



Southampton – Hackney Carriage Unmet Demand Survey

December 2022

Executive Summary

This study has been conducted by LVSA on behalf of Southampton City Council.

Hackney Carriages are regulated by local authorities. The Department for Transport has developed guidance documentation entitled TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE. The guidance addresses a wide range of licensing considerations and issues and provides recommendations on good practice. Within the licensing aspects considered, is the choice of whether to implement and maintain a restriction in the quantity of Hackney Carriages licences.

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages. The minimum interval between successive surveys is recommended to be no more than three years.

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

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

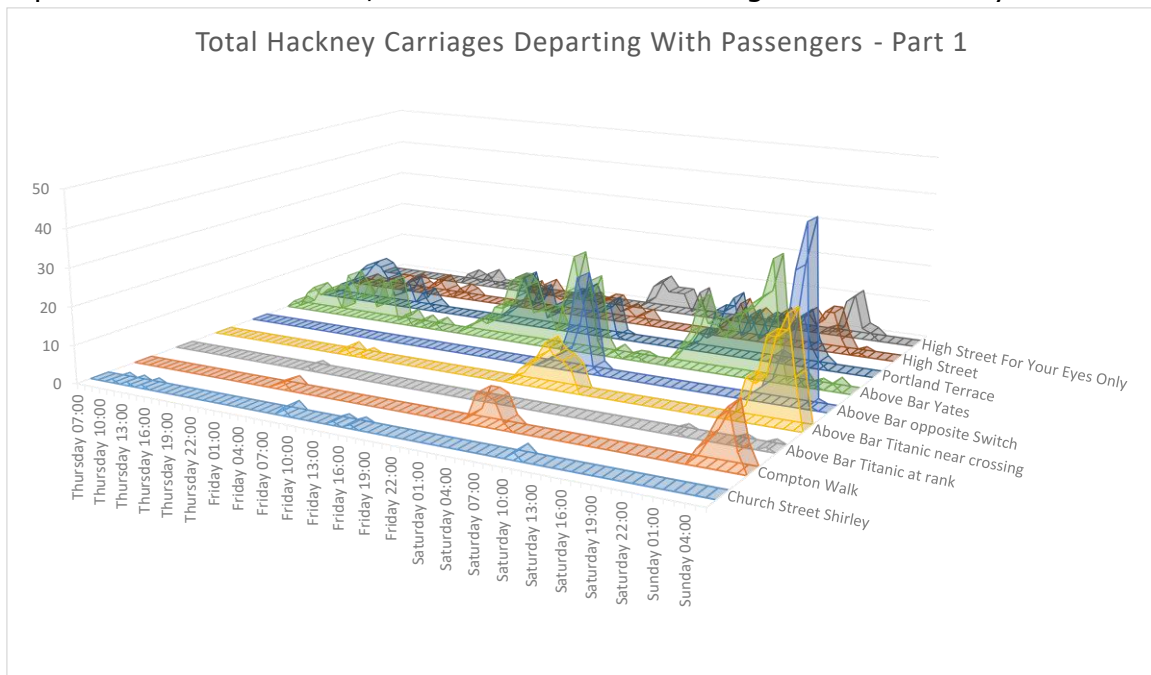
A licensing authority may choose at any time, to raise or remove a limit on Hackney Carriage numbers, but in order to retain or impose a limit; good practice guidance suggests that an unmet demand survey is required and that the result shows that there is no evidence of unmet demand.

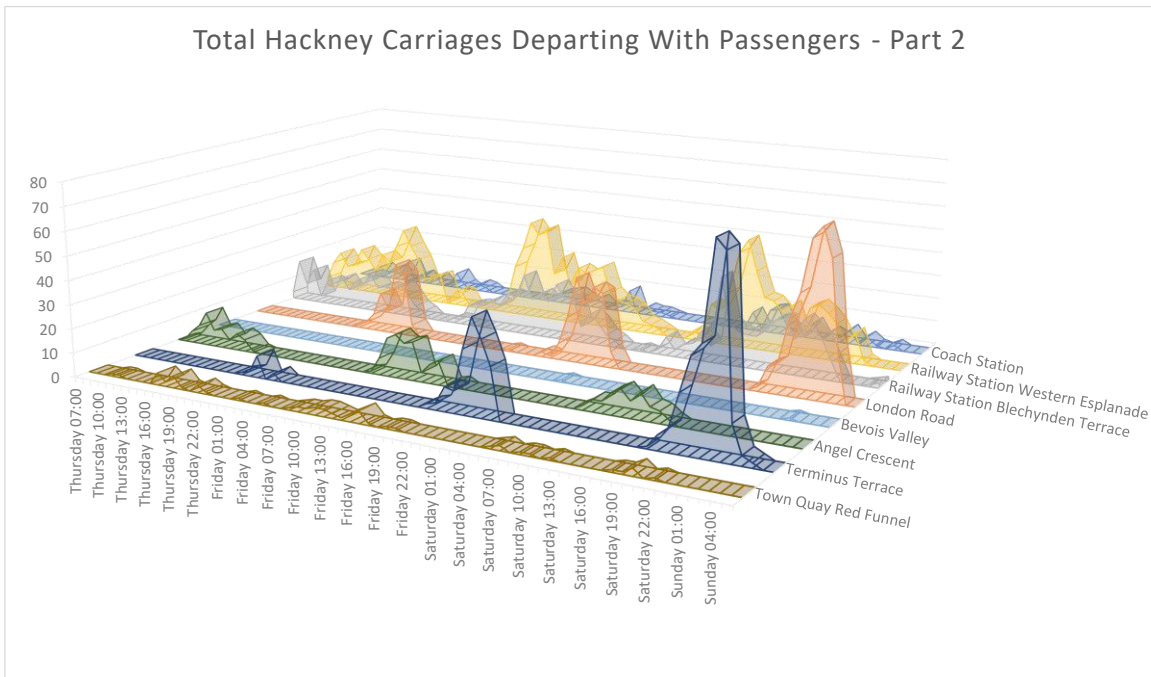
This study is intended to fulfil the requirements of Section 16 of the 1985 Transport Act and to address the questions raised in the Department for Transport (DfT) 2010 Best Practice Guidance.

Surveys were undertaken at taxi ranks in Southampton, for three days, from the morning of Thursday 12th May 2022 to the morning of the following Sunday 15th May 2022, 72 hours later. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times and wait times for any queuing passengers.

The busiest rank was at Southampton Central Railway Station, there are two ranks at the Railway Station, one either side. The rank on the Western Esplanade side was the busiest rank in Southampton, with respect to the total number of hires. The busiest hour in terms of hires observed across all ranks, was during the hour beginning 01:00 on Sunday morning, with 189 hires observed during that hour. The busiest hours at an individual rank was the hour beginning 00:00 hours on Sunday morning at the Terminus Terrace rank, with 80 hires during that hour.

The volume of hires are summarised in the following three figures. There were a total of 4,903 hires observed over the three days of observation. This equates to 75% of the 6,555 hires observed during a similar survey in 2018.





There were 509 passengers who had to wait at the ranks for hackney carriages to arrive at the ranks. This compares with 580 passengers who were observed waiting for Hackney Carriages to arrive at the ranks during the 2018 survey. Whilst there were fewer passengers who had to wait for a hackney carriage during the 2022 survey, compared with the 2018 survey, the average wait time per waiting passenger was 11 minutes and 10 seconds. This average was slightly higher than the average observed in 2018.

Incidences of passenger queuing were spread throughout the period observed. Occasions when passengers had to wait for a Hackney Carriage to arrive at a rank were generally isolated periods rather than continuous periods of queuing. A total of 8,423 passengers were observed during the 2022 rank surveys. This was lower than the 10,206 passengers which were observed during the 2018 survey.

Volumes at the ranks are summarised in the following table as totals over the three days of observation.

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	1025	4903	5928	8423	1.7
Church Street Shirley	19	9	28	13	1.4
Compton Walk	18	73	91	134	1.8
Above Bar Titanic at rank	0	4	4	6	1.5
Above Bar Titanic near crossing	20	165	185	255	1.5
Above Bar opposite Switch	15	172	187	355	2.1
Above Bar Yates	84	510	594	810	1.6
Portland Terrace	54	351	405	592	1.7
High Street	27	224	251	345	1.5
High Street For Your Eyes Only	55	95	150	156	1.6
Town Quay Red Funnel	194	58	252	80	1.4
Terminus Terrace	36	451	487	914	2.0
Angel Crescent	17	221	238	289	1.3
Bevois Valley	7	2	9	4	2.0
London Road	34	573	607	1130	2.0
Railway Station Blechynden Terrace	66	757	823	1176	1.6
Railway Station Western Esplanade	70	1076	1146	1861	1.7
Coach Station	309	162	471	303	1.9

Some Hackney Carriages left the ranks empty. It may be the case that many of these empty departures may have been responding to bookings made through booking circuits or direct calls to the driver. Feedback from the trade supports this view. It is also likely that some of the empty departures were by drivers who had waited at a rank with no hires and then decided to move on to another rank to wait.

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

Public consultation was undertaken through questionnaire surveys conducted on street and an online questionnaire. Stakeholder consultation was undertaken with minority group representatives, local businesses, hotels, licensed premises, visitor attractions, the police transport providers and officers of Southampton Council.

The consultation feedback indicated that:

- There were few perceived issues with the availability of Hackney Carriages at taxi ranks.
- Availability of licensed vehicles for pre-booked hires was limited at times.
- There are fewer licensed vehicle drivers who are still working in the trade and the working patterns of some of the remaining drivers have changed.
- Representatives of elderly, disabled and mobility impaired passengers raised few issues.
- Much of the demand for hackney carriages at Southampton Central Station is from cruise passengers travelling to the cruise terminals.
- The number of rail passengers using Southampton Central Station was less than prior to Covid-19.
- Cruise passenger numbers dropped dramatically during the Covid-19 outbreak and have been recovering since then.
- Some trade feedback suggests that cruise and rail passenger numbers using licensed vehicles appears to be higher than pre-Covid.

Unmet demand assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results was 13.0. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand. Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public consultation indicated that there were normally sufficient Hackney Carriages available at ranks or through hailing on street, to satisfy demand.

Future requirements

There is an adequate supply of Hackney Carriages currently and this is likely to be enough to cater for more than 3 years. No additional licences would be necessary to cater for growth in demand over the next three years.

Conclusions and recommendations

The primary purpose of this study was to determine whether there is evidence of significant unmet demand. The evidence gathered suggests that there is **no significant unmet demand**.

It is recommended that there is no need to increase the number of Hackney Carriage licences at the present time, to meet the needs of the travelling public.

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1 General introduction and background

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

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

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

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

The legislation around licensed vehicles and their drivers has been the subject of many attempts at review. The limiting of hackney carriage vehicle numbers has been a particular concern as it is often considered to be a restrictive practice and against natural economic trends. The current BPG in

fact says “most local licensing authorities do not impose quantity restrictions, the Department regards that as best practice”.

The three most recent reviews were by the Office of Fair Trading in 2003, through the production of the BPG in 2010, and the Law Commission review which published its results in 2014. None of these resulted in any material change to the legislation involved in licensing.

At the time of writing this report an All Party Parliamentary Group is considering taxi policy matters and has produced interim results (July 2017), but the main results are still some way in the future. Other groups have provided comment but the upshot remains no change in legislation from that already stated above.

With respect to the principal subject of this survey, local authorities retain the right to restrict the number of hackney carriage vehicle licenses. The Law Commission conclusion included retention of the power to limit hackney carriage vehicle numbers but utilizing a public interest test determined by the Secretary of State. It also suggested the three- year horizon also be used for rank reviews and accessibility reviews. However, there is currently no expected date either for publication of the Government response to the Law Commission, nor indeed any plans for revisions to legislation.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

At the present time, there is an active All Party Parliamentary Group considering issues regarding hackney carriage and private hire licensing that are considered to be current and critical. Their discussions are ongoing. As is usual in a diverse industry, other formal and informal groups continue to suggest potential changes to licensing that might be applied – but none of these, however strongly presented, have any legal weight and must be taken fully in context. This includes various changes arising from need to consider pollution and air quality issues although some elements of this will legally apply, but at a much higher level than specific licensing legislation, which may imply clashes with established legislation and more so present practice.

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

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

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

Recent legislation needing clarification has some operators believing they can use vehicles from any authority as long as they are legally licensed as private hire. At first, under the 'Stockton' case, this was hackney carriages operating as private hire in other areas (cross-border hiring). More recently, under the

Deregulation Act, private hire companies are able to subcontract bookings to other companies in other areas if they are unable to fulfil their booking, but the interpretation of this has become quite wide.

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

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

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

2 Local background and context

Southampton is the largest city in Hampshire, with a population of 252,872 (2020 mid year estimate). Southampton is the busiest cruise port in the UK, with many cruises starting and finishing in Southampton. Hence, many cruise passengers travel to and from Southampton, using the public transport system and licensed vehicles.

The number of cruise passengers boarding and alighting in Southampton has tended to grow in recent years. However, the impact of Covid-19 significantly reduced the number of passengers. There is some evidence of recovery. However, it is not clear how much the cruise passenger volumes have recovered in 2022. The profile of annual cruise passengers passing through Southampton Cruise Terminals is presented in Figure 1.

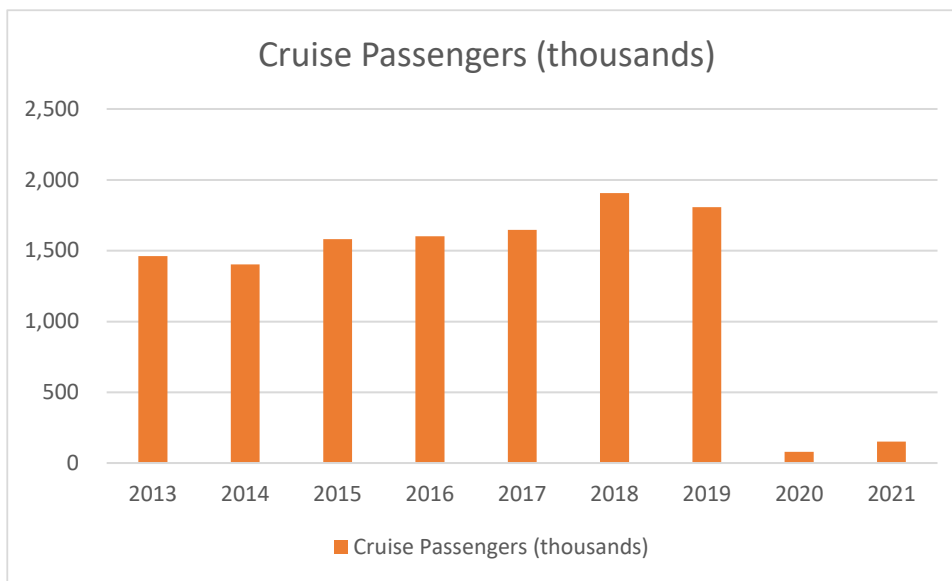


Figure 1 - Annual passengers passing through Southampton Cruise Terminals

There are two universities in Southampton (Southampton University & Southampton Solent University) with a combined student roll of approximately 35,000 students (2021 -22). Given that the student population is more than 10% of the overall population, this has resulted in a relatively busy and vibrant night time economy, which is active during the week as well as at weekends.

Background to the hackney carriage market in Southampton.

During the survey, there were 281 Hackney Carriages licensed by Southampton City Council. The licences for seventy of the Hackney Carriages have a condition attached that these vehicles must be wheel chair accessible. At this time, there were 1025 Private Hire Vehicles licensed by Southampton City Council.

