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To: Councillor Reynolds, Convener; Councillor Malik, Vice Convener; and Councillors Allan, Bell, Delaney, McRae, Catriona Mackenzie, Sellar and Townson.

Town House,
ABERDEEN Monday 13 August 2018

LICENSING COMMITTEE

The Members of the **LICENSING COMMITTEE** are requested to meet in Committee Room 2 - Town House on **TUESDAY, 21 AUGUST 2018 at 10.00 am.**

FRASER BELL
CHIEF OFFICER - GOVERNANCE

B U S I N E S S

DETERMINATION OF URGENT BUSINESS

- 1.1 There are no items of urgent business at this time.

DETERMINATION OF EXEMPT BUSINESS

- 2.1 Members are requested to determine that any exempt business be considered with the press and public excluded.

CONFIDENTIAL BUSINESS

- 3.1 Items of confidential business are listed at item 9 on the agenda.

DECLARATIONS OF INTEREST

- 4.1 Members are requested to intimate any declarations of interest (Pages 5 - 6)

REQUESTS FOR DEPUTATION

- 5.1 No requests for deputation received at this stage

MINUTES AND COMMITTEE BUSINESS PLANNER

- 6.1 Minutes of Previous Meetings of 5 June and 9 July 2018 (Pages 7 - 32)
- 6.2 Minutes of the Meetings of the Licensing Sub Committee of 4 and 22 June 2018 (Pages 33 - 36)
- 6.3 Minute of the Meeting of the Taxi and Private Hire Consultation Group of 27 June 2018 (Pages 37 - 44)
- 6.4 Committee Business Planner (Pages 45 - 48)

NOTICES OF MOTION

- 7.1 There are no Notices of Motion

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

- 8.1 There are no referrals at this time.

CONFIDENTIAL INFORMATION - APPLICATIONS, INCLUDING LIST OF APPLICATIONS, TO BE HEARD IN PRIVATE

Applications to be heard in private and treated as confidential information in terms of Section 50(A)(3)(b) of the Local Government (Scotland) Act 1973.

- 9.1 Application for the Grant of a Taxi Driver's Licence (Pages 51 - 56)
- 9.2 Application for the Renewal of a Taxi Driver's Licence (Pages 57 - 58)
- 9.3 Application for the Renewal of a Taxi Driver's Licence (Pages 59 - 60)
- 9.4 Application for the Renewal of a Taxi Driver's Licence (Pages 61 - 62)
- 9.5 Application for the Renewal of a Taxi Driver's Licence (Pages 63 - 64)
- 9.6 Application for the Renewal of a Taxi Driver's Licence (Pages 65 - 66)
- 9.7 Application for the Renewal of a Taxi Driver's Licence (Pages 67 - 68)
- 9.8 Application for the Renewal of a Taxi Driver's Licence (Pages 69 - 70)
- 9.9 Request for Exemption from the Street Knowledge Test (Pages 71 - 72)

APPLICATIONS FOR LICENCES - INCLUDING LIST OF APPLICATIONS

- 10.1 Grant of a Licence for a House in Multiple Occupation - Flat 1, 438 Union Street, Aberdeen (Pages 75 - 78)
- 10.2 Grant of a Licence for a House in Multiple Occupation - Flat 2, 438 Union Street, Aberdeen (Pages 79 - 82)
- 10.3 Grant of a Licence for a House in Multiple Occupation - Flat 3, 438 Union Street, Aberdeen (Pages 83 - 86)
- 10.4 Grant of a Licence for a House in Multiple Occupation - 10C Powis Circle, Aberdeen (Pages 87 - 90)
- 10.5 Grant of a Licence for a House in Multiple Occupation - 157 Cornhill Drive Aberdeen (Pages 91 - 94)
- 10.6 Grant of a Licence for a House in Multiple Occupation - 180 Forest Avenue Aberdeen (Pages 95 - 102)
- 10.7 Grant of a Licence for a House in Multiple Occupation - Top floor flat, 35 Kings Crescent Aberdeen (Pages 103 - 112)
- 10.8 Grant of a Licence for a House in Multiple Occupation - 29 Middlefield Place, Aberdeen (Pages 113 - 116)
- 10.9 Application for the Grant of a Street Trader's Licence - Stephen Collie (Pages 117 - 118)
- 10.10 Application for the Renewal of a Taxi Driver's Licence - Gary Borland (Pages 119 - 120)
- 10.11 Application for the Renewal of a Taxi Driver's Licence - James Hutchison (Pages 121 - 122)
- 10.12 Application for the Renewal of a Taxi Driver's Licence - Douglas Inglis (Pages 123 - 124)
- 10.13 Application for the Renewal of a Private Hire Driver's Licence - Christopher Douglas (Pages 125 - 126)
- 10.14 Application for the Renewal of a Private Hire Driver's Licence - Genadijs Judins (Pages 127 - 128)

COMMITTEE REPORTS

- 11.1 Taxi Demand Survey (Pages 129 - 252)
- 11.2 Review of Policy on Medical Standards for Taxi and Private Hire Car Drivers (Pages 253 - 258)

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Should you require any further information about this agenda, please contact Allison Swanson, tel 01224 522822 or email aswanson@aberdeencity.gov.uk

Agenda Item 4.1

You must consider at the earliest stage possible whether you have an interest to declare in relation to any matter which is to be considered. You should consider whether reports for meetings raise any issue of declaration of interest. Your declaration of interest must be made under the standing item on the agenda, however if you do identify the need for a declaration of interest only when a particular matter is being discussed then you must declare the interest as soon as you realise it is necessary. The following wording may be helpful for you in making your declaration.

I declare an interest in item (x) for the following reasons

For example, I know the applicant / I am a member of the Board of X / I am employed by...
and I will therefore withdraw from the meeting room during any discussion and voting on that item.

OR

I have considered whether I require to declare an interest in item (x) for the following reasons however, having applied the objective test, I consider that my interest is so remote / insignificant that it does not require me to remove myself from consideration of the item.

