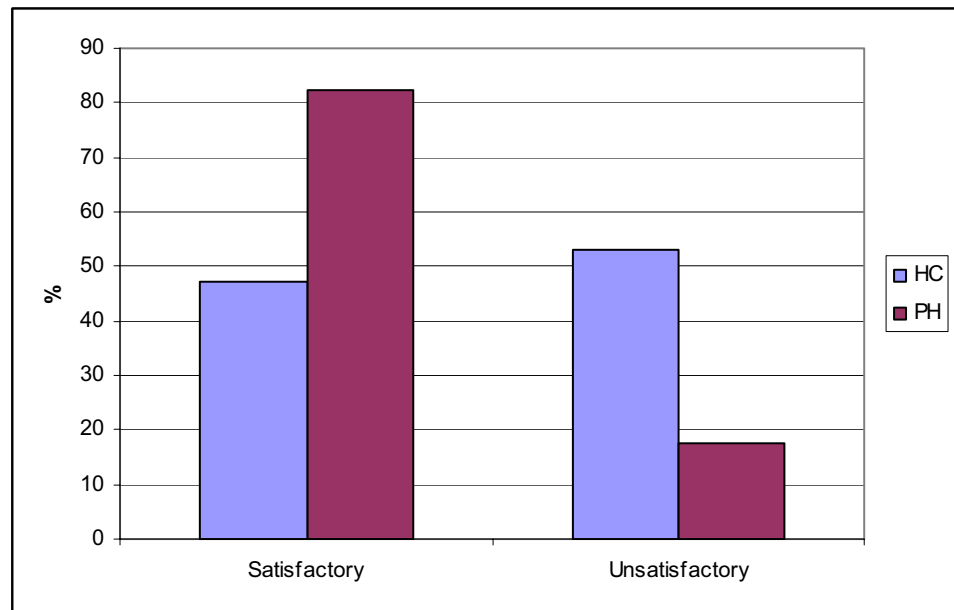
- Leeds and Bradford International Airport;
- Boar Lane;
- Otley Road, Headingley outside the Box;
- Briggate; and
- Great George Street, outside the Electric Press.

7.7  
7.7.1

### **Vehicle Conditions**

At the time of undertaking the survey, Leeds City Council required all wheelchair accessible vehicles to be less than 5 years of age when first licensed, and not more than 8 years on subsequent occasions. As detailed in Figure 7.7 some 52.9% (83) of hackney respondents are unhappy with the wheelchair accessible vehicles restrictions.

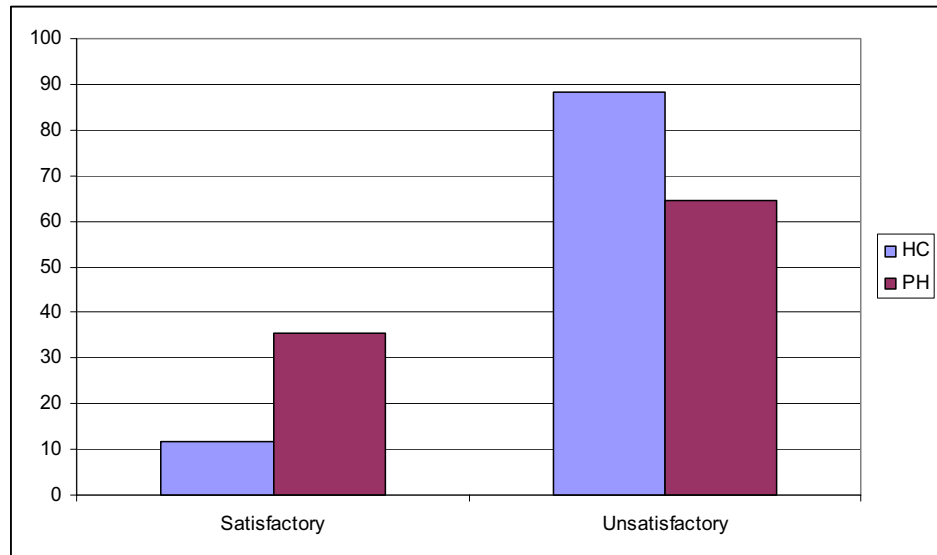
**Figure 7.7 Respondents views on wheelchair accessible vehicle age restrictions**



7.7.2

Leeds City Council has reduced the age criteria for all saloon vehicles to the maximum age of seven years. Respondents were asked whether or not they felt these conditions were satisfactory. Over 80% (136) of hackney carriage respondents and 60% (222) of private hire respondents found both these conditions unsatisfactory, results shown in Figure 7.8.

**Figure 7.8 Respondents views on saloon vehicle age restrictions**



**7.8**

***Driver Skills***

**7.8.1**

Both trades were asked if they felt that taxi drivers receive enough training before being granted a taxi drivers licence. Over half of hackney respondents (53.1%) (85) were of the opinion that training was sufficient compared the private hire trade (49%) (170).

**7.8.2**

Those respondents who stated that they didn't think they received sufficient training were then asked what training they would like to see offered to drivers. The results are shown in Table 7.7 below.

**Table 7.7 Opinions related to training (Multiple Response)**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
English Language	60	80.0	161	94.7
Customer Care	58	77.3	133	78.2
Disability Awareness	49	74.7	93	54.7
Driving Ability Test	43	65.3	108	63.5
Other	16	21.3	44	25.9



7.8.3 Some 80% (60) of the hackney carriage trade and 94.7% (161) of the private hire trade felt that English language training is the most important. Of those that stated other training, the most common suggestions were an NVQ qualification and geographic knowledge test<sup>8</sup>.

7.8.4 Respondents were then asked whether the training should be compulsory or voluntary. Of those who answered this question, some 57.4% (81) of the hackney trade and 69.5% (210) of the private hire trade said that the training should be compulsory.

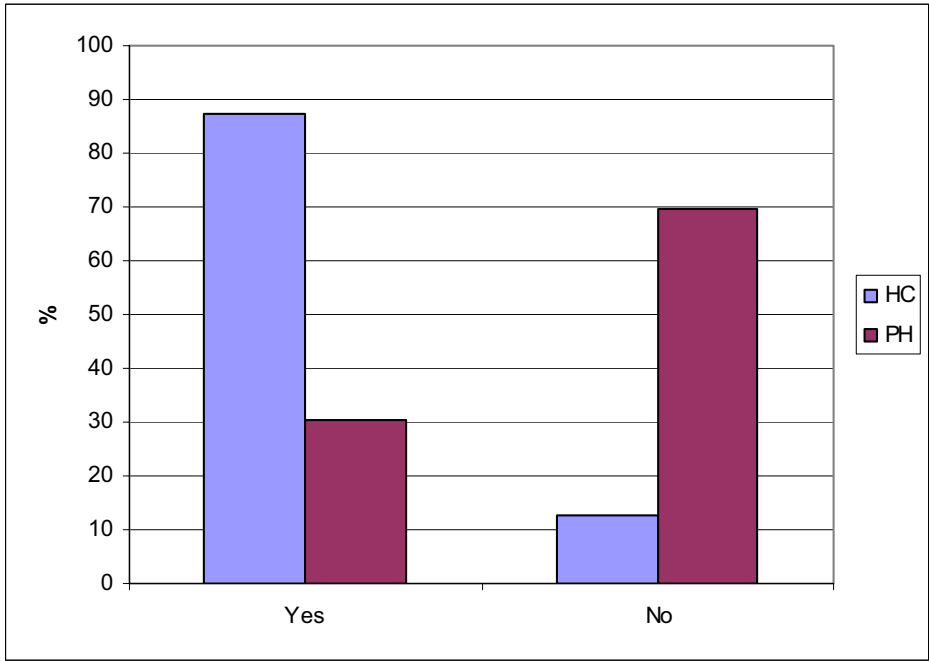
7.9 ***Taxi Market in Leeds***

7.9.1 Members of both trades were asked if they were aware that Leeds City Council enforces a numerical limit of 537 on the number of hackney carriage vehicle licences in the city. The results are outlined in Figure 7.8.

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<sup>8</sup> LCC do now provide this.

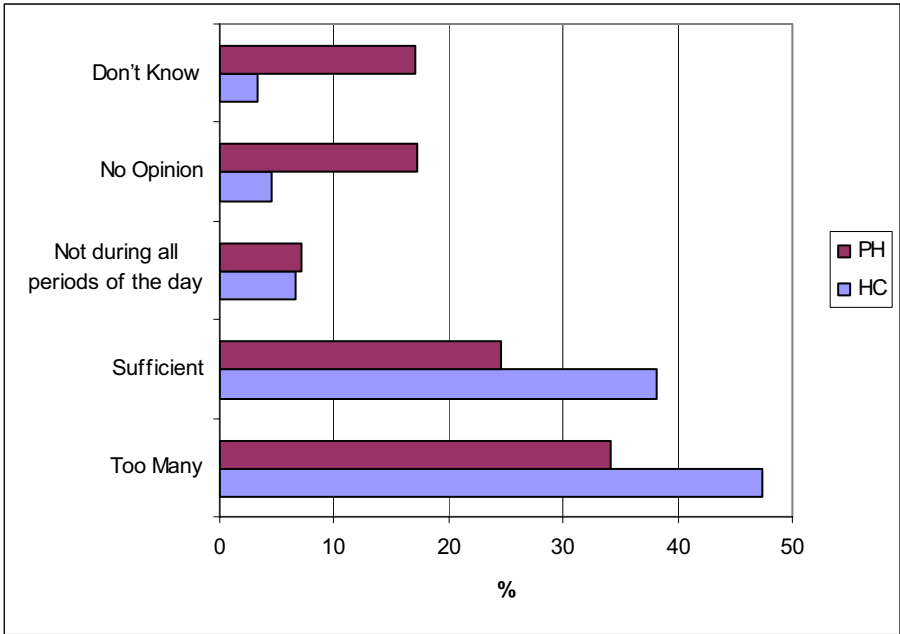
**Figure 7.8 Were you aware that there is a numerical limit on the number of hackney carriage vehicle licences in Leeds?**



7.9.2 The majority of the hackney carriage respondents were aware about the numerical limit, with 87.2% (136) of the hackney respondents and 30.2% (98) of the private hire respondents answering positively.

7.9.3 Members of both trades were asked whether they consider there to be sufficient hackney carriages to meet the current level of demand in Leeds. Figure 7.9 indicates that almost half of respondents from the hackney carriage trade (47.4%) (72) consider there to be too many hackney carriages to meet the demand, compared to 34.1% (110) of private hire drivers. Some 60.8% (14) of the private hire respondents stated that more hackney carriages were needed all day and night.

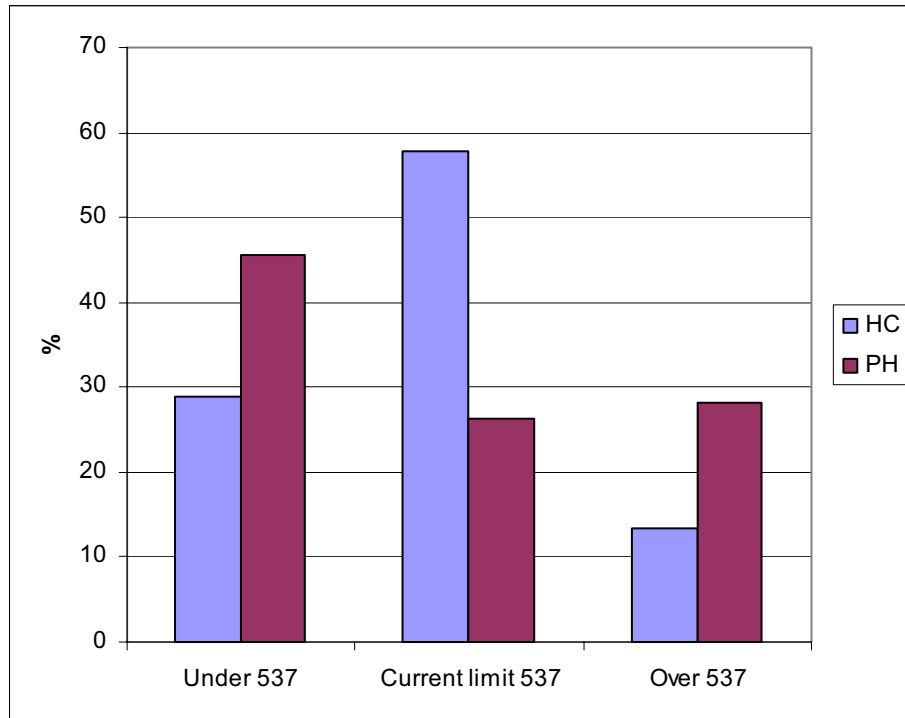
**Figure 7.9 Do you consider there to be sufficient hackney carriages to meet the current level of demand in Leeds?**



7.9.4

All respondents were asked to state what they thought the ideal fleet size for hackney should be. The results are detailed in figure 7.10. Of those drivers who responded, 28.9% (28) of the hackney carriage trade and 45.6% (47) of private hire respondents felt that the fleet size should be greater than the present number.

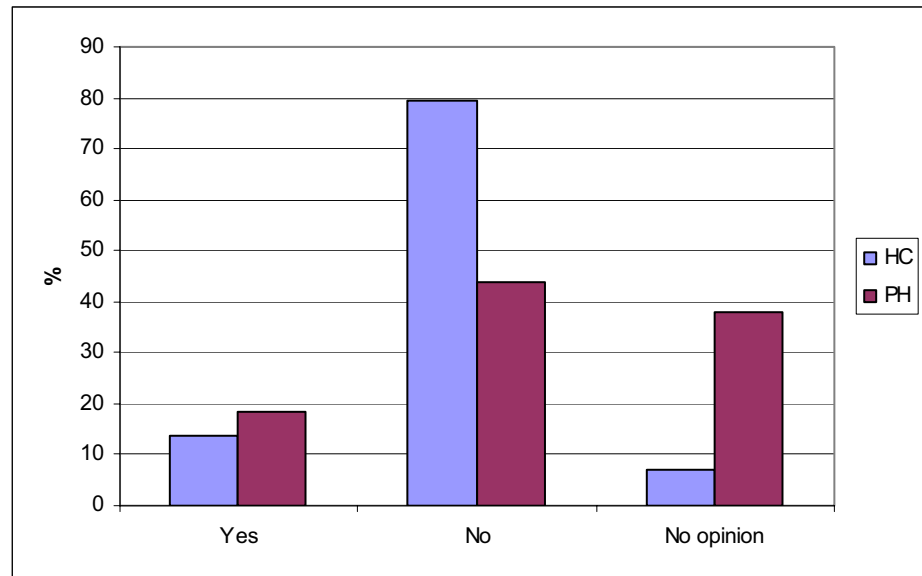
**Figure 7.10** Opinion of the Hackney Carriage and Private Hire trade of the Ideal Hackney Carriage Fleet Size.



7.9.5

All respondents were asked to state if they thought that Leeds CC should remove the numerical limit on the number of hackney carriage vehicle licences. The responses are detailed in Figure 7.11.

Figure 7.11 Should Leeds CC remove the numerical limit?



7.9.6 The majority of respondents from the hackney carriage trade, some 79.3% (126), felt that the numerical limit should not be removed compared with 43.9% (144) of private hire respondents. Some 18.3% (60) of private hire respondents wished for the limit to be removed.

7.9.7 Views were sought regarding the likely impact on a series of factors if Leeds CC were to remove the existing limit on hackney carriage licences. The findings are summarised below and presented in Table 7.7.

Congestion

7.9.8 The majority of respondents from the hackney carriage trade, some 80.0% (92), felt congestion would increase, compared to 50.8% (133) from the private hire trade who felt this would be the case.

Fares

7.9.9 Some 46.1% (64) of the hackney carriage trade respondents commented that fares would remain unaffected following de-restriction, compared to 50.6% (128) of the private hire trade.

Passenger Waiting Times at Hackney ranks

7.9.10 The majority of the hackney carriage respondents felt that de-restriction would have no effect on passenger waiting times at 51.1% (71) whilst the majority of the private hire trade felt that passenger waiting times would decrease, some 45.2% (114).

#### Passenger Waiting Times when flagging Hackneys

7.9.11 The majority of the hackney carriage respondents, some 55.1% (76), felt that there would be no effect on passenger waiting times when flagging hackneys if Leeds CC removed the limit on the number of Hackney carriages as did 45.3% (111) of private hire respondents.

#### Passenger Waiting Times when pre booked by telephone

7.9.12 Some 54.0% (74) of hackney carriage respondents commented that there would be no effect on passenger waiting times if Leeds de-restricted compared to 47.5% (116) of private hire respondents.

#### Hackney Carriage Vehicle Quality

7.9.13 Some 53.0% (72) of respondents from the hackney carriage trade felt hackney vehicle quality would decrease, compared with 53.6% (134) of private hire trade respondents stating that there would be no change in the quality of private hire vehicles.

#### Private Hire Vehicle Quality

7.9.14 Some 49.3% (66) of respondents from the hackney carriage trade felt private hire vehicle quality would not change, as did 52.2% (133) of the private hire trade.

#### Effectiveness of Enforcement

7.9.15 With regard to effectiveness of enforcement, 56.6% (77) of the hackney carriage trade were of the opinion that removing existing licence restrictions would result in a decrease. 49.8% (123) of the private hire trade felt that there would be no change.

#### Illegal Plying for Hire

7.9.16 In terms of illegal plying for hire by private hire vehicles, some 30.2% (79) of the private hire trade were of the opinion that a change in licence restriction conditions would have an increase, compared with 50% (71) of hackney carriage drivers who felt that there would be an increase in illegal plying from private hires. Some 52.5% (73) of the hackney carriage trade felt there would be an increase in plying from unlicensed vehicles compared to 26.4% (67) of the private hire responses.

#### Over Ranking

7.9.17 Both the hackney carriage and private hire trade felt over ranking would increase, with a response of 71.6% (106) and 53.6% (134) respectively.

Customer Satisfaction

7.9.18 With regard to customer satisfaction, 45.1% (64) of hackney carriage drivers felt that it would be unaffected, as do 44.3% (109) of private hire respondents.

**Table 7.7 What would happen should Leeds CC remove the numerical limit?**

	Hackney Carriage Trade			Private Hire Trade		
	Increase	No Effect	Decrease	Increase	No Effect	Decrease
Traffic Congestion	80.0	14.7	5.3	50.8	29.4	19.8
Fares	33.8	46.1	20.1	23.3	50.6	26.1
Passenger waiting times at ranks	23.0	51.1	25.9	13.5	41.3	45.2
Passenger waiting time when flagdown	17.4	55.1	27.5	13.1	45.3	41.6
Passenger waiting time by telephone	16.1	54.0	29.9	14.8	47.5	37.7
Hackney carriage vehicle quality	15.4	31.6	53.0	23.2	53.6	23.2
Private hire vehicle quality	11.2	49.3	39.5	28.2	52.2	19.6
Effectiveness of enforcement	12.5	30.9	56.6	21.1	49.8	29.1
Illegal plying for hire – private hire	50.0	26.1	23.9	30.2	42.7	27.1
Illegal plying for hire – unlicensed	52.5	27.4	20.1	26.4	42.1	31.5
Over ranking	71.6	18.2	10.2	53.6	28.4	18.0
Customer satisfaction	24.6	45.1	30.3	35.4	44.3	20.3

7.9.19 All respondents were asked their response to "There is not enough work to support the current number of hackney carriages". The results in Table 7.8 show that 60.8% (90) of hackney carriage respondents and 24.1% (59) of private hire respondents strongly agree with the statement that there is not enough work to support the current number of hackney carriages.

**Table 7.8** Opinion of: "There is not enough work to support the current number of hackney carriages"?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	20	13.5	31	12.7
Disagree	11	7.4	30	12.2
Neither agree nor disagree	8	5.4	66	26.9
Agree	19	12.9	59	24.1
Strongly agree	90	60.8	59	24.1
<b>Total</b>	<b>148</b>	<b>100.0</b>	<b>245</b>	<b>100.0</b>

7.9.20 All respondents were asked their response to "*There is not enough work to support the current number of private hire vehicles*". The results in Table 7.9 show that 57.9% (77) of hackney carriage respondents and 46.2% (139) of private hire respondents strongly agree with the statement that there is not enough work to support the current number of private hire vehicles.

**Table 7.9** Opinion of: "There is not enough work to support the current number of private hire vehicles"?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	24	18.1	30	10.0
Disagree	10	7.5	27	9.0
Neither agree nor disagree	6	4.5	29	9.6
Agree	16	12.0	76	25.2
Strongly agree	77	57.9	139	46.2
<b>Total</b>	<b>133</b>	<b>100.0</b>	<b>301</b>	<b>100.0</b>

7.9.21 The survey then asked opinions of the following statement; "**Removing the limit on the number of hackney carriages in Leeds would benefit the public by reducing waiting times at ranks**". The results in Table 7.10 shows that 55.7% (83) of hackney



carriage drivers strongly disagree that removing the limit on the number of hackney carriages in Leeds would benefit the public by reducing waiting times at ranks, as do 20.8% (56) of Private Hire respondents.

**Table 7.10 Opinion of: "Removing the limit on the number of hackney carriages in Leeds would benefit the public by reducing waiting times at ranks"?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	83	55.7	56	20.8
Disagree	12	8.1	50	18.5
Neither agree nor disagree	16	10.7	63	23.3
Agree	10	6.7	65	24.1
Strongly agree	28	18.8	36	13.3
<b>Total</b>	<b>149</b>	<b>100.0</b>	<b>270</b>	<b>100.0</b>

7.9.22

The survey then asked opinions of the following statement; **"There are special circumstances in Leeds that make the retention of the numerical limit essential"**. The results in table 7.10 show that 58.6% (82) of hackney carriage trade strongly agree that there are special circumstances in Leeds that make the retention of the numerical limit essential, as do 12.4% (31) of private hire.

**Table 7.11 Opinion of: "There are special circumstances in Leeds that make the retention of the numerical limit essential"**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	13	9.3	37	14.9
Disagree	9	6.4	27	10.8
Neither agree nor disagree	20	14.3	102	41.0
Agree	16	11.4	52	20.9
Strongly agree	82	58.6	31	12.4
<b>Total</b>	<b>140</b>	<b>100.0</b>	<b>249</b>	<b>100.0</b>

7.9.23

Finally the trade were asked what effect they thought it would have on them if the authority removed the numerical limit. The results show in table 7.12 that 64.2% (104) of hackney carriage responses cited they would work more hours if the numerical limit of hackney carriages was removed. Some 36.4% (59) of hackney responses stated that they would leave the trade if Leeds derestricted. In contrast 38.2% of private hire drivers said they would not change if the limit was removed.

7.9.24

Of those respondents who stated another effect de restriction would have, the main concern for hackney carriage drivers was financial.

**Table 7.12 Effect on the trade if the numerical limit was removed (Multiple responses)**

Effect of removing the limit	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
No change	20	12.3	136	38.2
Work more hours	104	64.2	116	32.6
Work fewer hours	3	1.9	21	5.9
Acquire a hackney vehicle licence	13	8.0	29	8.1
Acquire more than hackney vehicle licence	2	1.2	6	1.7
Switch from hackney to private hire	6	3.7	7	2.0
Switch from private hire to hackney	9	5.6	38	10.7
Leave the trade	59	36.4	59	16.6
Other	7	4.3	8	2.2
<b>Total</b>	<b>162</b>	<b>-</b>	<b>356</b>	<b>-</b>

### ***Summary***

Key findings from the survey can be summarised as follows:

- Over half of hackney carriage respondents have been involved in the Leeds trade for over 10 years compared to 32.7% of the private hire trade;
- The majority of both trades felt that LCC are addressing the needs of disabled people;
- Of those drivers that felt unsafe whilst working in Leeds some 82.9% of hackney carriage respondents and 76.2% of private hire respondents stated that they felt unsafe whilst working at night in Leeds;
- Low levels of satisfaction with the proposed saloon vehicle age restrictions;
- Some 64.2% of hackney carriage drivers stated that they would work more hours if Leeds City Council de restricted.

## 8 Deriving the Significant Unmet Demand Index Value

### 8.1 *Introduction*

8.1.1 The data provided in the previous chapters can be summarised using Halcrow's ISUD factor described in Section 2.

### 8.2 *Leeds*

8.2.1 The component parts of the index, their source and their values are given below:

Average Passenger Delay (Table 4.2)	0.68
General Incidence of Delay (Table 4.3)	6.35
Peaking Factor	0.5
Steady State Performance (Table 4.1)	5
Latent Demand Factor (paragraph 5.5.2)	1.11
<b>ISUD (0.68*6.35*0.5*5*1.11)</b>	<b>12</b>

8.2.2 The cut off level for a significant unmet demand is 80. It is clear that Leeds is below this cut off point, indicating that there is **no significant unmet demand**. This conclusion covers both patent and latent/suppressed demand, although even without inclusion of the latent demand factor in the formula the result would still not show a SUD.

## 9 Ranks

### 9.1 *Introduction*

9.1.1 This chapter provides an overview as to the use of ranks across the Leeds licensing district and our recommendations for change. The current list of ranks is appended to the report

### 9.2 *Use of Ranks*

9.2.1 The rank observations identified that the trade choose not to serve a number of ranks and that they are unable to use a number of ranks due to the provision of parked cars.

9.2.2 The trade do not serve the following City Centre ranks:

- Calverley St;
- Headrow (Primark)<sup>9</sup>;

9.2.3 The rank observations highlighted that the Railway Station accounts for 40% of passenger departures on average a week. Frequent over ranking at this rank was observed during the observations.

9.2.4 The rank review and observations highlighted that a proportion of the ranks in Leeds are not used due to the presence of parked cars or simply down to the ranks not being served by vehicles. The ranks included:

- Cookridge St (Radisson Hotel);
- York St;
- Bishopgate St;
- Crossgates Lane, Crossgates;
- Harrogate Rd, Chapel Allerton;
- New road Side, Horsforth;
- Town Street, Armley; and
- Town Street, Horsforth.

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<sup>9</sup> Since the survey was undertaken there has been some use of the Primark rank leading to congestion issues on the Headrow.

### 9.3

#### ***Consultation***

#### 9.3.1

Consultation with the public identified that almost half of respondents (46.6%) were satisfied with the provision of ranks in Leeds with a further 42.5% of respondents being unsure as to whether any more ranks were needed. The remaining respondents (10.9%) felt there was a definite need for new rank provision.

#### 9.3.2

Respondents were asked whether there were any locations that a new rank should be implemented. Some 7.4% of respondents stated that new locations were required, with 39.3% stating that none were required and 53.3% being unsure.

#### 9.3.3

Those individuals who stated they would like to see a new rank were subsequently asked to provide a location. The most popular locations were:

- *Briggate;*
- *Hyde Park;*
- *Leeds City Market;*
- *Top end of city centre; and*
- *Wetherby*

### 9.4

#### ***Recommendations***

#### 9.4.1

Based upon this information we feel that the trade would benefit from a greater level of enforcement to ensure that parked cars are removed from ranks in Leeds. However the trade should then look to ensure that they service these ranks.

#### 9.4.2

It is also considered that ranks in Leeds should be publicised more effectively to ensure that the public know where they can obtain a hackney carriage.

## 10 Summary and Conclusions

### 10.1 *Introduction*

10.1.1 Halcrow has conducted a study of the hackney carriage market on behalf of Leeds CC. Halcrow has the benefit of over 20 year's experience of research in the taxi market, in which the first survey undertaken by Halcrow for Leeds City Council was done in 2008.

10.1.2 The present study has been conducted in pursuit of the following objectives:

- to identify whether or not there exists a significant unmet demand for hackney carriage services in Leeds; and
- to recommend the increase in licences required to eliminate any significant unmet demand.