The number of licensed vehicles in recent years in Southampton is presented in Figure 2

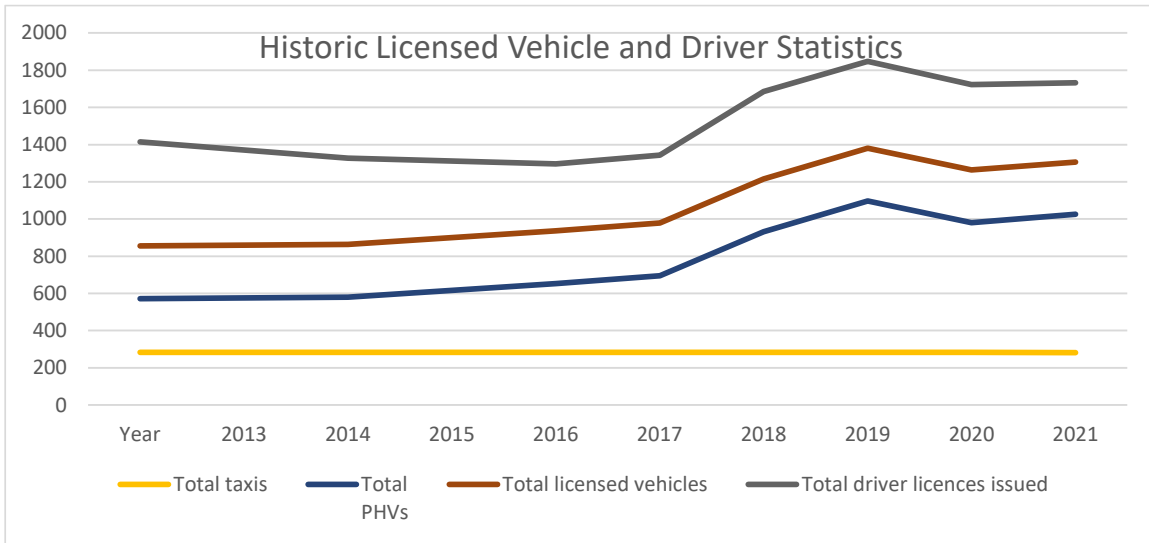


Figure 2 - Historic profile of licensed vehicles and licensed drivers

Within the hackney carriage and private hire vehicle fleets in Southampton, some of the vehicles are wheelchair accessible vehicles (WAV). The historic profile of WAV licensed vehicles is presented in

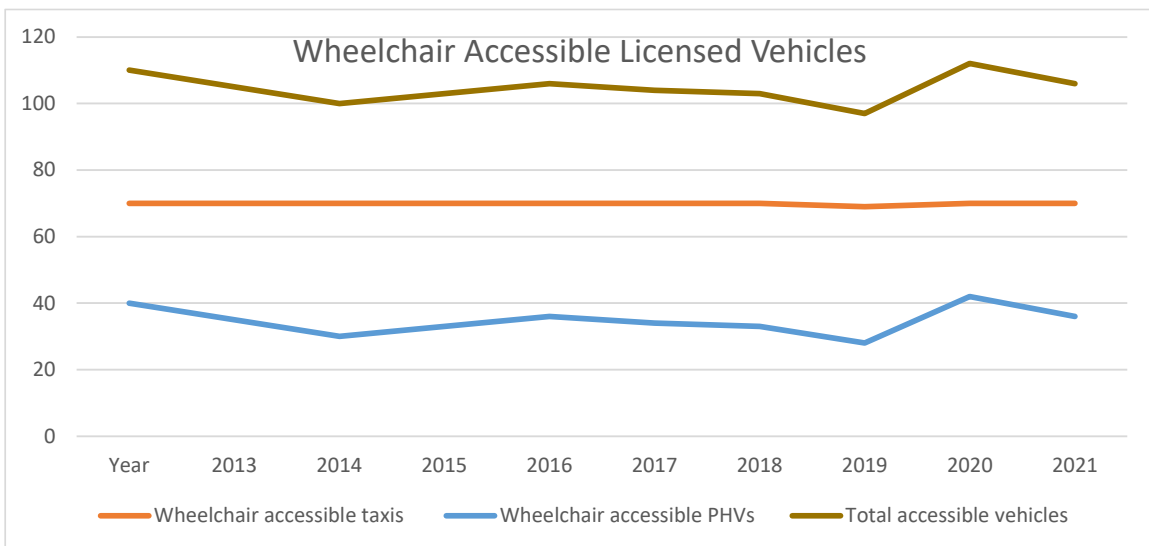


Figure 3 - Historic profile of wheelchair accessible licensed vehicles

Comparative information to other authorities

Table 1 compares recent licensed vehicle numbers for Southampton with other authorities in the DfT Southeast Region. The table is ordered in increasing proportions of total licensed vehicles per 1,000 population. Data was derived from DfT statistics published in 2017, which were the latest statistics available at the time of publication.

Table 1 - Licensed vehicle proportions

Licensing Area	Mid 2020 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Maidstone [Limited]	173,132	48	141	189	0.3	0.8	1.1
Dover [Limited]	118,514	69	92	161	0.6	0.8	1.4
Test Valley [Limited]	127,163	44	168	212	0.3	1.3	1.7
Tunbridge Wells [Limited]	118,939	107	134	241	0.9	1.1	2.0
Mid Sussex [Limited]	152,142	154	168	322	1.0	1.1	2.1
Slough [Limited]	149,577	103	373	476	0.7	2.5	3.2
Brighton and Hove [Limited]	291,738	590	395	985	2.0	1.4	3.4
Thanet [Limited]	141,458	92	398	490	0.7	2.8	3.5
Milton Keynes [Limited]	270,203	201	790	991	0.7	2.9	3.7
Havant [Limited]	126,339	36	490	526	0.3	3.9	4.2
Portsmouth [Limited]	214,692	202	721	923	0.9	3.4	4.3
Oxford [Limited]	151,584	107	546	653	0.7	3.6	4.3
Southampton [Limited]	252,872	281	1,025	1,306	1.1	4.1	5.2
Reading [Limited]	160,337	216	660	876	1.3	4.1	5.5
Crawley [Limited]	112,474	123	547	670	1.1	4.9	6.0
Wokingham [No Limit]	173,945	64	78	142	0.4	0.4	0.8
Runnymede [No Limit]	90,327	48	35	83	0.5	0.4	0.9
Spelthorne [No Limit]	99,873	55	49	104	0.6	0.5	1.0
Horsham [No Limit]	145,474	46	115	161	0.3	0.8	1.1
Dartford [No Limit]	114,051	66	70	136	0.6	0.6	1.2
Arun [No Limit]	161,123	192	17	209	1.2	0.1	1.3
Bracknell Forest [No Limit]	124,165	55	117	172	0.4	0.9	1.4
Rother [No Limit]	96,716	102	34	136	1.1	0.4	1.4
Gosport [No Limit]	84,679	61	65	126	0.7	0.8	1.5
Tandridge [No Limit]	88,542	92	42	134	1.0	0.5	1.5
Ashford [No Limit]	131,018	102	97	199	0.8	0.7	1.5
Mole Valley [No Limit]	87,547	100	33	133	1.1	0.4	1.5
Swale [No Limit]	151,015	181	52	233	1.2	0.3	1.5
West Berkshire [No Limit]	158,465	119	137	256	0.8	0.9	1.6
Adur [No Limit]	64,187	39	66	105	0.6	1.0	1.6
Winchester [No Limit]	125,925	89	120	209	0.7	1.0	1.7
Waverley [No Limit]	126,556	164	49	213	1.3	0.4	1.7
Isle of Wight [No Limit]	142,296	186	54	240	1.3	0.4	1.7
Worthing [No Limit]	110,727	60	127	187	0.5	1.1	1.7
Wealden [No Limit]	162,733	124	161	285	0.8	1.0	1.8
Gravesham [No Limit]	106,890	135	53	188	1.3	0.5	1.8
Basingstoke and Deane [No Limit]	177,760	43	285	328	0.2	1.6	1.8
West Oxfordshire [No Limit]	111,758	106	109	215	0.9	1.0	1.9
Elmbridge [No Limit]	137,215	111	155	266	0.8	1.1	1.9
Surrey Heath [No Limit]	89,204	75	100	175	0.8	1.1	2.0
New Forest [No Limit]	179,649	99	261	360	0.6	1.5	2.0
East Hampshire [No Limit]	123,838	84	176	260	0.7	1.4	2.1
Hart [No Limit]	97,608	138	69	207	1.4	0.7	2.1
Sevenoaks [No Limit]	121,387	158	108	266	1.3	0.9	2.2
Medway [No Limit]	279,142	386	226	612	1.4	0.8	2.2
Vale of White Horse [No Limit]	137,910	249	63	312	1.8	0.5	2.3
Fareham [No Limit]	116,338	147	119	266	1.3	1.0	2.3
Guildford [No Limit]	150,352	143	229	372	1.0	1.5	2.5
Folkestone and Hythe [No Limit]	113,320	219	71	290	1.9	0.6	2.6
Rushmoor [No Limit]	94,387	107	182	289	1.1	1.9	3.1
Chichester [No Limit]	121,508	37	348	385	0.3	2.9	3.2
Eastleigh [No Limit]	135,520	103	350	453	0.8	2.6	3.3
Cherwell [No Limit]	151,846	178	380	558	1.2	2.5	3.7
Tonbridge and Malling [No Limit]	132,571	140	350	490	1.1	2.6	3.7
Buckinghamshire [No Limit]	547,060	335	1,724	2,059	0.6	3.2	3.8
Canterbury [No Limit]	166,762	209	425	634	1.3	2.5	3.8
South Oxfordshire [No Limit]	143,782	417	135	552	2.9	0.9	3.8
Hastings [No Limit]	92,554	53	321	374	0.6	3.5	4.0
Eastbourne [No Limit]	103,324	95	325	420	0.9	3.1	4.1
Windsor and Maidenhead [No Limit]	151,273	144	538	682	1.0	3.6	4.5
Woking [No Limit]	100,008	129	370	499	1.3	3.7	5.0
Reigate and Banstead [No Limit]	149,243	90	693	783	0.6	4.6	5.2
Lewes [No Limit]	103,525	120	495	615	1.2	4.8	5.9
Epsom and Ewell [No Limit]	81,003	32	482	514	0.4	6.0	6.3

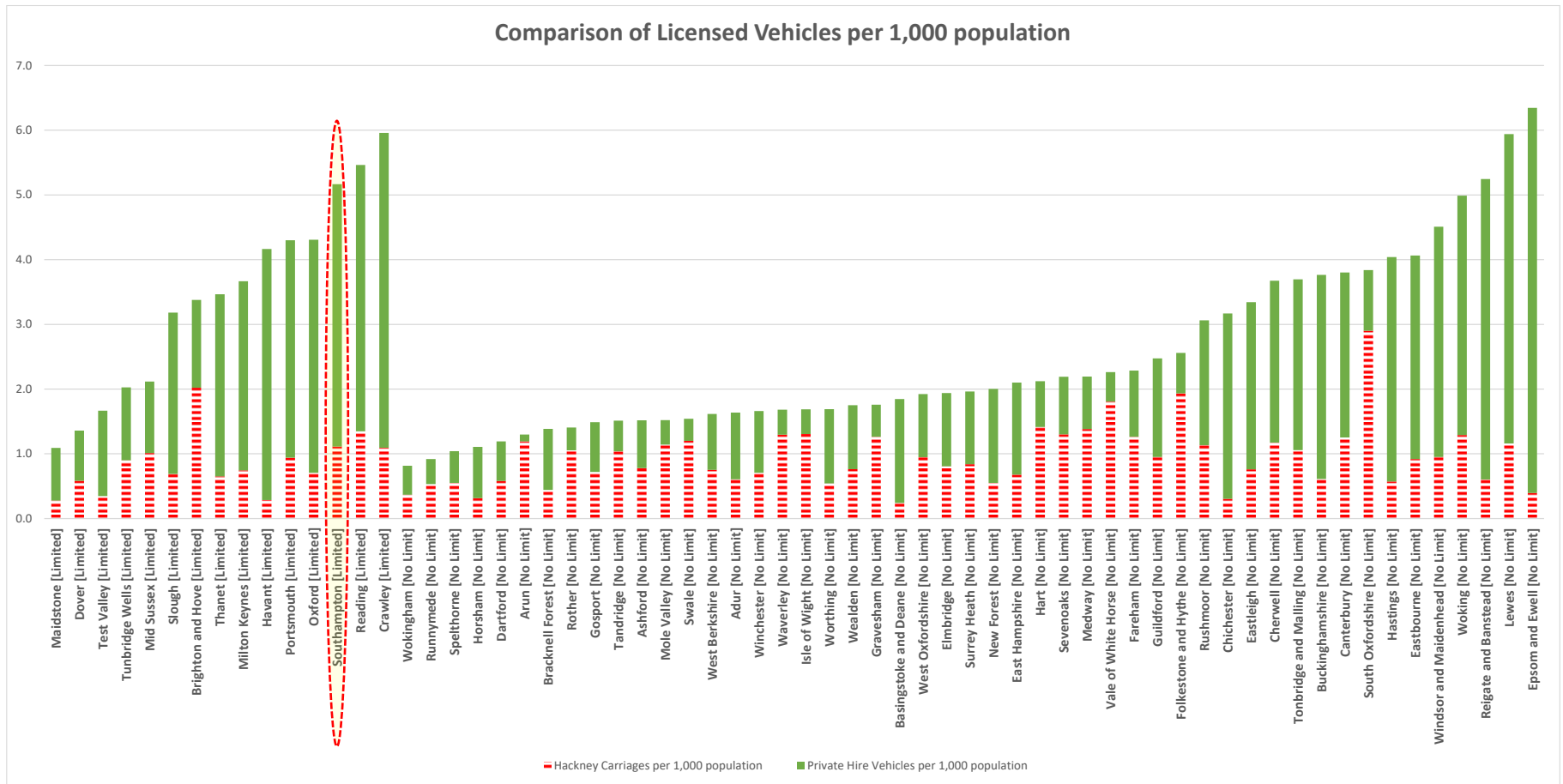


Figure 4 - Comparison of licensed vehicles per 1,000 population

The order in which the data in Table 1 and Figure 4 is presented, is ranked in increasing order of provision of all licensed vehicles. Therefore, the higher the ranking number, the greater the provision per 1,000 population, compared with other authority areas.

In terms of total licensed vehicles, Table 1 indicates that Southampton is ranked 13 out of 15 authority areas in the Southeast Region, which limit the number of Hackney Carriages. In terms of all authority areas both limited and non-limited, Southampton is ranked 59 out of 64 authority areas. These statistics suggest that Southampton has a relatively high level of provision of licensed vehicles, compared with other authorities in the region.

When we look at Hackney Carriages only, Southampton is ranked 44 out of all 64 authorities in terms of Hackney Carriages per 1,000 population. In terms of those authorities which limit the number of Hackney Carriages, Southampton is ranked 13 out of the 15 authorities.

The proportion of private hire vehicles per 1,000 population in Southampton is ranked 59 out of all 64 authorities in the region. Of those authorities which limit the number of Hackney Carriages, Southampton is ranked 13 out of the 15 authorities.

Fares

Hackney Carriage fares are regulated by the Local Authority. In Southampton there are five tariffs across the following periods:

Tariff 1 – Daytime 6.00 am to 11.00 pm

Tariff 2 – Night time 11.00 pm to 6.00 am

Tariff 3 – Sundays, Bank and Public Holidays, 6.00 am to 11.00 pm

Tariff 4 – Christmas 11.00 pm on 24th December to 6.00 am on 27th December

Tariff 5 – New Year's Eve, 11.00 pm on 31st December to 6.00 am on 1st January

The taxi fare is made up of several elements, comprising the following:

The initial "flag drop" charge for engaging the vehicle. This charge includes an initial travel distance allowance.

Subsequent distance based charges for distances specified in the published maximum table of fares.

Waiting time charge for periods when the vehicle is stationary or moving slowly.

The charge for each element of the tariff is specified in a Maximum Table of Fares, published by the Local Authority and displayed in each Hackney Carriage. A copy of the Maximum Table of Fares is presented in Figure 5.

MAXIMUM TABLE OF FARES inclusive of VAT where applicable					
Passengers are only obliged to pay the fare shown on the meter except where a surcharge for journeys ending outside the city has been agreed before the hiring commences					
The driver must carry an assistance dog at no extra charge – Equality Act 2010, section 168 Any complaints about the hiring of this vehicle or the conduct of the driver should be sent in writing to the Licensing Team at the address below, if possible quoting the vehicle and driver licence numbers					
TARIFF 1 – Daytime – for any hiring begun after 6.00 a.m. and before 11.00 p.m. except as in Tariffs 3, 4 and 5 below					
(a) For the first one sixteenth of a mile (110 yards) or part thereof:					£3.20
(b) For each subsequent one sixteenth of a mile (110 yards) or part thereof to a maximum total distance of eight sixteenths of a mile (880 yards):					£0.20
(c) For each subsequent one tenth of a mile (176 yards) or part thereof thereafter:					£0.20
(d) Waiting Time – For each period of thirty seconds or part thereof:					£0.20
This table represents costs of journeys with no stopping time added in Tariff 1. Nearly every journey will include time when the vehicle is considered to be stopped.					
	½ a mile	1 mile	2 miles	3 miles	4 miles
	£4.60	£5.60	£7.60	£9.60	£11.60
					£13.60
TARIFF 2 – Night-time – for any hiring begun after 11.00 p.m. and before 6.00 a.m. except as in tariffs 3,4 and 5 below					
(a) For the first one sixteenth of a mile (110 yards) or part thereof:					£4.00
(b) For each subsequent one sixteenth of a mile (110 yards) or part thereof to a maximum total distance of eight sixteenths of a mile (880 yards):					£0.25
(c) For each subsequent one tenth of a mile (176 yards) or part thereof thereafter:					£0.25
(d) Waiting Time – For each period of thirty seconds or part thereof:					£0.25
TARIFF 3 – Sundays, Bank and Public Holidays					
Except as in Tariffs 4 and 5 below and in addition to Tariff 1 or 2, dependant on which is applicable, for any hiring begun after 6:00am on a Sunday, bank or public holiday and before 6 am on the day after will attract a surcharge of:					£1.00
TARIFF 4 – Christmas					
For any hiring begun after 11.00 p.m. on the 24th December and before 6.00 a.m. on the 27th December:					One and a half times the rate of Tariff 1
TARIFF 5 – New Year's Eve					
For any hiring begun after 11.00 p.m. on the 31st December and before 6.00 a.m. on the 1st January:					Twice the rate of Tariff 1
Additional Charges					
MORE THAN 4 PASSENGERS – If more than four passengers are carried, £2.00 per hiring					
ITCHEN BRIDGE TOLLS – If a toll is payable for crossing the Itchen Bridge, a sum equivalent to the toll paid					
CRUISE TERMINALS – if hired from a marshalled cruise terminal rank, £1.00 per hiring					
SOILING CHARGE – If the hackney carriage is soiled by a passenger or an animal:					£70.00
Licensing Team, Civic Centre, Southampton SO14 7LY licensing@southampton.gov.uk – www.southampton.gov.uk/licensing			MARY D'ARCY Executive Director, Communities, Culture and Homes		204.2 (24th APRIL 2022)

Figure 5 - Maximum table of fares

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The lower the ranking number, the more expensive the journey, compared with other authorities. The December 2022 table indicated that the fares in Southampton were ranked 69 out of 345 authorities listed.