OR

I declare an interest in item (x) for the following reasons however I consider that a specific exclusion applies as my interest is as a member of xxxx, which is

- (a) a devolved public body as defined in Schedule 3 to the Act;
- (b) a public body established by enactment or in pursuance of statutory powers or by the authority of statute or a statutory scheme;
- (c) a body with whom there is in force an agreement which has been made in pursuance of Section 19 of the Enterprise and New Towns (Scotland) Act 1990 by Scottish Enterprise or Highlands and Islands Enterprise for the discharge by that body of any of the functions of Scottish Enterprise or, as the case may be, Highlands and Islands Enterprise; or
- (d) a body being a company:-
 - i. established wholly or mainly for the purpose of providing services to the Councillor's local authority; and
 - ii. which has entered into a contractual arrangement with that local authority for the supply of goods and/or services to that local authority.

OR

I declare an interest in item (x) for the following reasons.....and although the body is covered by a specific exclusion, the matter before the Committee is one that is quasi-judicial / regulatory in nature where the body I am a member of:

- is applying for a licence, a consent or an approval
- is making an objection or representation
- has a material interest concerning a licence consent or approval
- is the subject of a statutory order of a regulatory nature made or proposed to be made by the local authority.... and I will therefore withdraw from the meeting room during any discussion and voting on that item.

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LICENSING COMMITTEE

ABERDEEN, 5 June 2018. Minute of meeting of the LICENSING COMMITTEE. Present: Councillor Reynolds, Convener; and Councillors Allan, Bell, Copland (as a substitute for Councillor Townson for article 14 and appendix B), Delaney, Henrickson (as a substitute for Councillor Catriona Mackenzie), McRae, Sellar and Townson.

The agenda and reports associated with this minute can be found at:-
<https://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=149&MId=6274&Ver=4>

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

URGENT BUSINESS

1. The Committee noted that there were no items of urgent business.

EXEMPT BUSINESS

2. The Committee noted there were no items of exempt business.

CONFIDENTIAL BUSINESS

3. The Committee was advised that the applications listed at item 7 on the agenda were to be heard in private and treated as confidential information in terms of Section 50(A)(3)(b) of the Local Government (Scotland) Act 1973

The Committee resolved:

to note that applications/requests to be heard in private and treated as confidential information in terms of Section 50(A)(3)(b) of the Local Government (Scotland) Act 1973 were listed at item 7 on the agenda.

DECLARATIONS OF INTEREST

4. The following declarations of interest were intimated at this time:
 - (i) Councillor Malik declared an interest in relation to item 8.11 (Request for the Suspension of a Late Hours Catering Licence – Marco's, 12 Belmont Street), by virtue of knowing the applicant, and withdrew from the meeting prior to consideration of this item; and
 - (ii) Councillor McRae declared an interest in relation to item 8.22 (Application for the Renewal of a Taxi Driver's Licence – Jamie Gibson), by virtue of knowing the applicant, and withdrew from the meeting prior to consideration of this item.

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REQUEST FOR DEPUTATION BY MR CAMPBELL, UNITE, IN RELATION TO ITEM 9.1 (WHEELCHAIR ACCESSIBLE VEHICLE TAXI POLICY UPDATE)

5. The Committee had before it a request for deputation from Mr Tommy Campbell, Unite in relation to item 9.1 (Wheelchair Accessible Vehicle Taxi Policy) on the agenda.

The Committee resolved:

to note the deputation and that it would be heard immediately prior to consideration of item 9.1 (Wheelchair Accessible Vehicle Taxi Policy Update) on the agenda.

REQUEST FOR DEPUTATION BY MR CULLEN, IN RELATION TO ITEM 9.1 (WHEELCHAIR ACCESSIBLE VEHICLE TAXI POLICY UPDATE)

6. The Committee had before it a request for deputation from Mr Mark Cullen, in relation to item 9.1 (Wheelchair Accessible Vehicle Taxi Policy) on the agenda.

The Committee resolved:

to note that the request for deputation from Mr Cullen had been withdrawn.

REQUEST FOR DEPUTATION BY MR MCCOLL IN RELATION TO ITEM 9.2 (TAXI FARE REVIEW)

7. The Committee had before it a request for deputation from Mr Graeme McColl, Aberdeen Taxi Centre in relation to item 9.2 (Taxi Fare Review) on the agenda.

The Committee resolved:

to note the deputation and that it would be heard immediately prior to consideration of item 9.2 (Taxi Fare Review) on the agenda.

MINUTE OF PREVIOUS MEETING OF 17 APRIL 2018

8. The Committee had before it the minute of its meeting of 17 April 2018 for approval.

The Committee resolved:

to approve the minute as a correct record.

MINUTES OF THE MEETINGS OF THE LICENSING SUB COMMITTEE OF 25 APRIL, 2 AND 21 MAY 2018

9. The Committee had before it the minute of the meetings of the Licensing Sub Committee of 25 April, 2 and 21 May 2018 for approval.

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The Committee resolved:

to approve the minutes as correct records.

COMMITTEE BUSINESS PLANNER

10. The Committee had before it the committee business planner as prepared by the Chief Officer – Governance.

The Committee resolved:

- (i) to agree to remove item 6 (Development of Models for Civic Leadership and Engagement) and to note that any future proposals would be presented to the appropriate Committee for consideration; and
- (ii) to otherwise note the committee business planner.

CONFIDENTIAL INFORMATION

The press and public were excluded from the meeting for consideration of the applications listed in section 7 on the agenda and appendix A of the minute which contained confidential information in terms of Section 50A 3(b) of the Local Government (Scotland) Act 1973.

APPLICATION FOR LICENCES

11. The Committee had before it, for its consideration, the applications listed in Appendix A to this minute.

The Committee resolved:-

that all applications be determined on the basis shown in Appendix A and that all licences were subject to the Council's standard conditions unless otherwise stated.

WHEELCHAIR ACCESSIBLE VEHICLE TAXI POLICY UPDATE

12. (A) In accordance with article 5 of this minute, the Committee received a deputation from Mr Tommy Campbell, Unite in relation to item 9.1 (Wheelchair Accessible Vehicle Taxi Policy Update) on the agenda.