10.1.3 This section provides a brief description of the work undertaken and summarises the conclusions and implications for regulatory policy.

### 10.2 *Significant Unmet Demand*

10.2.1 The 2008 study has identified that there is no evidence of significant unmet demand for hackney carriages in Leeds. This conclusion is based on an assessment of the implications of case law that has emerged since 2000, and the results of Halcrow's analysis.

10.2.2 On this basis the authority has discretion in its hackney licensing policy and may either:

- continue to limit the number of vehicles at 537
- issue any number of additional plates as it sees fit, either in one allocation or a series of allocations; or
- remove the limit on the number of vehicles and allow a free entry policy.

### 10.3 *Consultation – Interested Parties*

10.3.1 The Department for Transport had requested that licensing authorities consult widely to inform their policy making in respect of continued entry control to the hackney carriage market. In addition to the consultation that has routinely been included in previous market studies (correspondence with interested parties), Halcrow has followed the prescribed approach and sought the views of all those involved in the taxi trade. We

have also widened the scope of the consultation by correspondence to include other transport operators.

10.3.2 Views were mixed with regard to the current policy of restricting the number of hackney carriages. A number of stakeholders made reference to the need to improve both driver and vehicle quality. Disabled representatives were also unhappy with the ability to pre book a wheelchair accessible vehicle.

#### 10.4 ***Consultation – General Public***

10.4.1 Some 974 interviews were carried out in November 2007 and a further 937 in October and November 2008, providing a total of 1,911 surveys. The key results are as follows:

- high levels of satisfaction with delay on last trip – telephone bookings provide the lowest level of satisfaction;
- some 11% of respondents had given up trying to obtain a vehicle by rank or flagdown;
- some 56.3% of respondents feel that taxi service in Leeds could be improved (need to be cheaper);
- majority of respondents (95.5%) felt safe using taxis during the day;
- some 29.4% of respondents felt unsafe using taxis at night.

#### 10.5 ***Consultation – Trade***

10.5.1 Some 522 members of the trade responded to a trade survey. The key results are as follows:

- Over half of hackney carriage drivers and around a third of private hire drivers have been involved in the Leeds trade for over 10 years;
- Of those drivers stating that they felt unsafe whilst working in Leeds some 82.9% of hackney carriage respondents and 76.2% of private hire respondents stated that they felt unsafe whilst working at night in Leeds;
- Mixed views from hackney carriage drivers regarding age vehicle restrictions on wheelchair accessible vehicles.; and
- Some 70.3% of hackney carriage drivers stated that they would work more hours if Leeds City Council de restricted.

#### 10.6 ***Conclusions***

10.6.1 The 2009 study has identified that there is no evidence of significant unmet demand for hackney carriages in Leeds. This conclusion is based on an assessment of the implications of case law that has emerged since 2000, and the results of Halcrow's



analysis. However the DfT regards it as best practice NOT to impose quantity restrictions i.e. enforce a numerical limit.

10.6.2 On this basis the authority has discretion in its hackney licensing policy and may either:

- continue to limit the number of vehicles at 537;
- issue any number of additional plates as it sees fit, either in one allocation or a series of allocations; or
- remove the limit on the number of vehicles and allow a free entry policy.

10.6.3 The report has highlighted a number of other issues regarding the provision of taxis and private hire services in Leeds. These are discussed below.

#### Ranks

10.6.4 The rank review and observations highlighted that a proportion of the ranks in Leeds are not used. This maybe due to the presence of parked cars or simply down to the ranks not being served by vehicles. The ranks included:

- Cookridge St (Radisson Hotel);
- York St;
- Bishopgate St;
- Crossgates Lane, Crossgates;
- Harrogate Rd, Chapel Allerton;
- New road Side, Horsforth;
- Town Street, Armley; and
- Town Street, Horsforth.

#### Training

10.6.5 The consultation identified that there is the potential to improve drivers' topographical knowledge of the area. Both the public and stakeholders highlighted this as an area requiring further improvement.

10.6.6 Consultation with disability groups highlighted the need for an improved level of training. It was suggested that this training in disability awareness should be undertaken by people with a disability.



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## Appendix 1

### Leeds – Hackney Carriage Rank Locations

Rank Location	Spaces	Operating Hours
Dyre Street	4	24 hour
Calverley Street	6	24 hour
Cookridge Street	2	24 hour
Duncan Street	3	24 hour
Call Lane	6	24 hour
Vicar Lane	2	24 hour
New Briggate	3	24 hour
Call Lane	3	24 hour
York Street	3	24 hour
Great George Street	2	24 hour
The Headrow (North)	16	24 hour
Wellington Street	2	24 hour
Woodhouse Lane	4	24 hour
Wade Lane	8	24 hour
Vicar Lane	2	24 hour
Sidney Street	3	24 hour
The Headrow (South)	2	24 hour
Lower Briggate	4	24 hour
Ludgate Hill	3	24 hour
The Headrow	2	24 hour
New Station Street (East)	13	24 hour
New Station Street (North)	18	24 hour
New Station Street (North/East)	5	24 hour
Town Street, Armley	3	24 hour
Harrogate Road, Chapel Allerton	2	24 hour
Compton Road, Harehills (North)	3	24 hour
Roundhay Road, Harehills	3	24 hour
North Lane, Headingley	2	24 hour
New Road Side, Horsforth	2	24 hour
Town Street, Horsforth	2	24 hour

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**Appendix 1**

Cavendish Road/Woodhouse Lane	5	24 hour
Crossgates Lane	2	24 hour
Lidgett Hill, Pudsey	2	24 hour
Middleton Park Road	3	24 hour
Princess Avenue	4	24 hour
Seacroft Crescent, Seacroft	10	24 hour
Stanley Road, Burmantofts	6	24 hour
Lower Briggate	2	2200-0300
Lower Briggate	2	2200-0300
New Briggate	4	2200-0300
New Market Street	2	1900-0700
Merrion Way	3	2200-0300
Portland Way	5	1900-0700
Infirmary Street	4	2300-0400
Merrion Street	6	1900-0700
Vicar Lane (West)	2	1900-0700
Vicar Lane (East)	2	1900-0700
Vicar Lane (adj .Victoria Quarter)	3	1900-0700
Vicar Lane (Sidney Street)	2	1900-0700
Kirkgate	4	1900-0700
South Parade	2	2200-0300
Wellington Street	5	1900-0700
Quebec Street	10	1900-0700
Infirmary Street	2	1900-0700
East Parade	6	1900-0700
Bishopgate Street	4	1900-0700
Mill Hill	5	1900-0700
Woodhouse Lane		1900-0700
Cookridge Street	7	1800-0800
Boar Lane	2	1900-0700
Boar Lane	4	1900-0700
Bishopgate Street (East)	6	1900-0700
Bishopgate Street (West)	4	1900-0700

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## Appendix 1

The Headrow (South)	4	1900-0700
Elland Road	8	Before start of match and for 1 hour after match
St Michaels Road, Headingley	4	1900-2330

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February 2008  
Dyre Street

Wednesday 27/02/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	7	6	0	106	0.00	88.33	0	8	0	0	1
11-12	35	20	0	103	0.00	25.75	0	5	0	0	1
12-13	15	11	0	98	0.00	44.55	0	7	0	0	1
13-14	26	20	0	94	0.00	23.50	0	6	0	0	1
14-15	20	13	0	95	0.00	36.54	0	5	0	0	1
15-16	21	15	0	100	0.00	33.33	0	5	0	0	1
16-17	15	12	0	99	0.00	41.25	0	5	0	0	1
17-18	12	10	0	75	0.00	37.50	0	5	0	0	1
<b>Total</b>	<b>151</b>	<b>107</b>	<b>0</b>	<b>770</b>	<b>0.00</b>	<b>35.98</b>			<b>0</b>	<b>0</b>	<b>8</b>

Tuesday 11/03/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	28	18	17	38	3.04	10.56	7	0	1	0	0
19-20	14	11	0	95	0.00	43.18	0	5	0	0	1
20-21	24	16	0	89	0.00	24.72	0	6	0	0	1
21-22	33	24	0	62	0.00	12.92	0	1	0	1	0
22-23	26	15	0	35	0.00	11.67	0	0	0	1	0
23-00	21	14	0	72	0.00	25.71	0	0	0	1	0
<b>Total</b>	<b>146</b>	<b>100</b>	<b>17</b>	<b>381</b>	<b>0.58</b>	<b>19.55</b>			<b>1</b>	<b>3</b>	<b>2</b>

Saturday 01/03/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	17	11	0	37	0.00	16.82	0	1	0	0	0
11-12	27	16	5	19	0.93	5.94	5	0	1	0	0
12-13	52	19	5	16	10.45	0.00	3	0	1	0	0
13-14	33	18	69	0	0.00	7.92	10	0	1	0	0
14-15	40	24	0	38	0.00	9.75	0	0	0	1	0
15-16	36	20	0	39	1.78	11.90	0	0	0	1	0
16-17	45	21	16	50	0.00	12.20	8	0	1	0	0
17-18	39	25	0	61	1.64	8.44	0	3	0	0	1
<b>Total</b>	<b>289</b>	<b>154</b>	<b>95</b>	<b>260</b>	<b>1.64</b>	<b>8.44</b>			<b>4</b>	<b>3</b>	<b>1</b>

Friday 25/04/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	36	22	0	68	0.00	15.45	0	3	0	0	1
19-20	26	17	0	104	0.00	30.59	0	7	0	0	1
20-21	28	18	0	102	0.00	28.33	0	5	0	0	1
21-22	52	34	0	68	0.00	10.00	0	1	0	1	0
22-23	55	34	0	54	0.00	7.94	0	0	0	1	0
23-00	43	27	11	22	1.28	4.07	6	0	1	0	0
<b>Total</b>	<b>240</b>	<b>152</b>	<b>11</b>	<b>418</b>	<b>0.23</b>	<b>13.75</b>			<b>1</b>	<b>2</b>	<b>3</b>

Sunday 09/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	17	10	0	89	0.00	44.50	0	5	0	0	1
15-16	18	11	0	86	0.00	39.09	0	5	0	0	1
16-17	19	10	0	45	0.00	22.50	0	0	0	1	0
17-18	15	8	0	71	0.00	44.38	0	4	0	0	1
<b>Total</b>	<b>69</b>	<b>39</b>	<b>0</b>	<b>291</b>	<b>0.00</b>	<b>37.31</b>			<b>0</b>	<b>1</b>	<b>3</b>

Railway Station

Thursday 06/03/2009 1600-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
16-17	105	82	40	73	1.90	4.45	25	0	1	0	0
17-18	88	76	50	50	2.84	3.29	25	0	1	0	0
<b>Total</b>	<b>193</b>	<b>158</b>	<b>90</b>	<b>123</b>	<b>2.33</b>	<b>3.89</b>			<b>2</b>	<b>0</b>	<b>0</b>

Thursday 06/03/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	163	132	145	26	4.45	0.98	35	0	1	0	0
19-20	99	83	20	48	1.01	2.89	15	0	1	0	0
20-21	190	156	360	10	9.47	0.32	40	0	1	0	0
21-22	108	91	10	46	0.46	2.53	10	0	1	0	0
22-23	95	77	18	50	0.95	3.25	10	0	1	0	0
23-00	108	85	0	47	0.00	2.76	2	1	0	1	0
<b>Total</b>	<b>763</b>	<b>624</b>	<b>553</b>	<b>227</b>	<b>3.62</b>	<b>1.82</b>			<b>5</b>	<b>1</b>	<b>0</b>

Saturday 19/04/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	75	49	0	121	0.00	12.35	0	8	0	0	1
11-12	96	51	0	9	0.00	0.88	0	9	0	0	1
12-13	130	64	9	108	0.35	8.44	9	0	1	0	0
13-14	161	93	0	125	0.00	6.72	0	8	0	0	1

14-15	154	106	0	122	0.00	5.75	0	9	0	0	1
15-16	141	78	0	119	0.00	7.63	0	9	0	0	1
16-17	177	103	41	106	1.16	5.15	26	0	1	0	0
17-18	199	118	0	124	0.00	5.25	0	9	0	0	1
<b>Total</b>	<b>1133</b>	<b>662</b>	<b>50</b>	<b>634</b>	<b>0.22</b>	<b>6.30</b>			<b>2</b>	<b>0</b>	<b>6</b>

Friday 06/06/2008 2100-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	236	159	44	98	0.93	3.08	23	0	1	0	0
22-23	249	167	50	104	1.00	3.11	26	0	1	0	0
23-00	250	178	149	49	2.98	1.38	31	0	1	0	0
00-01	206	133	54	104	1.31	3.91	29	0	1	0	0
01-02	111	73	0	132	0.00	9.04	0	10	0	0	1
02-03	169	101	0	134	0.00	6.63	0	9	0	0	1
03-04	97	51	0	117	0.00	11.47	0	9	0	0	1
<b>Total</b>	<b>1318</b>	<b>862</b>	<b>297</b>	<b>738</b>	<b>1.13</b>	<b>4.28</b>			<b>4</b>	<b>0</b>	<b>3</b>

Sunday 20/04/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	36	22	0	126	0.00	28.64	0	10	0	0	1
11-12	71	52	0	123	0.00	11.83	0	9	0	0	1
12-13	104	66	0	124	0.00	9.39	0	9	0	0	1
13-14	87	62	0	121	0.00	9.76	0	8	0	0	1
14-15	274	186	78	84	1.42	2.26	23	0	1	0	0
15-16	173	114	34	88	0.98	3.86	16	0	1	0	0
16-17	149	109	0	126	0.00	5.78	0	9	0	0	1
17-18	181	117	23	114	0.64	4.87	23	0	1	0	0
<b>Total</b>	<b>1077</b>	<b>728</b>	<b>135</b>	<b>906</b>	<b>0.63</b>	<b>6.22</b>			<b>3</b>	<b>0</b>	<b>5</b>

Leeds University

Thursday 28/02/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	10	10	0	48	0.00	24.00	0	0	0	1	0
11-12	9	9	0	64	0.00	35.56	0	3	0	0	1
12-13	14	14	0	32	0.00	11.43	0	0	0	1	0
13-14	13	12	0	60	0.00	25.00	0	1	0	1	0
14-15	21	17	0	55	0.00	16.18	0	2	0	1	0
15-16	12	8	0	38	0.00	23.75	0	1	0	1	0
16-17	16	15	0	58	0.00	19.33	0	2	0	1	0
17-18	25	19	0	46	0.00	12.11	0	0	0	1	0
<b>Total</b>	<b>122</b>	<b>104</b>	<b>0</b>	<b>401</b>	<b>0.00</b>	<b>19.28</b>			<b>0</b>	<b>7</b>	<b>1</b>

Wednesday 05/03/2008 1800-2400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	9	7	0	13	0.00	9.29	0	0	0	1	0
19-20	13	9	0	13	0.00	7.22	0	0	0	1	0
20-21	13	9	0	34	0.00	18.89	0	0	0	1	0
21-22	13	11	0	13	0.00	5.91	0	0	0	1	0
22-23	16	13	0	13	0.00	5.00	0	0	0	1	0
23-00	30	19	0	26	0.00	6.84	0	0	0	1	0
<b>Total</b>	<b>94</b>	<b>68</b>	<b>0</b>	<b>112</b>	<b>0.00</b>	<b>8.24</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 08/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	18	12	4	37	1.11	15.42	4	1	1	0	0
15-16	18	16	0	12	0.00	3.75	0	0	0	1	0
16-17	17	15	9	4	2.65	1.33	4	0	1	0	0
17-18	21	15	5	8	1.19	2.67	3	0	1	0	0
<b>Total</b>	<b>74</b>	<b>58</b>	<b>18</b>	<b>61</b>	<b>1.22</b>	<b>5.26</b>			<b>3</b>	<b>1</b>	<b>0</b>

Friday 07/03/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	17	14	0	47	0.00	16.79	0	0	0	1	0
19-20	21	13	0	42	0.00	16.15	0	0	0	1	0
20-21	12	10	0	62	0.00	31.00	0	4	0	0	1
21-22	3	3	0	51	0.00	85.00	0	2	0	1	0
22-23	23	11	0	39	0.00	17.73	0	0	0	1	0
23-00	8	5	0	51	0.00	51.00	0	3	0	0	1
<b>Total</b>	<b>84</b>	<b>56</b>	<b>0</b>	<b>292</b>	<b>0.00</b>	<b>26.07</b>			<b>0</b>	<b>4</b>	<b>2</b>

Sunday 02/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	18	11	0	14	0.00	6.36	0	0	0	1	0
15-16	8	3	0	8	0.00	13.33	0	0	0	1	0
16-17	6	4	0	9	0.00	11.25	0	0	0	1	0
17-18	12	7	0	15	0.00	10.71	0	0	0	1	0
<b>Total</b>	<b>44</b>	<b>25</b>	<b>0</b>	<b>46</b>	<b>0.00</b>	<b>9.20</b>			<b>0</b>	<b>4</b>	<b>0</b>

Vicar Lane



Wednesday 27/02/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	11	10	0	18	0.00	9.00	0	0	0	1	0
11-12	9	7	0	29	0.00	20.71	0	0	0	1	0
12-13	24	16	8	8	1.67	2.50	4	0	1	0	0
13-14	19	13	1	15	0.26	5.77	1	0	0	1	0
14-15	17	12	2	22	0.59	9.17	0	0	0	1	0
15-16	21	14	0	10	0.00	3.57	0	0	0	1	0
16-17	22	19	9	35	2.05	9.21	0	1	0	1	0
17-18	15	10	0	46	0.00	23.00	0	3	0	0	1
<b>Total</b>	<b>138</b>	<b>101</b>	<b>20</b>	<b>183</b>	<b>0.72</b>	<b>9.06</b>			<b>1</b>	<b>6</b>	<b>1</b>

Monday 10/03/2007 2000-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	7	7	0	20	0.00	14.29	0	0	0	1	0
21-22	6	5	0	23	0.00	23.00	0	0	0	1	0
22-23	7	6	0	21	0.00	17.50	0	0	0	1	0
23-00	4	3	0	8	0.00	13.33	0	0	0	1	0
<b>Total</b>	<b>24</b>	<b>21</b>	<b>0</b>	<b>72</b>	<b>0.00</b>	<b>17.14</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 01/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	14	7	0	15	0.00	10.71	0	0	0	1	0
11-12	16	10	0	18	0.00	9.00	0	0	0	1	0
12-13	32	22	0	10	0.00	2.27	0	0	0	1	0
13-14	22	16	4	4	0.91	1.25	2	0	0	1	0
14-15	46	29	0	14	0.00	2.41	0	0	0	1	0
15-16	40	25	0	31	0.00	6.20	0	1	0	1	0
16-17	60	35	0	29	0.00	4.14	0	0	0	1	0
17-18	55	36	2	20	0.18	2.78	2	0	0	1	0
<b>Total</b>	<b>285</b>	<b>180</b>	<b>6</b>	<b>141</b>	<b>0.11</b>	<b>3.92</b>			<b>0</b>	<b>8</b>	<b>0</b>

Friday 29/02/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	18	15	3	5	0.83	1.67	3	0	1	0	0
21-22	17	14	15	7	4.41	2.50	8	0	1	0	0
22-23	21	16	3	9	0.71	2.81	3	0	1	0	0
23-00	27	19	0	2	0.00	0.56	0	0	0	1	0
00-01	54	31	26	0	2.41	0.00	11	0	1	0	0
01-02	59	32	36	0	3.05	0.00	11	0	1	0	0
<b>Total</b>	<b>196</b>	<b>126</b>	<b>83</b>	<b>23</b>	<b>2.12</b>	<b>0.91</b>			<b>5</b>	<b>1</b>	<b>0</b>

Sunday 09/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	21	16	3	9	0.71	2.81	3	0	1	0	0
15-16	54	31	33	1	3.06	0.16	7	0	1	0	0
16-17	27	18	0	1	0.00	0.28	0	0	0	1	0
17-18	17	14	8	7	2.35	2.50	4	0	1	0	0
<b>Total</b>	<b>119</b>	<b>79</b>	<b>44</b>	<b>18</b>	<b>1.85</b>	<b>1.14</b>			<b>3</b>	<b>1</b>	<b>0</b>

**Dortmund Square**

Friday 29/02/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	7	5	0	2	0.00	2.00	0	0	0	1	0
15-16	9	7	0	1	0.00	0.71	0	0	0	1	0
16-17	11	7	0	7	0.00	5.00	0	0	0	1	0
17-18	13	7	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>40</b>	<b>26</b>	<b>0</b>	<b>10</b>	<b>0.00</b>	<b>1.92</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 08/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	19	10	0	21	0.00	10.50	0	0	0	1	0
15-16	31	14	0	29	0.00	10.36	0	1	0	1	0
16-17	47	20	0	24	0.00	6.00	0	0	0	1	0
17-18	17	9	0	29	0.00	16.11	0	1	0	1	0
<b>Total</b>	<b>114</b>	<b>53</b>	<b>0</b>	<b>103</b>	<b>0.00</b>	<b>9.72</b>			<b>0</b>	<b>4</b>	<b>0</b>

Sunday 16/03/2008 1400-1700

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	6	5	5	1	4.17	1.00	1	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>4.17</b>	<b>1.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Headrow Primark**

Thursday 28/02/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	2	2	4	8	10.00	20.00	2	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	2	2	0	0	0.00	0.00	0	0	0	1	0
16-17	1	1	0	0	0.00	0.00	0	0	0	1	0
17-18	8	7	2	0	1.25	0.00	1	0	0	1	0
<b>Total</b>	<b>13</b>	<b>12</b>	<b>6</b>	<b>8</b>	<b>2.31</b>	<b>3.33</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 08/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	0	0	0	0.00	0.00	0	0	0	1	0
13-14	6	4	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 02/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	5	2	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Call Lane

Thursday 06/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	23	14	0	43	0.00	15.36	0	1	0	1	0
23-00	22	12	0	25	0.00	10.42	0	0	0	1	0
00-01	54	28	0	48	0.00	8.57	0	3	0	0	1
01-02	55	28	0	95	0.00	16.96	0	2	0	1	0
02-03	37	16	0	86	0.00	26.86	0	3	0	0	1
03-04	44	20	0	30	0.00	7.50	0	0	0	1	0
<b>Total</b>	<b>235</b>	<b>118</b>	<b>0</b>	<b>327</b>	<b>0.00</b>	<b>13.86</b>			<b>0</b>	<b>4</b>	<b>2</b>

Saturday 01/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	71	26	2	87	0.14	16.73	2	4	0	0	1
23-00	115	48	2	39	0.09	4.06	2	0	0	1	0
00-01	58	16	8	2	0.71	0.63	4	0	1	0	0
01-02	91	39	0	18	0.00	2.31	0	0	0	1	0
02-03	124	53	2	54	0.08	5.09	2	0	0	1	0
03-04	95	46	6	41	0.32	4.46	4	0	1	0	0
<b>Total</b>	<b>552</b>	<b>228</b>	<b>20</b>	<b>241</b>	<b>0.18</b>	<b>5.29</b>			<b>2</b>	<b>3</b>	<b>1</b>

Oceana

Thursday 28/02/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	6	3	0	14	0.00	23.33	0	0	0	1	0
23-00	4	2	0	23	0.00	57.50	0	0	0	1	0
00-01	34	18	0	45	0.00	12.50	0	1	0	1	0
01-02	15	5	0	90	0.00	90.00	0	5	0	0	1
02-03	30	14	2	35	0.33	12.50	2	0	0	1	0
<b>Total</b>	<b>89</b>	<b>42</b>	<b>2</b>	<b>207</b>	<b>0.11</b>	<b>24.64</b>			<b>0</b>	<b>4</b>	<b>1</b>

Saturday 15/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	22	19	0	48	0.00	12.63	0	0	0	1	0
23-00	15	13	4	13	1.33	5.00	4	0	1	0	0
00-01	22	18	11	21	2.50	5.83	6	0	1	0	0
01-02	23	17	4	35	0.87	10.29	3	0	1	0	0
02-03	32	23	41	21	6.41	4.57	15	0	1	0	0
03-04	28	20	4	18	0.71	4.50	2	0	0	1	0
<b>Total</b>	<b>142</b>	<b>110</b>	<b>64</b>	<b>156</b>	<b>2.25</b>	<b>7.09</b>			<b>4</b>	<b>2</b>	<b>0</b>

Halo

Thursday 06/03/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	23	18	4	11	0.87	3.06	4	0	1	0	0
23-00	23	16	3	13	0.65	4.06	3	0	1	0	0
00-01	21	13	0	19	0.00	7.31	0	0	0	1	0
01-02	25	17	0	19	0.00	5.59	0	0	0	1	0

02-03	28	17	5	10	0.89	2.94	2	0	0	1	0
<b>Total</b>	<b>120</b>	<b>81</b>	<b>12</b>	<b>72</b>	<b>0.50</b>	<b>4.44</b>			<b>2</b>	<b>3</b>	<b>0</b>

Friday 14/03/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	16	14	4	11	1.25	3.93	3	0	1	0	0
23-00	23	15	0	28	0.00	9.33	0	0	0	1	0
00-01	26	14	0	22	0.00	7.86	0	0	0	1	0
01-02	19	14	0	11	0.00	3.93	0	0	0	1	0
02-03	24	16	9	24	1.88	7.50	5	0	1	0	0
<b>Total</b>	<b>108</b>	<b>73</b>	<b>13</b>	<b>96</b>	<b>0.60</b>	<b>6.58</b>			<b>2</b>	<b>3</b>	<b>0</b>

**Boar Lane**

Tuesday 04/03/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Friday 15/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
03-04	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

**Grand Theatre**

Monday 10/03/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	45	29	39	6	4.33	1.03	16	0	1	0	0
21-22	14	12	3	9	1.07	3.75	3	0	1	0	0
22-23	29	20	2	5	0.34	1.25	2	0	0	1	0
23-00	45	27	35	18	3.89	3.33	11	0	1	0	0
00-01	69	41	53	0	3.84	0.00	13	0	1	0	0
01-02	48	35	34	0	3.54	0.00	8	0	1	0	0
<b>Total</b>	<b>250</b>	<b>164</b>	<b>166</b>	<b>38</b>	<b>3.32</b>	<b>1.16</b>			<b>5</b>	<b>1</b>	<b>0</b>

Friday 14/03/2008 2200-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	28	11	0	15	0.00	6.82	0	0	0	1	0
23-00	27	14	0	13	0.00	4.64	0	0	0	1	0
00-01	16	8	0	13	0.00	8.13	0	0	0	1	0
01-02	12	7	0	12	0.00	8.57	0	0	0	1	0
<b>Total</b>	<b>83</b>	<b>40</b>	<b>0</b>	<b>53</b>	<b>0.00</b>	<b>6.63</b>			<b>0</b>	<b>4</b>	<b>0</b>

**North Lane**

Wednesday 27/02/2008 2100-0100

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	12	5	0	32	0.00	32.00	0	1	0	1	0
22-23	15	6	0	25	0.00	20.83	0	0	0	1	0
23-00	11	5	0	15	0.00	15.00	0	0	0	1	0
00-01	14	7	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>52</b>	<b>23</b>	<b>0</b>	<b>72</b>	<b>0.00</b>	<b>15.65</b>			<b>0</b>	<b>4</b>	<b>0</b>