A comparison of the fares ranking of neighbouring authorities is presented in

Table 2.

Table 2 - Comparison of Hackney Carriage fares ranking in adjacent authorities

Local Authority	Rank
Bournemouth, Christchurch & Poole (BCP)	21
Wiltshire	58
Bath and North East Somerset	100
Basingstoke and Deane	60
Southampton	69
New Forest	90
Test Valley	70
Portsmouth	106
Fareham	203

Southampton and the majority of neighbouring authorities have above average Hackney Carriage fares, assuming rank 173 out of 345 represents an average position for fares.

Rail passenger growth

The two ranks at Southampton Central Railway Station are two of the busiest ranks in Southampton. The volume of hires which Hackney Carriage drivers, waiting on the station ranks, can expect, clearly depends on the volume of passengers passing through the station.

Table 3 and Figure 6 illustrate historic passenger numbers passing through Southampton Central Station. Passenger numbers during 2020 – 21 reduced significantly owing to the impact of Covid-19 mitigation measures and travel restrictions. The data for 2021-22 indicates some recovery. However, the number of passengers using the station has not recovered to pre-Covid-19 levels.

Table 3 - Annual passenger entries and exits through Southampton Central Station

Year	Southampton Central
2009 - 10	5,596,448
2010 - 11	5,799,996
2011 - 12	5,947,616
2012 - 13	6,106,856
2013 - 14	6,278,910
2014 - 15	6,433,514
2015 - 16	6,359,692
2016 - 17	6,361,392
2017 - 18	6,538,346
2018 - 19	6,664,714
2019 - 20	6,351,828
2020 - 21	1,448,076
2021 - 22	4,294,330

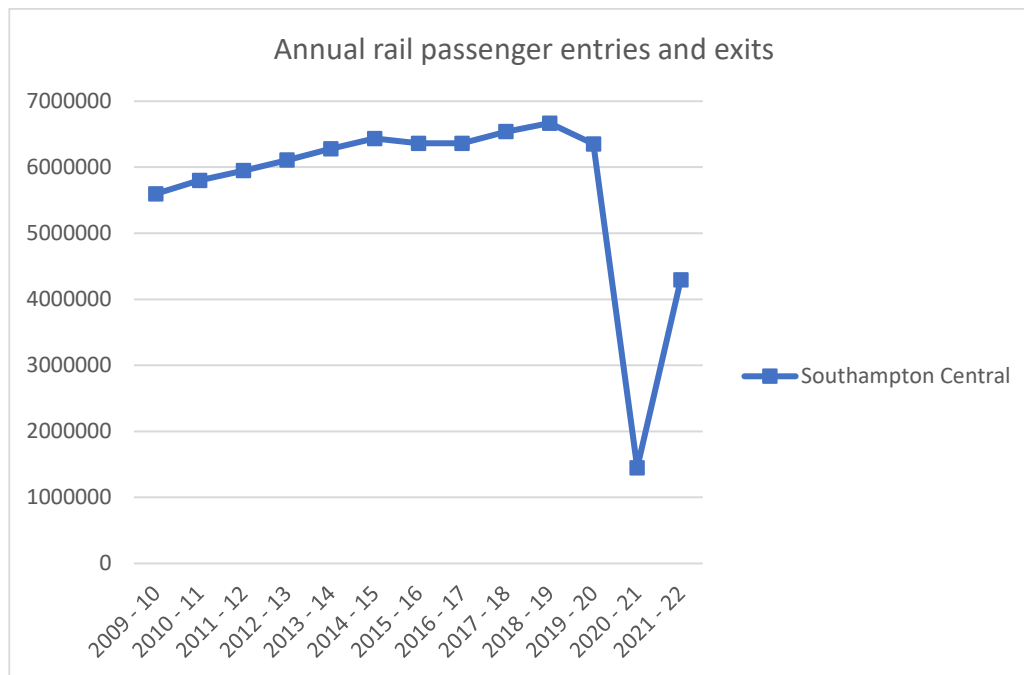


Figure 6 - Annual passenger entries and exits through Southampton Central Station

3 Patent demand measurement (rank surveys)

Seventeen taxi ranks were surveyed.

These locations were:

- Church Street Shirley
- Compton Walk
- Above Bar Titanic at rank
- Above Bar Titanic near crossing
- Above Bar opposite Switch
- Above Bar Yates
- Portland Terrace
- High Street
- High Street For Your Eyes Only
- Town Quay Red Funnel
- Terminus Terrace
- Angel Crescent
- Bevois Valley
- London Road
- Railway Station Blechynden Terrace
- Railway Station Western Esplanade
- Coach Station

The ranks were surveyed continuously from 7.00 on Thursday 12th May 2022 to 7.00 on Sunday 15th May 2022.

Results are presented as graphs of Hourly Passenger Volumes, Hourly Hackney Carriage Volumes, Average Hackney Carriage waiting time each hour and Hackney Carriage Queue Lengths in five minute increments.

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

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

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

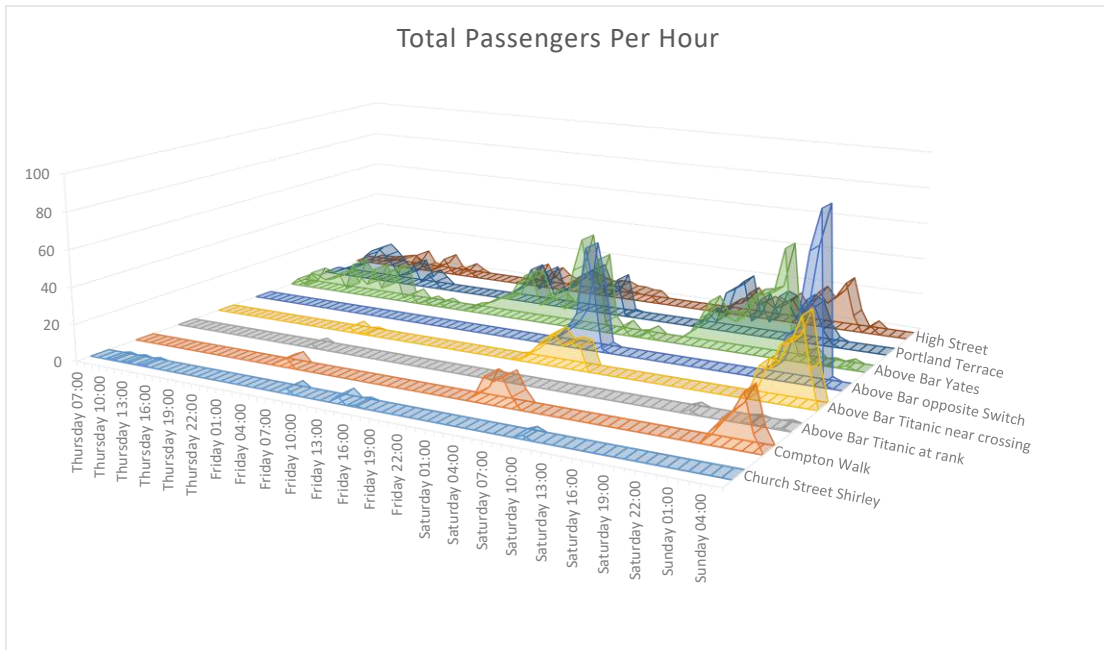


Figure 7 - Total passenger volumes using each rank (Part 1)

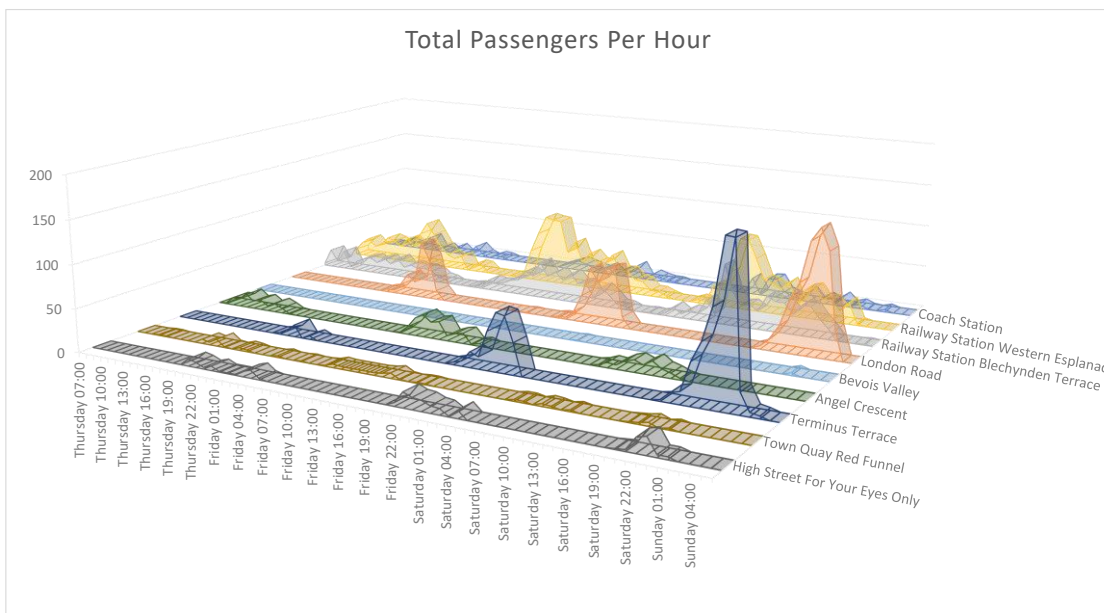


Figure 8 - Total passenger volumes using each rank (Part 2)

Figure 7 and Figure 8 present comparative profiles of passenger demand for each rank. The distinction between the daytime and night time ranks can be clearly seen. The profile of demand is highest at night and increased on Friday, compared with Thursday and increased again on Saturday, compared with Friday.

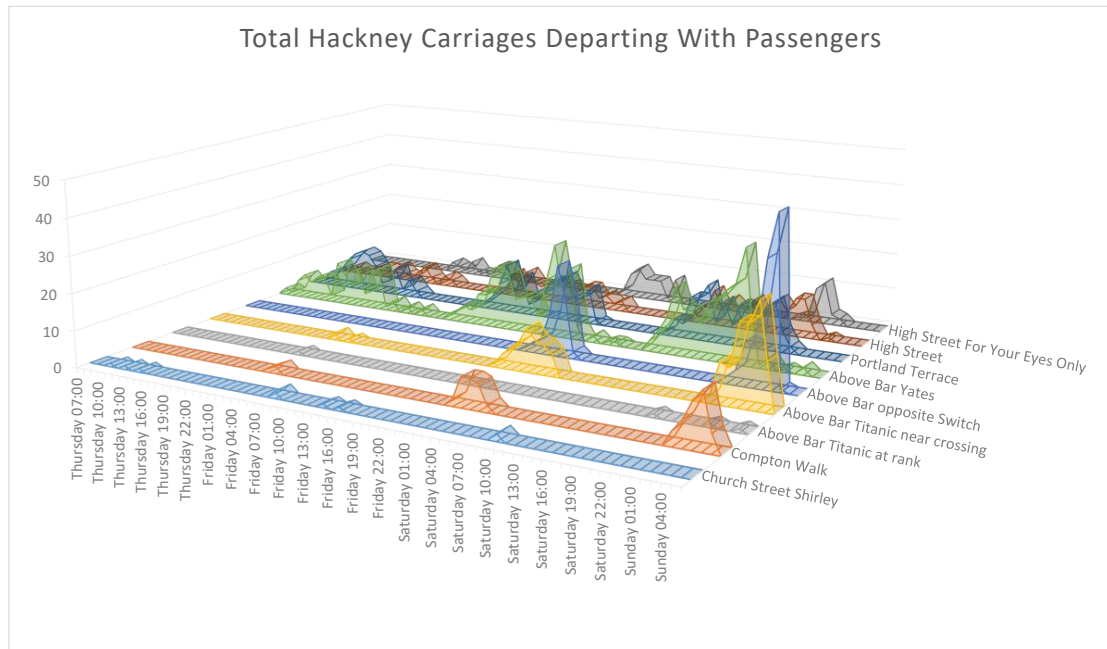


Figure 9 - Total hackney carriages departing each rank with passengers (Part 1)

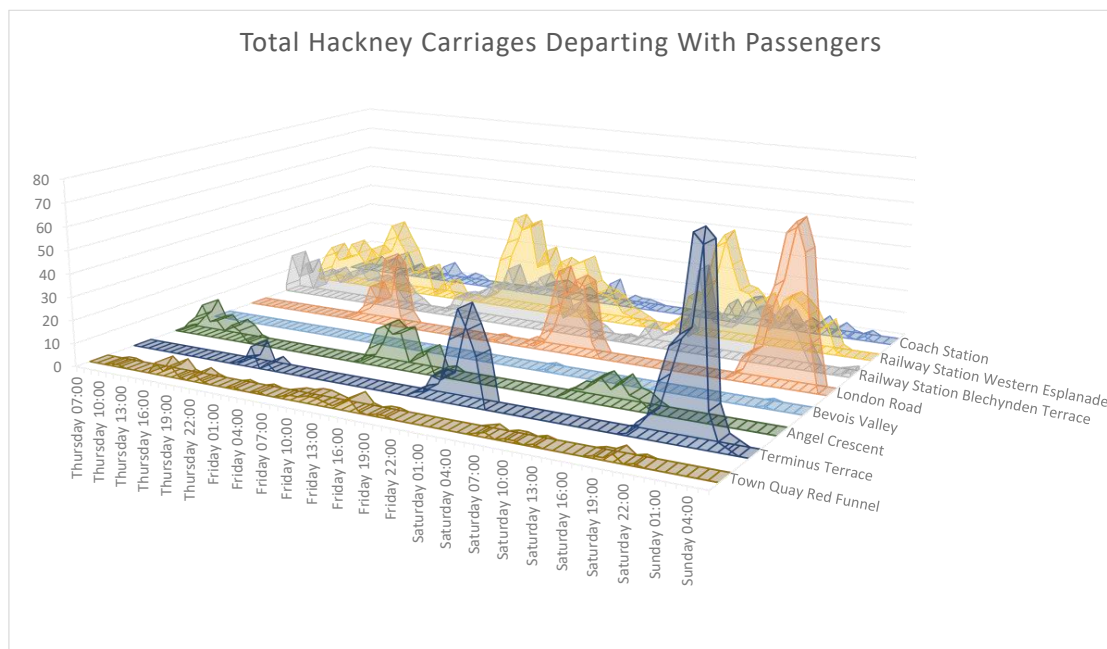


Figure 10 - Total hackney carriages departing each rank with passengers (Part 2)



Figure 11 - Total hourly hackney carriage volume aggregated across all ranks

The profile of total hackney carriage volumes indicates the variation in the volume of hires observed at the ranks. The variation in demand suggest that the demand profile is peaked, but not highly peaked.

Not all hackney carriages leave the rank with passengers on board. Hackney Carriages may leave the ranks empty for a variety of reasons. These can include moving on to another rank having waited unsuccessfully for a hire, or indeed leaving the rank for a comfort break or refreshment. Some hackney carriages are affiliated with private hire operators in Southampton. As such, some drivers may wait on a rank until a booking is received. Then the hackney carriage may leave the rank to service a booking. The profile of hackney carriages which depart the rank with passengers follows a similar profile to the passenger profile. Varying load factors (number of passengers per hackney carriage) at different ranks and different times of day, influence the profile.

The number of Hackney Carriages departing the ranks empty is presented in the following figures.