Mr Tommy Campbell advised that Unite the Union's position in respect of the Council's Accessible Vehicle Policy remained the same as that presented previously, namely it did not accept that a 100% accessible vehicle taxi fleet was required as in their view demand for accessible vehicles was met by the existing number of accessible taxis in Aberdeen at this time. Mr Campbell believed that this position had been supported by the responses to the consultation held and appended to the report. He emphasised the

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importance of ensuring equality of choice and he believed that this was currently being delivered through the mixed fleet.

Mr Peter Campbell referred to his experience of driving both types of vehicle and advised of customer feedback he had received wherein passengers had advised they wanted a choice and did not want a 100% wheelchair accessible fleet. He also felt that a root and branch consultation should be undertaken as he believed key groups were missing from the consultation responses.

He recommended that the Committee maintain a mixed fleet of taxi vehicles rather than a 100% WAV policy.

(B) With reference to article 16 of the minute of the meeting of the Licensing Committee of 12 September 2017, the Committee had before it a report by the Chief Officer – Governance which presented the results of the consultation exercise and advised of the potential legal and financial implications of adopting a mixed fleet policy.

The report recommended:-

that the Committee –

- (a) note the results of the consultation exercise;
- (b) note the potential legal and financial implications of adopting a mixed fleet policy; and
- (c) agree to continue with the current policy whereby all taxis require to be wheelchair accessible vehicles by June 2019 in light of the legal and financial implications of changing policy at this time.

The Committee resolved:

- (i) to agree recommendation 2.1 as contained in the report;
- (ii) to instruct the Chief Officer - Governance to change the implementation date of the existing policy to June 2023;
- (iii) to recognise that in compliance with The Equality Act 2010 that all taxi user requirements should be considered and instructs the Chief Officer - Governance:
 - (1) to prepare a report with suitable mixed fleet policy options for the split which would address all customer needs whether they are a wheelchair user, visually impaired or have other mobility requirements or other relevant disability;
 - (2) to submit the aforementioned options to the Licensing Committee meeting by June 2022 for consideration, noting that subject to the approval in principle of the options a full consultation as outlined in section 4.2 of the report would be undertaken and the outcome reported back to the Committee; and
- (iv) to further recognise that in 1994 when new applications for taxi licences were required to be wheelchair accessible vehicles an exemption was allowed for existing licence holders, at that time, to retain a non-accessible vehicle and even licence a further non-accessible vehicle on renewal of the licence or replacement of such vehicle and to agree that this exemption should remain meantime and instructs the Chief Officer - Governance to incorporate this exemption as an

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option within the proposed mixed fleet policy options to be submitted to Committee by June 2022.

TAXI FARE REVIEW

13. (A) In accordance with article 5 of this minute, the Committee received a deputation from Mr Graeme McColl, Aberdeen Taxi Centre in relation to item 9.2 (Taxi Fare Review) on the agenda

Mr McColl advised that Aberdeen Taxi Group agreed with parts of the report especially in respect to the rise in costs over the last few years. It was Aberdeen Taxi Group's opinion that costs had actually risen by more than the report stated as although the trade used the same formula they didn't agree with where some of the information now came from. Also, he highlighted that some of the information was now outdated and stated that using information from 2014 was not ideal. However, they accepted that until the formula was changed then there was little that could be done at this time.

Mr McColl advised that they had expressed at a meeting of the Taxi and Private Hire Consultation Group that the fare structure should not contain 2 and 1 pence pieces and expressed his disappointment that this aspect did not seem to have been taken in to consideration. In this regard, he asked that this be looked at and the increase worked out on reducing the yardage. He explained that the Aberdeen Taxi Group felt that this would be the best working practice for a taxi driver.

Finally, he intimated that the Aberdeen Taxi Group agreed that it should only be the basic tariff that was increased and that all extras should stay the same.

(B) With reference to article 17 of the minute of the meeting of the Licensing Committee of 17 April 2018, the Committee had before it a report by the Chief Officer – Governance which presented evidence from a consultation to allow it to reach an informed decision on any changes to be made to the current taxi fare tariff and comply with its duty to review taxi fares under section 17 of the Civic Government (Scotland) Act 1982.

The report recommended:-

that the Committee –

- (a) consider the report and any representations made by members of the taxi trade and the public to the consultation (Appendix 3);
- (b) agree to either Option A or Option B as the proposed scales to be advertised for the taxi fare review in terms of section 17 of the Civic Government (Scotland) Act 1982;
- (c) instruct the Chief Officer - Governance to amend the fare card at surcharge 5 to reflect the holiday dates for 2019 and 2020;
- (d) instruct the Chief Officer - Governance to advertise the proposed scales agreed in a newspaper circulating in its area for at least one month together with the

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general effect of the proposed scales and the date when it was proposed that they would take effect; and

- (e) agree to amend the previous decision of 17 April 2018 and to instruct the Chief Officer - Governance to submit a report to the special meeting of the Licensing Committee on 9 July 2018 on the outcome of the consultation on the proposed scales and seeking a final decision on the future taxi fare levels to be adopted from 22 July 2018.

The Committee resolved:

- (i) to consider the report and any representations made by members of the taxi trade and the public to the consultation (Appendix 3);
- (ii) to agree that the option to increase the current basic tariff by 5% by amending the first 940 yard to £2.50 instead of 950 yard at £2.52 and for each additional 258 yards to 30p be advertised as the proposed scales for the taxi fare review in terms of section 17 of the Civic Government (Scotland) Act 1982;
- (iii) to instruct the Chief Officer - Governance to amend the fare card at surcharge 5 to reflect the holiday dates for 2019 and 2020;
- (iv) to instruct the Chief Officer - Governance to advertise the proposed scales agreed in a newspaper circulating in its area for at least one month together with the general effect of the proposed scales and the date when it is proposed that they will take effect; and
- (v) to amend the previous decision of 17 April 2018 and to instruct the Chief Officer - Governance to submit a report to the special meeting of the Licensing Committee on 9 July 2018 on the outcome of the consultation on the proposed scales and seeking a final decision on the future taxi fare levels to be adopted from 22 July 2018.