Friday 08/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	68	29	2	23	0.15	3.97	2	0	0	1	0
23-00	117	42	18	11	0.77	1.31	8	0	1	0	0
00-01	67	28	5	10	0.37	1.79	5	0	1	0	0
01-02	26	10	0	5	0.00	2.50	0	0	0	1	0
02-03	2	2	0	2	0.00	5.00	0	0	0	1	0
03-04	0	0	1	0	0.00	0.00	1	0	0	1	0
<b>Total</b>	<b>280</b>	<b>111</b>	<b>26</b>	<b>51</b>	<b>0.46</b>	<b>2.30</b>			<b>2</b>	<b>4</b>	<b>0</b>

**Est Est Est**

Thursday 28/02/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	14	12	3	13	1.07	5.42	3	0	1	0	0

23-00	29	19	4	5	0.69	1.32	2	0	0	1	0
00-01	45	27	44	12	4.89	2.22	11	0	1	0	0
01-02	45	29	47	0	5.22	0.00	16	0	1	0	0
02-03	17	18	24	2	7.06	0.56	8	0	1	0	0
<b>Total</b>	<b>150</b>	<b>105</b>	<b>122</b>	<b>32</b>	<b>4.07</b>	<b>1.52</b>			<b>4</b>	<b>1</b>	<b>0</b>

Friday 07/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	71	41	0	62	0.00	7.56	0	4	0	0	1
23-00	95	65	2	45	0.11	3.46	2	0	0	1	0
00-01	150	82	0	62	0.00	3.78	0	4	0	0	1
01-02	94	55	0	61	0.00	5.55	0	4	0	0	1
02-03	43	27	0	49	0.00	9.07	0	0	0	1	0
03-04	10	5	0	21	0.00	21.00	0	0	0	1	0
<b>Total</b>	<b>463</b>	<b>275</b>	<b>2</b>	<b>300</b>	<b>0.02</b>	<b>5.45</b>			<b>0</b>	<b>3</b>	<b>3</b>

**Merrion Street**

Wednesday 12/03/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	7	6	0	15	0.00	12.50	0	0	0	1	0
22-23	8	6	0	51	0.00	42.50	0	2	0	1	0
23-00	4	3	0	50	0.00	83.33	0	2	0	1	0
00-01	26	16	0	38	0.00	11.88	0	1	0	1	0
01-02	6	5	0	51	0.00	51.00	0	2	0	1	0
02-03	14	9	0	92	0.00	51.11	0	7	0	0	1
<b>Total</b>	<b>65</b>	<b>45</b>	<b>0</b>	<b>297</b>	<b>0.00</b>	<b>33.00</b>			<b>0</b>	<b>5</b>	<b>1</b>

Saturday 26/04/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	3	3	0	7	0.00	11.67	0	0	0	1	0
23-00	4	2	0	9	0.00	22.50	0	0	0	1	0
00-01	3	2	0	0	0.00	0.00	0	0	0	1	0
01-02	3	2	0	0	0.00	0.00	0	0	0	1	0
02-03	3	3	0	0	0.00	0.00	0	0	0	1	0
03-04	4	3	2	0	2.50	0.00	2	0	0	1	0
<b>Total</b>	<b>20</b>	<b>15</b>	<b>2</b>	<b>16</b>	<b>0.50</b>	<b>5.33</b>			<b>0</b>	<b>6</b>	<b>0</b>

**March/April 2008  
Dyre Street**

Wednesday 26/03/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	19	10	0	63	0.00	31.50	0	4	0	0	1
11-12	16	14	0	83	0.00	29.64	0	4	0	0	1
12-13	25	17	0	65	0.00	19.12	0	1	0	1	0
13-14	30	21	0	26	0.00	6.19	0	1	0	1	0
14-15	20	12	0	54	0.00	22.50	0	1	0	1	0
15-16	21	13	0	60	0.00	23.08	0	0	0	1	0
16-17	20	14	0	87	0.00	31.07	0	4	0	0	1
17-18	40	19	0	56	0.00	14.74	0	1	0	1	0
<b>Total</b>	<b>191</b>	<b>120</b>	<b>0</b>	<b>494</b>	<b>0.00</b>	<b>20.58</b>			<b>0</b>	<b>5</b>	<b>3</b>

Wednesday 02/04/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	20	13	1	48	0.25	18.46	1	0	0	1	0
19-20	9	9	0	86	0.00	47.78	0	5	0	0	1
20-21	27	19	0	74	0.00	19.47	0	2	0	1	0
21-22	31	21	0	76	0.00	18.10	0	0	0	1	0
22-23	15	10	0	86	0.00	43.00	0	5	0	0	1
23-00	16	14	0	61	0.00	21.79	0	0	0	1	0
<b>Total</b>	<b>118</b>	<b>86</b>	<b>1</b>	<b>431</b>	<b>0.04</b>	<b>25.06</b>			<b>0</b>	<b>4</b>	<b>2</b>

Saturday 22/03/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	24	16	0	68	0.00	21.25	0	2	0	1	0
11-12	28	19	0	81	0.00	21.32	0	3	0	0	1
12-13	30	22	0	76	0.00	10.00	0	0	0	1	0
13-14	35	21	0	42	0.00	17.83	0	1	0	1	0
14-15	44	23	0	82	0.00	16.45	0	4	0	0	1
15-16	56	31	0	102	0.00	43.53	0	0	0	1	0
16-17	24	17	0	148	0.00	14.81	0	9	0	0	1
17-18	46	26	0	77	0.00	19.31	0	4	0	0	1
<b>Total</b>	<b>287</b>	<b>175</b>	<b>0</b>	<b>676</b>	<b>0.00</b>	<b>19.31</b>			<b>0</b>	<b>4</b>	<b>4</b>

Friday 11/04/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	44	30	0	99	0.00	16.50	0	2	0	1	0
19-20	51	31	0	73	0.00	11.77	0	2	0	1	0
20-21	40	31	2	60	0.25	12.90	0	0	0	1	0
21-22	42	27	8	57	0.95	10.56	6	0	1	0	0
22-23	37	29	0	64	0.00	11.03	0	1	0	1	0

23-00	35	23	3	45	0.43	9.78	2	0	0	1	0
<b>Total</b>	<b>249</b>	<b>171</b>	<b>13</b>	<b>418</b>	<b>0.26</b>	<b>12.22</b>			<b>1</b>	<b>5</b>	<b>0</b>

**Railway Station**

Tuesday 01/04/2008 0700-1500

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
07-08	30	26	0	48	0.00	9.23	0	2	0	1	0
08-09	110	99	17	36	0.77	1.82	10	0	1	0	0
09-10	136	112	12	38	0.44	1.70	4	0	1	0	0
10-11	104	85	10	49	0.48	2.88	10	0	1	0	0
11-12	161	124	63	32	1.96	1.29	25	0	1	0	0
12-13	84	72	20	46	1.19	3.19	10	0	1	0	0
13-14	127	91	35	38	1.38	2.09	20	0	1	0	0
14-15	92	67	17	44	0.92	3.28	10	0	1	0	0
<b>Total</b>	<b>844</b>	<b>676</b>	<b>174</b>	<b>331</b>	<b>1.03</b>	<b>2.45</b>			<b>7</b>	<b>1</b>	<b>0</b>

Thursday 03/04/2008 1700-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
17-18	132	95	0	107	0.00	5.63	0	6	0	0	1
<b>Total</b>	<b>132</b>	<b>95</b>	<b>0</b>	<b>107</b>	<b>0.00</b>	<b>5.63</b>			<b>0</b>	<b>0</b>	<b>1</b>

Thursday 03/04/0 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	163	134	0	116	0.00	4.33	0	8	0	0	1
19-20	207	171	0	120	0.00	3.51	0	8	0	0	1
20-21	152	119	0	111	0.00	4.66	0	7	0	0	1
21-22	196	155	18	111	0.46	3.58	18	0	1	0	0
22-23	168	57	21	107	0.63	9.39	14	0	1	0	0
23-00	217	163	0	110	0.00	3.37	0	8	0	0	1
<b>Total</b>	<b>1103</b>	<b>799</b>	<b>39</b>	<b>675</b>	<b>0.18</b>	<b>4.22</b>			<b>2</b>	<b>0</b>	<b>4</b>

Saturday 22/03/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
13-14	137	88	0	122	0.00	6.93	0	8	0	0	1
14-15	171	100	0	119	0.00	5.95	0	8	0	0	1
15-16	223	122	103	89	2.31	3.65	43	0	1	0	0
16-17	228	115	53	112	1.16	4.57	32	0	1	0	0
17-18	215	137	96	89	2.23	3.25	43	0	1	0	0
<b>Total</b>	<b>974</b>	<b>562</b>	<b>252</b>	<b>531</b>	<b>1.29</b>	<b>4.72</b>			<b>3</b>	<b>0</b>	<b>2</b>

Friday 04/04/2008 2100-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	284	179	235	14	4.14	0.39	40	0	1	0	0
22-23	286	168	174	16	3.04	0.48	30	0	1	0	0
23-00	340	208	40	20	0.59	0.48	12	0	1	0	0
00-01	347	193	325	8	4.68	0.21	50	0	1	0	0
01-02	212	110	55	43	1.30	1.95	20	0	1	0	0
02-03	250	138	106	27	2.12	0.98	30	0	1	0	0
03-04	59	32	0	48	0.00	7.50	0	3	0	0	1
<b>Total</b>	<b>1776</b>	<b>1028</b>	<b>935</b>	<b>176</b>	<b>2.63</b>	<b>0.86</b>			<b>6</b>	<b>0</b>	<b>1</b>

Sunday 06/04/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	85	55	0	246	0.00	22.36	0	27	0	0	1
11-12	78	45	0	204	0.00	22.67	0	13	0	0	1
12-13	112	75	0	172	0.00	11.47	0	0	0	1	0
13-14	121	72	0	227	0.00	15.76	0	14	0	0	1
14-15	189	107	0	200	0.00	9.35	0	7	0	0	1
15-16	151	103	0	150	0.00	7.28	0	4	0	0	1
16-17	157	103	0	227	0.00	11.02	0	12	0	0	1
17-18	145	107	0	148	0.00	6.92	0	5	0	0	1
<b>Total</b>	<b>1038</b>	<b>667</b>	<b>0</b>	<b>1574</b>	<b>0.00</b>	<b>11.80</b>			<b>0</b>	<b>1</b>	<b>7</b>

**Leeds University**

Thursday 27/03/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	11	6	0	39	0.00	32.50	0	2	0	1	0
11-12	13	9	0	43	0.00	23.89	0	1	0	1	0
12-13	5	4	0	86	0.00	107.50	0	5	0	0	1
13-14	11	10	0	54	0.00	27.00	0	2	0	1	0
14-15	12	9	0	46	0.00	25.56	0	0	0	1	0
15-16	12	3	0	50	0.00	83.33	0	3	0	0	1
16-17	13	9	0	55	0.00	30.56	0	2	0	1	0
17-18	14	10	0	29	0.00	14.50	0	0	0	1	0
<b>Total</b>	<b>91</b>	<b>60</b>	<b>0</b>	<b>402</b>	<b>0.00</b>	<b>33.50</b>			<b>0</b>	<b>6</b>	<b>2</b>

Wednesday 02/04/2008 1800-2400

Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
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Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	7	6	0	15	0.00	12.50	0	0	0	1	0
19-20	2	2	0	15	0.00	37.50	0	0	0	1	0
20-21	3	3	1	1	1.67	1.67	1	0	0	1	0
21-22	3	3	0	4	0.00	6.67	0	0	0	1	0
22-23	3	2	0	15	0.00	37.50	0	0	0	1	0
23-00	2	2	0	14	0.00	35.00	0	0	0	1	0
<b>Total</b>	<b>20</b>	<b>18</b>	<b>1</b>	<b>64</b>	<b>0.25</b>	<b>17.78</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 29/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	13	3	27	0	10.38	0.00	12	0	1	0	0
15-16	4	2	0	15	0.00	37.50	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	3	3	2	4	3.33	6.67	1	0	0	1	0
<b>Total</b>	<b>20</b>	<b>8</b>	<b>29</b>	<b>19</b>	<b>7.25</b>	<b>11.88</b>			<b>1</b>	<b>3</b>	<b>0</b>

Friday 04/04/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	13	7	0	26	0.00	18.57	0	0	0	1	0
19-20	3	3	0	42	0.00	70.00	0	2	0	1	0
20-21	2	2	0	44	0.00	110.00	0	2	0	1	0
21-22	7	2	0	41	0.00	102.50	0	1	0	1	0
22-23	6	4	0	48	0.00	60.00	0	2	0	1	0
23-00	13	7	0	27	0.00	19.29	0	0	0	1	0
<b>Total</b>	<b>44</b>	<b>25</b>	<b>0</b>	<b>228</b>	<b>0.00</b>	<b>45.60</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 23/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	20	16	0	23	0.00	7.19	0	0	0	1	0
15-16	20	16	0	16	0.00	5.00	0	0	0	1	0
16-17	22	16	5	11	1.14	3.44	3	0	1	0	0
17-18	14	12	3	24	1.07	10.00	3	0	1	0	0
<b>Total</b>	<b>76</b>	<b>60</b>	<b>8</b>	<b>74</b>	<b>0.53</b>	<b>6.17</b>			<b>2</b>	<b>2</b>	<b>0</b>

Vicar Lane

Wednesday 26/03/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	11	8	0	21	0.00	13.13	0	1	0	1	0
11-12	11	8	0	24	0.00	15.00	0	1	0	1	0
12-13	14	8	0	26	0.00	16.25	0	1	0	1	0
13-14	10	8	0	18	0.00	11.25	0	0	0	1	0
14-15	20	14	2	22	0.50	7.86	2	0	0	1	0
15-16	22	14	0	24	0.00	8.57	0	1	0	1	0
16-17	24	17	2	18	0.42	5.29	1	0	0	1	0
17-18	16	13	0	24	0.00	9.23	0	1	0	1	0
<b>Total</b>	<b>128</b>	<b>90</b>	<b>4</b>	<b>177</b>	<b>0.18</b>	<b>9.83</b>			<b>0</b>	<b>8</b>	<b>0</b>

Tuesday 01/04/2008 2000-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	11	9	0	32	0.00	17.78	0	1	0	1	0
21-22	10	7	0	26	0.00	18.57	0	1	0	1	0
22-23	9	7	0	15	0.00	10.71	0	0	0	1	0
23-00	9	5	2	7	1.11	7.00	2	0	0	1	0
<b>Total</b>	<b>39</b>	<b>28</b>	<b>2</b>	<b>80</b>	<b>0.26</b>	<b>14.29</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 05/04/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	7	7	0	16	0.00	11.43	0	0	0	1	0
11-12	10	8	0	18	0.00	11.25	0	0	0	1	0
12-13	26	17	0	26	0.00	7.65	0	1	0	1	0
13-14	21	15	0	35	0.00	11.67	0	0	0	1	0
14-15	19	10	0	47	0.00	23.50	0	3	0	0	1
15-16	14	12	0	56	0.00	23.33	0	3	0	0	1
16-17	39	28	0	66	0.00	11.79	0	1	0	1	0
17-18	45	30	0	60	0.00	10.00	0	1	0	1	0
<b>Total</b>	<b>164</b>	<b>112</b>	<b>0</b>	<b>290</b>	<b>0.00</b>	<b>12.95</b>			<b>0</b>	<b>4</b>	<b>2</b>

Friday 04/04/2008 2000-0100

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	7	3	0	5	0.00	8.33	0	0	0	1	0
21-22	1	1	0	15	0.00	75.00	0	0	0	1	0
22-23	3	2	0	24	0.00	60.00	0	0	0	1	0
23-00	7	4	0	2	0.00	2.50	0	0	0	1	0
00-01	2	1	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>20</b>	<b>11</b>	<b>0</b>	<b>46</b>	<b>0.00</b>	<b>20.91</b>			<b>0</b>	<b>5</b>	<b>0</b>

Sunday 30/03/2008 1400-1800

Rank Throughput	Queue 'Snap-Shot' Totals	Service Quality	Queue Extremes	Market Conditions
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Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	15	11	1	17	0.33	7.73	1	0	0	1	0
15-16	17	15	7	24	2.06	8.00	5	0	1	0	0
16-17	17	12	0	29	0.00	12.08	0	1	0	1	0
17-18	17	12	0	24	0.00	10.00	0	0	0	1	0
<b>Total</b>	<b>66</b>	<b>50</b>	<b>8</b>	<b>94</b>	<b>0.61</b>	<b>9.40</b>			<b>1</b>	<b>3</b>	<b>0</b>

**Dortmund Square**

Friday 28/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	11	7	0	19	0.00	13.57	0	0	0	1	0
15-16	12	6	0	23	0.00	19.17	0	1	0	1	0
16-17	14	8	0	19	0.00	11.88	0	0	0	1	0
17-18	13	8	0	16	0.00	10.00	0	0	0	1	0
<b>Total</b>	<b>50</b>	<b>29</b>	<b>0</b>	<b>77</b>	<b>0.00</b>	<b>13.28</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 29/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	28	20	1	16	0.18	4.00	1	0	0	1	0
15-16	31	19	0	20	0.00	5.26	0	1	0	1	0
16-17	34	21	1	17	0.15	4.05	1	0	0	1	0
17-18	28	19	0	25	0.00	6.58	0	1	0	1	0
<b>Total</b>	<b>121</b>	<b>79</b>	<b>2</b>	<b>78</b>	<b>0.08</b>	<b>4.94</b>			<b>0</b>	<b>4</b>	<b>0</b>

Sunday 06/04/2008 1400-1700

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	4	3	0	5	0.00	8.33	0	0	0	1	0
15-16	7	5	0	9	0.00	9.00	0	0	0	1	0
16-17	1	1	0	3	0.00	15.00	0	0	0	1	0
17-18	0	0	0	4	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>12</b>	<b>9</b>	<b>0</b>	<b>21</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Headrow - Primark**

Thursday 27/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	11	7	0	0	0.00	0.00	0	0	0	1	0
13-14	6	5	0	1	0.00	1.00	0	0	0	1	0
14-15	12	5	0	1	0.00	1.00	0	0	0	1	0
15-16	11	7	0	0	0.00	0.00	0	0	0	1	0
16-17	28	16	1	4	0.18	1.25	1	0	0	1	0
17-18	12	9	1	6	0.42	3.33	1	0	0	1	0
<b>Total</b>	<b>80</b>	<b>49</b>	<b>2</b>	<b>12</b>	<b>0.13</b>	<b>1.22</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 29/03/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	0	0	1	0.00	0.00	0	0	0	1	0
13-14	0	0	0	0	0.00	0.00	0	0	0	1	0
14-15	0	0	0	1	0.00	0.00	0	0	0	1	0
15-16	2	1	0	2	0.00	10.00	0	0	0	1	0
16-17	7	3	0	0	0.00	0.00	0	0	0	1	0
17-18	4	2	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>13</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>0.00</b>	<b>3.33</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 23/03/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Call Lane**

Thursday 03/04/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	17	12	0	37	0.00	15.42	0	2	0	1	0
23-00	27	17	0	55	0.00	16.18	0	2	0	1	0
00-01	49	30	0	57	0.00	9.50	0	1	0	1	0
01-02	71	38	0	70	0.00	9.21	0	3	0	0	1
02-03	49	27	0	53	0.00	9.81	0	3	0	0	1
03-04	21	12	0	11	0.00	4.58	0	0	0	1	0
<b>Total</b>	<b>234</b>	<b>136</b>	<b>0</b>	<b>283</b>	<b>0.00</b>	<b>10.40</b>			<b>0</b>	<b>4</b>	<b>2</b>

Saturday 22/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply

22-23	18	14	0	24	0.00	8.57	0	0	0	1	0
23-00	21	17	2	29	0.48	8.53	2	0	0	1	0
00-01	25	18	0	26	0.00	7.22	0	0	0	1	0
01-02	26	17	23	22	4.42	6.47	8	0	1	0	0
02-03	11	9	0	20	0.00	11.11	0	0	0	1	0
03-04	24	17	5	8	1.04	2.35	3	0	1	0	0
<b>Total</b>	<b>125</b>	<b>92</b>	<b>30</b>	<b>129</b>	<b>1.20</b>	<b>7.01</b>			<b>2</b>	<b>4</b>	<b>0</b>

**Oceana**

Thursday 27/03/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	7	7	4	14	2.86	10.00	4	0	1	0	0
23-00	14	11	0	29	0.00	13.18	0	0	0	1	0
00-01	5	3	0	44	0.00	73.33	0	2	0	1	0
01-02	11	6	0	30	0.00	25.00	0	2	0	1	0
02-03	15	7	0	51	0.00	36.43	0	2	0	1	0
<b>Total</b>	<b>52</b>	<b>34</b>	<b>4</b>	<b>168</b>	<b>0.38</b>	<b>24.71</b>			<b>1</b>	<b>4</b>	<b>0</b>

Saturday 29/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	3	2	0	0	0.00	0.00	0	0	0	1	0
23-00	4	3	0	0	0.00	0.00	0	0	0	1	0
00-01	5	2	0	0	0.00	0.00	0	0	0	1	0
01-02	3	2	0	0	0.00	0.00	0	0	0	1	0
02-03	2	1	0	0	0.00	0.00	0	0	0	1	0
03-04	7	3	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>24</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

**Halo**

Thursday 03/04/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	3	2	0	0	0.00	0.00	0	0	0	1	0
23-00	3	2	0	0	0.00	0.00	0	0	0	1	0
00-01	2	2	0	0	0.00	0.00	0	0	0	1	0
01-02	2	1	0	0	0.00	0.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>10</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>5</b>	<b>0</b>

Saturday 05/04/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	3	2	0	13	0.00	32.50	0	0	0	1	0
23-00	2	1	0	13	0.00	65.00	0	0	0	1	0
00-01	1	1	0	9	0.00	45.00	0	0	0	1	0
01-02	0	0	0	5	0.00	0.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>40</b>	<b>0.00</b>	<b>50.00</b>			<b>0</b>	<b>5</b>	<b>0</b>

**Boar Lane**

Tuesday 01/04/2008 2200-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 05/04/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
03-04	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

**Grand Theatre**

Monday 31/03/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	27	22	0	74	0.00	16.82	0	4	0	0	1
21-22	20	13	0	85	0.00	32.69	0	4	0	0	1
22-23	25	16	0	63	0.00	19.69	0	3	0	0	1
23-00	34	21	0	49	0.00	11.67	0	0	0	1	0
00-01	24	19	0	29	0.00	7.63	0	0	0	1	0
01-02	12	9	5	13	2.08	7.22	3	0	1	0	0
<b>Total</b>	<b>142</b>	<b>100</b>	<b>5</b>	<b>313</b>	<b>0.18</b>	<b>15.65</b>			<b>1</b>	<b>2</b>	<b>3</b>

Friday 04/04/2008 2000-0200



Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	3	2	0	9	0.00	22.50	0	0	0	1	0
21-22	10	0	0	13	0.00	0.00	0	0	0	1	0
22-23	13	6	0	15	0.00	12.50	0	0	0	1	0
23-24	23	11	0	28	0.00	12.73	0	1	0	1	0
00-01	20	10	0	39	0.00	19.50	0	0	0	1	0
01-02	11	6	0	45	0.00	37.50	0	2	0	1	0
<b>Total</b>	<b>80</b>	<b>35</b>	<b>0</b>	<b>149</b>	<b>0.00</b>	<b>21.29</b>			<b>0</b>	<b>6</b>	<b>0</b>

**North Lane**

Wednesday 26/03/2008 2100-0100

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	22	11	3	4	0.68	1.82	1	0	0	1	0
22-23	17	11	0	26	0.00	11.82	0	0	0	1	0
23-00	29	16	5	17	0.86	5.31	4	0	1	0	0
00-01	41	21	11	8	1.34	1.90	3	0	1	0	0
<b>Total</b>	<b>109</b>	<b>59</b>	<b>19</b>	<b>55</b>	<b>0.87</b>	<b>4.66</b>			<b>2</b>	<b>2</b>	<b>0</b>

Friday 11/04/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	9	3	0	15	0.00	25.00	0	0	0	1	0
23-00	19	10	0	25	0.00	12.50	0	1	0	1	0
00-01	36	16	5	19	0.69	5.94	5	0	1	0	0
01-02	10	6	0	17	0.00	14.17	0	0	0	1	0
02-03	25	9	0	5	0.00	2.78	0	0	0	1	0
03-04	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>99</b>	<b>44</b>	<b>5</b>	<b>81</b>	<b>0.25</b>	<b>9.20</b>			<b>1</b>	<b>5</b>	<b>0</b>

**Est Est Est**

Thursday 27/03/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	34	29	0	72	0.00	12.41	0	6	0	0	1
23-00	61	43	0	63	0.00	7.33	0	3	0	0	1
00-01	40	26	0	54	0.00	10.38	0	2	0	1	0
01-02	19	17	0	52	0.00	15.29	0	3	0	0	1
02-03	6	4	0	6	0.00	7.50	0	0	0	1	0
<b>Total</b>	<b>159</b>	<b>119</b>	<b>0</b>	<b>247</b>	<b>0.00</b>	<b>10.38</b>			<b>0</b>	<b>2</b>	<b>3</b>

Saturday 05/04/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	76	42	0	56	0.00	6.67	0	3	0	0	1
23-00	134	65	0	50	0.00	3.85	0	3	0	0	1
00-01	152	76	0	44	0.00	2.89	0	1	0	1	0
01-02	103	54	2	50	0.10	4.63	2	1	0	1	0
02-03	50	31	0	36	0.00	5.81	0	0	0	1	0
03-04	23	10	0	16	0.00	8.00	0	0	0	1	0
<b>Total</b>	<b>538</b>	<b>278</b>	<b>2</b>	<b>252</b>	<b>0.02</b>	<b>4.53</b>			<b>0</b>	<b>4</b>	<b>2</b>

**Merrion Street**

Wednesday 02/04/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	4	4	0	19	0.00	23.75	0	1	0	1	0
22-23	11	8	0	16	0.00	10.00	0	0	0	1	0
23-00	17	10	0	19	0.00	9.50	0	0	0	1	0
00-01	23	14	0	25	0.00	8.93	0	0	0	1	0
01-02	15	9	0	42	0.00	23.33	0	1	0	1	0
02-03	15	10	0	46	0.00	23.00	0	3	0	0	1
<b>Total</b>	<b>85</b>	<b>55</b>	<b>0</b>	<b>167</b>	<b>0.00</b>	<b>15.18</b>			<b>0</b>	<b>5</b>	<b>1</b>

Friday 23/03/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	3	2	0	0	0.00	0.00	0	0	0	1	0
00-01	4	2	0	0	0.00	0.00	0	0	0	1	0
01-02	1	1	0	0	0.00	0.00	0	0	0	1	0
02-03	3	2	0	0	0.00	0.00	0	0	0	1	0
03-04	1	1	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>12</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

**August 2008**

**Dyre Street**

Tuesday 12/08/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	20	17	0	62	0.00	18.24	0	0	0	1	0
11-12	25	20	0	98	0.00	24.50	0	5	0	0	1

12-13	25	17	0	58	0.00	17.06	0	0	0	1	0
13-14	34	20	0	83	0.00	20.75	0	4	0	0	1
14-15	21	13	0	96	0.00	36.92	0	4	0	0	1
15-16	46	27	0	63	0.00	11.67	0	2	0	1	0
16-17	29	18	0	89	0.00	24.72	0	5	0	0	1
17-18	21	15	0	114	0.00	38.90	0	5	0	0	1
<b>Total</b>	<b>221</b>	<b>147</b>	<b>0</b>	<b>663</b>	<b>0.00</b>	<b>22.55</b>			<b>0</b>	<b>3</b>	<b>5</b>