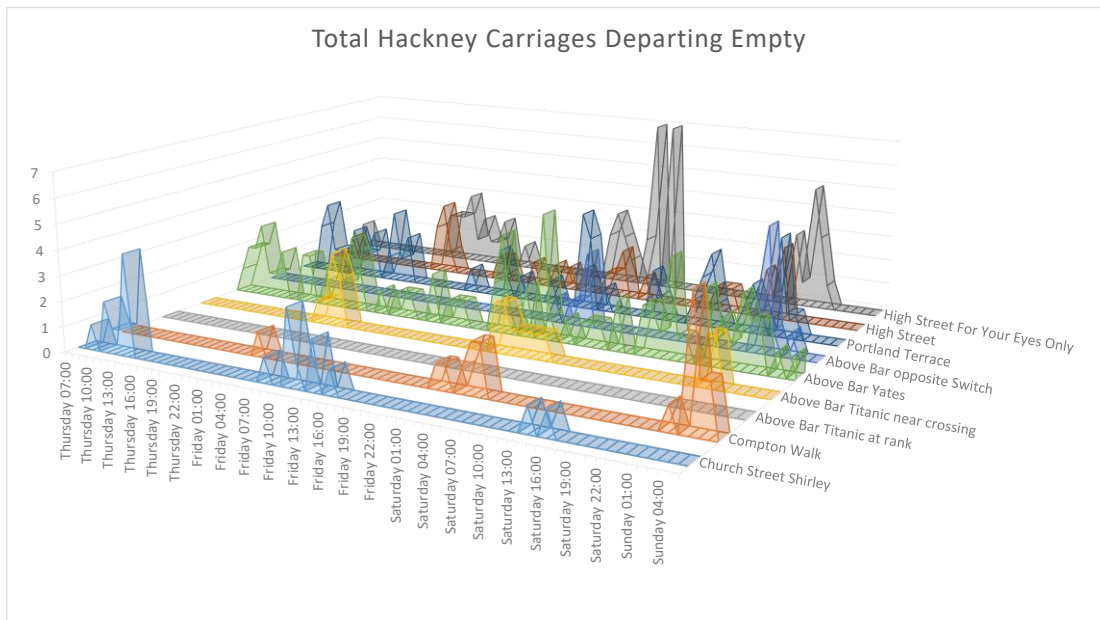


Figure 12 - Hourly total number of hackney carriages which leave the ranks empty (Part 1)

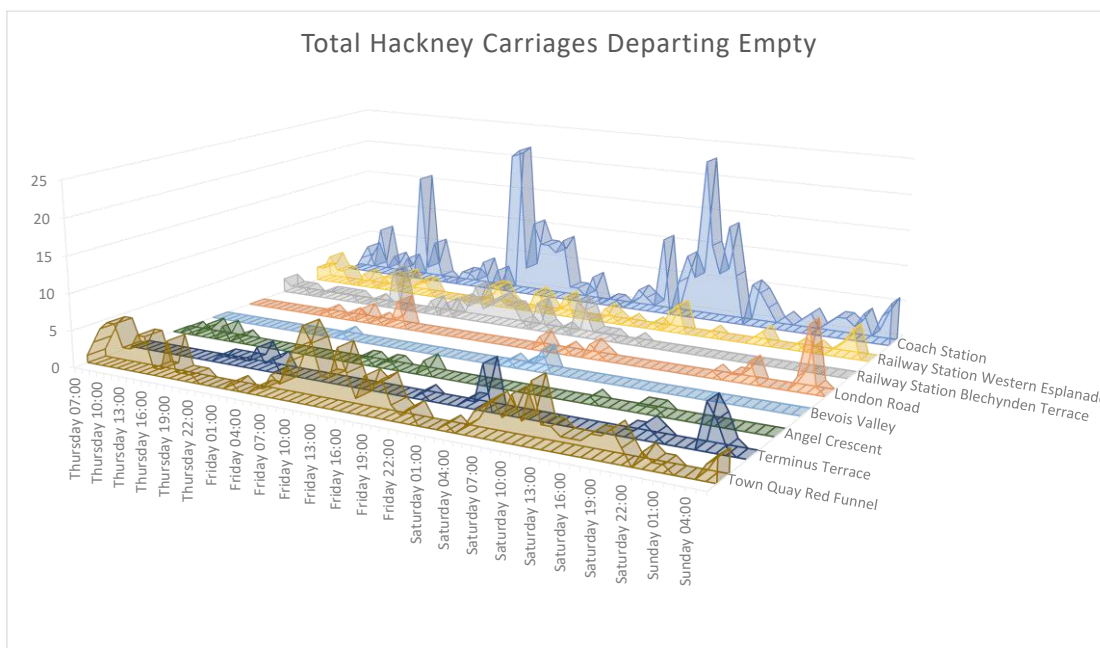


Figure 13 – Hourly total number of hackney carriages which leave the ranks empty (Part 2)

Whilst the volumes of Hackney Carriages which leave each rank empty are generally relatively low, these departures can occur at quiet times and hence account for a large proportion of movements through some ranks.

The proportion of hackney carriages leaving each rank empty, as a percentage of all hackney carriages passing through each rank, varied significantly by location and time. Over the three days of observations,

approximately 13% of Hackney Carriages observed at the ranks, left the ranks empty.

The average time hackney carriage vehicles spent waiting at hackney carriage rank varies by location and by time of day.

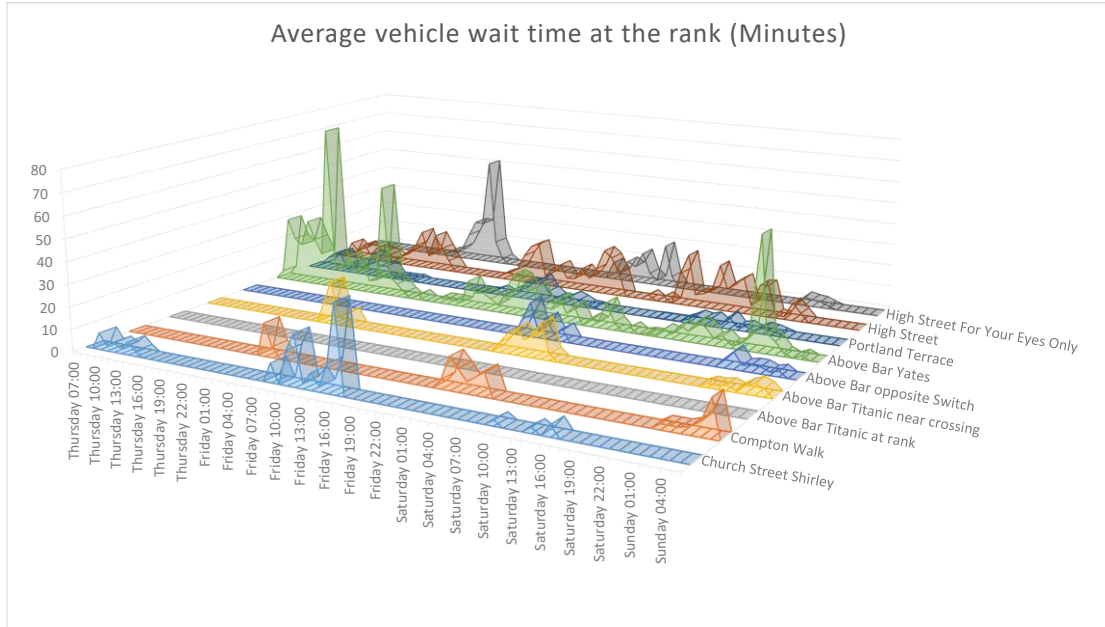


Figure 14 - Average vehicle waiting time [minutes] at each rank (Part 1)

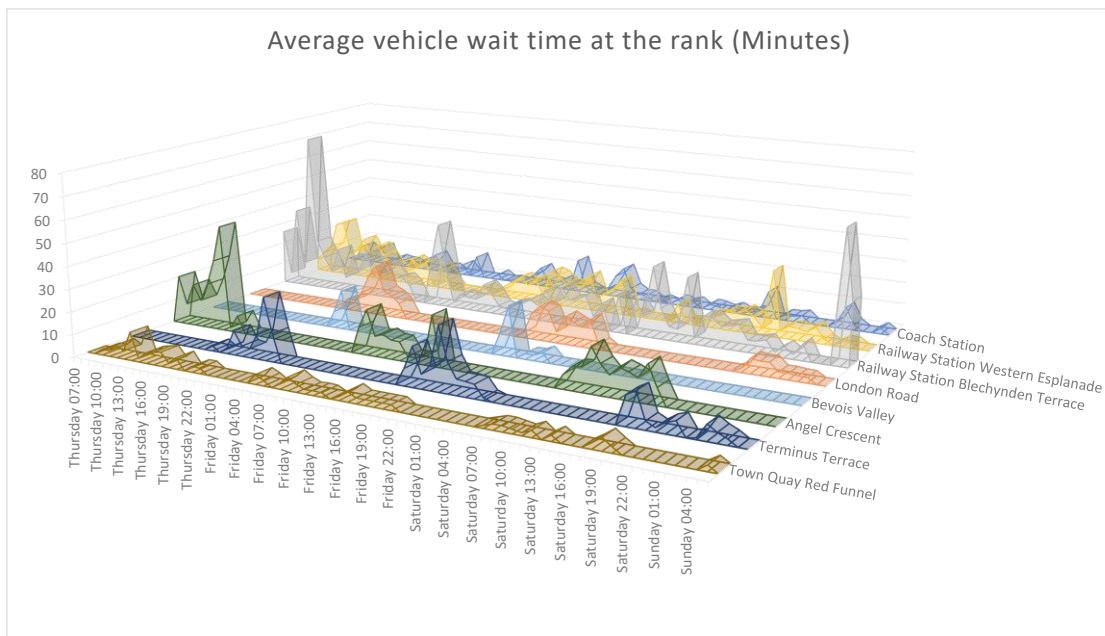


Figure 15 - Average vehicle waiting time [minutes] at each rank (Part 2)

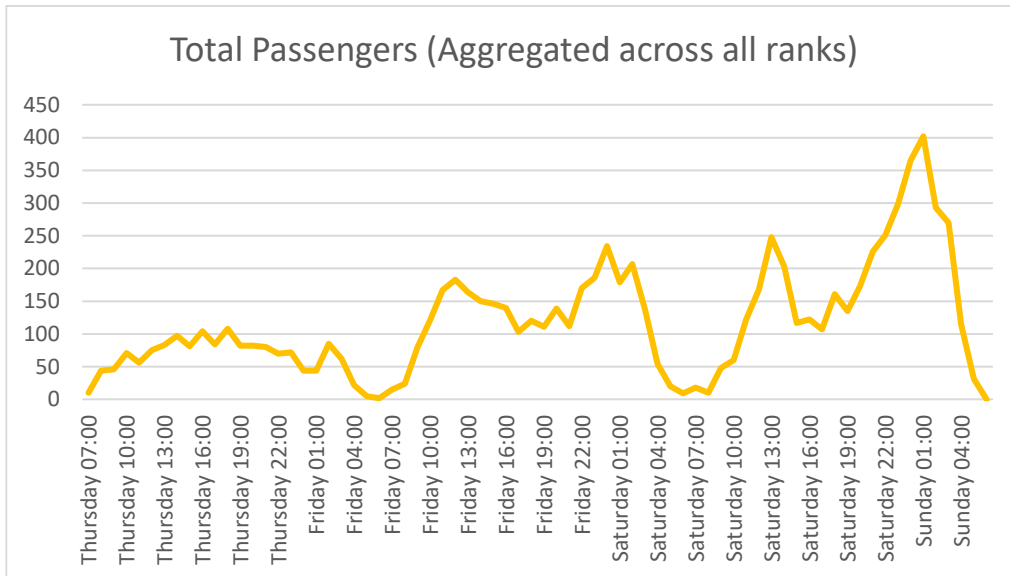


Figure 16 - Total passengers per hour

The profile of total passengers follows a similar profile to that of total hires across all ranks.

Passenger Waiting

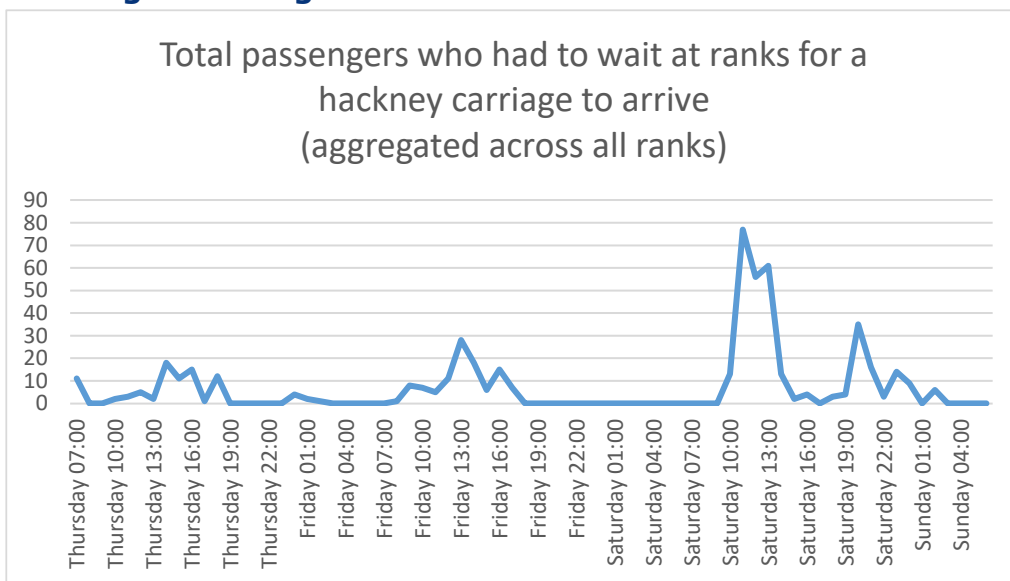


Figure 17 - Number of passengers who had to wait for a hackney carriage

Passengers were deemed to have waited for a hackney carriage to arrive at a rank if there were not hackney carriages present at the rank and available for hire, when the passengers arrived. This is distinct from occasions when passenger queues formed at times of high demand, waiting to board a queue of waiting hackney carriages. On such occasions, the passenger wait was due to the logistical operation of the rank, such as waiting for a queued vehicle to pull up to the boarding area, rather than due to lack of availability. A total of 509 passengers had to wait for Hackney Carriages to arrive at the ranks.

Passenger waiting occurred at various times of day and in various locations. Waiting occurred during periods of low activity when ranks were quiet, as well as during more active periods when ranks were busy. When we consider the number of passengers who had to wait, against total passenger volumes, we can see the proportion of all passengers who had to wait in each hour. The proportions during the peak periods on Friday and Saturday nights, were lower than during other periods. The proportion of passengers who had to wait on Thursday morning, during the hour beginning 7:00 exceeded 100%. This indicates that not all waiting passengers waited until a hackney carriage at the rank. When the proportion of passengers who had to wait exceeds 100%, this indicates that some passengers gave up waiting.



Figure 18 - Percentage of passengers who had to wait for a hackney carriage

Aggregated over all passenger observations, 6% of all passengers had to wait for a hackney carriage to arrive at the ranks.

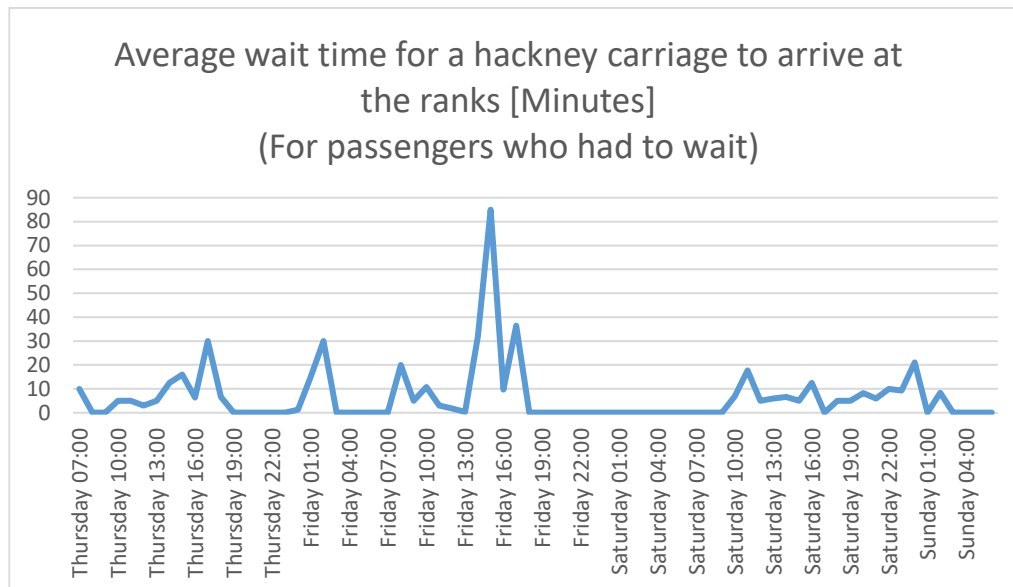


Figure 19 - Average wait time for passengers who had to wait for a hackney carriage to arrive at the ranks

Waiting time for a hackney carriage to arrive at the rank was generally less than ten minutes. However, there were periods when the average wait time was higher. In particular, on Friday afternoon. Taking all passengers who had to wait for a hackney carriage, the average waiting time was 11.16 minutes (11 minutes 10 seconds).