APPLICATION FOR LICENCES

14. The Committee had before it, for its consideration, the applications listed in Appendix B to this minute.

The Committee resolved:-

that all applications be determined on the basis shown in Appendix B and that all licences were subject to the Council's standard conditions unless otherwise stated.

- Councillor John Reynolds, Convener.

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APPENDIX A**1. LANDLORD REGISTRATION
Application Reference 7/01**

The Committee had before it a report by the Private Sector Housing Manager in respect of an application for landlord registration which included a letter of representation from the Chief Constable, Police Scotland, c/o Aberdeen City Division dated 4 May 2018.

Sergeant Flett was in attendance and spoke in support of Police Scotland's letter of representation.

The applicant was not in attendance, however was represented. The applicant's representative spoke in support of the application.

The Committee asked questions of the Sergeant Flett and the applicant's representative.

Both parties summed up.

The Committee resolved:

to refuse the application for landlord registration.

**2. APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE
Application Reference 7/02**

The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had to be determined by 31 July 2018; and (2) a letter of representation from the Chief Constable, Police Scotland, c/o Aberdeen City Division dated 20 February 2018.

The applicant was in attendance, accompanied by his trade union representative who spoke in support of the application.

Sergeant Flett was in attendance and spoke in support of Police Scotland's letter of representation.

The Committee asked questions of the applicant and Sergeant Flett.

Both parties summed up.

The Committee resolved:

to grant the application.

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3. **REQUEST FOR EXEMPTION FROM THE STREET KNOWLEDGE TEST** **Application Reference 7/03**

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the request for exemption from the Committee's street knowledge test for taxi drivers which had been received on 21 March 2018.

The applicant was not in attendance, but had submitted a letter and Mr Munro, Legal Advisor, read this out to the Committee.

The Committee resolved:

to refuse the request on the basis that the evidence to substantiate the statements made had not been submitted and to agree that should this evidence be presented the Committee would consider the request again.

4. **APPLICATION FOR THE RENEWAL OF A PRIVATE HIRE DRIVER'S LICENCE** **Application Reference 7/04**

The Committee noted that the application had been granted under delegated powers.

5. **APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE** **Application Reference 7/05**

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had to be determined by 7 August 2018; and (2) a letter from the Council's Occupational Health Provider dated 25 April 2018.

Mr Munro, Legal Advisor, provided the Committee with an overview of the application and its current status.

The applicant was in attendance and spoke in support of his application.

The applicant did not take up the opportunity to sum up.

The Committee resolved:

to defer consideration of the application to allow a medical report from OH Assist to be received and to agree that should the applicant meet the Group 2 DVLA medical criteria, the Chief Officer - Governance could grant the application under delegated powers, or otherwise that the application be referred to a meeting of the Licensing Sub Committee for consideration.

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**6. APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE
Application Reference 7/06**

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had to be determined by 3 July 2018; and (2) a letter from the Council's Occupational Health Provider dated 21 March 2018.

Mr Munro, Legal Advisor, provided the Committee with an overview of the application and its current status.

The applicant was in attendance and spoke in support of his application.

The applicant did not take up the opportunity to sum up.

The Committee resolved:

to defer consideration of the application to allow a medical report from OH Assist to be received and to agree that should the applicant meet the Group 2 DVLA medical criteria, the Chief Officer - Governance could grant the application under delegated powers, or otherwise that the application be referred to a meeting of the Licensing Sub Committee for consideration.

**7. APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE
Application Reference 7/07**

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had to be determined by 14 August 2018; and (2) a letter from the Council's Occupational Health Provider dated 4 May 2018.

Mr Munro, Legal Advisor, provided the Committee with an overview of the application and its current status.

The applicant was in attendance and spoke in support of his application.

The applicant did not take up the opportunity to sum up.

The Committee resolved:

to defer consideration of the application to allow a medical report from OH Assist to be received and to agree that should the applicant meet the Group 2 DVLA medical criteria, the Chief Officer - Governance could grant the application under delegated powers, or otherwise that the application be referred to a meeting of the Licensing Sub Committee for consideration.

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8. REQUEST TO BE EXEMPT FROM THE REQUIREMENT TO PROVIDE A WHEELCHAIR ACCESSIBLE VEHICLE
Application Reference 7/08

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the request for exemption from the requirement to provide a wheelchair accessible vehicle on medical grounds which had been received on 21 March 2018.

The applicant was in attendance, accompanied by his trade union representative who spoke in support of the request.

Members asked questions of the applicant and his representative.

The applicant's representative summed up.

The Committee resolved:

to agree that the applicant be exempt from the requirement to provide a wheelchair accessible vehicle on the basis of the individual circumstances.

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APPENDIX B

1. **GRANT OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 71 GARDNER CRESCENT, ABERDEEN**
Application Reference Number - 8/01

The Committee noted that the application for a licence had been withdrawn.

2. **RENEWAL OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 12D ROSLIN STREET, ABERDEEN**
Application Reference Number - 8/02

The Committee noted that the licence had been granted under delegated powers.

3. **RENEWAL OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 33A BALNAGASK AVENUE, ABERDEEN**
Application Reference Number - 8/03

The Committee noted that the licence had been granted under delegated powers.

4. **RENEWAL OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 216B HOLBURN STREET, ABERDEEN**
Application Reference Number - 8/04

The Committee noted that the licence had been granted under delegated powers.

5. **RENEWAL OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 14C WELLINGTON STREET, ABERDEEN**
Application Reference Number - 8/05

The Committee noted that the licence had been granted under delegated powers.

6. **GRANT OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 71 CONSTITUTION STREET, ABERDEEN**
Application Reference Number - 8/06

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The Committee had before it a report by the Private Sector Housing Manager in respect of the application.

The applicant, Ms Diane Burnett, was not in attendance, nor represented.

The Committee resolved:

to refuse the licence.

7. **RENEWAL OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 1 ABBOTSWELL DRIVE, ABERDEEN**
Application Reference Number - 8/07

The Committee noted that the licence had been granted under delegated powers.

8. **GRANT OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 102 CLIFTON ROAD, ABERDEEN**
Application Reference Number - 8/08

The Committee noted that the licence had been granted under delegated powers.