Wednesday 13/08/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	9	6	0	119	0.00	99.17	0	8	0	0	1
19-20	28	13	0	101	0.00	38.85	0	6	0	0	1
20-21	10	6	0	108	0.00	90.00	0	6	0	0	1
21-22	23	13	0	86	0.00	33.08	0	1	0	1	0
22-23	24	12	0	105	0.00	43.75	0	4	0	0	1
23-00	11	7	0	84	0.00	60.00	0	6	0	0	1
<b>Total</b>	<b>105</b>	<b>57</b>	<b>0</b>	<b>603</b>	<b>0.00</b>	<b>52.89</b>			<b>0</b>	<b>1</b>	<b>5</b>

Saturday 23/08/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	21	12	1	15	0.24	6.25	0	0	0	1	0
11-12	26	16	0	45	0.00	14.06	0	0	0	1	0
12-13	29	16	0	35	0.00	6.94	0	1	0	1	0
13-14	30	18	0	25	0.67	4.74	0	0	0	1	0
14-15	30	19	4	18	0.00	5.71	3	0	1	0	0
15-16	30	21	0	24	0.00	11.36	0	0	0	1	0
16-17	37	22	0	50	0.00	18.86	0	2	0	1	0
17-18	33	22	0	83	0.11	10.10	0	4	0	0	1
<b>Total</b>	<b>236</b>	<b>146</b>	<b>5</b>	<b>295</b>	<b>0.11</b>	<b>10.10</b>			<b>1</b>	<b>6</b>	<b>1</b>

Friday 15/08/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	35	21	0	107	0.00	25.48	0	7	0	0	1
19-20	32	22	0	102	0.00	23.18	0	6	0	0	1
20-21	27	17	0	101	0.00	29.71	0	6	0	0	1
21-22	40	25	0	93	0.00	18.60	0	4	0	0	1
22-23	53	30	10	64	0.94	10.67	10	0	1	0	0
23-00	22	17	0	83	0.00	24.41	0	5	0	0	1
<b>Total</b>	<b>209</b>	<b>132</b>	<b>10</b>	<b>550</b>	<b>0.24</b>	<b>20.83</b>			<b>1</b>	<b>0</b>	<b>5</b>

Sunday 10/08/2009 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	5	13	0	36	0.00	13.85	0	3	0	0	1
15-16	4	13	0	30	0.00	11.54	0	3	0	0	1
16-17	18	16	0	47	0.00	14.69	0	2	0	1	0
<b>Total</b>	<b>27</b>	<b>42</b>	<b>0</b>	<b>113</b>	<b>0.00</b>	<b>13.45</b>			<b>0</b>	<b>1</b>	<b>2</b>

**Railway Station**

Tuesday 05/08/2008 0700-1500

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
07-08	14	13	0	168	0.00	64.62	0	12	0	0	1
08-09	42	32	0	195	0.00	30.47	0	11	0	0	1
09-10	99	69	0	143	0.00	10.36	0	8	0	0	1
10-11	96	69	0	126	0.00	9.13	0	5	0	0	1
11-12	85	72	0	200	0.00	13.89	0	13	0	0	1
12-13	102	76	0	98	0.00	6.45	0	4	0	0	1
13-14	69	55	0	113	0.00	10.27	0	4	0	0	1
<b>Total</b>	<b>507</b>	<b>386</b>	<b>0</b>	<b>1043</b>	<b>0.00</b>	<b>13.51</b>		<b>4</b>	<b>0</b>	<b>0</b>	<b>7</b>

Thursday 14/08/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	120	93	0	45	0.00	2.42	0	2	0	1	0
19-20	78	48	0	38	0.00	3.96	0	2	0	1	0
20-21	88	55	9	42	0.51	3.82	9	0	1	0	0
21-22	123	100	37	28	1.50	1.40	20	0	1	0	0
22-23	60	47	0	27	0.00	2.87	0	0	0	1	0
23-00	59	48	31	4	2.63	0.42	4	0	1	0	0
<b>Total</b>	<b>528</b>	<b>391</b>	<b>77</b>	<b>184</b>	<b>0.73</b>	<b>2.35</b>			<b>3</b>	<b>3</b>	<b>0</b>

Saturday 23/08/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	97	50	30	50	1.55	5.00	15	0	1	0	0
13-14	0	21	0	60	0.00	14.29	0	5	0	0	1
14-15	2	23	0	60	0.00	13.04	0	5	0	0	1
15-16	73	44	60	45	4.11	5.11	35	0	1	0	0
16-17	16	42	0	58	0.00	6.90	0	3	0	0	1
17-18	39	32	10	54	1.28	8.44	10	0	1	0	0
<b>Total</b>	<b>227</b>	<b>212</b>	<b>100</b>	<b>327</b>	<b>2.20</b>	<b>7.71</b>			<b>3</b>	<b>0</b>	<b>3</b>

Friday 15/08/2008 2100-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	225	112	121	20	2.69	0.89	30	0	1	0	0
22-23	211	95	157	20	3.72	1.05	37	0	1	0	0
23-00	195	95	130	20	3.33	1.05	37	0	1	0	0
00-01	11	11	0	60	0.00	27.27	0	5	0	0	1
01-02	60	42	0	60	0.00	7.14	0	5	0	0	1
02-03	98	46	0	60	0.00	6.52	0	5	0	0	1
03-04	9	32	0	60	0.00	9.38	0	5	0	0	1
<b>Total</b>	<b>809</b>	<b>433</b>	<b>406</b>	<b>300</b>	<b>2.52</b>	<b>3.46</b>			<b>3</b>	<b>0</b>	<b>4</b>

Sunday 17/08/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	28	11	0	54	0.00	24.55	0	4	0	0	1
11-12	61	31	0	47	0.00	7.58	0	3	0	0	1
12-13	60	37	0	53	0.00	7.16	0	3	0	0	1
13-14	99	62	0	57	0.00	4.60	0	3	0	0	1
14-15	90	60	0	51	0.00	4.25	0	2	0	1	0
15-16	93	49	0	46	0.00	4.69	0	2	0	1	0
16-17	49	31	0	50	0.00	8.06	0	3	0	0	1
17-18	42	27	0	54	0.00	10.00	0	3	0	0	1
<b>Total</b>	<b>522</b>	<b>308</b>	<b>0</b>	<b>412</b>	<b>0.00</b>	<b>6.69</b>			<b>0</b>	<b>2</b>	<b>6</b>

Leeds University

Thursday 07/08/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	9	0	13	0.00	7.22	0	0	0	1	0
11-12	1	4	0	59	0.00	73.75	0	3	0	0	1
12-13	1	7	0	30	0.00	21.43	0	1	0	1	0
13-14	3	4	0	36	0.00	45.00	0	1	0	1	0
14-15	3	11	0	34	0.00	15.45	0	1	0	1	0
15-16	4	12	0	13	0.00	5.42	0	0	0	1	0
16-17	3	7	0	22	0.00	15.71	0	0	0	1	0
17-18	0	8	0	19	0.00	11.88	0	0	0	1	0
<b>Total</b>	<b>15</b>	<b>62</b>	<b>0</b>	<b>226</b>	<b>0.00</b>	<b>18.23</b>			<b>0</b>	<b>7</b>	<b>1</b>

Wednesday 13/08/2008 1800-2400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	1	1	0	17	0.00	85.00	0	1	0	1	0
19-20	1	1	0	33	0.00	165.00	0	1	0	1	0
20-21	0	0	0	9	0.00	0.00	0	0	0	1	0
21-22	1	1	0	13	0.00	65.00	0	0	0	1	0
22-23	3	1	0	20	0.00	100.00	0	0	0	1	0
23-00	1	1	0	20	0.00	100.00	0	0	0	1	0
<b>Total</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>112</b>	<b>0.00</b>	<b>112.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 09/08/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	16	0.00	0.00	0	1	0	1	0
15-16	2	2	0	9	0.00	22.50	0	0	0	1	0
16-17	2	1	0	22	0.00	110.00	0	0	0	1	0
17-18	0	0	0	16	0.00	0.00	0	1	0	1	0
<b>Total</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>63</b>	<b>0.00</b>	<b>105.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Friday 29/08/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	5	12	0	25	0.00	10.42	0	0	0	1	0
19-20	3	15	0	27	0.00	9.00	0	0	0	1	0
20-21	3	13	0	23	0.00	8.85	0	0	0	1	0
21-22	3	11	0	26	0.00	11.82	0	0	0	1	0
22-23	3	9	0	16	0.00	8.89	0	0	0	1	0
23-00	8	7	0	10	0.00	7.14	0	0	0	1	0
<b>Total</b>	<b>25</b>	<b>67</b>	<b>0</b>	<b>127</b>	<b>0.00</b>	<b>9.48</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 24/08/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	4	8	0	36	0.00	22.50	0	0	0	1	0
15-16	6	10	0	15	0.00	7.50	0	0	0	1	0
16-17	5	14	0	30	0.00	10.71	0	0	0	1	0
17-18	5	14	0	20	0.00	7.14	0	0	0	1	0
<b>Total</b>	<b>20</b>	<b>46</b>	<b>0</b>	<b>101</b>	<b>0.00</b>	<b>10.88</b>			<b>0</b>	<b>4</b>	<b>0</b>

Vicar Lane

Wednesday 06/08/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	7	6	0	22	0.00	18.33	0	1	0	1	0
11-12	5	4	0	23	0.00	28.75	0	1	0	1	0
12-13	11	9	0	23	0.00	12.78	0	1	0	1	0
13-14	15	11	0	22	0.00	10.00	0	1	0	1	0

14-15	21	13	0	20	0.00	7.69	0	0	0	1	0
15-16	25	11	0	39	0.00	17.73	0	2	0	1	0
16-17	14	11	0	45	0.00	20.45	0	3	0	0	1
17-18	21	16	0	42	0.00	13.13	0	1	0	1	0
<b>Total</b>	<b>119</b>	<b>81</b>	<b>0</b>	<b>236</b>	<b>0.00</b>	<b>14.57</b>			<b>0</b>	<b>7</b>	<b>1</b>

Tuesday 12/08/2018 2000-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	1	14	0	34	0.00	12.14	0	2	0	1	0
21-22	2	11	0	36	0.00	16.36	0	3	0	0	1
22-23	2	9	0	31	0.00	17.22	0	0	0	1	0
23-00	3	9	0	30	0.00	16.67	0	2	0	1	0
<b>Total</b>	<b>8</b>	<b>43</b>	<b>0</b>	<b>131</b>	<b>0.00</b>	<b>15.23</b>			<b>0</b>	<b>3</b>	<b>1</b>

Saturday 16/08/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	0	4	0	24	0.00	30.00	0	2	0	1	0
11-12	4	6	0	26	0.00	21.67	0	2	0	1	0
12-13	3	8	0	27	0.00	16.88	0	2	0	1	0
13-14	4	6	0	24	0.00	20.00	0	1	0	1	0
14-15	2	5	0	24	0.00	24.00	0	2	0	1	0
15-16	3	6	0	24	0.00	20.00	0	2	0	1	0
16-17	2	7	0	24	0.00	17.14	0	0	0	1	0
17-18	6	6	0	24	0.00	20.00	0	2	0	1	0
<b>Total</b>	<b>24</b>	<b>48</b>	<b>0</b>	<b>197</b>	<b>0.00</b>	<b>20.52</b>			<b>0</b>	<b>8</b>	<b>0</b>

Friday 15/08/2008 2000-0100

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	14	10	0	35	0.00	17.50	0	2	0	1	0
21-22	7	6	0	31	0.00	25.83	0	1	0	1	0
22-23	24	14	17	3	3.54	1.07	3	0	1	0	0
23-00	13	8	0	5	0.00	3.13	0	0	0	1	0
00-01	17	9	24	0	7.06	0.00	3	0	1	0	0
<b>Total</b>	<b>75</b>	<b>47</b>	<b>41</b>	<b>74</b>	<b>2.73</b>	<b>7.87</b>			<b>2</b>	<b>3</b>	<b>0</b>

Sunday 10/08/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	11	5	0	11	0.00	9.17	0	0	0	1	0
15-16	7	4	0	18	0.00	22.50	0	0	0	1	0
16-17	10	6	0	46	0.00	38.33	0	0	0	1	0
17-18	13	18	0	34	0.00	9.44	0	0	0	1	0
<b>Total</b>	<b>41</b>	<b>34</b>	<b>0</b>	<b>109</b>	<b>0.00</b>	<b>16.03</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Dortmund Square**

Friday 08/08/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	4	10	0	24	0.00	12.00	0	0	0	1	0
15-16	2	7	0	27	0.00	19.29	0	0	0	1	0
16-17	7	12	0	21	0.00	8.75	0	0	0	1	0
17-18	4	8	0	17	0.00	10.63	0	0	0	1	0
<b>Total</b>	<b>17</b>	<b>37</b>	<b>0</b>	<b>89</b>	<b>0.00</b>	<b>12.03</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 09/08/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	14	14	0	29	0.00	10.36	0	0	0	1	0
15-16	11	10	0	19	0.00	9.50	0	1	0	1	0
16-17	19	9	0	42	0.00	23.33	0	3	0	0	1
17-18	11	9	0	24	0.00	13.33	0	0	0	1	0
<b>Total</b>	<b>55</b>	<b>42</b>	<b>0</b>	<b>114</b>	<b>0.00</b>	<b>13.57</b>			<b>0</b>	<b>3</b>	<b>1</b>

Sunday 17/08/2008 1400-1700

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	4	15	0	23	0.00	7.67	0	0	0	1	0
15-16	4	8	0	20	0.00	12.50	0	0	0	1	0
16-17	3	7	0	19	0.00	13.57	0	0	0	1	0
17-18	4	7	0	20	0.00	14.29	0	0	0	1	0
<b>Total</b>	<b>15</b>	<b>37</b>	<b>0</b>	<b>82</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Headrow - Primark**

Thursday 07/08/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	3	6	0	30	0.00	25.00	0	1	0	1	0
13-14	0	3	0	33	0.00	55.00	0	1	0	1	0
14-15	2	7	0	36	0.00	25.71	0	2	0	1	0
15-16	3	5	0	7	0.00	7.00	0	0	0	1	0
16-17	8	12	0	22	0.00	9.17	0	0	0	1	0
17-18	2	4	0	15	0.00	18.75	0	0	0	1	0

<b>Total</b>	<b>18</b>	<b>37</b>	<b>0</b>	<b>143</b>	<b>0.00</b>	<b>19.32</b>			<b>0</b>	<b>6</b>	<b>0</b>
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Saturday

09/08/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	1	0	0	0.00	0.00	0	0	0	1	0
13-14	0	1	0	16	0.00	80.00	0	0	0	1	0
14-15	0	3	0	17	0.00	28.33	0	0	0	1	0
15-16	0	5	0	19	0.00	19.00	0	1	0	1	0
16-17	0	4	0	12	0.00	15.00	0	0	0	1	0
17-18	0	5	0	15	0.00	15.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>79</b>	<b>0.00</b>	<b>20.79</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday

24/08/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	0	0	0.00	0.00	0	0	0	1	0
15-16	0	0	0	0	0.00	0.00	0	0	0	1	0
16-17	1	1	0	2	0.00	10.00	0	0	0	1	0
17-18	1	1	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Call Lane**

Thursday

14/08/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	12	8	0	59	0.00	36.88	0	1	0	1	0
23-00	15	9	0	54	0.00	30.00	0	3	0	0	1
00-01	18	8	0	55	0.00	34.38	0	3	0	0	1
01-02	26	9	0	49	0.00	27.22	0	2	0	1	0
02-03	7	11	0	55	0.00	25.00	0	3	0	0	1
03-04	26	16	0	60	0.00	18.75	0	5	0	0	1
<b>Total</b>	<b>104</b>	<b>61</b>	<b>0</b>	<b>332</b>	<b>0.00</b>	<b>27.21</b>			<b>0</b>	<b>2</b>	<b>4</b>

Saturday

09/08/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	35	30	0	65	0.00	10.83	0	2	0	1	0
23-00	58	52	0	69	0.00	6.63	0	3	0	0	1
00-01	77	46	0	49	0.00	5.33	0	3	0	0	1
01-02	95	59	0	69	0.00	5.85	0	5	0	0	1
02-03	113	69	0	70	0.00	5.07	0	5	0	0	1
03-04	105	63	0	62	0.00	4.92	0	2	0	1	0
<b>Total</b>	<b>483</b>	<b>319</b>	<b>0</b>	<b>384</b>	<b>0.00</b>	<b>6.02</b>			<b>0</b>	<b>2</b>	<b>4</b>

**Oceana**

Thursday

07/08/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	7	19	0	6	0.00	1.58	0	0	0	1	0
23-00	7	12	0	17	0.00	7.08	0	0	0	1	0
00-01	21	16	0	21	0.00	6.56	0	0	0	1	0
01-02	35	16	0	47	0.00	14.69	0	3	0	0	1
02-03	41	22	0	48	0.00	10.91	0	4	0	0	1
<b>Total</b>	<b>111</b>	<b>85</b>	<b>0</b>	<b>139</b>	<b>0.00</b>	<b>8.18</b>			<b>0</b>	<b>3</b>	<b>2</b>

Saturday

09/08/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	31	16	0	33	0.00	10.31	0	0	0	1	0
23-00	59	26	0	46	0.00	8.85	0	1	0	1	0
00-01	127	50	24	33	0.94	3.30	10	0	1	0	0
01-02	135	59	17	25	0.63	2.12	5	0	1	0	0
02-03	130	50	7	25	0.27	2.50	4	0	1	0	0
03-04	124	45	13	35	0.52	3.89	8	0	1	0	0
<b>Total</b>	<b>606</b>	<b>246</b>	<b>61</b>	<b>197</b>	<b>0.50</b>	<b>4.00</b>			<b>4</b>	<b>2</b>	<b>0</b>

**Halo**

Thursday

03/04/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	2	1	0	6	0.00	30.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
02-03	0	0	0	3	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>0.00</b>	<b>45.00</b>			<b>0</b>	<b>5</b>	<b>0</b>

Saturday

16/08/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	14	11	0	40	0.00	18.18	0	2	0	1	0
23-00	11	4	0	33	0.00	41.25	0	0	0	1	0
00-01	19	4	0	31	0.00	38.75	1	0	0	1	0

01-02	8	3	0	0	0.00	0.00	0	0	0	1	0
02-03	56	27	0	51	0.00	9.44	0	0	0	1	0
<b>Total</b>	<b>108</b>	<b>49</b>	<b>0</b>	<b>155</b>	<b>0.00</b>	<b>15.82</b>			<b>0</b>	<b>5</b>	<b>0</b>

**Boar Lane**

Tuesday 12/08/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	5	47	0	46	0.00	4.89	0	0	0	1	0
23-00	3	37	0	68	0.00	9.19	0	2	0	1	0
00-01	7	28	0	65	0.00	11.61	0	0	0	1	0
01-02	2	16	0	22	0.00	6.88	0	0	0	1	0
<b>Total</b>	<b>17</b>	<b>128</b>	<b>0</b>	<b>201</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 16/08/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	6	17	0	33	0.00	9.71	0	1	0	1	0
23-00	9	18	0	36	0.00	10.00	0	2	0	1	0
00-01	8	18	0	36	0.00	10.00	0	1	0	1	0
01-02	8	20	0	32	0.00	8.90	0	1	0	1	0
02-03	10	23	0	31	0.00	8.74	0	0	0	1	0
03-04	7	19	0	31	0.00	8.16	0	0	0	1	0
<b>Total</b>	<b>48</b>	<b>115</b>	<b>0</b>	<b>199</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

**Grand Theatre**

Monday 11/08/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	2	2	0	5	0.00	12.50	0	0	0	1	0
21-22	2	3	0	8	0.00	13.33	0	0	0	1	0
22-23	1	2	0	7	0.00	17.50	0	0	0	1	0
23-00	5	5	0	20	0.00	20.00	0	0	0	1	0
00-01	14	7	0	28	0.00	20.00	0	1	0	1	0
01-02	2	2	0	36	0.00	90.00	0	2	0	1	0
<b>Total</b>	<b>26</b>	<b>21</b>	<b>0</b>	<b>104</b>	<b>0.00</b>	<b>24.76</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 16/08/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	3	2	0	16	0.00	40.00	0	0	0	1	0
21-22	3	2	0	39	0.00	97.50	0	2	0	1	0
22-23	3	2	0	15	0.00	37.50	0	0	0	1	0
23-24	14	7	0	4	0.00	2.86	0	0	0	1	0
00-01	14	8	0	8	0.00	5.00	0	0	0	1	0
01-02	13	8	0	6	0.00	3.75	0	0	0	1	0
<b>Total</b>	<b>50</b>	<b>29</b>	<b>0</b>	<b>88</b>	<b>0.00</b>	<b>15.17</b>			<b>0</b>	<b>6</b>	<b>0</b>

**North Lane**

Wednesday 06/08/2008 2100-0100

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	7	5	0	0	0.00	0.00	0	0	0	1	0
22-23	8	4	0	0	0.00	0.00	0	0	0	1	0
23-00	16	6	0	0	0.00	0.00	0	0	0	1	0
00-01	18	7	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>49</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Friday 22/08/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	4	8	0	17	0.00	10.63	0	0	0	1	0
23-00	12	10	0	18	0.00	9.00	0	0	0	1	0
00-01	17	15	0	20	0.00	6.67	0	1	0	1	0
01-02	28	18	0	20	0.00	5.56	0	1	0	1	0
02-03	20	16	0	23	0.00	7.19	0	1	0	1	0
03-04	5	9	0	6	0.00	3.33	0	0	0	1	0
<b>Total</b>	<b>86</b>	<b>76</b>	<b>0</b>	<b>104</b>	<b>0.00</b>	<b>6.84</b>			<b>0</b>	<b>6</b>	<b>0</b>

**Greek Street**

Wednesday 13/08/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	6	6	0	60	0.00	50.00	0	3	0	0	1
23-00	5	6	0	50	0.00	41.67	0	3	0	0	1
00-01	6	6	0	57	0.00	47.50	0	4	0	0	1
01-02	3	6	0	58	0.00	48.33	0	4	0	0	1
02-03	3	10	0	62	0.00	31.00	0	4	0	0	1
<b>Total</b>	<b>23</b>	<b>34</b>	<b>0</b>	<b>287</b>	<b>0.00</b>	<b>42.21</b>			<b>0</b>	<b>0</b>	<b>5</b>

Saturday 09/08/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply

22-23	8	5	0	71	0.00	71.00	0	4	0	0	1
23-00	2	2	0	90	0.00	225.00	0	7	0	0	1
00-01	1	5	0	5	0.00	5.00	0	5	0	0	1
01-02	2	1	0	52	0.00	260.00	0	3	0	0	1
02-03	3	1	0	37	0.00	185.00	0	2	0	1	0
<b>Total</b>	<b>16</b>	<b>14</b>	<b>0</b>	<b>255</b>	<b>0.00</b>	<b>91.07</b>			<b>0</b>	<b>1</b>	<b>4</b>

**Est Est Est**

Thursday 07/08/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	28	21	0	58	0.00	13.81	0	3	0	0	1
23-00	35	26	0	57	0.00	10.96	0	2	0	1	0
00-01	40	24	0	52	0.00	10.83	0	1	0	1	0
01-02	18	10	0	50	0.00	25.00	0	2	0	1	0
02-03	12	6	2	5	0.83	4.17	2	0	0	1	0
<b>Total</b>	<b>133</b>	<b>87</b>	<b>2</b>	<b>222</b>	<b>0.08</b>	<b>12.76</b>			<b>0</b>	<b>4</b>	<b>1</b>

Sunday 23/08/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	25	15	0	54	0.00	18.00	0	4	0	0	1
23-00	32	16	0	46	0.00	14.38	0	2	0	1	0
00-01	23	19	0	40	0.00	10.53	0	2	0	1	0
01-02	26	16	0	32	0.00	10.00	0	2	0	1	0
02-03	19	16	0	42	0.00	13.13	0	2	0	1	0
03-04	6	10	0	26	0.00	13.00	0	0	0	1	0
<b>Total</b>	<b>131</b>	<b>92</b>	<b>0</b>	<b>240</b>	<b>0.00</b>	<b>13.04</b>			<b>0</b>	<b>5</b>	<b>1</b>

**Merrion Street**

Wednesday 13/08/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	15	10	0	29	0.00	14.50	0	1	0	1	0
22-23	2	2	0	48	0.00	120.00	0	2	0	1	0
23-00	12	12	0	39	0.00	16.25	0	2	0	1	0
00-01	13	8	0	50	0.00	31.25	0	2	0	1	0
01-02	11	10	0	49	0.00	24.50	0	2	0	1	0
02-03	9	6	0	55	0.00	45.83	0	2	0	1	0
<b>Total</b>	<b>62</b>	<b>48</b>	<b>0</b>	<b>270</b>	<b>0.00</b>	<b>28.13</b>			<b>0</b>	<b>6</b>	<b>0</b>

Friday 08/08/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	19	13	0	72	0.00	27.69	0	1	0	1	0
23-00	43	26	0	96	0.00	18.46	0	6	0	0	1
00-01	63	37	0	91	0.00	12.30	0	2	0	1	0
01-02	41	30	0	75	0.00	12.50	0	1	0	1	0
02-03	35	20	0	29	0.00	7.25	0	1	0	1	0
03-04	41	23	0	37	0.00	8.04	0	1	0	1	0
<b>Total</b>	<b>242</b>	<b>149</b>	<b>0</b>	<b>400</b>	<b>0.00</b>	<b>13.42</b>			<b>0</b>	<b>5</b>	<b>1</b>

**October 2008**

**Dyre Street**

Wednesday 22/10/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	15	8	0	94	0.00	58.75	0	6	0	0	1
11-12	22	10	0	102	0.00	51.00	0	7	0	0	1
12-13	18	9	0	90	0.00	50.00	0	6	0	0	1
13-14	24	13	0	90	0.00	34.62	0	6	0	0	1
14-15	26	15	0	91	0.00	30.33	0	6	0	0	1
15-16	29	14	0	99	0.00	35.36	0	6	0	0	1
16-17	17	9	0	91	0.00	50.56	0	5	0	0	1
17-18	20	10	0	93	0.00	46.50	0	6	0	0	1
<b>Total</b>	<b>171</b>	<b>88</b>	<b>0</b>	<b>750</b>	<b>0.00</b>	<b>42.61</b>			<b>0</b>	<b>0</b>	<b>8</b>

Wednesday 15/10/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	20	11	0	55	0.00	25.00	0	1	0	1	0
19-20	6	5	0	89	0.00	89.00	0	6	0	0	1
20-21	20	11	0	70	0.00	31.82	0	3	0	0	1
21-22	17	11	0	72	0.00	32.73	0	3	0	0	1
22-23	16	9	0	69	0.00	38.33	0	3	0	0	1
23-00	57	27	0	26	0.00	4.81	0	0	0	1	0
<b>Total</b>	<b>136</b>	<b>74</b>	<b>0</b>	<b>381</b>	<b>0.00</b>	<b>25.74</b>			<b>0</b>	<b>2</b>	<b>4</b>

Saturday 25/10/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	6	9	0	43	0.00	23.89	0	2	0	1	0
11-12	5	7	0	40	0.00	28.57	0	2	0	1	0
12-13	4	8	0	35	0.00	18.13	0	2	0	1	0
13-14	5	8	0	29	0.00	15.00	0	1	0	1	0
14-15	1	8	0	24	0.00	16.00	0	1	0	1	0
15-16	5	10	0	32	0.00	17.22	0	1	0	1	0

16-17	1	9	0	31	0.00	22.50	0	2	0	1	0
17-18	5	8	0	36	0.00	20.15	0	2	0	1	0
<b>Total</b>	<b>32</b>	<b>67</b>	<b>0</b>	<b>270</b>	<b>0.00</b>	<b>20.15</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>8</b>	<b>0</b>