When we consider the average waiting time for all passengers, including those who didn't have to wait, the average wait time was 40 seconds.

Daily statistics from the rank surveys are presented in the following tables:

Table 4 - Daily rank statistics Thursday to Friday

Thursday - Friday						
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage	Average vehicle wait time at the ranks per hackney carriage (minutes)
Total for all locations	277	995	1272	1509	1.5	11
Church Street Shirley	9	3	12	3	1.0	4
Compton Walk	1	3	4	8	2.7	10
Above Bar Titanic at rank	0	1	1	2	2.0	0
Above Bar Titanic near crossing	7	3	10	4	1.3	10
Above Bar opposite Switch	0	0	0	0	0.0	0
Above Bar Yates	29	109	138	154	1.4	15
Portland Terrace	20	90	110	136	1.5	5
High Street	7	36	43	53	1.5	8
High Street For Your Eyes Only	17	22	39	41	1.9	12
Town Quay Red Funnel	50	21	71	27	1.3	4
Terminus Terrace	11	15	26	25	1.7	10
Angel Crescent	7	60	67	79	1.3	18
Bevois Valley	1	0	1	0	0.0	18
London Road	10	101	111	192	1.9	12
Railway Station Blechynden Terrace	21	200	221	265	1.3	15
Railway Station Western Esplanade	28	284	312	440	1.5	12
Coach Station	59	47	106	80	1.7	4

Table 5 - Daily rank statistics Friday to Saturday

Friday - Saturday						
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage	Average vehicle wait time at the ranks per hackney carriage (minutes)
Total for all locations	413	1748	2161	2970	1.7	8
Church Street Shirley	8	4	12	8	2.0	15
Compton Walk	7	27	34	51	1.9	8
Above Bar Titanic at rank	0	0	0	0	0.0	0
Above Bar Titanic near crossing	9	54	63	85	1.6	9
Above Bar opposite Switch	6	62	68	130	2.1	6
Above Bar Yates	24	201	225	330	1.6	8
Portland Terrace	14	122	136	210	1.7	3
High Street	11	78	89	105	1.3	10
High Street For Your Eyes Only	25	44	69	71	1.6	7
Town Quay Red Funnel	82	26	108	35	1.3	2
Terminus Terrace	9	141	150	251	1.8	9
Angel Crescent	6	98	104	129	1.3	9
Bevois Valley	6	1	7	1	1.0	6
London Road	6	163	169	316	1.9	10
Railway Station Blechynden Terrace	45	265	310	401	1.5	8
Railway Station Western Esplanade	22	412	434	752	1.8	9
Coach Station	133	50	183	95	1.9	3

Table 6 - Daily rank statistics Saturday to Sunday

Saturday - Sunday						
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage	Average vehicle wait time at the ranks per hackney carriage (minutes)
Total for all locations	335	2160	2495	3944	1.8	5
Church Street Shirley	2	2	4	2	1.0	3
Compton Walk	10	43	53	75	1.7	6
Above Bar Titanic at rank	0	3	3	4	1.3	0
Above Bar Titanic near crossing	4	108	112	166	1.5	3
Above Bar opposite Switch	9	110	119	225	2.0	3
Above Bar Yates	31	200	231	326	1.6	5
Portland Terrace	20	139	159	246	1.8	2
High Street	9	110	119	187	1.7	8
High Street For Your Eyes Only	13	29	42	44	1.5	2
Town Quay Red Funnel	62	11	73	18	1.6	2
Terminus Terrace	16	295	311	638	2.2	3
Angel Crescent	4	63	67	81	1.3	13
Bevois Valley	0	1	1	3	3.0	0
London Road	18	309	327	622	2.0	4
Railway Station Blechynden Terrace	0	292	292	510	1.7	8
Railway Station Western Esplanade	20	380	400	669	1.8	6
Coach Station	117	65	182	128	2.0	2

Table 7 - Aggregate rank statistics Thursday to Sunday

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	1025	4903	5928	8423	1.7
Church Street Shirley	19	9	28	13	1.4
Compton Walk	18	73	91	134	1.8
Above Bar Titanic at rank	0	4	4	6	1.5
Above Bar Titanic near crossing	20	165	185	255	1.5
Above Bar opposite Switch	15	172	187	355	2.1
Above Bar Yates	84	510	594	810	1.6
Portland Terrace	54	351	405	592	1.7
High Street	27	224	251	345	1.5
High Street For Your Eyes Only	55	95	150	156	1.6
Town Quay Red Funnel	194	58	252	80	1.4
Terminus Terrace	36	451	487	914	2.0
Angel Crescent	17	221	238	289	1.3
Bevois Valley	7	2	9	4	2.0
London Road	34	573	607	1130	2.0
Railway Station Blechynden Terrace	66	757	823	1176	1.6
Railway Station Western Esplanade	70	1076	1146	1861	1.7
Coach Station	309	162	471	303	1.9

The total number of hackney carriages observed departing the ranks with passengers on board (assumed to be hires) was 4,903. The equivalent total observed during the 2018 survey was 6,555. The 2022 total hires observed was 75% of the 2018 total.

As a sense check, it is prudent to consider the total observed hires against the number of hackney carriages in the fleet. Currently there are 281 hackney carriages. When we consider the total number of hackney carriages departing the ranks with passengers (total rank based hires) against the number of hackney carriages, the average number of hires per hackney carriage was 17.4 over the three days of observation. This would imply that if all hackney carriages were operating from the ranks and achieved an equal share of hires, each would have undertaken around 17 hires over the three days observed. If we were to assume the average shift duration was 8 hours, this would imply an average of around one hire per 1.4 hours. This level of business could not sustain the fleet from rank based hires only. It is understood that some of the fleet also derive hires from private hire booking circuits, pre-bookings made directly with the driver, from hires obtained at the cruise terminals (not included in the observations) and from contracts. None of these additional sources of hires were observed or taken into account.

4 General public views

A relatively high proportion of respondents had made a trip in the last three months by hackney carriage or private hire vehicle.

It was important that respondents were able to understand the differences between how Private Hire Vehicles and Hackney Carriages may be hired. Check questions were asked to determine the respondents understanding of the differences. The majority of respondents were able to correctly identify the differences in valid hire methods.

Respondents were asked to indicate the way they had most recently hired a licensed vehicle. Telephone or app booking was the most popular method.

With respect to bookings made through an operator, most bookings were for immediate hire.

Respondents were asked to rate various aspects of Hackney Carriages and Private Hire Vehicles. Price was the lowest rated aspect.

The most common trip purpose associated with hiring a licensed vehicle was for leisure.

Whilst many respondents had used a licensed vehicle in the last three months, few were frequent users of Hackney Carriages, with most using a Hackney Carriage less frequently than once a month.

Respondents were asked if they had given up or made alternative arrangements when trying to hire a Hackney Carriage at a rank, or by flagging down, because none were available? This statistic is an indicator of latent unmet demand. The level of latent unmet demand was low at 8.8% of respondents.

Respondents were generally in favour of having video cameras in licensed vehicles. The majority of respondents did not feel unsafe using taxis during the day. However, the majority of respondent indicated that they didn't always feel safe at night.

Table 8 - Public consultation survey results

Question	Response	Online survey
In the last three months, have you made one or more trips by hackney carriage or private hire vehicle in Southampton?	Yes	67%
	No	33%
For your most recent trip by licensed vehicle, what kind of vehicle did you use?	Private Hire Vehicle	46%
	Hackney Carriage	46%
	Don't know	7%
Regarding this last trip, do you consider that you or anyone in your party had a disability? For example, mobility impaired, visually impaired, hearing impairment or a wheelchair user.	Yes - me	22%
	Yes - another member of the party	5%
	No	73%
Was the vehicle used for the last trip suitable, in terms of ease of access and egress.	Yes	91%
	No	9%
About what time of day was the last trip made?	Morning (6.00 am to noon)	23%
	Afternoon (noon to 6.00 pm)	32%
	Evening (6.00 pm to 10.00 pm)	24%
	Night (10.00 pm to 6.00 am)	18%
	I don't recall	3%
Did you face any difficulties with your last trip in a licensed vehicle?	Yes	74%
	No	26%
If you faced difficulties with your last journey in a licensed vehicle, could you tell us a bit more about what difficulties were faced?	<ul style="list-style-type: none"> • Drivers attitude • Language difficulty • No car available. Waited 45 minutes. • Actually getting a taxi was a problem • Took a long time to get a taxi due to lack of available cabs • We had terrible problems getting a taxi to go to a doctors appt. Our GP no longer offers face to face and sends us to distant surgeries for consultations. But taxi companies refuse to take bookings when there are cruise ships in port. It's a case of leaving disabled husband in doorway and running around trying to find a taxi that will come and take us. 	

Question	Response	Online survey
	<ul style="list-style-type: none"> • We were charged extra to go to totton • Had to wait 45 mins for a taxi with frozen food shop • Booked vehicle unable fit all three passengers and luggage • Late pick up • Getting in and out is a faff for me, lack of leg room caused by narrowness between seat and door frame. • Driver didn't have a clue where he was going taking longest route • It just stopped in the middle of the road at the end of our journey • The driver sat at the barriers on Itchen bridge for 5 minutes trying to use a card which clearly had no money on it and when questioned on it, he told me to get out. The driver clearly has done this before and assumed I had been drinking, but in fact coming home from a meeting. • There just aren't enough taxis available! Too long waiting for one to become free. • Having to give directions to the driver - happens every time • Wait times were very poor • Was extremely late and stopped in an area that wasn't entirely safe to drop collect from • Driver was unfamiliar with how to fold a wheelchair down and how to handle it and didn't recognise that there were no removable footplates. My chair is a relatively standard folding chair with the only unusual feature being a tension bar between the handles (which I'm always happy to explain). Their boot was also only just big enough for my chair and it took a little bit to get it to fit. • Driver being cheeky trying to avoid taxes • 12 mins late • Not wheelchair user friendly and not reliable 	

Question	Response	Online survey
	<ul style="list-style-type: none"> • Tried 3 companies, had to wait over 2 hours for a taxi • Poor driving standards • The car was dirty and the driver didn't get showered • Language • Took ages to book a taxi, walked past 2 empty ranks, had a 40 minute wait • Late picking us up, and didn't collect us at the end of the evening leaving us stranded • There automatic booking book it for 9pm instead of am • Rude driver. Wouldn't help with luggage. He complained that I wasn't going far enough to take a taxi and told me to walk next time. • I had specifically asked for a saloon estate when I pre-booked the taxi (a day in advance), so it would be low enough to climb into and have storage for my walking frame. On the day of travel, I waited almost an hour outside the hospital for a taxi to turn up, and I only got one then because I agreed to accept a different (and less suitable) type of vehicle. The driver informed me that the company was especially busy because 5 cruise ships were in port and the drivers were stretched. • Trouble getting a taxi in Bedford Place, had to walk across the city at 03:30 to get a taxi to collect us. • There were no vehicles available when I tried to book a minicab. I had to try several companies before I found one available. • Waiting times in the city centre are now longer and had to wait about 10 minutes. • It did not show up as over booked not enough vehicles that can take a wheelchair sometimes you have to book a whole bus! • They never (even when asked) wait for all passengers to put seatbelts on. Esp children. 	

Question	Response	Online survey
	<ul style="list-style-type: none"> I have Severe Learning Disabilities and the car takes me to and from my Day Service one day a week. I travel alone after Mum has put taken me to the car. The Car parked outside a house several houses up and Mum had to wave to him to come for me. Over an hour late 	
How do you normally obtain a hackney carriage within this area?	At a taxi rank	31%
	Hail a passing cab in the street	0%
	Book by telephoning a company	37%
	Using a freephone	5%
	Book online or via a mobile app	27%
If you used an App or Website, which one did you use?	Uber	30%
	Bolt	8%
	Radio Taxis	48%
	West Quay Cars	9%
	Don't know / can't recall	5%
Do you normally require a hackney carriage immediately, or do you normally pre-book for for another time?	Immediately	41%
	Future	21%
	It varies	38%
If booked for another time, how close to the booked time does the hackney carriage normally arrive?	Within 5 minutes before or after booked time	82%
	More than 10 minutes early	6%
	More than 20 minutes early	6%
	More than 10 minutes late	0%
	More than 20 minutes late	6%
If normally booked for immediate use, could you tell us if you normally have to wait?	No - I rarely or never have to wait	33%
	Yes - I normally have to wait between 5 to 10 minutes	36%
	Yes - I normally have to wait 10 to 20 minutes	24%
	Yes - I normally have to wait 20 to 30 minutes	7%

For what reasons have you used hackney carriages or private hire vehicles in Southampton? (please list all reasons in the last 3 months)	Medical	33%
	Leisure	69%
	Work	31%
	Education	5%
	Shopping	23%
Are there any existing taxi ranks that you would use more often if hackney carriages were more reliably found there?	Yes	65%
	No	35%
If there are taxi ranks that you would use more often if hackney carriages were more reliably found there, could you tell us which taxi ranks?	Portswood Road	7%
	Railway Station	11%
	Church Street, Shirley	29%
	Town Quay	4%
	Above Bar Titanic	11%
	Above Bar Yates	4%
	London Road	18%
	High Street	4%
	Bitterne	7%
	Terminus Terrace	4%
	Coach Station	4%
What is the principal factor which limits your use of hackney carriages? Please choose the most relevant factor	Cost	20%
	Waiting time	6%
	Usually cycle or walk	2%
	Usually use a rental e-scooter	10%
	Use the bus instead	13%
	No need to use hackney carriages	5%
	Drivers don't know the route	6%
	The nearest taxi ranks are too far away	10%
	I generally use a car	13%
	I use private hire vehicles	15%
What was the approximate time of day of your last licensed vehicle trip?	Morning (6.00 to noon)	22%
	Afternoon (noon to 6.00 pm)	23%
	Evening (6.00 pm to 10 pm)	26%
	Night (10 pm to 6.00 am)	21%
	Don't recall / not applicable	8%

Regarding your last trip in a licensed vehicle, could you rate the following aspects of the trip with a rating of 1 to 5? (1 being poor and 5 being very good)	Cleanliness of interior	3.84
	Cleanliness of exterior	3.92
	General condition	3.87
	Driver helpfulness	3.60
	Driver appearance	3.68
	Driver hygiene	3.65
	Driver attire / smartness	3.57
	Price	3.5
	Customer service	3.7
If you felt any aspects of your last trip were poor or very poor, could you provide further details regarding why you provided this rating?	<ul style="list-style-type: none"> • Actually getting a taxi • Dirty glass, cluttered dashboard, dirty outside of car, often speeding • Driver took wrong route and I had to give directions • Driver wanted me to walk 20 minutes across a dark park to where he was waiting and moaned at me when I told him to come and pick me up. • Driver was late turning up and then had no idea where he was going, resulting in several U-turns on major roads. • Drivers attitude when challenged on his attempt at to making the journey longer than needed to be! • Had difficulties as previously explained with folding down my chair and the extent to which I was expected to help. • Had to be asked to take bags into the car • I get it if it was late afternoon and the car smells but early morning not cleaned his car thatâ€™s not good • Language difficulty • Messy driver with personal hygiene issues • Most hackney cab drivers seem to have an opinion on something! • Not my last trip, but prior to that coming from hospital and the GP, as a disabled it would have been nice to have had some help especially when I had asked for it ! • Ordered a bolt and a car with an Uber sign arrived. Confusing. • Ordered an Uber at station, x3 drivers of licensed taxis were rude because I had ordered Uber 	