9. **RENEWAL OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 61 LESLIE ROAD, ABERDEEN**
Application Reference Number - 8/09

The Committee noted that the objection had been withdrawn.

10. **GRANT OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 61 CLIFTON ROAD, ABERDEEN**
Application Reference Number - 8/10

The Committee had before it a report by the Private Sector Housing Manager in respect of the application.

The applicant was represented by Mr Lewis Stuart, Managing Director, Belvoir, who spoke in support of the application.

One of the respondents, Mr McNee, was in attendance and spoke in support of his representation. The other respondent Mrs Nicol was not in attendance, nor represented.

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The Committee asked questions of the applicant's representative and the respondent in attendance.

The respondent, Mr McNee, summed up.

The applicant summed up.

The Committee resolved:

to defer consideration of the application until the works were completed, after which time the Private Sector Housing Manager could grant the licence under delegated powers if appropriate.

DECLARATION OF INTEREST

In accordance with article 4 of this minute, the Convener, Councillor Malik, left the meeting prior to consideration of the following item of business.

11. **REQUEST FOR SUSPENSION OF A LATE HOURS CATERING LICENCE - MARCO'S, 12 BELMONT STREET**
Application Reference Number - 8/11

The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance in respect of the request which advised that Environmental Health had requested in terms of schedule 1, section 11 of the Civic Government (Scotland) Act 1982, the suspension of the licence holder's late hours catering licence; and (2) letters from Environmental Health dated 5 February and 16 May 2018 regarding the licence and advising of concern about his suitability to hold a Late Hours Catering Licence.

The licence holder, Behroz Hamedi, was not in attendance.

Mr Andrew Gilchrist, Principal Environmental Health Officer, and Ms Alison Robertson, Environmental Health Officer, were in attendance and spoke in support of the request for suspension of the Late Hours Catering Licence.

The Committee heard from Mr Munro, Legal Advisor, who advised that in respect of the request, the Committee could take no action, suspend the licence or revoke the licence.

The Committee asked questions of the officers from Environmental Health.

Councillor Bell, seconded by Councillor Delaney, moved:-

that the Committee revoke the licence on the grounds that the licence holder was not a fit and proper person.

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Councillor Copland, seconded by Councillor Henrickson, moved as an amendment:-

that the Committee suspend the licence for 3 months.

On a division, there voted:- for the motion (6) – the Convener; and Councillors Allan, Bell, Henrickson, Delaney, McRae and Sellar; for the amendment (2) – Councillors Copland and Henrickson.

The Committee resolved:

to adopt the motion.

**12. APPLICATION FOR THE RENEWAL OF A STREET TRADER'S LICENCE - LISAN ERYGIT - HARENESS ROAD
Application Reference Number - 8/12**

The Committee had before it an information sheet prepared by the Chief Officer - Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 14 August 2018, and to date the applicant had not provided a copy of the required Certificate of Compliance.

The applicant, Ms Lisan Erygit, was in attendance and spoke in support of the application.

Mr Andrew Gilchrist, Principal Environmental Health Officer, advised that the application had been submitted some time ago but had been lost and therefore for the applicant had been required to submit a further application and he apologised for this and advised that an inspection would be undertaken as soon as possible.

The Committee resolved:

to defer consideration of the application to allow a Certificate of Compliance to be received and to agree that should a certificate be received, the Chief Officer - Governance could grant the application under delegated powers, or otherwise that the application be referred to a meeting of the Licensing Urgent Business Sub Committee for consideration.

**13. APPLICATION FOR THE RENEWAL OF A STREET TRADER'S LICENCE - LISAN ERYGIT - CRAIGSHAW CRESCENT
Application Reference Number - 8/13**

The Committee had before it an information sheet prepared by the Chief Officer - Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 14 August 2018,

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and to date the applicant had not provided a copy of the required Certificate of Compliance.

The applicant, Ms Lisan Eryigit, was in attendance and spoke in support of the application.

Mr Andrew Gilchrist, Principal Environmental Health Officer, advised that the application had been submitted some time ago but had been lost and therefore the applicant had been required to submit a further application and he apologised for this and advised that an inspection would be undertaken as soon as possible.

The Committee resolved:

to defer consideration of the application to allow a Certificate of Compliance to be received and to agree that should a certificate be received, the Chief Officer - Governance could grant the application under delegated powers, or otherwise that the application be referred to a meeting of the Licensing Urgent Business Sub Committee for consideration.

**14. APPLICATION FOR THE RENEWAL OF A STREET TRADER'S LICENCE - ALLAN STRACHAN
Application Reference Number - 8/14**

The Committee had before it an information sheet prepared by the Chief Officer - Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 24 July 2018, and to date the applicant had not provided a copy of the required Certificate of Compliance.

The applicant, Mr Allan Strachan, was in attendance and spoke in support of the application.

Mr Andrew Gilchrist, Principal Environmental Health Officer, advised that an inspection would be undertaken as soon as possible.

The Committee resolved:

to defer consideration of the application to allow a Certificate of Compliance to be received and to agree that should a certificate be received, the Chief Officer - Governance could grant the application under delegated powers, or otherwise that the application be referred to a meeting of the Licensing Urgent Business Sub Committee for consideration.

**15. APPLICATION FOR THE GRANT OF A SECOND HAND DEALER'S LICENCE - DEIMATAS JUSCIUS
Application Reference Number - 8/15**

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The Committee had before it an information sheet prepared by the Chief Officer - Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 23 October 2018, and three letters of public representation had been received.

The applicant, Mr Deimatas Juscius, was not in attendance.

Mr Munro, Legal Advisor, advised that one letter of representation had been received from Ms Fiona Tyrie, Senior Housing Officer, Aberdeen City Council, beyond the statutory time period within which such letters must be received. He further advised that the Committee might consider late representations if it was satisfied that it was reasonable for the respondents to make the representation after the deadline.

The late respondent, Ms Fiona Tyrie was not present, however Mr Munro advised the Committee of the explanation for the late submission as detailed in the letter lodged by Ms Tyrie.