Friday 17/10/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	22	9	0	70	0.00	38.89	0	4	0	0	1
19-20	21	8	0	91	0.00	56.88	0	6	0	0	1
20-21	12	8	0	104	0.00	65.00	0	6	0	0	1
21-22	23	11	0	87	0.00	39.55	0	3	0	0	1
22-23	12	8	0	88	0.00	55.00	0	6	0	0	1
23-00	6	3	0	43	0.00	71.67	0	1	0	1	0
<b>Total</b>	<b>96</b>	<b>47</b>	<b>0</b>	<b>483</b>	<b>0.00</b>	<b>51.38</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>

Sunday 09/11/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	26	13	0	89	0.00	34.23	0	3	0	0	1
15-16	39	26	4	59	0.51	11.35	3	0	1	0	0
16-17	39	30	4	36	0.51	6.00	4	0	1	0	0
17-18	33	27	0	70	0.00	12.96	0	2	0	1	0
<b>Total</b>	<b>137</b>	<b>96</b>	<b>8</b>	<b>254</b>	<b>0.29</b>	<b>13.23</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>

**Railway Station**

Tuesday 21/10/2008 0700-1500

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
07-08	15	10	0	41	0.00	20.50	0	3	0	0	1
08-09	78	67	6	39	0.38	2.91	6	0	1	0	0
09-10	78	55	0	44	0.00	4.00	0	2	0	1	0
10-11	40	29	0	49	0.00	8.45	0	3	0	0	1
11-12	55	39	0	46	0.00	5.90	0	3	0	0	1
12-13	97	66	0	42	0.00	3.18	0	2	0	1	0
13-14	31	27	0	50	0.00	9.26	0	3	0	0	1
14-15	76	56	0	45	0.00	4.02	0	3	0	0	1
<b>Total</b>	<b>470</b>	<b>349</b>	<b>6</b>	<b>356</b>	<b>0.06</b>	<b>5.10</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>

Thursday 18/10/2007 1800-0100

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	71	56	3	36	0.21	3.21	3	0	1	0	0
19-20	116	81	0	36	0.00	2.22	0	1	0	1	0
20-21	130	95	26	30	1.00	1.58	14	0	1	0	0
21-22	164	119	52	25	1.59	1.05	21	0	1	0	0
22-23	114	78	10	22	0.44	1.41	3	0	1	0	0
23-00	47	36	0	37	0.00	5.14	0	1	0	1	0
00-01	12	10	0	47	0.00	23.50	0	3	0	0	1
<b>Total</b>	<b>654</b>	<b>475</b>	<b>91</b>	<b>233</b>	<b>0.70</b>	<b>2.45</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>

Saturday 25/10/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	76	41	0	43	0.00	5.24	0	1	0	1	0
11-12	155	76	0	28	0.00	1.84	0	0	0	1	0
12-13	288	123	12	32	0.21	1.30	7	0	1	0	0
13-14	220	90	0	36	0.00	2.00	0	1	0	1	0
14-15	353	153	48	13	0.68	0.42	14	0	1	0	0
15-16	151	83	18	38	0.60	2.29	18	0	1	0	0
16-17	186	98	0	34	0.00	1.73	0	1	0	1	0
17-18	317	167	183	11	2.89	0.33	40	0	1	0	0
<b>Total</b>	<b>1746</b>	<b>831</b>	<b>261</b>	<b>235</b>	<b>0.75</b>	<b>1.41</b>	<b>40</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>0</b>

Friday 10/10/2008 2100-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21	71	43	0	39	0.00	4.53	0	3	0	0	1
22	74	44	21	35	1.42	3.98	8	0	1	0	0
23	57	32	0	33	0.00	5.16	0	3	0	0	1
0	60	29	0	33	0.00	5.69	0	3	0	0	1
1	28	12	0	42	0.00	17.50	0	3	0	0	1
2	31	14	0	44	0.00	15.71	0	3	0	0	1
3	34	16	0	49	0.00	15.31	0	3	0	0	1
<b>Total</b>	<b>355</b>	<b>190</b>	<b>21</b>	<b>275</b>	<b>0.30</b>	<b>7.24</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>6</b>

Sunday 19/10/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	68	42	0	110	0.00	13.10	0	7	0	0	1
11-12	106	65	0	91	0.00	7.00	0	5	0	0	1
12-13	42	49	0	95	0.00	9.69	0	5	0	0	1
13-14	36	36	0	105	0.00	14.58	0	5	0	0	1
14-15	15	35	0	97	0.00	13.96	0	5	0	0	1
15-16	18	45	0	106	0.00	11.78	0	5	0	0	1
16-17	69	60	0	94	0.00	7.83	0	5	0	0	1
17-18	37	51	0	87	0.00	8.53	0	5	0	0	1
<b>Total</b>	<b>390</b>	<b>383</b>	<b>0</b>	<b>785</b>	<b>0.00</b>	<b>10.25</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>8</b>



**Leeds University**

Thursday 23/10/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	4	4	0	16	0.00	20.00	0	1	0	1	0
11-12	10	7	0	27	0.00	19.29	0	1	0	1	0
12-13	10	8	0	27	0.00	16.88	0	1	0	1	0
13-14	9	6	0	32	0.00	26.67	0	1	0	1	0
14-15	7	5	0	38	0.00	38.00	0	2	0	1	0
15-16	18	9	0	24	0.00	13.33	0	1	0	1	0
16-17	28	15	0	34	0.00	11.33	0	1	0	1	0
17-18	15	10	0	41	0.00	20.50	0	2	0	1	0
<b>Total</b>	<b>101</b>	<b>64</b>	<b>0</b>	<b>239</b>	<b>0.00</b>	<b>18.67</b>			<b>0</b>	<b>8</b>	<b>0</b>

Wednesday 15/10/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	3	6	0	84	0.00	70.00	0	5	0	0	1
19-20	4	6	0	72	0.00	60.00	0	4	0	0	1
20-21	1	6	0	76	0.00	63.33	0	5	0	0	1
21-22	1	6	0	52	0.00	43.33	0	3	0	0	1
22-23	4	6	0	51	0.00	42.50	0	2	0	1	0
23-00	0	4	0	21	0.00	26.25	0	1	0	1	0
<b>Total</b>	<b>13</b>	<b>34</b>	<b>0</b>	<b>356</b>	<b>0.00</b>	<b>52.35</b>			<b>0</b>	<b>2</b>	<b>4</b>

Saturday 11/10/2007 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	2	4	0	7	0.00	8.75	0	0	0	1	0
15-16	4	6	0	38	0.00	31.67	0	1	0	1	0
16-17	12	8	0	28	0.00	17.50	0	1	0	1	0
17-18	12	6	0	23	0.00	19.17	0	0	0	1	0
<b>Total</b>	<b>30</b>	<b>24</b>	<b>0</b>	<b>96</b>	<b>0.00</b>	<b>20.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Friday 17/10/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	7	9	0	20	0.00	11.11	0	0	0	1	0
19-20	7	7	0	7	0.00	5.00	0	0	0	1	0
20-21	13	12	0	52	0.00	21.67	0	2	0	1	0
21-22	12	6	0	52	0.00	43.33	0	2	0	1	0
22-23	12	9	0	70	0.00	38.89	0	4	0	0	1
23-00	24	11	0	82	0.00	37.27	0	5	0	0	1
<b>Total</b>	<b>75</b>	<b>54</b>	<b>0</b>	<b>283</b>	<b>0.00</b>	<b>26.20</b>			<b>0</b>	<b>4</b>	<b>2</b>

Sunday 26/10/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	3	3	0	20	0.00	33.33	0	1	0	1	0
15-16	6	4	0	33	0.00	41.25	0	2	0	1	0
16-17	3	4	0	22	0.00	27.50	0	1	0	1	0
17-18	7	5	0	20	0.00	20.00	0	1	0	1	0
<b>Total</b>	<b>19</b>	<b>16</b>	<b>0</b>	<b>95</b>	<b>0.00</b>	<b>29.69</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Vicar Lane**

Monday 08/10/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	2	6	0	21	0.00	17.50	0	0	0	1	0
11-12	1	6	0	25	0.00	20.83	0	1	0	1	0
12-13	2	5	0	30	0.00	30.00	0	2	0	1	0
13-14	2	5	0	26	0.00	26.00	0	1	0	1	0
14-15	3	6	0	25	0.00	20.83	0	1	0	1	0
15-16	1	6	0	27	0.00	22.50	0	0	0	1	0
16-17	2	6	0	26	0.00	21.67	0	2	0	1	0
17-18	4	7	0	27	0.00	19.29	0	1	0	1	0
<b>Total</b>	<b>17</b>	<b>47</b>	<b>0</b>	<b>207</b>	<b>0.00</b>	<b>22.02</b>			<b>0</b>	<b>8</b>	<b>0</b>

Tuesday 14/10/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	1	1	0	38	0.00	190.00	0	2	0	1	0
21-22	3	2	0	34	0.00	85.00	0	2	0	1	0
22-23	3	1	0	23	0.00	115.00	0	1	0	1	0
23-00	1	1	0	29	0.00	145.00	0	1	0	1	0
<b>Total</b>	<b>8</b>	<b>5</b>	<b>0</b>	<b>124</b>	<b>0.00</b>	<b>124.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 18/10/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	8	4	0	27	0.00	33.75	0	1	0	1	0
11-12	3	3	0	28	0.00	46.67	0	2	0	1	0
12-13	8	5	0	26	0.00	26.00	0	1	0	1	0

13-14	1	1	0	26	0.00	130.00	0	1	0	1	0
14-15	9	6	0	26	0.00	21.67	0	1	0	1	0
15-16	6	5	0	28	0.00	28.00	0	1	0	1	0
16-17	3	2	0	26	0.00	65.00	0	1	0	1	0
17-18	12	7	0	24	0.00	17.14	0	1	0	1	0
<b>Total</b>	<b>50</b>	<b>33</b>	<b>0</b>	<b>211</b>	<b>0.00</b>	<b>31.97</b>			<b>0</b>	<b>6</b>	<b>0</b>

Friday 17/10/2008 2000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	0	3	0	18	0.00	30.00	0	0	0	1	0
21-22	0	2	0	25	0.00	62.50	0	0	0	1	0
22-23	0	2	0	24	0.00	60.00	0	0	0	1	0
23-00	3	7	0	24	0.00	17.14	0	0	0	1	0
00-01	1	5	0	32	0.00	32.00	0	2	0	1	0
01-02	2	5	0	23	0.00	23.00	0	0	0	1	0
<b>Total</b>	<b>6</b>	<b>24</b>	<b>0</b>	<b>146</b>	<b>0.00</b>	<b>30.42</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 12/10/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	11	7	0	25	0.00	17.86	0	0	0	1	0
15-16	13	7	0	19	0.00	13.57	0	0	0	1	0
16-17	20	11	0	22	0.00	10.00	0	0	0	1	0
17-18	26	14	0	18	0.00	6.43	0	0	0	1	0
<b>Total</b>	<b>70</b>	<b>39</b>	<b>0</b>	<b>84</b>	<b>0.00</b>	<b>10.77</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Dortmund Square**

Friday 24/10/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	2	7	0	20	0.00	14.29	0	0	0	1	0
15-16	4	6	0	26	0.00	21.67	0	1	0	1	0
16-17	4	7	0	22	0.00	15.71	0	1	0	1	0
17-18	2	4	0	22	0.00	27.50	0	0	0	1	0
<b>Total</b>	<b>12</b>	<b>24</b>	<b>0</b>	<b>90</b>	<b>0.00</b>	<b>18.75</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 11/10/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	15	9	0	27	0.00	15.00	0	1	0	1	0
15-16	9	6	0	30	0.00	25.00	0	1	0	1	0
16-17	33	18	0	22	0.00	6.11	0	0	0	1	0
17-18	28	14	1	17	0.18	6.07	1	0	0	1	0
<b>Total</b>	<b>85</b>	<b>47</b>	<b>1</b>	<b>96</b>	<b>0.06</b>	<b>10.21</b>			<b>0</b>	<b>4</b>	<b>0</b>

Sunday 19/10/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	3	2	0	4	0.00	10.00	0	0	0	1	0
15-16	2	1	0	5	0.00	25.00	0	0	0	1	0
16-17	2	1	0	6	0.00	30.00	0	0	0	1	0
17-18	0	0	0	5	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>20</b>	<b>0.00</b>	<b>25.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Headrow - Primark**

Thursday 09/10/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	3	0	4	0.00	6.67	0	0	0	1	0
13-14	0	3	0	0	0.00	0.00	0	0	0	1	0
14-15	1	4	0	5	0.00	6.25	0	0	0	1	0
15-16	0	4	0	2	0.00	2.50	0	0	0	1	0
16-17	0	4	0	5	0.00	6.25	0	0	0	1	0
17-18	0	3	0	7	0.00	11.67	0	0	0	1	0
<b>Total</b>	<b>1</b>	<b>21</b>	<b>0</b>	<b>23</b>	<b>0.00</b>	<b>5.48</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 18/10/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	2	0	8	0.00	20.00	0	0	0	1	0
13-14	0	3	0	9	0.00	15.00	0	0	0	1	0
14-15	0	3	0	6	0.00	10.00	0	0	0	1	0
15-16	0	3	0	8	0.00	13.33	0	0	0	1	0
16-17	0	3	0	8	0.00	13.33	0	0	0	1	0
17-18	1	3	0	6	0.00	10.00	0	0	0	1	0
<b>Total</b>	<b>1</b>	<b>17</b>	<b>0</b>	<b>45</b>	<b>0.00</b>	<b>13.24</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 26/10/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	3	0	4	0.00	6.67	0	0	0	1	0
15-16	0	4	0	4	0.00	5.00	0	0	0	1	0
16-17	0	4	0	6	0.00	7.50	0	0	0	1	0
17-18	1	4	0	7	0.00	8.75	0	0	0	1	0

Total	1	15	0	21	0.00	7.00			0	4	0
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**Call Lane**

Thursday 16/10/2007 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2200-2300	23	14	0	15	0.00	5.36	0	0	0	1	0
2300-0000	21	22	0	27	0.00	6.14	0	0	0	1	0
0000-0100	52	26	0	33	0.00	6.35	0	2	0	1	0
0100-0200	58	31	0	34	0.00	5.48	0	2	0	1	0
0200-0300	61	26	0	39	0.00	7.50	0	1	0	1	0
0300-0400	11	5	0	42	0.00	42.00	0	2	0	1	0
<b>Total</b>	<b>226</b>	<b>124</b>	<b>0</b>	<b>190</b>	<b>0.00</b>	<b>7.66</b>			<b>0</b>	<b>6</b>	<b>0</b>

Friday 24/10/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2200-2300	74	62	19	28	1.28	2.26	5	0	1	0	0
2300-0000	111	57	19	37	0.86	3.25	5	1	1	0	0
0000-0100	55	42	11	35	1.00	4.17	4	1	1	0	0
0100-0200	63	41	4	33	0.32	4.02	1	0	0	1	0
0200-0300	105	51	11	35	0.52	3.43	3	1	1	0	0
0300-0400	111	65	12	36	0.54	2.77	3	1	1	0	0
<b>Total</b>	<b>519</b>	<b>318</b>	<b>76</b>	<b>204</b>	<b>0.73</b>	<b>3.21</b>			<b>5</b>	<b>1</b>	<b>0</b>

**Oceana**

Thursday 09/10/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	42	24	0	13	0.00	2.71	0	0	0	1	0
23-00	34	21	0	20	0.00	4.76	0	0	0	1	0
00-01	49	29	1	15	0.10	2.59	1	0	0	1	0
01-02	43	28	0	18	0.00	3.21	0	0	0	1	0
02-03	52	33	0	16	0.00	2.42	0	0	0	1	0
<b>Total</b>	<b>220</b>	<b>135</b>	<b>1</b>	<b>82</b>	<b>0.02</b>	<b>3.04</b>			<b>0</b>	<b>5</b>	<b>0</b>

Saturday 11/10/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	37	20	0	36	0.00	9.00	0	0	0	1	0
23-00	60	28	4	18	0.33	3.21	2	0	0	1	0
00-01	163	71	0	37	0.00	2.61	0	0	0	1	0
01-02	209	96	9	40	0.22	2.08	8	1	1	0	0
02-03	224	93	79	27	1.76	1.45	14	3	1	0	1
03-04	146	58	31	33	1.06	2.84	8	0	1	0	0
<b>Total</b>	<b>839</b>	<b>366</b>	<b>123</b>	<b>191</b>	<b>0.73</b>	<b>2.61</b>			<b>3</b>	<b>3</b>	<b>1</b>

**Halo**

Thursday 16/10/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	9	3	0	6	0.00	10.00	0	0	0	1	0
23-00	9	3	0	8	0.00	13.33	0	0	0	1	0
00-01	12	4	0	7	0.00	8.75	0	0	0	1	0
01-02	14	5	0	8	0.00	8.00	0	0	0	1	0
02-03	17	7	0	15	0.00	10.71	0	1	0	1	0
<b>Total</b>	<b>61</b>	<b>22</b>	<b>0</b>	<b>44</b>	<b>0.00</b>	<b>10.00</b>			<b>0</b>	<b>5</b>	<b>0</b>

Saturday 18/10/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	1	18	0	14	0.00	3.89	0	0	0	1	0
23-00	12	66	0	45	0.00	3.41	0	2	0	1	0
00-01	26	32	18	44	3.46	6.88	6	2	1	0	0
01-02	29	21	18	25	3.10	5.95	6	0	1	0	0
02-03	116	37	58	35	2.50	4.73	16	1	1	0	0
<b>Total</b>	<b>184</b>	<b>174</b>	<b>94</b>	<b>163</b>	<b>2.55</b>	<b>4.68</b>			<b>3</b>	<b>2</b>	<b>0</b>

**Boar Lane**

Thursday 14/10/2008 2200-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	1	1	0	66	0.00	330.00	0	2	0	1	0
23-00	6	3	0	70	0.00	116.67	0	5	0	0	1
00-01	3	1	0	16	0.00	80.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>152</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>3</b>	<b>1</b>

Saturday 18/10/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	1	1	0	0	0.00	0.00	0	0	0	1	0

00-01	1	1	0	0	0.00	0.00	0	0	0	1	0
01-02	2	1	0	2	0.00	10.00	0	0	0	1	0
02-03	8	2	0	0	0.00	0.00	0	0	0	1	0
03-04	2	1	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>14</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>0.00</b>	<b>1.67</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>

**Grand Theatre**

Monday 13/10/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	1	0	2	0.00	10.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	1	0	1	0.00	5.00	0	0	0	1	0
00-01	1	1	0	0	0.00	0.00	0	0	0	1	0
01-02	0	1	0	2	0.00	10.00	0	0	0	1	0
<b>Total</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>0.00</b>	<b>6.25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>

Friday 17/10/2008 2000-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	51	15	0	17	0.00	5.67	0	0	0	1	0
21-22	48	15	0	36	0.00	12.00	0	2	0	1	0
22-23	72	19	0	27	0.00	7.11	0	0	0	1	0
23-00	70	16	0	33	0.00	10.31	0	0	0	1	0
00-01	8	2	0	15	0.00	37.50	0	0	0	1	0
01-02	39	11	0	30	0.00	13.64	0	30	0	0	1
<b>Total</b>	<b>288</b>	<b>78</b>	<b>0</b>	<b>158</b>	<b>0.00</b>	<b>10.13</b>	<b>0</b>	<b>30</b>	<b>0</b>	<b>5</b>	<b>1</b>

**North Lane**

Wednesday 08/10/2008 2100-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	4	2	0	11	0.00	27.50	0	0	0	1	0
23-00	0	0	0	6	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>17</b>	<b>0.00</b>	<b>42.50</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>

Friday 24/10/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	6	2	0	0	0.00	0.00	0	0	0	1	0
22-23	4	2	0	6	0.00	15.00	0	1	0	1	0
23-00	4	1	0	6	0.00	30.00	0	0	0	1	0
00-01	18	5	0	5	0.00	5.00	0	1	0	1	0
01-02	0	0	0	6	0.00	0.00	0	1	0	1	0
02-03	7	2	0	3	0.00	7.50	0	0	0	1	0
<b>Total</b>	<b>39</b>	<b>12</b>	<b>0</b>	<b>26</b>	<b>0.00</b>	<b>10.83</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>0</b>

**Est Est Est**

Thursday 09/10/2008 2000-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	6	3	0	28	0.00	46.67	0	0	0	1	0
23-00	5	2	0	18	0.00	45.00	0	0	0	1	0
00-01	4	2	0	40	0.00	100.00	0	0	0	1	0
01-02	7	2	0	30	0.00	75.00	0	0	0	1	0
02-03	4	2	1	20	1.25	50.00	0	1	0	1	0
<b>Total</b>	<b>26</b>	<b>11</b>	<b>1</b>	<b>136</b>	<b>0.19</b>	<b>61.82</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>

Saturday 18/10/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	88	47	0	66	0.00	7.02	0	4	0	0	1
23-00	111	54	0	92	0.00	8.52	0	3	0	0	1
00-01	101	45	0	86	0.00	9.56	0	6	0	0	1
01-02	88	43	0	61	0.00	7.09	0	0	0	1	0
02-03	112	58	0	56	0.00	4.83	0	3	0	0	1
<b>Total</b>	<b>500</b>	<b>247</b>	<b>0</b>	<b>361</b>	<b>0.00</b>	<b>7.31</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>4</b>

**Merrion Street**

Wednesday 15/10/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	8	4	0	25	0.00	31.25	0	0	0	1	0
22-23	1	1	6	12	30.00	60.00	0	0	0	1	0
23-00	16	8	0	35	0.00	21.88	0	0	0	1	0
00-01	22	11	0	29	0.00	13.18	0	0	0	1	0
01-02	12	7	0	46	0.00	32.86	0	1	0	1	0
02-03	16	10	0	22	0.00	11.00	0	0	0	1	0
<b>Total</b>	<b>75</b>	<b>41</b>	<b>6</b>	<b>169</b>	<b>0.40</b>	<b>20.61</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>

Friday 10/10/2008 2200-0400

Rank Throughput	Queue 'Snap-Shot' Totals	Service Quality	Queue Extremes	Market Conditions
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Hour	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	15	10	0	50	0.00	25.00	0	1	0	1	0
23-00	52	48	0	41	0.00	4.27	0	0	0	1	0
00-01	96	60	0	42	0.00	3.50	0	0	0	1	0
01-02	36	19	0	26	0.00	6.84	0	0	0	1	0
02-03	31	22	0	15	0.00	3.41	0	0	0	1	0
03-04	37	20	0	29	0.00	7.25	0	0	0	1	0
<b>Total</b>	<b>267</b>	<b>179</b>	<b>0</b>	<b>203</b>	<b>0.00</b>	<b>5.67</b>			<b>0</b>	<b>6</b>	<b>0</b>

**Town Street**

Tuesday 07/10/2008 2000-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	0	0	0	0	0.00	0.00	0	0	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 11/10/2008 2000-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	0	0	0	1	0.00	0.00	0	1	0	1	0
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	4	0.00	0.00	0	2	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Greek Street**

Wednesday 15/10/2008 2200-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22	9	4	0	88	0.00	110.00	0	6	0	0	1
23	20	12	0	87	0.00	36.25	0	5	0	0	1
0	7	4	0	71	0.00	88.75	0	4	0	0	1
1	2	2	0	39	0.00	97.50	0	1	0	1	0
2	1	1	0	21	0.00	105.00	0	0	0	1	0
<b>Total</b>	<b>39</b>	<b>23</b>	<b>0</b>	<b>306</b>	<b>0.00</b>	<b>66.52</b>			<b>0</b>	<b>2</b>	<b>3</b>

Saturday 11/10/2008 2200-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22	54	29	0	66	0.00	11.38	0	5	0	0	1
23	83	43	0	63	0.00	7.33	0	4	0	0	1
0	43	20	0	55	0.00	13.75	0	4	0	0	1
1	23	12	0	42	0.00	17.50	0	3	0	0	1
2	9	4	0	33	0.00	41.25	1	0	0	1	0
<b>Total</b>	<b>212</b>	<b>108</b>	<b>0</b>	<b>259</b>	<b>0.00</b>	<b>11.99</b>			<b>0</b>	<b>1</b>	<b>4</b>

**December 2008  
Dyre Street**

Wednesday 17/12/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	29	17	0	80	0.00	23.53	0	5	0	0	1
11-12	26	17	0	93	0.00	27.35	0	6	0	0	1
12-13	32	21	0	78	0.00	18.57	0	4	0	0	1
13-14	34	14	0	79	0.00	28.21	0	5	0	0	1
14-15	48	25	0	70	0.00	14.00	0	4	0	0	1
15-16	33	16	0	74	0.00	23.13	0	5	0	0	1
16-17	47	24	0	69	0.00	14.38	0	4	0	0	1
17-18	60	29	0	73	0.00	12.59	0	3	0	0	1
<b>Total</b>	<b>309</b>	<b>163</b>	<b>0</b>	<b>616</b>	<b>0.00</b>	<b>18.90</b>			<b>0</b>	<b>0</b>	<b>8</b>

Tuesday 23/12/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	25	15	0	40	0.00	13.33	0	0	0	1	0
19-20	23	14	0	81	0.00	28.93	0	0	0	1	0
20-21	34	20	0	73	0.00	18.25	0	0	0	1	0
21-22	37	23	0	55	0.00	11.96	0	0	0	1	0
22-23	38	21	0	72	0.00	17.14	0	2	0	1	0
23-00	38	22	0	28	0.00	6.36	0	0	0	1	0
<b>Total</b>	<b>195</b>	<b>115</b>	<b>0</b>	<b>349</b>	<b>0.00</b>	<b>15.17</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 13/12/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	8	11	0	37	0.00	16.82	0	1	0	1	0
11-12	8	10	0	31	0.00	15.50	0	2	0	1	0
12-13	6	13	0	27	0.00	10.00	0	1	0	1	0
13-14	10	13	0	26	0.00	12.69	0	0	0	1	0
14-15	12	13	0	33	0.00	11.79	0	1	0	1	0
15-16	12	14	0	33	0.00	9.21	0	1	0	1	0
16-17	15	19	0	35	0.00	10.28	0	2	0	1	0

17-18	13	18	0	37	0.00	11.67	0	2	0	1	0
<b>Total</b>	<b>84</b>	<b>111</b>	<b>0</b>	<b>259</b>	<b>0.00</b>	<b>11.67</b>			<b>0</b>	<b>8</b>	<b>0</b>

Saturday 20/12/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	38	18	0	204	0.00	56.67	0	14	0	0	1
19-20	24	17	0	148	0.00	43.53	0	7	0	0	1
20-21	17	16	0	102	0.00	31.88	0	4	0	0	1
21-22	46	22	0	96	0.00	21.82	0	6	0	0	1
22-23	26	14	0	88	0.00	31.43	0	6	0	0	1
23-00	24	13	0	42	0.00	16.15	0	2	0	1	0
<b>Total</b>	<b>175</b>	<b>100</b>	<b>0</b>	<b>680</b>	<b>0.00</b>	<b>34.00</b>			<b>0</b>	<b>1</b>	<b>5</b>

Sunday 21/12/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	23	15	0	108	0.00	36.00	0	7	0	1	0
15-16	21	15	0	63	0.00	21.00	0	0	0	1	0
16-17	37	25	0	81	0.00	16.20	0	1	0	1	0
17-18	25	13	0	100	0.00	38.46	0	6	0	0	1
<b>Total</b>	<b>106</b>	<b>68</b>	<b>0</b>	<b>352</b>	<b>0.00</b>	<b>25.88</b>			<b>0</b>	<b>2</b>	<b>2</b>