	<ul style="list-style-type: none"> • Rude driver • Taxis drivers outside the train station in Southampton and at the Bargate are more expensive than the ones Prebook and also the drivers usually look scruffy and some taxis are not clean. • The driver didn't help me put my bag in the booth • The quality of the driving was appealing with the driver making selfish and dangerous moves en route • The smell in the car often extremes from very strong body odour to overpowering car fragrances • The smell in the car often extremes from very strong body odour to overpowering car fragrances • They never on time and some off duns wer fence marks • Wait time was poor , • Was 45 mins late- booked 1 cabs only one attended- said he couldnâ€™t return to collect other half of party and said that it was common for jobs to be cherry picked • Wearing sandals is that safe? • Would not help with luggage and rushing us. Refused to go back for my partner even though had been paid for this 														
<p>How often do you obtain a hackney carriage from a rank in Southampton?</p>	<table border="1"> <tr><td>Daily or almost daily</td><td>2%</td></tr> <tr><td>Once a week</td><td>6%</td></tr> <tr><td>A few times a month</td><td>11%</td></tr> <tr><td>Once a month</td><td>4%</td></tr> <tr><td>Less than once a month</td><td>15%</td></tr> <tr><td>A few times per year</td><td>39%</td></tr> <tr><td>Never</td><td>23%</td></tr> </table>	Daily or almost daily	2%	Once a week	6%	A few times a month	11%	Once a month	4%	Less than once a month	15%	A few times per year	39%	Never	23%
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A few times per year	39%														
Never	23%														
<p>How often do you obtain a hackney carriage by telephone, app booking or via web site, in Southampton?</p>	<table border="1"> <tr><td>Daily or almost daily</td><td>1%</td></tr> <tr><td>Once a week</td><td>7%</td></tr> <tr><td>A few times a month</td><td>16%</td></tr> <tr><td>Once a month</td><td>4%</td></tr> <tr><td>Less than once a month</td><td>12%</td></tr> <tr><td>A few times per year</td><td>26%</td></tr> <tr><td>Never</td><td>34%</td></tr> </table>	Daily or almost daily	1%	Once a week	7%	A few times a month	16%	Once a month	4%	Less than once a month	12%	A few times per year	26%	Never	34%
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Less than once a month	12%														
A few times per year	26%														
Never	34%														

Regarding the number of Hackney Carriages in Southampton, do you feel there are:	Not enough	36%
	About the right number	17%
	Too many	11%
	No opinion/ Don't know	36%
What improvements (if any) would you like to see to Hackney Carriages services in Southampton?	<ul style="list-style-type: none"> • Disappointed I couldn't use the app at busy periods e.g. rush hour or cruise ships in • Majority to be wheelchair accessible • Single online hailing service so I don't have to poll companies for availability • Uber drivers should pay to do "the knowledge" • Make drivers speak English. Put ranks in for special events • Need more cars in peak time. [and several similar comments] • The white cabs need to have a web app that links across the country or worldwide as Uber does. • Would like to see Hackney & Private Hire become the same. Licensed, with driver and vehicle checked. Should be limited hours of work, many have several jobs and work too long hours. • To have to be available even if more profitable cruise ship passengers might want them • No charge to cross the boundary to New Forest. • More of them moving around rather than lots at sites like the central train station • Much greater "policing" of driving standards • Cheaper prices [and several similar comments] • Prioritise people with food shopping & the Elderly of course. • A more reliable service • Driver must be helpful [and several similar comments] • Engine off rule should apply. Taxis and private hire vehicles near my home are particularly bad at waiting with engines running. Southampton has poor air quality... • Far too many at Central Station, there should be a maximum number permitted to wait and enforced by cctv • The ability to pay by card • One App for all Southampton Hackney taxis • A smarter reliable service. Knowledge of where we are going to. Not stopping in the middle of the road at the end of the journey. • Cleaner seating for some taxis. Remove over-powering air fresheners. 	

	<ul style="list-style-type: none">• I would like to see the drivers of hackney cabs from the ranks to look a lot smarter [and several similar comments]• Better knowledge of the city and stick to speed limits, I don't always feel safe being driven• More availability and more 7 seaters• Advertised details of a regulation body which you can report bad driving and conduct to• More honest drivers [and several similar comments]• Stricter regulation on boot size with respect to carrying wheelchairs. More consideration of comfort and training with respect to carrying a wheelchair user while remaining in the wheelchair (some cabs are awful and extremely uncomfortable and unsafe to travel even when they are allegedly registered for this). More training on different wheelchairs, how to fold them and not refusing passage because they can't be bothered.• Many more with wheelchair access that can be booked like a normal taxi and not have always pre book. Unlike able bodied people can get one whenever they need it. This limits and evening out as your night ends when you booked your cab for. You cannot go out with freedom to come home when you like and they always seem more expensive than an average cab• My wife and I are both in our 70's but we get no OFFER of assistance from drivers. They just sit in the cars and wait for us to get in.• More taxis available approximately 14.30 to 18.30 hours. Often required to wait over an hour when contacted for return journey which cannot be estimated or ordered in advance.• More disabled access• Ability to hail a passing empty taxi. Southampton is prebooked or rank only• Extra cabs on cruise days• More customer friendly. The drivers are, more often than not, dismissive, unhelpful and downright rude. They object strongly when I need a taxi from the city centre to the railway station as it's "not worth their while". I have a bad spine and cannot walk that far.• I think drivers should help disabled patients coming from hospital or a GP, especially if they had it on the phone.• There seems to be a shortage of taxis so more taxis in the evening.• Wheelchair access• Get rid of boundary charge• Seatbelts
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	<ul style="list-style-type: none"> • Clean In and out • Flat, level access. I can't manage their steps, or ramps. 	
<p>Have you experienced any problems with the local Hackney Carriage service? (indicate as many as apply)</p>	Design of vehicle	6%
	Driver issues	24%
	Position of ranks	11%
	Delay in getting a taxi / lack of availability	30%
	Cleanliness	8%
	No problems experienced	34%
<p>If you have had any problems with the local hackney carriage service, please tell us more, perhaps providing an example with a time and place where a problem occurred.</p>	<ul style="list-style-type: none"> • Booked, then called to be told it was cancelled due to lack of availability • Poor reliability fulfilling pre-booked hires. [several similar comments] • Lack of immediate availability for pre-booked hires [several similar comments] • The van style taxis are difficult for someone with mobility issues to get into • Tired drivers. • Restricted access to rear seats [several similar comments] • Poor English language skills a barrier to communication [and several similar issues] • Some drivers rude and/or aggressive [several similar comments] • Driver travelling at unsafe speeds while on the phone. [several similar comments] • Some drivers unwilling to accept short distance fares [several similar comments] 	
<p>Are there any locations where you would like to see new taxi ranks?</p>	Yes	21%
	No	25%
	Don't know / no opinion	54%
<p>If you would like to see new taxi ranks, where would these ranks be?</p>	<ul style="list-style-type: none"> • Woolston • Ocean Village • Boat show. Sea works exhibition and other events in Southampton • Swaythling • Near Mayflower theatre • Shirley precinct • Bedford place area • Winchester Road • Outside the football stadium after the match. • Outside event venues • Shirley. • General hospital • London Rd • Ocean Village 	

	<ul style="list-style-type: none"> • Guildhall Square • Portswood • West Quay road, outside the bowling alley • In Shirley High Street • Bitterne/Harefield area towards West End. • Weston Shore • Another one in Bitterne • Sholing • More on the East Side of the Itchen 	
How would you rate the level of service provided by Hackney Carriages in Southampton? Please rate from 1 to 5. (1 being very poor and 5 being very good)	Average value 3.34	
Which of the following do you think offers the best value for money?	Hackney carriage	8%
	Private hire	43%
	No difference	27%
	No opinion	22%
In the last three months, have you given up or made alternative arrangements when trying to hire a HACKNEY CARRIAGE at a rank, or by flagging down, because none were available?	Yes	8.8%
	No	91.2
In the last three months, have you given up or made alternative arrangements when trying to get a Hackney Carriage or Private Hire vehicle by telephone because none were available?	Yes	21%
	No	79%
Southampton City Council has a policy of fitting video cameras in licensed vehicles to permanently record video and, upon activation of a panic button, to record audio. The purpose is to improve safety. Do you feel safer travelling in a Southampton licensed vehicle knowing that all vehicles are fitted with a camera system?	Yes	82%
	No	18%

The video cameras in licensed vehicles currently operate all the time the vehicle is in operation, whether or not it has been hired. If drivers were given an off switch for their camera system to address privacy concerns when the driver is using the licensed vehicle for their private use (for example, with members of their own family), would you feel less safe using Southampton licensed taxis?	Yes	54%
	No	46%
Is signage on the side of a licensed vehicle, indicating the taxi company the vehicle works for important to you, when identifying a pre booked vehicle as the one you booked?	Yes	55%
	No	45%
Do you feel safe using taxis during the day (before 6pm)?	Yes	82%
	No	8%
	Not always	10%
Do you feel safe using a taxi at night (after 6pm)?	Yes	13%
	No	28%
	Not always	59%
If you do not feel safe using licensed vehicles sometimes, could you tell us more about the circumstances when you feel unsafe?	<ul style="list-style-type: none"> • I would question the standard of driving. [several similar responses] • As a single female traveling with male driver • If on own or with daughter and driver isn't(appropriately)friendly • Sometimes they don't come at the area where you asked them to and you have to walk around searching for them • Very late at night • Driver standards and driver fatigue • I feel that there is more of an 'audit trail' with an Uber than hailing a cab or using a rank. There is a record of when it was booked etc. And the driver/passenger are obliged to 'behave' because of the review system. • When the driver does not know the route • Issues around travelling in the wheelchair, being expected to help fold my chair because the driver is unfamiliar with how to do this leading to me walking/leaning/standing more than I should. Drivers placing my wheelchair onto the road/layby when there are no dropped 	

	<p>kerbs in the vicinity so I have to travel along the road to get to one. Sometimes feel uncomfortable as someone who is obviously vulnerable and would be trapped without access to a taxi, being forced to accept situations that I'm not comfortable with just so I can get home.</p> <ul style="list-style-type: none"> • Driver not knowing where they are going or having to wait past agreed time • As a woman, some drivers make me feel uncomfortable • I don't hire taxis after 18.00 due to some trouble from nightclub users getting rowdy or aggressive • Do not always feel safe when travelling alone, female. • I have experienced homophobic discrimination and hate speech from a driver while in a licensed vehicles. I am wary of this happening again. • When alone with a male driver 						
<p>Are there any features of hackney carriage services in Southampton that you feel are particularly good? If so, please tell us what features.</p>	<ul style="list-style-type: none"> • CCTV recording. • Same colour, easily identifiable. • Most drivers are friendly and helpful • That you can flag it down on the street • Drivers know exactly where they are going without the need for sat nav • The drivers are usually friendly and helpful. However, some say they will only work during the day • Condition of cars • Drivers, in general, are really lovely and supportive and are mostly being let down by training and infrastructure • Cctv and licence holder details inside the cab. • Text to say who driver is also make of car • Council requirements for registration. • The ability to pay by card • App 						
<p>Thinking back to times prior to the spread of Covid-19 and comparing your use of licensed vehicles at that time, do you feel that your use of licensed vehicles now is different to the level of use prior to Covid-19?</p>	<table border="1"> <tr> <td data-bbox="722 1554 1070 1653">No difference</td> <td data-bbox="1070 1554 1319 1653">67%</td> </tr> <tr> <td data-bbox="722 1653 1070 1751">I use licensed vehicles less now,</td> <td data-bbox="1070 1653 1319 1751">21%</td> </tr> <tr> <td data-bbox="722 1751 1070 1852">compared with prior to Covid-19</td> <td data-bbox="1070 1751 1319 1852">12%</td> </tr> </table>	No difference	67%	I use licensed vehicles less now,	21%	compared with prior to Covid-19	12%
No difference	67%						
I use licensed vehicles less now,	21%						
compared with prior to Covid-19	12%						

<p>If your level of use of licensed vehicles has changed since pre-Covid-19 times, could you tell us a bit more about why the level of use has changed?</p>	<ul style="list-style-type: none"> • I moved house during covid • I bought a bike for exercise during lockdown, and I've realised it's a nicer way of getting about. • Prefer an unshared space • Change in home working arrangements and needing transport faster and more reliable than bus. • Mobility issues mean bus use is more difficult • Going out less frequently [several similar responses] • I'm more careful and don't use public transport unless necessary • Work from home more, go out less [several similar responses] • Close proximity of driver and poor vehicle hygiene • My mobility is reduced • Traveling more by bus due to reliability. • Don't take the train as often • The level of service has deteriorated • Taxis in general are easier to take precautions in - there is only one other person, who I can ask that they wear a mask. Buses (my main alternative) are much busier and it's basically impossible to take precautions other than wearing a mask myself. For longer journeys, buses also take much longer so I'm in that environment for a more extended period. • Due to health safety and new illness monkey pox ,Covid etc • To work • I travel less for work • More cars were parked at home, chances are you will not find a parking space when you return home. • Working from home, and more reluctant to share confined space (especially since face covering rules relaxed) • Become 18 and go into the city with friends for nights out • The bus service is a lot more irregular since covid. They are far apart and I have to get a taxi home after shopping as the wait is too long. 	
<p>Do you have regular access to a car?</p>	<p>Yes</p>	<p>66%</p>
	<p>No</p>	<p>34%</p>

Are you a student or permanent resident in Southampton?	Yes, permanent resident	81%
	Yes, student	2%
	No, neither of the above	17%
What gender are you?	Male	42%
	Female	51%
	Prefer not to say	7%
Which of the following age groups do you fall into?	16 - 30 years old	7%
	31 - 55 years old	41%
	Over 55 years old (56+)	52.8%

Respondents were asked if they had any other comments that they would like to make:

- I disapprove of the Uber and similar private hire business models on ethical grounds and do not think that we should support companies with suspect employment practices.
- The availability of private hire is being impacted by cruise ships often getting messages can't pre-book even days ahead due to ships. Shouldn't the focus be on servicing the community first, especially if pre booking journeys so that customer and company both know they can meet their obligations. Work for NHS and it's getting tougher and tougher to get transport to work in time.
- It's not right that Southampton cabbies have to pay to go through the steps to get their licences, yet a Leeds licensed Uber driver can operate in Southampton using a satnav to make journeys with passengers 🙄
- Taxis need to be brought into the transport strategy and given as much help as buses are.
- Hackney carriages are far too expensive, hence my limited use and why I drive more often.
- My answers may be confused. I mostly use Uber and I was not clear if Uber is a Hackney Carriage or Private Hire. Uber is great as I can see exactly where the taxi is and it comes to my doorstep almost immediately. I also trust it more because its exact location is continuously tracked as is who is onboard.
- Hackney & Private Hire should be one regulated class. Customers do not understand or want the difference.
- We don't use taxis at cruise terminal any more as they charge extra to go to new forest so we now pre book a new forest company
- Safety of passengers should mean all taxis has a local office and phone contact number and drivers accountable for their conduct
- Just to say that I have used the same company for many years and when my daughter was very ill in hospital for 3 months I used them almost every day, I could rely on them. Amazing service and such pleasant helpful drivers!
- Wherever possible I prefer to use buses within the city, on cost grounds. While I still drive and have access to a car my use of Hackney cabs and private hire vehicles is likely to be very limited, apart from maybe a late night or early morning Southampton Airport (air or rail connection) trip.

- I think that Southampton has a very good taxi service. I always use radio taxis because they have the most cars available
- When I book its always Uber first. if no availability or prices surging then I try private hire. companies tend to take bookings then send anything available, could be their own car, a hackney or even a non Southampton licensed car. a bit confusing especially as the latter 2 could have different tariffs. Identifying the car never an issue as text always received giving vehicle/driver details.
- The Prius is a useless taxi. Use other, larger, electric/hybrid vehicles.
- Only had 1 bad experience when driver refused transporting sick chihuahua to vet!!
- I go out far less. The city seems more violent than pre-covid
- Some of the questions were ambiguous, I did not even know you could book a Hackney, not that I would, some of them are just downright unpleasant.
- It is hard to book cabs now because local firms have shut down or downsized. Drivers have left and the quality of drivers is very poor now. There is now little choice other than to use Uber which I have tried not to do.
- Yes to get the hackney drivers to smarten up and look a little more like taxi drivers used to be professional
- I have only used Radio Taxis. Found them to be reliable and very helpful, and reasonable charging.
- I think it's unfair to charge extra for a cat in a carrier, they don't make a mess.
- The drivers are appalling. A hour or two of Police time at a rank checking who is driving would be beneficial. I have had a number of drivers who had no local knowledge of the route, no ID and dumped me out of the car when challenged.
- All licenced vehicles should be forced to allow online payment. That would force the crooked hackney drivers to stop short-changing passengers.
- Please employ more female drivers for Evening/Night work that can be requested by female passengers.
- There is a monopoly of taxis now being owned by radio taxis or Uber so customer service is not of interest. A lot of the drivers find it hard to converse which is unnerving.
- Most of the taxi drivers are males and for single women it might be uncomfortable to deal with a driver that take advantage of having a woman in his car to make inappropriate comments. It should be mandatory to have a Professional Boundaries training so they understand we are looking for a taxi not for a man.
- All taxi should have badge holder details inside the car when sitting I.e on windows or back of the seat. And also licence number details on the door. Have less information on the door. Or it gets confusing. Only need to know if taxi is Southampton, I.e logo and legal status I.e licence number to identify driver. No need any other information or advertising.
- A taxi rank in Portswood as we used to have would be great
- Some drivers need training with learning disability passengers
- Remind drivers of the rules of the roads here in the uk. Tell them it is not ok for then to u-turn along Shirley high street or any other main road i.e. Portswood.
- I just wish that sometimes drivers were a little more aware of the type of passengers they are conveying. Also that they park safely when dropping off and not block the road for other car users. And please get them to use their

indicators correctly. I.E. Actually use them and indicate before making a turn and not while they are actually turning. Sorry, I know it sounds petty but they are meant to be professional drivers and some of them are the worst drivers on the road. I have been driving since 1970 so I think I know what I'm talking about.