The Committee resolved:-

that the letter of representation by Ms Tyrie, Senior Housing Officer, should be introduced into the proceedings.

The timely respondents Mr Robert Wilson, Mr Doug Hewitt and Mr Stuart McAully were in attendance and each spoke in support of their respective letters of representation.

The Committee asked questions of the respondents.

The Committee resolved:

to refuse the application on the following grounds:

1. the applicant was not a fit and proper person to be the holder of the licence; and
2. the premise was not suitable for the conduct of the activity having regard to the location, character or condition of the premises or the character or condition of the vehicle or vessel; the nature and extent of the proposed activity; the possibility of undue public nuisance; and public order or public safety.

**16. APPLICATION FOR THE GRANT OF A TAXI DRIVER'S LICENCE - ZOUFAGHAR MOLLAEIAN
Application Reference Number - 8/16**

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application

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had been placed on the agenda as it required to be determined by 5 June 2018, and to date the applicant had not passed the required street knowledge test.

The applicant, Mr Zoulfaghar Mollaeian, was not in attendance.

The Committee resolved:

to refuse the application.

17. **APPLICATION FOR THE GRANT OF A TAXI DRIVER'S LICENCE - KATHIRAVELU MANIMARAN**
Application Reference Number - 8/17

The Committee noted that the application had been withdrawn.

18. **APPLICATION FOR THE GRANT OF A TAXI DRIVER'S LICENCE - ROBERT MACKINTOSH MCKENZIE**
Application Reference Number - 8/18

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 5 August 2018, and to date the applicant had not passed the required street knowledge test.

The applicant, Mr Robert McKenzie, was not in attendance.

The Committee resolved:

to refuse the application.

19. **APPLICATION FOR THE GRANT OF A TAXI DRIVER'S LICENCE - EDWARD DONALD**
Application Reference Number - 8/19

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the applicant was seeking exemption from the requirement to pass the street knowledge test.

The applicant, Mr Edward Donald, was in attendance and spoke in support of his request for exemption.

The Committee resolved:

to agree that the applicant be exempt from the requirement to undertake a street knowledge test on the basis of the individual circumstances.

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20. APPLICATION FOR THE GRANT OF A TEMPORARY TAXI DRIVER'S LICENCE - WILLIAM DUGUID
Application Reference Number - 8/20

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 14 November 2018, and to date the applicant had 9 points on his licence.

The applicant, Mr William Duguid, was in attendance and spoke in support of the application.

The Committee resolved:

to grant the application and to agree that applicant's full licence application which was being processed did not require to be submitted to the Committee in respect of the points on his licence.

21. APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE - GORDON ANDERSON
Application Reference Number - 8/21

The Committee noted that the application had been granted under delegated powers.

DECLARATION OF INTEREST

In accordance with article 4 of this minute, the Convener, Councillor McRae, left the meeting prior to consideration of the following item of business.

22. APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE - JAMIE GIBSON
Application Reference Number - 8/22

The Committee noted that the application had been granted under delegated powers.

23. APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE - BRIAN OGG
Application Reference Number - 8/23

The Committee noted that the application had been granted under delegated powers.

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24. APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE - LEE WEBSTER

Application Reference Number - 8/24

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 18 August 2018, and to date the applicant had 9 points on his licence.

The applicant, Mr Lee Webster, was not in attendance.

The Committee resolved:

to grant the application.

25. APPLICATION FOR THE RENEWAL OF A TAXI DRIVER'S LICENCE - LEE WEBSTER

Application Reference Number - 8/25

The Committee noted that the application had been granted under delegated powers.

26. APPLICATION FOR THE GRANT OF A PRIVATE HIRE CAR DRIVER'S LICENCE - JACEK GUZOWSKI

Application Reference Number - 8/26

The Committee noted that the application had been withdrawn.

27. APPLICATION FOR THE RENEWAL OF A PRIVATE HIRE CAR DRIVER'S LICENCE - WAYNE GREIG

Application Reference Number - 8/27

The Committee noted that the application had been granted under delegated powers.

28. APPLICATION FOR THE GRANT OF A PRIVATE HIRE CAR DRIVER'S LICENCE - REYNALDO SANTOS

Application Reference Number - 8/28

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 24 July 2018,

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and to date had (1) not passed the required street knowledge test; and (2) not provided proof of his right to work in the UK.

The applicant, Mr Reynaldo Santos, was not in attendance.

The Committee resolved:

to refuse the application.

29. **APPLICATION FOR THE RENEWAL OF A TAXI LICENCE - RAINBOW CARS LTD (T813)**
Application Reference Number - 8/29

The Committee noted that the application had been granted under delegated powers.

30. **APPLICATION FOR THE RENEWAL OF A TAXI LICENCE - THOMAS BREBNER**
Application Reference Number - 8/30

The Committee noted that the application had been granted under delegated powers.

31. **APPLICATION FOR THE RENEWAL OF A TAXI LICENCE - RAINBOW CARS LTD (T855)**
Application Reference Number - 8/31

The Committee noted that the application had been granted under delegated powers.

32. **APPLICATION FOR THE GRANT OF A PRIVATE HIRE CAR LICENCE - RAYMOND WILLIAM CHRISTIE**
Application Reference Number - 8/32

The Committee had before it an information sheet prepared by the Chief Officer – Governance in respect of the application which advised that the application had been placed on the agenda as it required to be determined by 4 June 2018, and to date the vehicle had not passed the required inspection.

The applicant, Mr Raymond Christie, was not in attendance.

Mr Munro, Legal Advisor, advised that the date on the information note was incorrect and confirmed that the application had to be determined by 5 June not 4 June 2018.

LICENSING COMMITTEE

5 June 2018

The Committee resolved:

to refuse the application.

33. **APPLICATION FOR THE RENEWAL OF A PRIVATE HIRE CAR LICENCE - ADAM MARCINIAK**
Application Reference Number - 8/33

The Committee noted that the application had been granted under delegated powers.

34. **APPLICATION FOR THE RENEWAL OF A PRIVATE HIRE CAR LICENCE - LEE PARKER**
Application Reference Number - 8/34

The Committee noted that the application had been granted under delegated powers.