**Railway Station**

Tuesday 16/12/2008 0700-1500

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
07-08	58	44	0	42	0.00	4.77	0	2	0	1	0
08-09	110	89	5	38	0.23	2.13	5	0	1	0	0
09-10	122	97	21	28	0.85	1.44	8	0	1	0	0
10-11	55	47	4	34	0.36	3.62	4	0	1	0	0
11-12	68	52	0	40	0.00	3.85	0	2	0	1	0
12-13	74	60	0	33	0.00	2.75	0	2	0	1	0
13-14	70	43	0	40	0.00	4.65	0	2	0	1	0
14-15	48	39	0	40	0.00	5.13	0	2	0	1	0
<b>Total</b>	<b>605</b>	<b>471</b>	<b>30</b>	<b>295</b>	<b>0.25</b>	<b>3.13</b>			<b>3</b>	<b>5</b>	<b>0</b>

Thursday 18/12/2008 1800-0100

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	143	104	0	34	0.00	1.63	0	1	0	1	0
19-20	112	88	0	35	0.00	1.99	0	2	0	1	0
20-21	158	102	7	31	0.22	1.52	7	0	1	0	0
21-22	80	62	0	33	0.00	2.66	0	2	0	1	0
22-23	74	49	0	42	0.00	4.29	0	2	0	1	0
23-00	41	27	0	48	0.00	8.89	0	3	0	0	1
<b>Total</b>	<b>608</b>	<b>432</b>	<b>7</b>	<b>223</b>	<b>0.06</b>	<b>2.58</b>			<b>1</b>	<b>4</b>	<b>1</b>

Saturday 13/12/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	70	52	0	48	0.00	4.62	0	4	0	0	1
11-12	102	80	0	48	0.00	3.00	0	4	0	0	1
12-13	214	158	20	40	0.47	1.27	10	0	1	0	0
13-14	144	97	47	36	1.63	1.86	22	0	1	0	0
14-15	238	155	149	14	3.13	0.45	33	0	1	0	0
15-16	164	106	128	8	3.90	0.38	20	0	1	0	0
16-17	207	122	59	32	1.43	1.31	19	0	1	0	0
17-18	248	141	42	39	0.85	1.38	18	0	1	0	0
<b>Total</b>	<b>1387</b>	<b>911</b>	<b>445</b>	<b>265</b>	<b>1.60</b>	<b>1.45</b>			<b>6</b>	<b>0</b>	<b>2</b>

Friday 19/12/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	191	77	101	54	2.64	3.51	24	0	1	0	0
22-23	222	86	114	45	2.57	2.62	26	0	1	0	0
23-00	221	95	273	9	6.18	0.47	35	0	1	0	0
00-01	243	95	813	0	16.73	0.00	93	0	1	0	0
01-02	259	99	647	0	12.49	0.00	85	0	1	0	0
02-03	248	104	596	0	12.02	0.00	62	0	1	0	0
03-04	272	107	364	0	6.69	0.00	40	0	1	0	0
<b>Total</b>	<b>1656</b>	<b>663</b>	<b>2908</b>	<b>108</b>	<b>8.78</b>	<b>0.81</b>			<b>7</b>	<b>0</b>	<b>0</b>

Sunday 21/12/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	17	58	0	57	0.00	4.91	0	4	0	0	1
11-12	58	54	0	56	0.00	5.19	0	3	0	0	1
12-13	56	62	10	53	0.89	4.27	10	0	1	0	0
13-14	27	56	0	56	0.00	5.00	0	3	0	0	1
14-15	55	60	10	52	0.91	4.33	10	0	1	0	0
15-16	52	66	0	57	0.00	4.32	0	4	0	0	1
16-17	110	70	25	48	1.14	3.43	15	0	1	0	0
17-18	61	69	10	52	0.82	3.77	10	0	1	0	0
<b>Total</b>	<b>436</b>	<b>495</b>	<b>55</b>	<b>431</b>	<b>0.63</b>	<b>4.35</b>			<b>4</b>	<b>0</b>	<b>4</b>

**Leeds University**

Thursday 18/12/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	2	10	0	56	0.00	28.00	0	4	0	0	1
11-12	2	9	0	45	0.00	25.00	0	0	0	1	0
12-13	1	9	0	43	0.00	23.89	0	0	0	1	0
13-14	2	9	0	57	0.00	31.67	0	3	0	0	1
14-15	1	10	0	53	0.00	26.50	0	3	0	0	1
15-16	2	11	0	49	0.00	22.27	0	2	0	1	0
16-17	2	10	0	41	0.00	20.50	0	0	0	1	0
17-18	1	9	0	31	0.00	17.22	0	0	0	1	0
<b>Total</b>	<b>13</b>	<b>77</b>	<b>0</b>	<b>375</b>	<b>0.00</b>	<b>24.35</b>			<b>0</b>	<b>5</b>	<b>3</b>

Tuesday 23/12/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	3	10	0	25	0.00	12.50	0	1	0	1	0
19-20	3	9	0	23	0.00	12.78	0	1	0	1	0
20-21	4	10	0	22	0.00	11.00	0	1	0	1	0
21-22	4	11	0	25	0.00	11.36	0	1	0	1	0
22-23	3	11	0	25	0.00	11.36	0	1	0	1	0
23-00	4	11	0	19	0.00	8.64	0	0	0	1	0
<b>Total</b>	<b>21</b>	<b>62</b>	<b>0</b>	<b>139</b>	<b>0.00</b>	<b>11.21</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 20/12/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	6	4	0	3	0.00	3.75	0	0	0	1	0
15-16	3	2	0	0	0.00	0.00	0	0	0	1	0
16-17	8	4	0	0	0.00	0.00	0	0	0	1	0
17-18	7	4	0	1	0.00	1.25	0	0	0	1	0
<b>Total</b>	<b>24</b>	<b>14</b>	<b>0</b>	<b>4</b>	<b>0.00</b>	<b>1.43</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 13/12/2008 1800-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
18-19	15	9	0	26	0.00	14.44	0	1	0	1	0
19-20	20	11	0	21	0.00	9.55	0	1	0	1	0
20-21	16	6	0	25	0.00	20.83	0	1	0	1	0
21-22	20	9	0	22	0.00	12.22	0	0	0	1	0
22-23	21	10	0	23	0.00	11.50	0	1	0	1	0
23-00	12	6	0	23	0.00	19.17	0	1	0	1	0
<b>Total</b>	<b>104</b>	<b>51</b>	<b>0</b>	<b>140</b>	<b>0.00</b>	<b>13.73</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 14/12/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	2	1	0	0	0.00	0.00	0	0	0	1	0
15-16	1	1	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	8	8	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>11</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Vicar Lane

Wednesday 17/12/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	4	9	0	32	0.00	17.78	0	2	0	1	0
11-12	4	8	0	25	0.00	15.63	0	0	0	1	0
12-13	4	10	0	29	0.00	14.50	0	1	0	1	0
13-14	5	12	0	26	0.00	10.83	0	0	0	1	0
14-15	3	12	0	28	0.00	11.67	0	0	0	1	0
15-16	4	11	0	30	0.00	13.64	0	2	0	1	0
16-17	5	12	0	27	0.00	11.25	0	1	0	1	0
17-18	3	13	0	29	0.00	11.15	0	1	0	1	0
<b>Total</b>	<b>32</b>	<b>87</b>	<b>0</b>	<b>226</b>	<b>0.00</b>	<b>12.99</b>			<b>0</b>	<b>8</b>	<b>0</b>

Tuesday 23/12/2008 1900-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	26	12	0	43	0.00	17.92	0	3	0	0	1
21-22	9	8	0	34	0.00	21.25	0	0	0	1	0
22-23	5	5	0	36	0.00	36.00	0	3	0	0	1
23-00	7	5	0	6	0.00	6.00	0	0	0	1	0
<b>Total</b>	<b>47</b>	<b>30</b>	<b>0</b>	<b>119</b>	<b>0.00</b>	<b>19.83</b>			<b>0</b>	<b>2</b>	<b>2</b>

Saturday 27/12/2008 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
10-11	12	8	0	29	0.00	18.13	0	1	0	1	0
11-12	19	10	0	29	0.00	14.50	0	0	0	1	0
12-13	27	13	0	22	0.00	8.46	0	0	0	1	0
13-14	24	15	0	20	0.00	6.67	0	0	0	1	0
14-15	24	22	0	20	0.00	4.55	0	0	0	1	0
15-16	13	13	2	11	0.77	4.23	1	0	0	1	0
16-17	15	15	0	14	0.00	4.67	0	0	0	1	0
17-18	17	15	0	17	0.00	5.67	0	0	0	1	0

<b>Total</b>	<b>151</b>	<b>111</b>	<b>2</b>	<b>162</b>	<b>0.07</b>	<b>7.30</b>			<b>0</b>	<b>8</b>	<b>0</b>
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Friday 12/12/2008 1200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	6	10	0	30	0.00	15.00	0	2	0	1	0
21-22	2	11	0	29	0.00	13.18	0	1	0	1	0
22-23	7	10	0	26	0.00	13.00	0	1	0	1	0
23-00	4	10	0	26	0.00	13.00	0	1	0	1	0
00-01	5	9	0	20	0.00	11.11	0	1	0	1	0
01-02	4	10	0	18	0.00	9.00	0	1	0	1	0
<b>Total</b>	<b>28</b>	<b>60</b>	<b>0</b>	<b>149</b>	<b>0.00</b>	<b>12.42</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 21/12/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	35	18	0	26	0.00	7.22	0	1	0	1	0
15-16	29	18	0	32	0.00	8.89	0	1	0	1	0
16-17	28	19	0	43	0.00	11.32	0	2	0	1	0
17-18	21	16	0	47	0.00	14.69	0	1	0	1	0
<b>Total</b>	<b>113</b>	<b>71</b>	<b>0</b>	<b>148</b>	<b>0.00</b>	<b>10.42</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Dortmund Square**

Friday 19/12/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	3	9	0	11	0.00	6.11	0	0	0	1	0
15-16	2	11	0	13	0.00	5.91	0	0	0	1	0
16-17	4	10	0	11	0.00	5.50	0	0	0	1	0
17-18	2	11	0	11	0.00	5.00	0	0	0	1	0
<b>Total</b>	<b>11</b>	<b>41</b>	<b>0</b>	<b>46</b>	<b>0.00</b>	<b>5.61</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 20/12/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	10	6	0	26	0.00	21.67	0	0	0	1	0
15-16	22	11	0	25	0.00	11.36	0	0	0	1	0
16-17	18	10	0	31	0.00	15.50	0	0	0	1	0
17-18	21	11	0	29	0.00	13.18	0	1	0	1	0
<b>Total</b>	<b>71</b>	<b>38</b>	<b>0</b>	<b>111</b>	<b>0.00</b>	<b>14.61</b>			<b>0</b>	<b>4</b>	<b>0</b>

Sunday 28/12/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	5	2	0	19	0.00	47.50	0	1	0	1	0
15-16	5	2	0	19	0.00	47.50	0	1	0	1	0
16-17	12	5	0	15	0.00	15.00	0	1	0	1	0
17-18	10	5	0	14	0.00	14.00	0	0	0	1	0
<b>Total</b>	<b>32</b>	<b>14</b>	<b>0</b>	<b>67</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Headrow - Primark**

Thursday 18/12/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	3	3	0	1	0.00	1.67	0	0	0	1	0
13-14	1	1	0	2	0.00	10.00	0	0	0	1	0
14-15	3	2	0	6	0.00	15.00	0	0	0	1	0
15-16	3	2	0	4	0.00	10.00	0	0	0	1	0
16-17	3	1	0	0	0.00	0.00	0	0	0	1	0
17-18	1	1	1	1	5.00	5.00	1	0	0	1	0
<b>Total</b>	<b>14</b>	<b>10</b>	<b>1</b>	<b>14</b>	<b>0.36</b>	<b>7.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 20/12/2008 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
12-13	0	3	0	5	0.00	8.33	0	0	0	1	0
13-14	0	5	0	6	0.00	6.00	0	0	0	1	0
14-15	0	4	0	8	0.00	10.00	0	0	0	1	0
15-16	0	5	0	7	0.00	7.00	0	0	0	1	0
16-17	1	5	0	5	0.00	5.00	0	0	0	1	0
17-18	0	4	0	9	0.00	11.25	0	0	0	1	0
<b>Total</b>	<b>1</b>	<b>26</b>	<b>0</b>	<b>40</b>	<b>0.00</b>	<b>7.69</b>			<b>0</b>	<b>6</b>	<b>0</b>

Sunday 14/12/2008 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
14-15	0	0	1	1	0.00	0.00	1	0	0	1	0
15-16	10	6	0	0	0.00	0.00	0	0	0	1	0
16-17	0	0	0	0	0.00	0.00	0	0	0	1	0
17-18	1	2	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>11</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

**Call Lane**

Wednesday 17/12/2008 2200-0200



Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	17	6	0	0	0.00	0.00	0	0	0	1	0
23-00	35	12	0	23	0.00	9.58	0	0	0	1	0
00-01	9	11	0	18	0.00	8.18	0	0	0	1	0
01-02	25	15	0	36	0.00	12.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
03-04	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>86</b>	<b>44</b>	<b>0</b>	<b>77</b>	<b>0.00</b>	<b>8.75</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 20/12/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	125	55	0	44	0.00	4.00	0	3	0	0	1
23-00	86	44	0	45	0.00	5.11	0	2	0	1	0
00-01	77	38	0	43	0.00	5.66	0	2	0	1	0
01-02	79	36	0	41	0.00	5.69	0	2	0	1	0
02-03	50	22	0	43	0.00	9.77	0	3	0	1	0
03-04	50	18	0	34	0.00	9.44	0	2	0	1	0
<b>Total</b>	<b>467</b>	<b>213</b>	<b>0</b>	<b>250</b>	<b>0.00</b>	<b>5.87</b>			<b>0</b>	<b>4</b>	<b>2</b>

Oceana

Thursday 18/12/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	15	12	0	19	0.00	7.92	0	0	0	1	0
23-00	38	29	9	17	1.18	2.93	5	0	1	0	0
00-01	15	11	1	16	0.33	7.27	1	0	0	1	0
01-02	63	26	4	16	0.32	3.08	2	0	0	1	0
02-03	179	58	32	7	0.89	0.90	9	0	1	0	0
<b>Total</b>	<b>310</b>	<b>136</b>	<b>46</b>	<b>75</b>	<b>0.74</b>	<b>2.76</b>			<b>2</b>	<b>3</b>	<b>0</b>

Saturday 20/12/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	5	32	0	6	0.00	0.94	0	0	0	1	0
23-00	5	36	0	6	0.00	0.83	0	0	0	1	0
00-01	11	32	0	9	0.00	1.41	0	0	0	1	0
01-02	39	30	0	43	0.00	7.17	0	2	0	1	0
02-03	89	40	0	45	0.00	5.63	0	3	0	0	1
03-04	85	48	0	44	0.00	4.58	0	2	0	1	0
<b>Total</b>	<b>234</b>	<b>218</b>	<b>0</b>	<b>153</b>	<b>0.00</b>	<b>3.51</b>			<b>0</b>	<b>5</b>	<b>1</b>

Halo

Thursday 18/12/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>5</b>	<b>0</b>

Friday 19/12/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	0	0	0	0	0.00	0.00	0	0	0	1	0
22-23	0	0	0	0	0.00	0.00	0	0	0	1	0
23-00	0	0	0	0	0.00	0.00	0	0	0	1	0
00-01	0	0	0	0	0.00	0.00	0	0	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
02-03	0	0	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>6</b>	<b>0</b>

Boar Lane

Tuesday 23/12/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	38	18	0	31	0.00	8.61	0	2	0	1	0
23-00	44	22	0	30	0.00	6.82	0	2	0	1	0
00-01	23	10	0	22	0.00	11.00	0	1	0	1	0
01-02	1	1	0	24	0.00	120.00	0	1	0	1	0
<b>Total</b>	<b>106</b>	<b>51</b>	<b>0</b>	<b>107</b>	<b>0.00</b>	<b>0.00</b>			<b>0</b>	<b>4</b>	<b>0</b>

Saturday 13/12/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	18	44	0	44	0.00	5.00	0	2	0	1	0
23-00	29	47	0	42	0.00	4.47	0	2	0	1	0
00-01	24	41	0	42	0.00	5.12	0	2	0	1	0
01-02	18	41	0	38	0.00	4.63	0	2	0	1	0
02-03	29	43	0	41	0.00	4.77	0	2	0	1	0
03-04	15	41	0	36	0.00	4.39	0	2	0	1	0

Total	133	257	0	243	0.00	4.73			0	6	0
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**Grand Theatre**

Monday 22/12/2008 2000-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	8	5	0	28	0.00	28.00	0	2	0	1	0
21-22	8	6	0	26	0.00	21.67	0	1	0	1	0
22-23	68	30	0	35	0.00	5.83	0	2	0	1	0
23-00	2	5	0	17	0.00	17.00	0	1	0	1	0
00-01	1	4	0	10	0.00	12.50	0	0	0	1	0
01-02	0	5	0	11	0.00	11.00	0	0	0	1	0
<b>Total</b>	<b>87</b>	<b>55</b>	<b>0</b>	<b>127</b>	<b>0.00</b>	<b>11.55</b>			<b>0</b>	<b>6</b>	<b>0</b>

Friday 19/12/2008 2000-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
20-21	2	2	0	2	0.00	5.00	0	0	0	1	0
21-22	40	23	0	5	0.00	1.09	0	0	0	1	0
22-23	10	5	0	1	0.00	0.83	0	0	0	1	0
23-00	36	26	0	2	0.00	0.38	0	0	0	1	0
00-01	32	20	0	0	0.00	0.00	0	0	0	1	0
01-02	22	12	0	0	0.00	0.00	0	0	0	1	0
02-03	70	34	0	136	0.00	20.00	0	8	0	0	1
<b>Total</b>	<b>212</b>	<b>123</b>	<b>0</b>	<b>146</b>	<b>0.00</b>	<b>5.93</b>			<b>0</b>	<b>6</b>	<b>1</b>

**North Lane**

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	14	9	0	10	0.00	5.56	0	0	0	1	0
22-23	12	13	0	11	0.00	4.23	0	0	0	1	0
23-00	7	11	0	12	0.00	5.45	0	0	0	1	0
00-01	17	14	0	13	0.00	4.64	0	0	0	1	0
<b>Total</b>	<b>50</b>	<b>47</b>	<b>0</b>	<b>46</b>	<b>0.00</b>	<b>4.89</b>			<b>0</b>	<b>4</b>	<b>0</b>

Friday 12/12/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	8	4	0	6	0.00	7.50	0	0	0	1	0
22-23	16	8	0	7	0.00	4.38	0	0	0	1	0
23-00	17	8	3	8	0.88	5.00	3	0	1	0	0
00-01	12	5	0	7	0.00	7.00	0	0	0	1	0
01-02	16	6	0	9	0.00	7.50	0	0	0	1	0
02-03	6	3	0	7	0.00	11.67	0	0	0	1	0
<b>Total</b>	<b>75</b>	<b>34</b>	<b>3</b>	<b>44</b>	<b>0.29</b>	<b>6.47</b>			<b>1</b>	<b>5</b>	<b>0</b>

**Est Est Est**

Thursday 18/12/2008 2200-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	16	12	0	69	0.00	28.75	0	5	0	0	1
23-00	19	13	0	69	0.00	26.54	0	5	0	0	1
00-01	28	14	0	68	0.00	24.29	0	5	0	0	1
01-02	18	12	0	67	0.00	27.92	0	5	0	0	1
02-03	8	8	0	44	0.00	27.50	0	1	0	1	0
<b>Total</b>	<b>89</b>	<b>59</b>	<b>0</b>	<b>317</b>	<b>0.00</b>	<b>26.86</b>			<b>0</b>	<b>1</b>	<b>4</b>

Saturday 13/12/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	75	43	0	11	0.00	1.28	0	0	0	1	0
23-00	250	111	0	145	0.00	6.53	0	1	0	1	0
00-01	200	101	10	16	0.25	0.79	8	0	1	0	0
01-02	104	47	5	33	0.24	3.51	5	0	1	0	0
02-03	41	27	3	26	0.37	4.81	2	0	0	1	0
03-04	53	29	0	35	0.00	6.03	0	1	0	1	0
<b>Total</b>	<b>723</b>	<b>358</b>	<b>18</b>	<b>266</b>	<b>0.12</b>	<b>3.72</b>			<b>2</b>	<b>4</b>	<b>0</b>

**Merrion Street**

Monday 22/12/2008 2100-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
21-22	13	5	0	15	0.00	15.00	0	0	0	1	0
22-23	17	6	0	23	0.00	19.17	0	1	0	1	0
23-00	24	10	0	22	0.00	11.00	0	1	0	1	0
00-01	27	11	0	25	0.00	11.36	0	1	0	1	0
01-02	14	6	0	21	0.00	17.50	0	1	0	1	0
02-03	2	1	0	16	0.00	80.00	0	1	0	1	0
<b>Total</b>	<b>97</b>	<b>39</b>	<b>0</b>	<b>122</b>	<b>0.00</b>	<b>15.64</b>			<b>0</b>	<b>6</b>	<b>0</b>

Saturday 12/12/2008 2200-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	55	28	0	50	0.00	8.93	0	1	0	1	0

23-00	87	45	44	28	2.53	3.11	17	0	1	0	0
00-01	49	31	8	28	0.82	4.52	8	0	1	0	0
01-02	46	25	2	28	0.22	5.60	1	1	0	1	0
02-03	43	22	5	23	0.58	5.23	3	0	1	0	0
03-04	40	25	0	36	0.00	7.20	0	1	0	1	0
<b>Total</b>	<b>320</b>	<b>176</b>	<b>59</b>	<b>193</b>	<b>0.92</b>	<b>5.48</b>			<b>3</b>	<b>3</b>	<b>0</b>

**Greek Street**

Wednesday 24/12/2008 2200-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
22-23	9	6	0	18	0.00	15.00	0	0	0	1	0
23-00	7	5	0	126	0.00	126.00	0	8	0	0	1
00-01	3	2	0	43	0.00	107.50	0	2	0	1	0
01-02	0	0	0	0	0.00	0.00	0	0	0	1	0
02-03	2	1	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>21</b>	<b>14</b>	<b>0</b>	<b>187</b>	<b>0.00</b>	<b>66.79</b>			<b>0</b>	<b>4</b>	<b>1</b>

Saturday 20/12/2008 2300-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
23-00	201	89	0	80	0.00	4.49	0	3	0	0	1
00-01	152	86	5	25	0.16	2.03	5	0	1	0	0
01-02	163	77	5	86	0.15	5.58	5	0	1	0	0
02-03	127	61	0	73	0.00	5.98	0	3	0	0	1
<b>Total</b>	<b>643</b>	<b>313</b>	<b>10</b>	<b>274</b>	<b>0.08</b>	<b>4.38</b>			<b>2</b>	<b>0</b>	<b>2</b>

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## Technical note

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<b>Project</b>	Leeds Hackney Carriage Unmet Demand Study	<b>Date</b>	6 <sup>th</sup> January 2009
<b>Note</b>	Public Attitude Survey Results	<b>Ref</b>	CTDAIU
<b>Author</b>	Nikki Callaghan		

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### 1 *Introduction*

1.1 The purpose of this Technical Note is to present the results of a public attitude survey undertaken by Halcrow on behalf of Leeds City Council.

1.2 A public attitude interview survey was designed with the aim of collecting information regarding opinions on the taxi market in Leeds. In particular, the survey allowed an assessment of flagdown, telephone and rank delays, the satisfaction with delays, and general use information.

1.3 It should be noted that in the tables that follow the totals do not always add up to the same amount. This is due to one of two reasons. First, not all respondents were required to answer all questions; and second, some respondents failed to answer some questions that were asked.

### 2 *Survey Administration and Sample Selection*

2.1 Some 974 interviews were carried out in November 2007 and a further 937 in September and October 2008. The age and gender samples are given in Table 1 below. The sample of 1911 interviews provides a robust basis for assessment.

2.2 The age and gender samples are shown in Table 1 along with the actual turn-out figures.

*Table 1 - Target and Actual Samples for Interview Surveys by Age and Gender*

Category	Target Quota		Actual Quota	
	Frequency	Percent	Frequency	Percent
16 – 34	732	36.6	827	43.5
35-64	892	44.6	861	45.3
65+	376	18.8	214	2.4
<b>Total</b>	<b>2000</b>	<b>100.0</b>	<b>1902</b>	<b>100.0</b>
Male	954	47.7	856	46.1
Female	1046	52.3	999	53.9
<b>Total</b>	<b>2000</b>	<b>100.0</b>	<b>1855</b>	<b>100.0</b>

2.3 As can be seen in Table 1, the survey provides a slight overrepresentation of 16-34 year olds and therefore a slight under representation of the over 65's. Other than this the survey conforms well to the target quota.

2.4 The respondents were asked to give their economic status. The results are displayed in Table 2 below.

*Table 2 - Economic Status*

	<b>Frequency</b>	<b>Percent</b>
Full-time Employed	612	32.9
Part-time Employed	277	14.9
Unemployed	120	6.5
Student/Pupil	337	18.1
Retired	218	11.7
Housewife/Husband	185	10.0
Other	110	5.9
<b>Total</b>	<b>1859</b>	<b>100.0</b>

2.5 Respondents were asked to specify their residency. The results are shown in Table 3.

*Table 3 - Residency*

	<b>Frequency</b>	<b>Percent</b>
Permanent Resident	1226	67.7
Visitor	366	20.2
Tourist	34	1.9
Student	186	10.2
<b>Total</b>	<b>1812</b>	<b>100.0</b>

**3** *Characteristics of Last Trip by Taxi*

3.1 Respondents were each asked if they had made a journey by taxi in Leeds within the last three months. The survey found that the majority of respondents (60.1%) had used a taxi within this period. The results are displayed in Table 4.

*Table 4 - Have you made a trip by taxi in the past three months?*

<b>Trip Type</b>	<b>Frequency</b>	<b>Percent</b>
Yes	1143	60.1
No	760	39.9
<b>Total</b>	<b>1903</b>	<b>100.0</b>

3.2 Respondents who had hired a taxi in the last three months were asked further questions about their experience. Some 50.8% of tripmakers stated that they hired their taxi at a rank. Some 37.4% of hirings were achieved by telephone with 11.8% of tripmakers obtaining a taxi by on-street flagdown. Table 5 reveals the pattern of taxi hire.

*Table 5 - Method of Taxi Hire for Last Trip*

<b>Trip Type</b>	<b>Frequency</b>	<b>Percent</b>
Rank	575	50.8
Flagdown	134	11.8
Telephone	423	37.4
<b>Total</b>	<b>1132</b>	<b>100.0</b>

3.3 Respondents were asked what type of vehicle they hired. The most common type of vehicle used was a saloon car (65.4%) with 32.5% hiring a purpose built cab.

*Table 6 - Vehicle type for last trip*

<b>Vehicle Type</b>	<b>Frequency</b>	<b>Percent</b>
Purpose built cab	365	32.5
Saloon car	735	65.4
Other	23	2.1
<b>Total</b>	<b>1123</b>	<b>100.0</b>

3.4 Respondents were asked if they were satisfied with the time taken and the promptness of the taxis arrival. The majority of people were satisfied with their last taxi journey (94.9%). Table 7 shows that for each method of obtaining a taxi, the majority were satisfied with the service. Satisfaction with obtaining a taxi at a rank was the highest.