- I remain confused, To me taxis are licensed cars that I can contact and book to take me where I need to be. As I am not independently mobile, the only time I would use a taxi rank is likely to be outside a train station as I prefer to book in advance so that the company can meet my requirements.
- More bolt and Uber needed. It's good to be able to track the driver. I feel safe sending the route to my husband or friends. Unsure why there are so little nowadays round here?
- I travel so infrequently that I don't know the current situation but I've always been happy with the Southampton main 'traditional' companies.
- Too many private hire and Uber cars in Southampton. Knowledge of roads in Southampton poor, usually will try to take longest route
- Driving standards have fallen over the years, they must take a yearly test to prove they have the skills - and I understand that they don't require a seatbelt when carrying passengers - but why don't they wear a seatbelt between jobs?
- I have nothing more to said but I'll like to see more clean taxis and drivers
- There could be more signs showing where taxi ranks are around the city and in the shopping centres. I only see signs for them at the rail station, not even at the bus station or the port
- I noticed the question about the off switch for the camera, I would like to say it shouldn't be installed as it doesn't protect the taxi driver when they are parked up etc so they shouldn't be given the option to turn it off when they are working
- More Taxis in Shirley, Southampton and for the drivers of the ones by the Bargate and outside Southampton Train Station to keep their taxis and themselves clean and not to smoke on their taxis.
- Twice the price of uber, means they are a last resort if uber not around or prebooking is required
- Improving taxi services in Southampton would not be as important if the buses weren't such an embarrassment
- I was not aware we could phone for white cabs, I will look it up. I enjoyed that.
- Please ensure that taxi drivers have good manners and are not rude to customers.
- Disabled people can be heavily dependent on taxis. I wish companies would honour their existing bookings and not let down regular, vulnerable customers to go chasing cruise liner passengers!
- Taxi ranks needed at both hospitals in Southampton.
- Deregulation is vital. Enable all licensed vehicles to use taxi ranks.
- In my experience, private hire is cheaper than going to a taxi rank or flagging down a hackney carriage. I do not use Uber but private hire from local companies and this is often still significantly cheaper than seeking out a taxi rank.
- Please ask them to come to the house door and ring the bell, open the door for disabled people and assist people with special needs getting in and out of the car eg. after a hip replacement.

- I am not comfortable with out of Southampton licensed vehicles operating in the city. They are not subject to the same controls as city cabs
- No need any more taxi in Southampton, occupying all-over the space, they are parking at the bus stops, parking bays everywhere, too many taxi in Southampton.
- It's really important to me that they are on time. If they are going to be late it would be really helpful to be truthful about it so I can be comfortable while waiting.

5 Key stakeholder consultation

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

- Supermarkets
- A range of Southampton Hotels in the City centre and suburban areas
- Police
- Disability representatives
- A sample of care homes in Southampton
- Southampton Council's officers representing Equality, Diversity and the interests of disabled and minority groups.
- Southampton Chamber of Commerce
- University of Southampton
- Southampton Solent University
- University of Southampton Student Union
- Southampton Solent University Student's Union
- First Southampton
- Bluestar
- Southwest Trains
- Campaign for Better Transport
- Age UK
- Southampton General Hospital,
- A range of Southampton Pubs in the City centre and suburban areas
- Night Clubs in central Southampton.
- Hotels
- Visitor Attractions: (Southampton Football Club, Southampton City Art Gallery, Sea City Museum, Tudor House, Solent Sky Museum)
- Supermarkets
- Associated British Ports
- Street pastors

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

In general, the response rate to initial email enquiries was poor. This can be indicative that those invited to respond are not aware of any particular issues. Further email contact was made and where possible telephone contact was made to obtain feedback. Generally, feedback received confirmed that few stakeholders were aware of any particular issues with general availability or with services provided.

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

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

Supermarkets

No supermarkets indicated that there was any perceived issue with availability of licensed vehicles. When required, customers generally tended to call a private hire operator to arrange to be picked up. Some supermarkets had a freephone to call an operator to book a licensed vehicle.

Hotels

A range of large and small hotels in the City Centre and further from the centre were contacted. Most had no particular knowledge or view regarding availability of licensed vehicles. Most guests make their own arrangements for hiring licensed vehicles. Often guests would use a mobile app, such as Uber.

None indicated that they felt there was a persistent issue with availability. Some respondents indicated that there could be a wait during school run times. City centre hotels mentioned that nearby taxi ranks would generally be used if people needed a taxi immediately.

Public houses and night clubs

A selection of licensed premises in the City Centre and in suburban areas were contacted regarding levels of service available. The majority were contacted by phone and responses were from bar staff or a member of management. However, contact with some city centre premises was made with door staff, at night. The door staff generally had better awareness of how passengers used licensed vehicles after leaving licensed premises. Customers generally arrange their own bookings with mobile phones, in locations remote from taxi ranks. In locations which are close to taxi ranks it was felt that these were often used by passengers. There can be a wait at some ranks at peak times when clubs or pubs close. However, any queues generally clear quickly.

Hospital

Hospital reception staff were contacted regarding availability. They didn't feel there was any issue with availability of licensed vehicles. Visitors make their own arrangements to book travel.

Police

No formal response to an invitation to comment was received from the police. However, informal discussion with police officers on patrol in Southampton suggested that the passenger queues at the taxi ranks in the evenings are relatively rare and wait times are not long, when passenger queues form.

Mobility impaired representatives

A range of people representing user groups who may face mobility difficulties were contacted. These included representatives of the elderly and disability representatives. In addition, a sample of care homes were contacted. Response levels for this element of consultation were low. However, those who could be contacted indicated that most people with mobility impairments who relied on licensed vehicles, had an established relationship with a preferred supplier. There were few problems with availability. Most trips were booked in advance. Trips which required a wheelchair accessible vehicle were generally well catered for, by regular providers. The Council publish a list of wheelchair accessible Hackney Carriages together with contact telephone numbers for drivers. This provides some additional confidence amongst wheelchair users that they can obtain a taxi on demand if needed, rather than having to rely on pre-booking both legs of any journey. No respondents felt that wheelchair users, who could not transfer from their wheelchair to a vehicle seat, would rely on trying to find a taxi at a rank, rather than trying to book a wheelchair accessible vehicle.

Rail and other transport operators

First Southampton buses, coach station staff and railway station staff were contacted.

First Southampton buses were not aware of any particular issues for passengers who required a taxi.

Staff at the railway station felt that there were normally hackney carriages available in the railway station for any arriving passengers. Sometimes a large London train or two or more trains arriving together can clear the rank of waiting taxis. However, these events are unusual and normally even if the rank is cleared, more Hackney Carriages arrive within a few minutes to pick up waiting passengers. Occasionally passenger luggage can be an issue at the taxi ranks, with some cruise passengers arriving in parties of four people, all with large luggage items. However, on such occasions, the waiting hackney carriages generally sort themselves out so that if a larger vehicle is present, it would be used for the party with large amounts of luggage.

At the coach station, staff felt that there were often taxis waiting outside the station, but that was not always the case. However, if people were waiting for taxis, they generally didn't have to wait too long.

Other Council contacts

Feedback was received regarding council contracts and provision for special need travel. All direct requirements are undertaken through contracts and there are no issues with the fulfilment of the contract travel.

Universities

Student feedback was provided through informal discussion with students.

There was some perception that if telephoning to book a licensed vehicle, there can be extensive wait times or limited availability at times. Uber provides limited availability and surge pricing can often put off users. Availability of hackney carriages at the ranks is generally ok, but taxis tend to be more expensive, except when Uber are busy. Different clubs and pubs have promotions or student nights on different nights of the week. So students will often go out on a weeknight rather than Friday or Saturday night. Weekday nights are not as busy as weekends. But that doesn't mean that it is easier to get a licensed vehicle.

Many students live in or close to the city centre and are able to walk home, rather than rely on licensed vehicles. Also, some students have cars and there are informal lift sharing schemes in operation which operate on social media. In these arrangements, a driver will arrange to pick up friends in exchange for petrol money. Generally, the trip sharing is organised between friends, rather than offered to strangers.

Cruise demand

There are private ranks at the cruise terminals and these are serviced by hackney carriages with permits. There are standard fares for some common destinations from the cruise terminals. These are prominently displayed at the cruise ranks. It was felt that hackney carriages normally service demand well.

Other stakeholders listed but not included in the feedback outlined, did not respond to approaches for comment.

6 Trade stakeholder views

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

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

Most current studies tend to issue a questionnaire to all hackney carriage drivers and operators. This is best issued by the council on behalf of the independent consultant. Usual return is now using an on-line form of the questionnaire

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

For this survey a link to an online survey was distributed to the trade, directly through the Council. A total of 9 responses were received from the trade. The responses to the survey are summarised in the following table.

Table 9 - Trade survey responses

Question		
Do you normally drive a Hackney Carriage?(Please note, this questionnaire is aimed at Hackney Carriage drivers and owners. The majority of questions relate to Hackney Carriages. However, other members of the licensed vehicle trades in Southampton are welcome to complete any questions that you feel are relevant to you	Yes, I am a Hackney Carriage owner and driver	67%
	Yes, I drive a hackney carriage but do not own a hackney carriage	11%
	No, I drive a private hire vehicle	11%
	I am a Hackney Carriage owner, I don't normally drive	11%
What type of licensed vehicle do you drive most frequently?	Purpose built taxi vehicle	13%
	Saloon car	50%
	Minibus / people carrier (wheelchair accessible)	13%
	Minibus / people carrier (not wheelchair accessible)	24%
How long have you been involved in the licensed vehicle trade in Southampton? (number of years)	0-2 Years	0%
	3-5 Years	0%
	6-10 Years	0%
	11-15 Years	0%
	16-20 Years	0%
	Over 20 Years	100%

Thinking back to working in Southampton prior to the outbreak of Covid-19 could you tell us, how does demand for hires now compare with the level of demand prior to the spread of Covid-19?	There is more daytime demand and similar level night time demand now	11%
	There is less day time demand and less night time demand now	56%
	There is less daytime demand and similar level of night time demand now	11%
	There is around the same level of daytime demand and less night time demand now	22%
How to the hours that you work as a licensed vehicle driver now compare with the hours that you worked prior to the spread of Covid -19? Please choose the answer which is most relevant to your circumstances.	I work a different mix of day and /or night time hours now and for fewer hours each week	14%
	I work the same or similar mix of day and / or night time hours and for around the same number of hours each week	43%
	I work a different mix of day and / or night time hours now and for more hours each week	43%
Drivers were asked how many hours per week they worked.	Average number of hours was 44.4	
Approximately how many journeys on average do you pick up each week from ranks? (Hackney Carriage Drivers)	21 - 30	40%
	31 - 40	20%
	41 - 50	40%

Approximately how many hires on average do you pick up each WEEK from hailing or flagging down at the roadside? i.e. hires which are not pre-booked or from a formal or informal rank. (Hackney Carriage Drivers)	Up to 10 per week	75%
	11 to 20 per week	25%

Approximately how many hires on average do you pick up each WEEK which are pre-booked hires, by telephone, app or other pre-booking method.						
	11 to 20 per week	21 to 30 per week	31 to 40 per week	41 to 50 per week	51 to 60 per week	Not applicable
Yes, I am a hackney carriage OWNER AND DRIVER	0%	17%	17%	17%	0%	50%
Yes, I drive a Hackney Carriage but do NOT OWN a Hackney Carriage	0%	0%	100%	0%	0%	0%
NO, I drive a private hire vehicle	0%	0%	0%	0%	0%	100%
No, I OWN a Hackney Carriage but DO NOT DRIVE a Hackney Carriage	0%	0%	0%	0%	0%	100%

On average, over the year as a whole, how many hires would you estimate that you pick up from regular contracts in an average week?						
	Up to 10 per week	11 to 20 per week	21 to 30 per week	31 to 40 per week	41 to 50 per week	Not applicable
Yes, I am a hackney carriage OWNER AND DRIVER	0%	17%	0%	17%	0%	67%
Yes, I drive a Hackney Carriage but do NOT OWN a Hackney Carriage	100%	0%	0%	0%	0%	0%
NO, I drive a private hire vehicle	0%	0%	0%	0%	0%	100%
No, I OWN a Hackney Carriage but DO NOT DRIVE a Hackney Carriage	0%	0%	0%	0%	0%	100%

Approximately how many journeys on average do you pick up each WEEK, which require carriage of a wheel chair?						
	None	1 to 5 per week	6 to 10 per week	11 to 20 per week	21 to 30 per week	Not applicable
Yes, I am a hackney carriage OWNER AND DRIVER	40%	60%	0%	0%	0%	0%
Yes, I drive a Hackney Carriage but do NOT OWN a Hackney Carriage	100%	0%	0%	0%	0%	0%
NO, I drive a private hire vehicle	0%	0%	0%	0%	0%	100%
No, I OWN a Hackney Carriage but DO NOT DRIVE a Hackney Carriage	0%	0%	0%	0%	0%	100%

On occasions when you may need to carry a wheel chair, how is the hire most frequently undertaken?	From a rank	75%
	Pre-booked	25%

Do you subscribe to a booking circuit to obtain bookings made by telephone, online or mobile app?			
	Yes	No	I have my own regular customers
Yes, I am a hackney carriage OWNER AND DRIVER	50%	33%	17%
Yes, I drive a Hackney Carriage but do NOT OWN a Hackney Carriage	100%	0%	0%
NO, I drive a private hire vehicle	0%	100%	0%
No, I OWN a Hackney Carriage but DO NOT DRIVE a Hackney Carriage	0%	100%	0%

Do you have any regular clients who use wheelchairs?	Yes	11%
	No	89%
Besides wheel chair users, do you have any regular clients with mobility impairments. (this may include regular contract work.)	Yes	33%
	No	67%

For Hackney Carriage drivers only - Do you have personal clients who call you to hire your services? For example, from cards distributed, or calling a number displayed on the side of the vehicle.	Yes	56%
	No	44%
Do you rent a Hackney Carriage plate, or plated vehicles?	Yes, I rent a plate but pay for the vehicle	13%
	No	87%
If you rent a plate, would you be prepared to tell us how much the weekly rent is?	Responses indicated a range of between £140 - £210	
Have you been attacked by a passenger in the last year?	Physically attacked	11%
	Verbally attacked	33%
	Not attacked	56%
Do you feel safe working as a licensed vehicle driver in Southampton?	Yes, all of the time	63%
	Yes, some of the time	25%
	None of the time	12%
If you feel unsafe working in Southampton, could you please select which of the following applies to where or when you feel it can be unsafe?	Daytime (06:00 - 18:00)	20%
	Night time (18:00 - 06:00)	40%
	In certain areas	40%
Are there any particular locations / times you feel unsafe?	Thornhill Millbrook Shirley Warren Weston	
In Southampton, the Licensing Department requires Hackney Carriages and Private Hire Vehicles to be fitted with fixed cameras which record digital images within the vehicle for both passenger and driver safety. Does the camera make you feel safer?	Yes	22%
	No	78%

Do you agree with the policy of having a camera in licensed vehicles?	Yes	44%
	No	56%
If you disagree with the camera policy, could you let us know the reasons for your disagreements?	<ul style="list-style-type: none"> • Driver has no access and not able to use for any verbal or physical abuse that comes • I paid for a camera to which I don't have access. The approved cameras are unreliable and poor quality • Most taxi drivers use there vehicles for private use as well as for there work it is an invasion of your private space there has not been any prosecutions against the public from footage from cameras waste of time and money • Extra expense being fitted and maintained. I did work as Door man and feel confident, dealing with customers, who are mainly shoppers. 	
Is the vehicle you drive used by more than one driver, i.e. double shifting?	Yes	0%
	No	100%