LICENSING COMMITTEE

LICENSING COMMITTEE

ABERDEEN, 9 July 2018. Minute of meeting of the LICENSING COMMITTEE.
Present: Councillor Reynolds, Convener; and Councillors Bell, Lesley Dunbar (as a substitute for Councillor Allan), Greig (as a substitute for Councillor Delaney), Henrickson (as a substitute for Councillor Catriona Mackenzie), McRae, Sellar and Townson.

URGENT BUSINESS

1. The Committee noted that there were no items of urgent business.

DECLARATIONS OF INTEREST

2. There were no declarations of interest.

REQUESTS FOR DEPUTATION

3. There were no requests for deputation.

TAXI FARE REVIEW

4. With reference to article 13 of the minute of the meeting of the Licensing Committee of 5 June 2018, the Committee had before it a report by the Chief Officer – Governance which presented the outcome of the representations to the proposed taxi tariff scales as advertised in accordance with statutory requirements.

The report recommended:-

that the Committee -

- (a) note the content of the report and any representations made by members of the taxi trade and the public to the consultation attached at Appendix 1;
- (b) confirm its decision to fix fares at the 5% increase by way of adjusting the yardage figures and for the surcharges to remain unchanged;
- (c) instruct the Chief Officer-Governance to amend the fare card at surcharge 5 to reflect the holiday dates for 2019 and 2020;
- (d) approve the Tariff Card attached at Appendix 2 and instruct the Chief Officer – Governance to provide written notice to all taxi licence holders of the new tariff and their right of appeal; and
- (e) agree that the tariff would take effect from 21 August 2018, provided no appeal was lodged with the Traffic Commissioner.

The Committee resolved:-

to approve the recommendations.

LICENSING COMMITTEE

9 July 2018

CONSIDERATION OF ACCEPTANCE OF AN APPLICATION FOR THE GRANT OF A TAXI VEHICLE LICENCE

5. The Committee had before it an information sheet prepared by the Chief Officer – Governance which as a result of an administrative error sought permission to deviate from the vehicle age of vehicles policy for taxis and private hire cars and therefore to accept the grant application notwithstanding the age of the vehicle.

The applicant was not in attendance.

The Committee resolved:

to accept the grant application notwithstanding the age of the vehicle on the basis of the circumstances presented.

- **COUNCILLOR REYNOLDS, Convener.**

LICENSING COMMITTEE

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LICENSING SUB COMMITTEE

ABERDEEN, 4 June 2018. Minute of Meeting of the LICENSING SUB COMMITTEE. Present:- Councillor Reynolds, Convener; and Councillors Bell, Malik and Townson.

**The agenda and reports associated with this minute can be found at:-
<https://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=624&Mid=6423&Ver=4>**

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

CONFIDENTIAL INFORMATION

The press and public were excluded from the meeting for consideration of the application listed below in terms of Section 50(A)(3)(b) of the Local Government (Scotland) Act 1973.

APPLICATION FOR THE GRANT OF A TAXI DRIVER'S LICENCE

1. The Sub Committee had before it an information note prepared by the Chief Officer - Governance in respect of the applicant which advised that the application had been placed on the agenda as it required to be determined by 4 June 2018 and that clarification had still to be sought on whether the applicant had met DVLA group 2 medical standards.

Mr Munro, Legal Advisor, provided the Sub Committee with a verbal update on the application.

The applicant was in attendance and spoke in support of the application.

Members asked questions of the applicant.

The Sub Committee resolved:-

- (i) to refuse the application;
- (ii) to agree that should the applicant meet the Group 2 DVLA medical criteria following receipt of a further medical report this would result in a material change of circumstance and therefore a new application could be processed for the applicant; and
- (iii) should the applicant submit a new application, to agree to waive the fee for that single application and the requirement for the applicant to undertake a street knowledge test.

- **COUNCILLOR JOHN REYNOLDS, Convener**

LICENSING SUB COMMITTEE
4 June 2018

LICENSING SUB COMMITTEE

ABERDEEN, 22 June 2018. Minute of Meeting of the LICENSING SUB COMMITTEE. Present:- Councillor Reynolds, Convener; and Councillors Bell, Malik and Townson.

**The agenda and reports associated with this minute can be found at:-
<https://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=624&Mid=6453&Ver=4>**

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

CONFIDENTIAL INFORMATION

The press and public were excluded from the meeting for consideration of the application listed below in terms of Section 50(A)(3)(b) of the Local Government (Scotland) Act 1973.

APPLICATION FOR THE GRANT OF A TEMPORARY PUBLIC ENTERTAINMENT LICENCE

1. The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance in respect of the application; and (2) a letter of representation from the Chief Constable, Police Scotland, c/o Aberdeen City Division dated 31 May 2018.

The applicant was not in attendance, however had submitted a letter in response to the letter of representation from Police Scotland.

Sergeant Flett had no objection to the letter being entered into proceedings.

The Committee resolved:

to accept the letter from the applicant into proceedings.

Sergeant Flett was in attendance and spoke in support of Police Scotland's letter of representation.

The Committee asked questions of Sergeant Flett.

The Committee resolved:

to grant the application subject to the additional conditions as proposed by Police Scotland in the letter of representation dated 31 May 2018.

- COUNCILLOR JOHN REYNOLDS, Convener

LICENSING SUB COMMITTEE
22 June 2018

TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP

ABERDEEN, 27 June 2018. Minute of Meeting of the TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP. Present:- Councillor Reynolds, Chairperson; and Councillor McRae; and Chris Douglas (Aberdeen Taxis), Stewart Duncan (Airport Taxis), Graeme McColl (Aberdeen Taxi Group) and Roy McHardy (GMB).

In attendance:- Sean Cremer (Finance), Sheila Barclay and William Whyte (Fleet Services), Karen Gatherum, David McKane, Sandy Munro and Jennifer Wilson (Licensing), Kate Lines and Allison Swanson (Committee Services), PC Steve Sharp (Police Scotland), and Ms Jemma Forrest and Mr Jon Matthews (Aberdeen International Airport) (for article 2 only).