*Table 6 - Vehicle type for last trip*

Method of Hire	Percent Satisfied	Frequency
Rank	97.8	528
Flagdown	98.5	128
Telephone	89.7	349

**4 Elements of the journey**

4.1 Tripmakers were asked to rate their last taxi journey against a number of factors. The results are documented in Table 8.

*Table 8 - Rating of last journey*

	Rating of last taxi journey									
	Very Good		Good		Average		Poor		Very Poor	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Vehicle Condition	145	12.7	751	65.8	230	20.2	13	1.1	2	0.2
Helpfulness of Driver	173	15.2	641	56.2	258	22.6	40	3.5	28	2.5
Driver knowledge of Area	224	19.7	640	56.2	205	18.0	52	4.6	18	1.5
Ease of access into the vehicle	232	20.3	709	62.2	192	16.8	3	0.3	4	0.4
Value for Money	69	6.1	547	48.0	433	38.0	54	4.7	37	3.2
Overall Quality of Service	105	9.3	716	63.0	281	24.8	20	1.8	12	1.1

4.2 The majority of respondents rated each of the conditions above average on their last journey. 65.8% perceived the condition of the vehicle as 'good', 62.2% commented that the ease of access into the vehicle was 'good' and 63.0% regarded their overall service as 'good.'

4.3 The majority of respondents rating an element as poor or very poor gave the reason for this as 'too expensive' and 'the driver did not know the way.'

**5 Attempted Method of Hire**

5.1 To provide evidence of suppressed demand respondents were asked to identify whether or not they had given up waiting for a taxi at a rank, on the street, or by telephone in Leeds in the last three months. The results are summarised in Table 9.



*Table 9 - Given up attempting to hire a taxi by method of hire in the last three months*

	Yes		No	
	Frequency	Percent	Frequency	Percent
Given up at a rank	121	6.4	1778	93.6
Given up flagdown	146	7.7	1751	92.3
Given up telephone	136	7.2	1765	92.8

5.2 Some 6.4% had given up waiting for a taxi at a rank, with 7.7% having given up via flagdown and 7.2% via telephone. Some 11% of respondents gave up waiting at a rank and/or a flagdown. (Latent Demand). Those respondents who had given up waiting for a taxi were asked within what district of Leeds they were waiting. The most popular answers were:

- City centre;
- Hyde Park;
- Headingley; and
- New Briggate.

**6 Service Improvements**

6.1 Respondents were asked what the main reason was for them not using taxis in Leeds more often, the results are shown in Table 10 below. A large percentage of respondents (38.1%) stated that they didn't use taxis more often in Leeds because bus was available. 24.1% of respondents do not use taxis more often because they have a car available and 12.9% because they are too expensive.

*Table 10 - Reasons for not using taxis more often*

	Frequency	Percent
Too Expensive	245	12.9
Car Available	455	24.1
Walk/Cycle	139	7.3
Waiting Time/Availability	13	0.7
Bus Available	721	38.1
No Need	125	6.6
Distance to Ranks	2	0.1
Lack of disabled access vehicles	1	0.1
Prefer/Use Private Hire	113	6.0
Other	77	4.1
<b>Total</b>	<b>1891</b>	<b>100.0</b>

6.2 Respondents were asked if they thought the taxi services in the Leeds area could be improved. The responses indicate that the majority of respondents (56.3%) thought that taxi services in Leeds did not need to be improved. The results are shown in Table 11.

*Table 11 - Could taxi services be improved*

Trip Type	Frequency	Percent
Yes	727	43.7
No	937	56.3
<b>Total</b>	<b>1664</b>	<b>100.0</b>

6.3 Those who considered that taxi services needed improvement were asked how they could be improved. Table 12 documents that 76.3% of responses stated that taxis in Leeds could be improved if they were made cheaper. 23.8% stated that there was a need for better drivers with 13.6% stating that there was a need for more taxis.

*Table 12 - How could taxi services be improved (multiple responses)*

	Frequency	Percent
More of them	99	13.6
More Ranks	73	10.0
Shared Taxis	35	4.8
Better Vehicles	34	4.7
Better Drivers	173	23.8
Cheaper	555	76.3
More disabled access vehicles	9	1.2
Other	108	14.9

6.4 Those respondents who stated 'other' stated that services could be improved if;

- More reliable, better time keeping;
- More courteous, friendly drivers;
- Consistent fares;
- English speaking drivers;
- Improved area knowledge of drivers; and
- More female drivers

**7 Safety & Security**

7.1 Respondents were asked whether they felt safe when using taxis in Leeds. The majority of respondents felt safe using taxis during the day (95.5%), however over one quarter of respondents (29.4%) stated that they felt unsafe using taxis at night in Leeds.

*Table 12 - Perception of safety when using taxis in Leeds*

	During the Day		At Night	
	Frequency	Percent	Frequency	Percent
Yes	1390	95.5	1022	70.6
No	66	4.5	426	29.4
<b>Total</b>	<b>1456</b>	<b>100.0</b>	<b>1448</b>	<b>100.0</b>

7.2 Respondents who did not feel safe during the day or at night were asked what needed to be done to improve safety and security when using taxis in Leeds. 8.9% of responses stated that CCTV in taxis and 7.5% stated that CCTV on ranks would improve safety when using taxis in Leeds. 6.1% of respondents would feel safer if there were more Taxi Marshalls at ranks. The results are shown in table 13.

*Table 13 - Improvements to safety and security when using taxis in Leeds (multiple responses)*

	Frequency	Percent
CCTV in taxis	293	68.6
CCTV on ranks	266	62.3
More Taxi Marshalls at ranks	242	56.7
Other	57	13.3

7.3 The respondents who stated 'other' would like to see more female drivers and better displayed ID/licence cards.

**8 New Ranks**

8.1 Respondents were asked if they were satisfied with the provision of taxi ranks in Leeds. The results are summarised in Table 14.

8.2 Almost half of respondents (46.6%) were satisfied with the provision of ranks in Leeds with a further 42.5% of respondents being unsure as to whether any more ranks were needed. The remaining respondents (10.9%) felt there was a definite need for new rank provision.

*Table 14 - Satisfaction with provision of taxi ranks*

	Frequency	Percent
Yes	841	46.6
No	196	10.9
Do Not Know	766	42.5
<b>Total</b>	<b>1803</b>	<b>100.0</b>

8.3 The 10.9% of respondents who were not satisfied with the current provision of ranks in Leeds were asked what needed to be done about this.

8.4 Half of respondents felt that improving signage of existing ranks was needed in Leeds (68.4%), 40.4% stated that providing information on the location of existing ranks would improve taxi services in Leeds. 42.9% felt that providing new ranks would improve taxi rank provision. The results are shown in table 15.

*Table 15 - Improvements to taxi provision in Leeds (multiple responses)*

	Frequency	Percent
Provide information on ranks	79	40.3
Improve signage	89	45.4
Provide new ranks	84	42.9
Other	3	1.5

8.5 Respondents were asked whether there were any locations that a new rank should be implemented. 7.4% of respondents stated that new locations were required, with 39.3% stating that none were required and 53.3% being unsure.

8.6 Those individuals who stated they would like to see a new rank were subsequently asked to provide a location. The most popular locations were:

- Briggate;
- Hyde Park;
- Leeds City Market;
- Top end of centre; and
- Wetherby.

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<b>Project</b>	Leeds Taxi Study 2008	<b>Date</b>	17 September 2008
<b>Note</b>	Consultation Responses	<b>Ref</b>	CTDAIU000
<b>Author</b>	Nikki Callaghan		

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**1** *Introduction*

1.1 Guidelines issued by the Department for Transport state that consultation should be undertaken with the following:

- all those working in the market;
- consumer and passenger (including disabled) groups;
- groups which represent those passengers with special needs;
- the Police;
- local interest groups such as hospitals or visitor attractions; and
- a wide range of transport stakeholders such as rail/bus/coach operators and transport managers.

**2** *Indirect Consultation*

2.1 In terms of direct consultation, letters were sent out to a number of individuals and organisations to find out their view of the industry, thus fulfilling the DfT guidelines.

2.2 **Leeds City Council** provided written responses from a number of representatives. A consultee stated that the queuing of taxis on New Station Street was causing a nuisance to residents and a blockage to buses and that as of yet no taxis waited on North Concourse side of the Station. More hackney carriages are required near Civic buildings in Leeds (for example the Town Hall, Civic Hall, and Carriageworks).

2.3 Another consultee felt that there was generally an adequate supply of both Hackney and private hire vehicles. It was considered that the private hire vehicle gave the impression of being old, dirty and poorly maintained and badly driven. Further training for taxi drivers was considered by a large number of respondents as a good idea to enhance the driver attitude. It was felt by one consultee that the number of private hire firms seem to have increased, however it was felt that there is still a need for more hackney carriages. Hackney carriages were described as "proper" taxis.

2.4 The correspondent stated that improvements to the taxi service in Leeds should include a clear fare structure and for signage to be larger and more prominent. It was also mentioned that taxis do not integrate with other public transport.

- 2.5 It was suggested that a number of licenses should be issued specifically to women taxi drivers for women who use taxi on their own.
- 2.6 One respondent felt that a service specifically designed for the elderly and infirm should be introduced, where drivers are trained on how to assist them in and out of the car. Another respondent felt that disabled accessibility, particularly in private hire vehicles is very poor.
- 2.7 It was also considered that drivers' knowledge of the area could be improved as it can leave customers with an unsettled feeling and private hire vehicles should be metered to avoid conflict over fares.
- 2.8 **Strategic Partnership & Service Development Team from Leeds City Council** felt that the local private car hire service was prompt and efficient but it needed to enhance the communication and social skill. It was highlighted that service for the elderly and children travelling without an adult should be provided by helping the person out of the house and escorting them into the car.
- 2.9 The **Area Management Officer from Leeds City Council** recently raised issues regarding taxis from the Pudsey & Swinnow forum. There included the following:
- there was a huge demand for taxis for people to come home from Leeds city centre on Saturday evenings;
  - service from Leeds Bradford airport was considered as very bad, especially early in the morning.
  - Acquiring a wheelchair accessible vehicle is difficult. Getting a wheelchair accessible private hire vehicle was felt to be impossible.
  - the standard of driving was regarded negatively, with some driving too fast.
  - the forum felt that private hire vehicles seem to 'charge what they want' and that all taxis should be metered.
- 2.10 **Leeds Chamber of Commerce** felt that the use of saloon vehicles and not 'black cabs' were not adequate. The correspondent expressed his concerns about the saloon vehicle. First of all, it projected a poor image for first time visitors to the city. Secondly, it did not provide good space for luggage and did not provide the adequate passenger capacity (3 verses 5 in a cab). In addition, it was stated that taxis often do not pick up from the street which means that the quality of service away from taxi ranks could only be described as very poor. The quality of 'knowledge' of the city was not particularly good, and often left the customer with an uncertain/unsettled feeling.
- 2.11 **A representative of a person with a disability** felt the hackney carriage supply was not adequate. It was stated that all the taxi firms were at some time unreliable even if it had

- been booked well ahead of time. The consultee said that there was a shortage of taxis between 4pm and 6pm due partly to its being a shift change over time for drivers and partly due to congestion in the city at this time. Basic disability training is required for taxi drivers. This can be as simple as making sure that the telephone operator sends to appropriate vehicle or making it compulsory that wheelchair accessible vehicles have fully working ramps at all times.
- 2.12 The taxi service on evenings and weekend were regarded as particularly problematic.
- 2.13 It was felt that a rivalry between hackney carriages and private hire was not ideal, but was necessary to keep a competitive market and be of benefit to the public.
- 2.14 **Leeds Involvement** represents the Alliance of Services Users and Carers and other disabled and older peoples groups. Taxi transport is vital to many disabled people and carers, attending meetings through Leeds Involvement and our service user groups.
- 2.15 Service users reported that there was a shortage of wheelchair accessible taxis at peak times and found it difficult to get taxis on the outskirts of Leeds, especially at night.
- 2.16 The attitudes of some drivers were described as problematic. More disability training is required including correct use of the ramps. There reports of ramps being placed to steeply against the taxi causing damage to the chair.
- 2.17 Taxi fares were considered too high.
- 2.18 Leeds Involvement suggested that taxi drivers could carry a sheet to cover their seats when a carrying a hearing or guide dog.
- 2.19 **Strategic Partnership & Service Development Team (Older People and Disabled People)** officer stated that private hire vehicle is his preferred choice over hackney carriages because they meet more of his needs. In general private hire vehicles service is prompt and efficient. However, some drivers lack social skills which are important when offering a service to the public.
- 2.20 The consultee would like to see services specifically geared to the needs of the elderly/infirm would be a good idea. Taxi drivers should not honk its horn and sit outside the house waiting for the person to come out, instead drivers should be willing to spend time to help people out of the house, make sure they locked the door, escort them into the car, help with fastening seat belt, and then do all this in reverse at the other end of the journey. In many cases it would probably be helpful to be able to specify either a male on female driver.

- 2.21 **Access Committee for Leeds** felt that clear that Hackney Carriages have a critical role to play in the transport needs of a significant number of disabled people in Leeds. This role is defined as being the only accessible door-to-door transport services that can be provided 24 hours a day 7 days a week.
- 2.22 The reliance on hackney carriages by disabled people must reflect the diversity of needs and requirements. There are occasions when wheelchair users have been refused a service because of health and safety, or the fact the wheelchair will not physically fit into the cab.
- 2.23 It was stated that during periods of high demand, individual wheelchair users who require accessible cabs might have to wait up to 3 hours for an appropriate cab. This also occurred for those wheelchair users who lived in the suburbs of Leeds.
- 2.24 With regards to private hire disabled people who required accessible cabs have a very limited choice of taxis whilst disabled people who did not require accessible vehicles have a greater choice and availability to meet their transport needs.
- 2.25 It was stated that there was apparent difference in the standards of service for disabled people. Access Committee for Leeds had assisted to identify the need for peer-led disability and diversity training for all drivers and re-training for drivers who failed in the duties under the Disability Equality Legislation.
- 2.26 Ranks across the centre of Leeds were felt to be insufficient to meet the needs of the public.
- 2.27 The correspondent said that based on the needs and diversity of disabled people it is difficult to provide one type of vehicle to meet all needs. The Local Authorities Licensing Panel and Licensing Section continue to apply its existing Best Practice and logical approach to this issue and work to develop a fleet within Leeds that was diverse and have the volume and ability to meet the needs of all the people of Leeds.
- 2.28 Improved publicity around the transport needs of people with disabilities needs to be fully evaluated.
- 2.29 It was stated that there seemed to be little solid evidence of a truly meaningful approach to developing an inclusive and integrated transport service.
- 2.30 In addition Access Committee for Leeds suggested some of the following actions;
- allow wheelchair accessible Hackney and private Hire cabs to access the whole bus lane network across Leeds;



- a Taxicard scheme similar to the London model to address this inequality within Leeds
- Drop off points across all pedestrianised area, this is especially relevant across the expanse of Leeds City Centre
- Under the Disability Equality Act 2005 and associated equality legislation, the Local Authority has a clear duty to meaningfully involve disabled people in such key transport considerations.

- 2.31 A **verbal response** to the written consultation was given on the 11/12/07 over the phone from a wheelchair user, who was passed the letter through a disability organisation who had received the consultation letter.
- 2.32 The consultee found that even wheel chair accessible taxis are often difficult to access. Due to the size of his wheelchair and his height, wheelchair accessible taxis are often too small, so has to use a minibus taxi.
- 2.33 The availability of taxis is a problem due to Leeds Education contracts with taxis. This means that between 8-10am and 2-5pm it is virtually impossible to get a taxi. When you do book a taxi, many operators will not guarantee a pick up time for wheelchair accessible vehicles.
- 2.34 It was felt that there needs to be more taxis which frequent taxi ranks in the outer areas such as Wetherby. Wetherby has a population of twenty-one thousand, but there are rarely any hackney carriages seen, instead taxis tend to cluster in Leeds and Harrogate.
- 2.35 In terms of the image of the trade, the vehicle type and quality need to be more accessible to different types of wheelchair, taking in to account of people who are tall! Driver attitudes can be poor, with occasions where the wheelchair has not been secured. It was suggested that disability awareness training was required. It was questioned as to whether the problems people with disabilities face was a training issue or compliance issue.
- 2.36 It was thought that taxi fares were in line with neighbouring cities.
- 2.37 Finally, it was stated that the transport integration of taxis with other types of public transport worked reasonably well.

- 2.38 **Connect in the North** provided a response regarding taxi provision in Leeds. The organisation has been involved in a campaign called "Taxi Get it Right!" in January 2007. The campaign involved questionnaires being sent to 80 people in Leeds.
- 2.39 The questionnaires found that taxis and private hire vehicles have been late collecting people or not turn up at all. Many people in the campaign group find it frustrating that taxi firms will not guarantee the times of a pre-booked taxi even if its booked days in advance.
- 2.40 In terms of the image of the trade, there were reports of taxi drivers being rude to passengers, and there was one incident of racism. Another person reported that taxi drivers often refer to them as a "wheelchair" rather than a "wheelchair user". It was believed that drivers need more training on appropriate language and disability awareness. There is also a need for taxi operators to be trained, so that they are more helpful and honest if they can't get a taxi in time.
- 2.41 One wheelchair user said that taxi drivers often ignore him when he is waiting at a taxi rank. He believes that this is because it takes more time for him to board the taxi than a non-disabled person.
- 2.42 Finally, in terms of taxi fares, many people in the campaign group are concerned that wheelchair users often have to rely on hackney carriages which they regard as more expensive than private hire cabs.
- 2.43 **First** bus operators responded regarding taxi provision in Leeds. In their experience hackney carriage supply in Leeds is well organised and strictly controlled but it is difficult to determine whether there is sufficient supply as both the hackney carriage and bus service provision is severely hampered by the inadequate control of the private hire provision within the city.
- 2.44 First believe that private hire companies and organisations in Leeds are consistently and repeatedly flouting the legislation. Private hires often block bus lanes and obstruct the highway in the city centre. This severely hampers the provision of bus services and is likely to have a detrimental effect on the hackney carriage supply. This issue has been brought to the attention of the authorities and the police are attempting to take some action, however it is proving difficult due to elusiveness of the private hire trade. First would like city centre observations to confirm that this is taking place.
- 2.45 A recent BBC television programme centred on Leeds highlighted the concern of the illegality of the private hire operation and the dangers of illegally picking up young people who are pub and club goers who can be reckless in their travel home arrangements.

- 2.46 With regards to ranks, New Station Street leading to the railway station is a major problem to bus operators, where the over supply of hackney carriages causes blockages and congestion during the peak daytime periods, but then there is a shortage of taxis in the evening. It was suggested that the rail station rank should be contracted to taxi suppliers who offer 24/7 coverage and DDA compliance.
- 2.47 As a bus company First buses have to adhere to a strict procedure for bus service provision. It was felt that the private hire need revision and control in their provision. It is only then that a proper assessment of the sufficiency of hackney carriages or indeed bus service provision can be done.
- 2.48 **John Jamison School** responded to the consultation regarding taxi provision in Leeds. The representative was of the opinion that there is an adequate supply of hackney carriages across all times of the day and all areas within Leeds.
- 2.49 With regard to the image of the trade, the representative felt that the quality and attitudes of the drivers are good, although there may be some need for additional training.

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## Appendix 5

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<b>Project</b>	Leeds Unmet Demand Survey 2009	<b>Date</b>	18 <sup>th</sup> May 2009
<b>Note</b>	Trade Survey Technical Note	<b>Ref</b>	CTDAIU000
<b>Author</b>			

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### **1** *Introduction*

1.1 A public and private hire trade survey was designed with the aim of collecting information and views from both trades. In particular the survey allowed an assessment of operational issues and views of the hackney carriage market to supplement the rank observations, as well as covering enforcement and disability issues.

### **2** *Survey Administration*

2.1 The survey was conducted through a self completion questionnaire. These were sent to 7,000 licensed hackney and private hire drivers and operators in the city. A total of 522 questionnaire forms were completed and returned, giving a response rate of around 7.5%, a typical value for this type of survey. It should be noted that not all totals sum to the total number of respondents per trade group as some respondents failed to answer all questions.

### **3** *General Operational Issues*

3.1 The responses provided have been disaggregated on a hackney carriage and private hire trade basis as shown in Table 3.1 below.

**Table 3.1 Breakdown of Responses between Trades**

	<b>Frequency</b>	<b>Percent</b>
Hackney Carriage Trade	162	31.3
Private Hire Trade	356	68.7
<b>Total</b>	<b>518</b>	<b>100.0</b>

3.2 The survey asked the respondents to state in what ways they are involved in the taxi market in the city of Leeds. The results are outlined in Table 3.2.

**Table 3.2** Involvement in Taxi Market (*multiple responses*)

	Frequency	Percent
Hackney Carriage Driver	116	22.5
Hackney Carriage Plate Owner	94	18.2
Hackney Carriage Operator	4	0.8
Private Hire Driver	311	60.3
Private Hire Plate Owner	176	34.1
Private Hire Operator	24	4.7
<b>Total</b>	<b>516</b>	<b>-</b>

3.3 The survey asked respondents how long they had been involved with either the hackney carriage or private hire trade in Leeds. Table 3.3 below shows the responses.

**Table 3.3** Duration of Respondents Involvement in the Hackney/Private Hire Trade

Years	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
0 – 2	6	3.7	51	14.4
2 – 5	22	13.7	105	29.7
5 – 10	36	22.4	82	23.2
10 – 15	48	29.8	57	16.1
15 – 20	119	11.8	33	9.3
Over 20	30	18.6	26	7.3
<b>Total</b>	<b>161</b>	<b>100.0</b>	<b>354</b>	<b>100.0</b>

3.4 Table 3.3 indicates that 29.8% of hackney carriage respondents have been involved in the city's taxi trade for 10-15 years, and the majority of private hire respondents (29.7%) have been involved in the trade for only 2 to 5 years.

3.5 Table 3.4 indicates the proportion of the trade who subscribe to a radio circuit. Some 71.0% of private hire respondents subscribe to a radio circuit compared with 87.5% of hackney carriage respondents.

**Table 3.4 Do you subscribe to a radio circuit?**

	Hackney Trade		Private Hire Trade	
	Frequency	%	Frequency	%
Yes	112	87.5	206	71.0
No	16	12.5	84	29.0
<b>Total</b>	<b>128</b>	<b>100.0</b>	<b>290</b>	<b>100.0</b>

3.6 Respondents were asked to estimate the origin of their passenger fares for a week. The results are documented in Table 3.4.

**Table 3.4 Average Origin of Passenger Fares**

	Hackney Carriage			Private Hire		
	Mean %	Min	Max	Mean %	Min	Max
Rank	64.1	0	100	12.2	0	100
Flagdown	9.5	0	100	0.1	0	10
Radio Circuit	18.1	0	100	51.3	0	100
Other telephone booking	10.3	0	100	34.9	0	100
Contract Work	9.7	0	80	10.0	0	100

3.7 The average proportion of rank work for hackney carriages accounts for 64.1% per week. The average percentage of radio circuit work for hackney carriages is 18.1% and only 9.7% is through contract work.

3.8 Work through radio circuit's accounts for a high proportion of private hire driver's working week at an average of 51.3%, with other telephone bookings accounting for 34.9% of work.

#### **4 Driving**

4.1 Respondents were asked what type of vehicle they drove most frequently. The majority of hackney carriage drivers (53.8%) drive a saloon car; the majority of private hire drivers (86.6%) also drive a Saloon car.

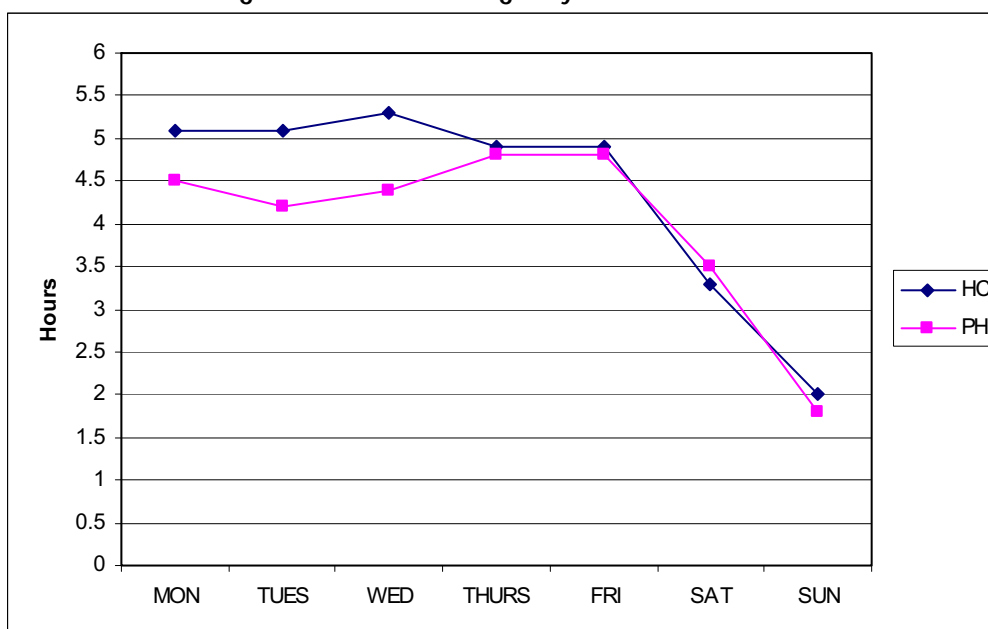
**Table 4.1 Type of vehicle driven in the Hackney/Private Hire Trade**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Saloon Car	86	53.8	296	86.6
Minibus/People Carrier (Wheelchair accessible)	30	18.8	22	6.4
Purpose built cab	42	26.2	1	0.3
Minibus/People Carrier (Non-Wheelchair accessible)	2	1.2	23	6.7
<b>Total</b>	<b>160</b>	<b>100.0</b>	<b>342</b>	<b>100.0</b>

4.2 Respondents were asked the average number of hours they worked in a typical week. Hackney drivers tended to work on average 3.8 hours more a week than Private hire drivers. Hackney trade respondents worked on average for 41.2 hours per week compared to 37.4 hours per week for private hire drivers.

4.3 Respondents were asked to state how many hours they worked at different times of day during a typical week. Figure 4.1 documents the average hours worked during the daytime period (06:00-18:00) for each day of the week. The hackney carriage drivers work slightly longer hours Monday to Thursday but both trades work similar hours on the weekend. It also shows that both trades work less hours during the day at the weekend.