<p>What issues do you feel can adversely affect the successful operation of the Hackney Carriage trade?</p>	<ul style="list-style-type: none"> • Private Hire Operators forming a cartel: Uber + Ride Radio + West Quay Cars • Uber • As there are only a few locations to pick up from where the areas are busy, train station, red funnel Ferris, above bar, west quay stand. Fri sat nights London road and terminus terrace behind oxford street. The terminus terrace taxi stand has no indication to say taxis, and we have to park behind a building, locals know there is a taxi stand there but tourist do not. During lock down Lower Banister street taxi stand was closed to vehicles to create outside seating and this taxi stand has never reopened. This taxi stand was very busy Wednesday, Friday, Saturday and Sunday nights. • More taxis would reduce income, and no spaces on the taxi stands, as the public very rarely hail a taxi, and the younger generation 40 or below don't know they can hail a taxi. Self driving vehicles will have a big impact on the taxi trade, legislation is already being updated via the law commission and DVLA. The big corporate private hire companies or car manufacturers will place lots of self drive vehicles in every city. The disabled car manufacturers are thinking of ways for a disabled passenger to assist themselves into a vehicles. Until that is possible and self-drive vehicles do become taxis, the government or councils may have to pay disabled access taxi drivers a hourly rate as there will be very little work if any. • UBER drivers from other boroughs, working in Southampton. Cross border hire. ABP overcharging for docks permits. Lack of knowledge from public, as to how Hackney carriage works. Traffic jams • Lack of drivers • Too many Uber vehicles in Southampton. • To many private hire vehicles allowed to park in obvious positions • Uber 	
<p>Are there sufficient Hackney Carriages in Southampton to meet current levels of demand?</p>	<p>Yes, too many</p>	<p>78%</p>
	<p>Yes, generally sufficient</p>	<p>11%</p>
	<p>No, not during all periods</p>	<p>11%</p>
<p>If you feel that there are not sufficient Hackney Carriages at certain times, at which periods are more Hackney Carriages required?</p>	<p>During the daytime</p>	<p>0%</p>
	<p>During the evening / night</p>	<p>0%</p>
	<p>All day and night</p>	<p>100%</p>

How many Hackney Carriages should there be in the fleet in Southampton?	Same as currently licensed	50%
	Unlimited	12.5%
	No opinion	12.5%
	250	25%
Should Southampton Council remove the numerical limit on the number of Hackney Carriages?	Yes	11%
	No	89%
Are there any factors which limit supply of Hackney Carriages or Private Hire Vehicles at certain times or in certain locations?	<ul style="list-style-type: none"> • Greedy multiple plate owners ruining the trade • Not enough drivers • Rank space all drivers are self employed and work when they wish. We need a shift system consisting of day drivers and night drivers. • ABP overcharging for dock permits. Not enough rank spaces. • Not enough drivers and drivers feeling unprotected by the authorities to work nights • Difficulty in entering and exiting the Docks and bad traffic management in the City. • Not enough Hackney drivers as Southampton licensing have made it easy to get a PH license 	
Do any of the existing ranks need to be improved? If so, which and how could they be improved?	<ul style="list-style-type: none"> • Above bar, train station platform 4 side more rank space, reopen Lower Banister street, (they could make that area one way system, easier traffic flow) • Terminus terrace [moved] so that at least the first taxi is showing to the public dining in Oxford Street • Above Bar extension, Downside, no feeder rank across road not workable! Enforce law 45 no private vehicles on taxi ranks. • It's more about keeping the ranks clear from the general public parking on them 	

<p>Do any new ranks need to be established? If so, where should they be located and why?</p>	<ul style="list-style-type: none"> • Outside hotels • General hospital • Oxford Street for night time use, opposite Med bar. Taxis do park there at night times, so this would make it legal for drivers to park there. <p>Southampton University, evening / night time use. A lot of people in the evening leave the university to go to the station or hotels and at night time a lot of students would use the taxis to come into town. This would then have to be published to let people know.</p> <ul style="list-style-type: none"> • Southampton docks • A definitive rank at the general hospital for a HC to use 	
	Too low	22%
	About right	67%
	Don't know / no opinion	11%
<p>How often, or under what circumstances, do you think that Hackney Carriage fares should be increased?</p>	<ul style="list-style-type: none"> • Yearly in line with cost of living index as per gov percentage. • Every year in line with inflation • Inflation and a fare increase every year • We have just had a increase which was fair, but we should have a review every two years. We have had to wait 8 years for this increase. • With inflation • I think the fares should be looked at annually and increased if deemed necessary by the trade • WHEN THE TRADE REQUIRE IT • Every year • Every 2 years so as the increase is smaller. 	
<p>In Southampton, new drivers are required to complete a BTec within 6 months of being granted a license. Do you agree with this policy?</p>	Yes	56%
	No	44%

Do you feel that drivers receive sufficient training before being granted a Driver's License?	Yes	11%
	No	89%
If you feel that drivers do not receive sufficient training, which types of additional training would you like to see offered to drivers?	NVQ	50%
	Driving Skills Assessment	75%
	Basic Skills Assessment	63%
	English language	100%
	Disability awareness	88%
	Knowledge test	100%
	Customer care	100%
	Rules to be followed regarding where and where not to park, especially private hire drivers when they are waiting for a booking from their operator	13%
	Good knowledge of the area. Drivers should only be awarded a badge after 3 years experience as a private hire driver.	13%
Prior to reading this questionnaire, were you aware that Southampton enforces a numerical limit on the number of Hackney Carriages in Southampton?	Yes	100%
	No	0%
Are you aware of any times or locations where members of the public may face difficulties hiring a Hackney carriage, or Private Hire Vehicle?	<ul style="list-style-type: none"> • During school run times 	

<p>Is the signage and marking for current taxi ranks effective? If not, how could this be improved? Are there any particular issues at particular ranks?</p>	<ul style="list-style-type: none"> • Marked more clearly and equipped with enforcement cameras • Terminus terrace needs a sign to indicate taxi stand, bright lights at night time would be good, maybe a solar panel fitted light. Maybe all taxi stands could be fitted with signs powered by solar panels. • Better signage needed • Yes the Bargate rank and Above rank are very poorly signposted also the town quay rank • No - there needs to be more attention to providing signage to prevent private cars parking on all taxi ranks. 	
<p>Do you feel that the level of customer care and service quality from Hackney Carriage drivers in general in Southampton is satisfactory?</p>	<p>Yes</p>	<p>56%</p>
	<p>No</p>	<p>44%</p>

<p>The Department for Transport TAXI AND PRIVATE HIRE VEHICLE LICENSING: BEST PRACTICE GUIDANCE indicates that in order for a licensing authority to continue to maintain a cap on hackney carriage numbers, there should be a recognised benefit to the travelling public. In your opinion, what benefits are there to customers in restricting the number of Hackney Carriages?</p>	<ul style="list-style-type: none"> • Only dedicated drivers will stick to this trade otherwise known as gig economy. Not restricting the number of HC will lead to people having 2 or 3 jobs which are paid better daytime. Customers will find difficult to get a taxi daytime. • The benefits to the public are better maintained vehicles drivers providing good customer service if you remove the cap, standards will fall as drivers earnings will fall and when that happens service levels will fall. • They have knowledgeable and caring driver's. Hackney carriage and private hire vehicles are sufficient as I can be sat on a taxi stand and customers will still opt for a private hire vehicle, this happens a lot. So the customer has a lot of choices in Southampton. • Drivers not forced to work long hours to earn enough money, which would make journey unsafe if driver tired. Too many taxis, not enough rank space, would cause traffic hold ups, [if the limit were removed or increased] • By restricting the amount of HC vehicles keeps the high standards demanded by our council if you put on more vehicles you will drop the standards of vehicles as there will be less money to earn hence less money for maintenance of vehicles • The licensing department can identify poor operators quickly with a manageable number
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<p>Finally, are there any other comments that you would like to make?</p>	<ul style="list-style-type: none"> • Licensing dept to invest more in the trade. • Too many politics from people who don't understand how taxi trade works or the cost involved. I been driving taxis since I was 24 I'm now approaching 60. Uber have destroyed the taxi trade around the world surely that should be more important • Unmet demand survey, not necessary ever 3 years. Taxi trade has changed with haling app. • Survey should be done every 10 years, with money saved allowing local authorities to do more enforcement. • I have been in this trade for 34 years and have noticed so many changes. If there is any changes you wish to make it should be about education. • Not just drivers but the general public, as a lot of them do not understand the difference between a PH and a HC and that includes some of the councillors that sit on the licensing committee. • AS SOUTHAMPTON HAS ALWAYS DEAL WITH THE PUBLIC 100% • This is a ridiculous questionnaire. There are no provisions for a local trade body to answer questions. There are too many questions on the amount of hours a driver works and at what time of day they work. As far as I am concerned, LVSA are proposing in one way or another to lift the limit on hackney carriages and that would be a disaster for individuals who have spent a considerable amount of time and money investing in a business. SCC licensing should be ashamed in the way the questions have been prepared. Ian Hall chair of Southampton Hackney Private Hire Association www.southamptontaxis.org • There could be better communication between licensing and the Hackney trade to keep all parties working in the same direction
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The majority of respondents were owner drivers of hackney carriages. All of the respondents indicated that they had over 20 years experience.

The average number of hours worked per week was around 44 hours. There was generally a bias amongst respondents towards working daytime hours..

The number of rank hires undertaken by hackney carriages each week ranged from 21 to 50 hires per week. These were complemented by up to 20 flag down hires per week, though most of the respondents indicated that fewer than 10 flag down hires per week were undertaken. Around half of the hackney carriage driver respondents undertook similar volumes of pre-booked hires as they undertook rank hires.

Around a third of hackney carriage respondents undertook regular contract hires

The frequency of hires which required the carriage of a passenger in a wheelchair was relatively low..

The majority of hackney carriage drivers obtain pre-booked hires either through a booking circuit or through direct contact from regular clients.

Most respondents felt that the presence of cameras in the vehicles did not make them feel safer.

There is very little double shifting.

Most respondents felt that new drivers were not sufficiently trained and a range of improved skills were identified. The most common requirements were identified as improved English language skill, improved knowledge and improved customer care.

A common suggestion for improvements to the ranks was to provide more space for waiting Hackney Carriages.

Discussion with trade representatives and ad-hoc discussion with drivers on the ranks provided some additional comments. Patterns of working have changed since pre-Covid times. There is a shortage of drivers, which is common on a national level. Some of the licensed vehicle drivers have left the trade and have not returned.

Cruise passenger numbers are recovering. Opinions vary, with some respondents indicating that the level of hires from rail passengers and cruise passengers is higher than ever and others suggesting that the number of rail and cruise related hires is still recovering to pre-Covid levels.

Many of the drivers subscribe to WhatsApp groups and let the group know if they have picked up passengers and more passengers remain waiting at a rank, with no available hackney carriages. This is particularly common at the Railway Station ranks and the WhatsApp group is felt to address any passenger waiting in a short period of time.

Increased implementation of CCTV at ranks was commonly identified in surveys as a measure which would improve safety for drivers and for other members of the travelling public. The option of installing CCTV in

vehicles was often viewed favourably. However, the response to compulsory CCTV in vehicles generally receives less favour in surveys, largely owing to cost.

In general, there is little numerical evidence with which to compare the results of the Southampton survey. Results from other surveys indicate that the risk of physical assault on licensed vehicle drivers is significant. This is corroborated by press reports and Health and Safety Executive material which recognises the higher risks that some licensed vehicle drivers face, when driving at night and in some localities.

Problems with vehicles parking on ranks was commonly identified as an issue.

Fare reviews on an annual basis were commonly advocated, with inflationary increases implemented annually.

7 Evaluation of unmet demand and its significance

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

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

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

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

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for hackney carriages and reflect this numerically. Whilst the principal inputs are from the rank surveys, the measure of latent demand comes from the public on-street surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of

continuing the current policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

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

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

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

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

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

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

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

(factoring high demand level impacts down) to 1.2 for January / February (inflating the values from low demand levels upwards).

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

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

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

The ISUD index is the result of multiplying each of the components together and benchmarking this against the cut-off value of 80. Changes in the individual components of the index can also be illustrative. For example, the growth of daytime hour waiting can be an earlier sign of unmet demand developing than might be apparent from the proportion of people experiencing a queue. A change to a peaky demand profile can tend towards reducing the potential for unmet demand to be significant.

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

Calculation of ISUD variables

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

The aggregate delays in passenger minutes was 4,138 minutes (weekly equivalent). If we divide by the total number of passengers observed,

(12,950, weekly equivalent), the resultant average delay of 19 seconds equates to an APD value of 0.32 minutes. **APD = 0.32**

PF Whilst there were peaks in demand on Friday and Saturday nights, the level of increase compared with daytime levels is not sufficient to define the profile as highly peaked. **The PF value is 1.0.**

SSP Week day, daytime hours are deemed to be between 10.00 am and 6.00 pm. The data from Thursday and Friday observations was analysed to determine whether there were any occasions when passengers were delayed by more than one minute on average, for any waiting passengers, at any rank. The calculated value was 3.8%., **SSP value = 3.8**

GID The percentage of hackney carriage users travelling in hours where the average passenger delay exceeds one minute was assessed. Total passengers travelling in hours when the average passenger wait for all passengers exceeded one minute was 1,273, which equates to 9.8%. **GID = 9.8**

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

LDF Latent Demand Factor. This is derived from the public attitude interview survey results and provides a measure of the proportion of the public who have given up trying to obtain a hackney carriage at either a rank or by flagging down. It is measured as 1+ proportion giving up waiting. The inclusion of this factor is a response to the latest DfT guidance requiring an estimate of latent demand. **LDF = 1.088**

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

ISUD = APD x PF x SSP x GID x SF x LDF

ISUD = 0.32 x 1.0 x 3.8 x 9.8 x 1.0 x 1.088 = 13.0

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

Whilst some respondents from the public consultation indicated that availability was an issue at times, this was not a major issue identified.

The ISUD result indicates that there is **no significant unmet demand**.

11 Summary, synthesis and study conclusions

Rank observations

The activity at the ranks followed a common profile for a city, with a steady level of activity during the day on weekdays, with increased levels of activity in the evenings on Friday and Saturday nights. Passenger waiting was observed at various times of day and night. However, the level of passenger waiting did not form extensive passenger queues for lengthy durations. The volume of hires observed during the 2022 survey was lower than those observed during the 2018 survey.

Rank observation indicated that peak passenger waiting occurred on Saturday from late morning to early afternoon. This pattern of passenger waiting is contrary to historic trends in Southampton. However, this pattern is consistent with the reduced peaks in demand on Friday and Saturday nights, compared with the 2018 survey results.

Around 17% of vehicle departures from ranks were without passengers on board. Some of these departures are likely to be to move to another rank. Some may be to respond to a booking made through a booking circuit.

Around 37% of all rank hires were observed at the Railway Station ranks. Discussion with drivers and trade representatives suggests that a significant proportion of hires from the Railway Station are by passengers travelling to the Cruise terminals. It is likely that the volume of rail passengers and cruise passengers significantly influence hackney carriage demand in Southampton.

The volume of hires during Friday and Saturday daytimes was higher than Thursday daytime. The profile of hires indicated a drop in hire volumes on Thursday night, compared with daytime volumes. On Friday and Saturday nights, there were increased volumes of hires observed. However, the level of increase, compared with daytime volumes, was relatively modest.

On street public views

Feedback from the public exhibited some frustration from the public regarding lack of availability of licensed vehicles for pre-booked hires. The level of latent unmet demand for hackney carriages at taxi ranks was low.

The times when licensed vehicles were used by respondents was generally spread throughout the day, with slightly higher levels of use in the afternoon and lower levels of use late at night.

The majority of respondents were over 30 years old.

The public response indicated that for many respondents, poor driver attitude, and poor language skills were an issue. Feedback from the trade

corroborates these views to some extent, with indications that better driver training and standards would be a benefit.

Key stakeholder views

In general, few issues were identified by stakeholders. Availability for all users is generally perceived to be adequate.

Wheelchair users generally use a regular supplier and book any required trips, without any common issues. Availability of wheelchair accessible vehicles during school run times was perceived to be poor. This was a common issue for all users.

Trade views

Most hackney carriages were operated by owner drivers. Few vehicles are multi shifted. Most are driven by only one driver and hence will operate for only one shift each day. There appears to be a preference for working daytime hours, amongst respondents.

The number of drivers actively working in the licensed vehicle trades has reduced since pre-Covid times. Not all drivers currently licensed are thought to be working as licensed drivers. Some have left the trade to pursue other types of work.

Evaluation

From rank based analysis, passengers do suffer some delays waiting for hackney carriages to arrive at the ranks at various times of day and night. Generally, availability of hackney carriages at the ranks is good, both during the day and at night during periods of peak demand. Taking account of availability and passenger waiting over all periods, the Index of Significant Unmet Demand value is below the threshold which would suggest that unmet demand is significant.

The use of WhatsApp groups amongst drivers appears to be effective in mitigating passenger queueing at ranks.

Passenger numbers at Central Railway Station were lower than pre-Covid levels.

Cruise passenger volumes were still recovering from the impact of Covid and were thought to be lower than pre-Covid levels.

In summary, there is no significant unmet demand

Members of the public are generally satisfied with Hackney Carriage services but feel there are some driver issues associated with driver attitude and language issues.

12 Recommendations

On the basis of the evidence gathered, our key conclusion is that there is no evidence of unmet demand for the services of hackney carriages either patent or latent which is significant at this point in time.

There is no need to increase the limit to the number of hackney carriage vehicle licences.