**Figure 4.1 Average daytime hours worked**

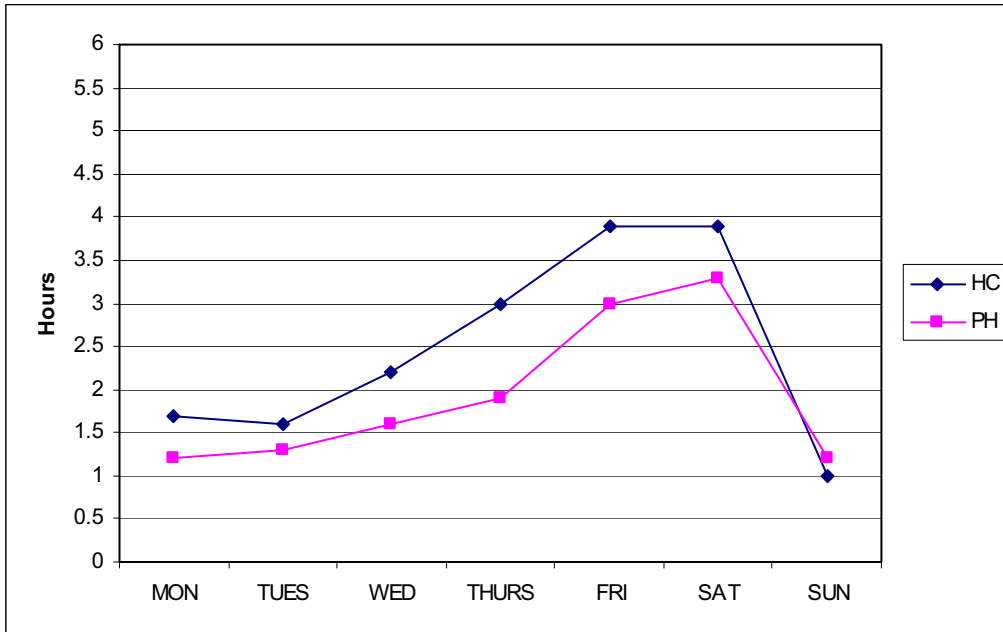




4.4

Figure 4.2 shows the average number of hours worked during the evening/night period (18:00-06:00). During the night time period the hackney carriage trade tend to work slightly longer hours than the private hire drivers. It also shows that both trades work longer hours on Friday and Saturday nights compared with other nights during the week.

**Figure 4.2 Average night time hours worked**



4.5

The trade were asked whether the Licensing Act 2003 had had an effect on them. The results are shown below in Table 4.2. Some 52.2% of hackney carriage respondents stated that it had not had an effect on them compared with 74.2% of private hire respondents.

**Table 4.2 Has the Licensing Act affected you?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	74	47.8	87	25.8
No	81	52.2	250	74.2
<b>Total</b>	<b>155</b>	<b>100.0</b>	<b>337</b>	<b>100.0</b>

4.6

Those who replied that it had had an effect on their typical working week were then asked in what way it had affected them.

**Table 4.3**                      **Effects of the 2003 Licensing Act (Multiple responses)**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Work later in the evening	38	50.0	54	60.0
Work for longer hours	54	71.1	39	43.3
Other	5	6.6	9	10.0
<b>Total</b>	<b>76</b>	<b>-</b>	<b>90</b>	<b>-</b>

4.7                      Responses show that due to the licensing act 50% of hackney carriage driver's work later in the evening compared with 60% of private hire drivers.

4.8                      Of those that stated 'other' they explained that since the Licensing Act 2003, work is more spread out, but is not as busy as before and work is slow.

4.9                      Respondents were asked whether they thought that there were a sufficient number of wheelchair accessible vehicles in the hackney and private hire fleet. Tables 4.4 and 4.5 show the results. Some 94.2% of hackney carriage respondents and 85.3% of private hire respondents believe that there are a sufficient number of wheelchair accessible vehicles in the hackney fleet. 66.7% of hackney carriage respondents and 69.0% of private hire respondents believe that there are a sufficient number of wheelchair accessible vehicles in the private hire fleet.

**Table 4.4**                      **Sufficient number of wheelchair accessible vehicles in the hackney fleet**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	145	94.2	197	85.3
No	9	5.8	34	14.7
<b>Total</b>	<b>154</b>	<b>100.0</b>	<b>231</b>	<b>100.0</b>

**Table 4.5**                      **Sufficient number of wheelchair accessible vehicles in the private hire fleet**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent

Yes	72	66.7	214	69.0
No	36	33.3	96	31.0
<b>Total</b>	<b>108</b>	<b>100.0</b>	<b>310</b>	<b>100.0</b>

4.10 Respondents were asked whether they thought that Leeds City Council does sufficient to address the needs of people with a wide range of disabilities with regard to hackney and private hire services. The results are shown in Table 4.6. Some 92.8% of hackney carriage respondents and 87.0% of private hire respondents believe that Leeds City Council is addressing the needs of disabled people.

**Table 4.6 Are the needs of disabled people addressed by the council?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	141	92.8	281	87.0
No	11	7.2	42	13.0
<b>Total</b>	<b>152</b>	<b>100.0</b>	<b>323</b>	<b>100.0</b>

## 5 *Safety and Security*

5.1 Respondents were asked whether they had been attacked by a passenger in the last year. Table 5.1 details the results.

**Table 5.1 Frequency of attacks by passengers within the last year (multiple responses)**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Physically attacked	39	24.7	67	19.8
Verbally attacked	94	59.5	165	48.7
Not attacked	50	31.6	152	44.8

5.2 Some 59.5% of the hackney carriage trade and 48.7% of the private hire trade have been verbally attacked within the last twelve months.

5.3 The trade were asked if they felt safe whilst working as a taxi driver in the city, the results of which are shown below in Table 5.2.

**Table 5.2 Do you feel safe whilst working as a Taxi Driver in Leeds?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes, all of the time	32	20.1	73	21.4
Some of the time	102	64.2	218	63.9
None of the time	25	15.7	50	14.7
<b>Total</b>	<b>159</b>	<b>100.0</b>	<b>341</b>	<b>100.0</b>

5.4 Some 64.2% of hackney carriage respondents and 63.9% of private hire respondents stated that they felt safe some of the time. Some 20.1% of hackney carriage respondents and 21.4% of the private hire respondents felt safe all of the time.

5.5 The trade were then asked when they felt unsafe working in the city. The results are outlined below in Table 5.3.

**Table 5.3 When do you feel unsafe working in the city? (Multiple responses)**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Daytime	14	10.0	26	8.8
Night time	116	82.9	224	76.2
In certain areas	67	47.9	162	55.1

5.6 The majority of both the hackney carriage respondents (82.9%) and private hire respondents (76.2%) stated that they felt unsafe whilst working at night in Leeds.

5.7 Some 47.9% of the hackney carriage trade stated that they felt unsafe in certain areas of Leeds, as did 55.1% of the private hire trade. The areas that were most commonly suggested as being unsafe were Chapeltown, Halton Moor and Seacroft.

## **6 Ranks**

6.1 Members of both trades were asked whether they believe there is sufficient rank space in the city. As shown in Table 6.1 the majority of the hackney carriage respondents (84.7%) stated that there was not sufficient rank space for hackneys

compared to 67.9% of private hire respondents who stated that there is enough space for hackneys.

**Table 6.1 Sufficient rank space available for hackneys to use in Leeds?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	24	15.3	186	67.9
No	133	84.7	88	32.1
<b>Total</b>	<b>157</b>	<b>100.0</b>	<b>274</b>	<b>100.0</b>

6.2 The trade were asked whether there were any areas where a new rank should be located. Table 6.2 shows the majority of the hackney carriage respondents (93.5%) stated that there are additional areas where ranks are needed. In contrast, some 87.0% of private hire respondents stated that there are no additional areas where ranks are needed.

**Table 6.2 Are there any areas where there should be new hackney ranks?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	143	93.5	33	13.0
No	10	6.5	220	87.0
<b>Total</b>	<b>153</b>	<b>100.0</b>	<b>253</b>	<b>100.0</b>

6.3 Of those that stated that there should be new ranks, the most common areas requested were;

- Leeds and Bradford International Airport;
- Boar Lane;
- Otley Road, outside the Box;
- Briggate; and
- Great George Street, outside the Electric Press.

6.4 In response to the question asking whether there are any ranks in Leeds that should be longer or have more spaces, 86.4% of the hackney carriage trade felt this was necessary, whereas 86.9% of the private hire trade said that there was no requirement. Ranks on Call Lane, Boar Lane, Dortmund Square, Vicar Lane and at the bus station and the train station were suggested by many respondents as needing to be lengthened or have more spaces provided.

**Table 6.3 Ranks in Leeds that should be longer or have more spaces**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	133	86.4	32	13.1
No	21	13.6	213	86.9
<b>Total</b>	<b>154</b>	<b>100.0</b>	<b>245</b>	<b>100.0</b>

6.5 The trade were then asked whether any ranks should be removed. The majority of both Hackney carriage and private hire respondents (82.6% and 54.8% respectively) stated that no ranks in Leeds needed to be removed. Of those respondents that did state that ranks needed to be removed, the most common were Greek Street and Harrogate Road, Chapel Allerton.

**Table 6.4 Do any ranks in the city need to be removed?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	26	17.4	53	21.4
No	123	82.6	195	78.6
<b>Total</b>	<b>149</b>	<b>100.0</b>	<b>248</b>	<b>100.0</b>

**7 Vehicle Conditions**

7.1 Leeds City Council requires all wheelchair accessible vehicles to be less than 5 years of age when first licensed, and not more than 8 years on subsequent occasions. Leeds City Council are considering reducing the age criteria for all saloon vehicles to the maximum age of 6 years. Respondents were asked whether or not they felt these conditions were satisfactory. Over half of hackney carriage respondents found both these conditions are unsatisfactory. Results are shown in Table 7.1.

7.2 Those respondents who felt that the vehicle conditions were unsatisfactory gave the following reasons;

- The drivers cannot afford to buy new cars;
- If the vehicle is fully roadworthy, it should be accepted, regardless of age.

**Table 7.1 Respondents views on wheelchair accessible vehicle age restrictions**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Satisfactory	74	47.1	279	82.5
Unsatisfactory	83	52.9	59	17.5
<b>Total</b>	<b>157</b>	<b>100.0</b>	<b>338</b>	<b>100.0</b>

**Table 7.2 Respondents views on saloon vehicle age restrictions**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Satisfactory	18	11.7	122	35.5
Unsatisfactory	136	88.3	222	64.5
<b>Total</b>	<b>154</b>	<b>100.0</b>	<b>344</b>	<b>100.0</b>

**8 Fares**

8.1 Members of both trades were asked for their opinions regarding the current level of hackney carriage fares. Table 8.1 indicates the responses.

**Table 8.1 Opinions Relating to Hackney Carriage Fares**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Too high	7	4.4	72	22.7
Too low	28	17.6	22	6.9
About right	115	72.3	83	26.1
None/no opinion	9	5.7	141	44.3
<b>Total</b>	<b>159</b>	<b>100.0</b>	<b>318</b>	<b>100.0</b>

8.2 The largest proportion of hackney carriage respondents (72.3%) considered hackney carriage fares to be 'about right'. The majority of private hire respondents (44.3%) did not have an opinion regarding hackney fares.

**9 Training**

9.1 Both trades were asked if they felt that taxi drivers receive enough training before being granted a taxi drivers licence. The majority of the hackney carriage trade

(53.1%) were of the opinion that training was sufficient compared with 49.0% of the private hire trade.

**Table 9.1 Do you feel drivers receive sufficient training?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	85	53.1	170	49.0
No	75	46.9	177	51.0
<b>Total</b>	<b>160</b>	<b>100.0</b>	<b>347</b>	<b>100.0</b>

9.2 Those respondents who stated that they did not think they received sufficient training were then asked what training they would like to see offered to drivers. The results are shown in Table 9.2 below.

**Table 9.2 Opinions related to training (Multiple Response)**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
English Language	60	80.0	161	94.7
Customer Care	58	77.3	133	78.2
Disability Awareness	49	74.7	93	54.7
Driving Ability Test	43	65.3	108	63.5
Other	16	21.3	44	25.9
<b>Total</b>	<b>75</b>	<b>-</b>	<b>170</b>	<b>-</b>

9.3 80% of the hackney carriage trade and 94.7% of the private hire trade felt that English language training is the most important. Of those that stated other training, the most common suggestions were an NVQ qualification and knowledge of area.

9.4 Respondents were then asked whether the training should be compulsory or voluntary. Of those who answered this question, 57.4% of the hackney carriage trade thought that training should be compulsory, as did 69.5% of the private hire trade. The results are shown in Table 9.3.

**Table 9.3 Should this training be compulsory or voluntary?**



	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Compulsory	81	57.4	210	69.5
Voluntary	60	42.6	92	30.5
<b>Total</b>	<b>141</b>	<b>100.0</b>	<b>302</b>	<b>100.0</b>

**10** *Taxi Market in the city of Leeds*

10.1 Members of both trades were asked if they were aware that Leeds City Council enforces a numerical limit of 537 on the number of hackney carriage vehicle licences in the city under a policy of managed growth. The results are outlined in Table 10.1.

**Table 10.1** **Were you aware that there is a numerical limit on the number of hackney carriage vehicle licences in Leeds?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	136	87.2	98	30.2
No	20	12.8	227	69.8
<b>Total</b>	<b>156</b>	<b>100.0</b>	<b>325</b>	<b>100.0</b>

10.2 The majority of Hackney Carriage respondents were aware about the numerical limit (87.2%), although 69.8% of the private hire respondents were unaware.

10.3 Members of both trades were asked whether they consider there are sufficient hackney carriages to meet the current level of demand in the city. Table 10.2 indicates the responses.

**Table 10.2** **Do you consider there to be sufficient hackney carriages to meet the current level of demand in Leeds?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Too Many	72	47.4	110	34.1
Sufficient	58	38.1	79	24.5
Not during all periods of the day	10	6.6	23	7.1
No Opinion	7	4.6	56	17.3
Don't Know	5	3.3	55	17.0

<b>Total</b>	<b>152</b>	<b>100.0</b>	<b>323</b>	<b>100.0</b>
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10.4 The majority of respondents from the hackney carriage trade (47.4%) consider there to be too many hackney carriages to meet the demand, compared to 34.1% of private hire drivers.

10.5 Those respondents who commented that there was insufficient supply across all times of the day were then asked when more are required. The results are shown in Table 10.3.

**Table 10.3 When are more hackney carriages required?**

	<b>Hackney Carriage Trade</b>		<b>Private Hire Trade</b>	
	<b>Frequency</b>	<b>Percent</b>	<b>Frequency</b>	<b>Percent</b>
During the daytime	0	0.0	3	13.0
During the evening/night	5	50.0	3	13.0
All day and night	5	50.0	14	60.8
<b>Total</b>	<b>10</b>	<b>100.0</b>	<b>23</b>	<b>100.0</b>

10.6 All respondents were asked to state how many hackney carriages there should be in the fleet in Leeds. The results are detailed in Table 10.4.

**Table 10.4 Opinion on Ideal Hackney Carriage Fleet Size**

	<b>Hackney Carriage Trade</b>		<b>Private Hire Trade</b>	
	<b>Frequency</b>	<b>Percent</b>	<b>Frequency</b>	<b>Percent</b>
Under 537	28	28.9	47	45.6
537	56	57.7	27	26.2
Over 537	13	13.4	29	28.2
<b>Total</b>	<b>97</b>	<b>100.0</b>	<b>103</b>	<b>100.0</b>

10.7 28.9% of hackney carriage respondents and 45.6% of private hire respondents felt that there should be less than the current number of Hackney carriages.

10.8 All respondents were asked to state if they thought that Leeds should remove the numerical limit on the number of hackney carriage vehicle licences. The responses are detailed in Table 10.5.

**Table 10.5 Opinion on Removing Current Limit on Number of Hackney Licences**

	<b>Hackney Carriage Trade</b>		<b>Private Hire Trade</b>	
	<b>Frequency</b>	<b>Percent</b>	<b>Frequency</b>	<b>Percent</b>
Yes	22	13.8	60	18.3
No	126	79.3	144	43.9
No opinion	11	6.9	124	37.8

<b>Total</b>	<b>159</b>	<b>100.0</b>	<b>328</b>	<b>100.0</b>
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10.9 The majority of respondents from the hackney carriage trade (79.3%) felt that the numerical limit should not be removed, in comparison to 43.9% of private hire respondents. Some 18.3% of private hire respondents wished for the limit to be removed, as do 13.8% of the hackney carriage trade.

10.10 Views were sought regarding the likely impact on a series of factors if Leeds City Council were to remove the existing limit on hackney carriage licences. The findings are summarised below and presented in Table 10.6.

Congestion

10.11 The majority of respondents from the hackney carriage trade (80.0%) felt congestion would increase, compared to 50.8 % from the private hire trade who felt this would be the case.

Fares

10.12 46.1% of the hackney carriage trade respondents commented that fares would remain unaffected following de-restriction, compared to 50.6% of the private hire trade.

Passenger Waiting Times at Hackney ranks

10.13 The majority of the hackney carriage respondents felt that de-restriction would have no effect on passenger waiting times at 51.1% whilst the majority of the private hire trade felt that passenger waiting times would decrease (45.2%).

Passenger Waiting Times when flagging Hackneys

10.14 The majority of the hackney carriage respondents felt that there would be no effect on passenger waiting times when flagging hackneys if Leeds removed the limit on the number of Hackney carriages (55.1%), as did 45.3% of private hire respondents.

Passenger Waiting Times when pre booked by telephone

10.15 54.0% of hackney carriage respondents commented that there would be no effect on passenger waiting times if Leeds de-restricted compared to 47.5% of private hire respondents.

Hackney Carriage Vehicle Quality

10.16 53.0% of respondents from the hackney carriage trade felt hackney vehicle quality would decrease, compared 53.6% of private hire trade respondents stating that there would be no change in the quality of private hire vehicles.

Private Hire Vehicle Quality

10.17 49.3% of respondents from the hackney carriage trade felt private hire vehicle quality would not change, as did 52.2% of the private hire trade.

Effectiveness of Enforcement

10.18 With regard to effectiveness of enforcement, 56.6% of the hackney carriage trade were of the opinion that removing existing licence restrictions would result in a decrease. 49.8% of the private hire trade felt that there would be no change.

Illegal Plying for Hire

10.19 In terms of illegal plying for hire by private hire vehicles, 30.2% of the private hire trade were of the opinion that a change in licence restriction conditions would have an increase, compared with 50% of hackney carriage drivers who felt that there would be an increase in illegal plying from private hires. 52.5% of the hackney carriage trade felt there would be an increase in plying from unlicensed vehicles compared to 26.4% of the private hire responses.

Over Ranking

10.20 Both the hackney carriage and private hire trade felt over ranking would increase, with a response of 71.6% and 53.6% respectively.

Customer Satisfaction

10.21 With regard to customer satisfaction, 45.1% of hackney carriage drivers felt that it would be unaffected, as do 44.3% of private hire respondents.

**Table 10.6 Opinions Relating to the Impact of De-Restriction**

	Hackney Carriage Trade			Private Hire Trade		
	Increase	No Effect	Decrease	Increase	No Effect	Decrease
Traffic Congestion	80.0	14.7	5.3	50.8	29.4	19.8
Fares	33.8	46.1	20.1	23.3	50.6	26.1
Passenger waiting times at ranks	23.0	51.1	25.9	13.5	41.3	45.2
Passenger waiting time when flagdown	17.4	55.1	27.5	13.1	45.3	41.6
Passenger waiting time by telephone	16.1	54.0	29.9	14.8	47.5	37.7
Hackney carriage vehicle quality	15.4	31.6	53.0	23.2	53.6	23.2
Private hire vehicle quality	11.2	49.3	39.5	28.2	52.2	19.6
Effectiveness of enforcement	12.5	30.9	56.6	21.1	49.8	29.1
Illegal plying for hire – private hire	50.0	26.1	23.9	30.2	42.7	27.1
Illegal plying for hire – unlicensed	52.5	27.4	20.1	26.4	42.1	31.5

Over ranking	71.6	18.2	10.2	53.6	28.4	18.0
Customer satisfaction	24.6	45.1	30.3	35.4	44.3	20.3

10.22 All respondents were asked their response to "***There is not enough work to support the current number of hackney carriages***". The results in Table 10.7 show that 60.8% of hackney carriage respondents and 24.1% of private hire respondents strongly agree with the statement that there is not enough work to support the current number of hackney carriages.

**Table 10.7** Opinion of: "There is not enough work to support the current number of hackney carriages"?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	20	13.5	31	12.7
Disagree	11	7.4	30	12.2
Neither agree nor disagree	8	5.4	66	26.9
Agree	19	12.9	59	24.1
Strongly agree	90	60.8	59	24.1
<b>Total</b>	<b>148</b>	<b>100.0</b>	<b>245</b>	<b>100.0</b>

10.23 *Some of the most common responses to the statement:*

- *Too many hackney carriages in Leeds;*
- *Since losing airport work, hackney carriages do not have enough space.*

10.24 All respondents were asked their response to "***There is not enough work to support the current number of private hire vehicles***". The results in Table 10.8 show that 57.9% of hackney carriage respondents and 46.2% of private hire respondents strongly agree with the statement that there is not enough work to support the current number of hackney carriages

**Table 10.8** Opinion of: "There is not enough work to support the current number of private hire vehicles"?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	24	18.1	30	10.0
Disagree	10	7.5	27	9.0

Neither agree nor disagree	6	4.5	29	9.6
Agree	16	12.0	76	25.2
Strongly agree	77	57.9	139	46.2
<b>Total</b>	<b>133</b>	<b>100.0</b>	<b>301</b>	<b>100.0</b>

10.25 Some of the most common responses to the statement:

- *There should be a limit to the number of plates issued;*
- *There are too many private hire vehicles.*

10.26 The survey then asked opinions of the following statement; ***"Removing the limit on the number of hackney carriages in Leeds would benefit the public by reducing waiting times at ranks"***. The results in Table 10.9 shows that 55.7% of hackney carriage drivers strongly disagree that removing the limit on the number of hackney carriages in Leeds would benefit the public by reducing waiting times at ranks, as do 20.7% of Private Hire respondents.

**Table 10.9 Opinion of: "Removing the limit on the number of hackney carriages in Leeds would benefit the public by reducing waiting times at ranks"?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	83	55.7	56	20.8
Disagree	12	8.1	50	18.5
Neither agree nor disagree	16	10.7	63	23.3
Agree	10	6.7	65	24.1
Strongly agree	28	18.8	36	13.3
<b>Total</b>	<b>149</b>	<b>100.0</b>	<b>270</b>	<b>100.0</b>

10.27 Some of the most common responses to the statement:

- *No waiting time at present; and*
- *It would cause traffic problems.*

10.28 The survey then asked opinions of the following statement; ***"There are special circumstances in Leeds that make the retention of the numerical limit essential"***. The results in table 10.10 show that 58.6% of hackney carriage trade strongly agree that there are special circumstances in Leeds that make the retention of the numerical limit essential, as do 12.4% of private hire.

**Table 10.10** Opinion of: "There are special circumstances in Leeds that make the retention of the numerical limit essential"

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	13	9.3	37	14.9
Disagree	9	6.4	27	10.8
Neither agree nor disagree	20	14.3	102	41.0
Agree	16	11.4	52	20.9
Strongly agree	82	58.6	31	12.4
<b>Total</b>	<b>140</b>	<b>100.0</b>	<b>249</b>	<b>100.0</b>

10.29 The most common response to the statement was '50% of vehicles are wheelchair accessible'

10.30 Finally the trade were asked what effect they thought it would have on them if the authority removed the numerical limit. The results show in Table 10.11 that 64.2% of hackney carriage responses cited they would work more hours if the numerical limit of hackney carriages was removed. Some 36.4% of hackney responses stated that they would leave the trade if Leeds derestricted. In contrast 36.5% of private hire drivers said there would be no change.

10.31 Of those respondents who stated another effect de restriction would have, the main concern for hackney carriage drivers was financial.

**Table 10.11** Effect on the trade if the numerical limit was removed (Multiple responses)

Effect of removing the limit	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
No change	20	12.3	136	38.2
Work more hours	104	64.2	116	32.6
Work fewer hours	3	1.9	21	5.9
Acquire a hackney vehicle licence	13	8.0	29	8.1
Acquire more than hackney vehicle licence	2	1.2	6	1.7
Switch from hackney to private hire	6	3.7	7	2.0
Switch from private hire to hackney	9	5.6	38	10.7
Leave the trade	59	36.4	59	16.6

Other	7	4.3	8	2.2
<b>Total</b>	<b>162</b>	<b>-</b>	<b>356</b>	<b>-</b>



Extract of paragraphs 45 to 51 of the DfT's Taxi and Private Hire Licensing:  
Best Practice Guidance - February 2010 edition

**QUANTITY RESTRICTIONS OF TAXI LICENCES OUTSIDE LONDON**

45. The present legal provision on quantity restrictions for taxis outside London is set out in section 16 of the Transport Act 1985. This provides that the grant of a taxi licence may be refused, for the purpose of limiting the number of licensed taxis 'if, but only if, the [local licensing authority] is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet'.

46. Local licensing authorities will be aware that, in the event of a challenge to a decision to refuse a licence, the local authority concerned would have to establish that it had, reasonably, been satisfied that there was no significant unmet demand.

47. Most local licensing authorities do not impose quantity restrictions; the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered. The Department further urges that the issue to be addressed first in each reconsideration is whether the restrictions should continue at all. It is suggested that the matter should be approached in terms of the interests of the travelling public - that is to say, the people who use taxi services. What benefits or disadvantages arise for them as a result of the continuation of controls; and what benefits or disadvantages would result for the public if the controls were removed? Is there evidence that removal of the controls would result in a deterioration in the amount or quality of taxi service provision?

48. In most cases where quantity restrictions are imposed, vehicle licence plates command a premium, often of tens of thousands of pounds. This indicates that there are people who want to enter the taxi market and provide a service to the public, but who are being prevented from doing so by the quantity restrictions. This seems very hard to justify.

49. If a local authority does nonetheless take the view that a quantity restriction can be justified in principle, there remains the question of the level at which it should be set, bearing in mind the need to demonstrate that there is no significant unmet demand. This issue is usually addressed by means of a survey; it will be necessary for the local licensing authority to carry out a survey sufficiently frequently to be able to respond to any challenge to the satisfaction of a court. An interval of three years is commonly regarded as the maximum reasonable period between surveys.

50. As to the conduct of the survey, the Department's letter of 16 June 2004 set out a range of considerations. But key points are:

- **the length of time that would-be customers have to wait at ranks.** However, this alone is an inadequate indicator of demand; also taken into account should be...

- **waiting times for street hailings and for telephone bookings.** But waiting times at ranks or elsewhere do not in themselves satisfactorily resolve the question of unmet demand. It is also desirable to address...
- **latent demand**, for example people who have responded to long waiting times by not even trying to travel by taxi. This can be assessed by surveys of people who do not use taxis, perhaps using stated preference survey techniques.
- **peaked demand.** It is sometimes argued that delays associated only with peaks in demand (such as morning and evening rush hours, or pub closing times) are not 'significant' for the purpose of the Transport Act 1985. The Department does not share that view. Since the peaks in demand are by definition the most popular times for consumers to use taxis, it can be strongly argued that unmet demand at these times should not be ignored. Local authorities might wish to consider when the peaks occur and who is being disadvantaged through restrictions on provision of taxi services.
- **consultation.** As well as statistical surveys, assessment of quantity restrictions should include consultation with all those concerned, including user groups (which should include groups representing people with disabilities, and people such as students or women), the police, hoteliers, operators of pubs and clubs and visitor attractions, and providers of other transport modes (such as train operators, who want taxis available to take passengers to and from stations);
- **publication.** All the evidence gathered in a survey should be published, together with an explanation of what conclusions have been drawn from it and why. If quantity restrictions are to be continued, their benefits to consumers and the reason for the particular level at which the number is set should be set out.
- **financing of surveys.** It is not good practice for surveys to be paid for by the local taxi trade (except through general revenues from licence fees). To do so can call in question the impartiality and objectivity of the survey process.

51. Quite apart from the requirement of the 1985 Act, the Department's letter of 16 June 2004 asked all local licensing authorities that operate quantity restrictions to review their policy and justify it publicly by 31 March 2005 and at least every three years thereafter. The Department also expects the justification for any policy of quantity restrictions to be included in the Local Transport Plan process. A recommended list of questions for local authorities to address when considering quantity controls was attached to the Department's letter.