AGENDA ORDER

1. The Chairperson proposed that item 8 on the agenda (Aberdeen International Airport) be brought forward to be considered as the first item to allow representatives from the airport to depart following consideration of the item.

The Taxi and Private Hire Consultation Group resolved:
to concur with the Chairperson's proposal.

ABERDEEN INTERNATIONAL AIRPORT

2. The Chairperson welcomed Ms Jemma Forrest and Mr Jon Matthews from Aberdeen International Airport to the meeting who had been invited to attend as representatives of Aberdeen International Airport for this item of business only.

Mr Munro advised the Consultation Group that the item was on the agenda to discuss the current airport zone and whether this was still required during the current decline in the taxi driver numbers.

The Consultation Group then heard from Mr Matthews who advised of the taxi operation arrangements at Aberdeen International Airport since the airport had taken over the operation of the airport taxi fleet in June 2018. Mr Matthews explained that work had been undertaken to improve the service offered to passengers by (1) increasing the numbers in the fleet with the aim to increase numbers to 125 for 2019; and (2) enforcing a shift pattern. They had also introduced improved respite facilities for taxi drivers and this had led to a better working relationship.

He went on to explain that due to the nature of the airport schedule there would always be peaks and troughs in demand and that the current zoning policy reflected this unique situation; allowed the airport to offer a better service to passengers; and they would not wish for the existing zone to be removed. Mr Matthews highlighted the implications for the airport and the city should the zone be removed and advised that Police Scotland and the Civil Aviation Authority were supportive of the zone being retained.

TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP
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The Group was advised that the airport zone had originally been introduced to ensure taxis returned to the airport after passengers had been dropped off in the city; to maintain a taxi presence at the airport; and to ensure the best service for visitors.

The Group discussed the green light for non-airport zoned, noting that when the green light was on, support from taxi offices was actively sought with telephone calls to booking offices made to alert the trade of a shortfall in available cars. The green light was open to all licensed vehicles, not just specific companies. Improvements in communication, including looking at new technology was being looked at with the aim to further improve the service for the airport and passengers.

In response to a query regarding the enforcement of non-airport zoned taxis operating within the boundary, Mr David McKane said that any breach would be in relation to the airport byelaws, not taxi plate regulations.

Mr Roy McHardy, GMB Union, asked if Aberdeen City Council was the only local authority retaining zoning following a UK Government recommendation to remove zoning as a restrictive policy.

The Taxi and Private Hire Consultation Group resolved:

- (i) to note that officers would investigate whether Aberdeen City Council was the only remaining local authority retaining taxi zones and whether there were any legal implications in retaining the zone;
- (ii) to note that all parties were supportive of the airport zone continuing and agreed therefore that no recommendation to remove the zone should be submitted to the Licensing Committee; and
- (iii) to thank Ms Forrest and Mr Matthews for their attendance and the updates provided.

MINUTE OF MEETING OF 13 MARCH 2018

3. The Consultation Group had before it the minute of its previous meeting of 13 March 2018.

The Taxi and Private Hire Consultation Group resolved:

to approve the minute.

TAXI FARE REVIEW

4. The Consultation Group had before it an information note which outlined the advertised tariff changes which would be considered at the Licensing Committee on 9 July 2018, with the recommendation that the new tariff take effect on 31 July 2018, with the meter update event taking place on 31 July and 1 August 2018, subject to the meter suppliers being available to undertake the update.

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Ms Karen Gatherum, Paralegal, advised that only one response had been received during the consultation period regarding the yardage and this feedback would be reported to the Committee and could be incorporated in to the new tariff. Mr Graeme McColl advised that he would contact the taxi meter suppliers' availability to update meters on 1 August and would confirm this with Mr McKane by email.

The Taxi and Private Hire Consultation Group resolved:

- (i) to note that Mr McColl would liaise with Mr McKane regarding the availability of meter suppliers to update taxi meters following the decision of the Licensing Committee on 9 July 2018; and
- (ii) to note the proposed new tariff rates which would be considered by the Licensing Committee on 9 July 2018.

ENFORCEMENT OFFICER REPORT

5. With reference to article 3 of the minute of the meeting of the Consultation Group of 13 March 2018, the Consultation Group had before it an information note which provided an overview of the activity of the Enforcement Officers regarding taxi enforcement operations since the previous meeting.

Speaking in furtherance of the note, Mr McKane, Enforcement Officer, advised that smoking within vehicles was now being enforced in conjunction with Environmental Health and Enforcement Officers were also working in conjunction with the Aberdeenshire Licensing Team and Police Scotland with regards to other enforcement activities.

In relation to the breakdown of current numbers of licensed vehicles and drivers, Mr McHardy asked if the number of drivers with a wheelchair accessible vehicle but who had an exemption to carry wheelchair passengers could be included in future enforcement reports. Mr McKane advised that there were approximately 50 exempt drivers and explained that the exemption period could be indefinite or for a set period of time depending on the specific medical exemption. Those drivers requesting an exemption had to undertake a specific medical test relating to their exemption. He explained that fitness to drive and fitness in respect of an exemption required two separate medical assessments and an exemption could not be refused if there was a valid medical reason and assessment provided by the Council's Occupational Health Provider. Mr McHardy raised concerns that wheelchair users might have to wait for an accessible vehicle and then find the first one available might have a driver exemption which would be in contradiction of their expectations in quality of service from the taxi trade.

With regard to the hackney test and MOT failures, Mr McKane advised that since the latest update to MOT testing, any hackney insurance disc which was displayed within the arc of the window wipers was an MOT fail and would therefore also be a hackney fail. The testing manual will be updated to reflect this and would be communicated to drivers.

TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP
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Where a disk was not displayed the vehicle would be issued with a fourteen day re-presentation notice. Any proposal to remove the requirement to display a taxi disc would need to be submitted to the Licensing Committee for approval.

The Taxi and Private Hire Consultation Group resolved:

- (i) to note that the Licensing Team would communicate the latest update to MOT and hackney test requirement with regards to the positioning of taxi discs to the trade;
- (ii) and
- (iii) to otherwise note the update.

DRIVER MEDICALS - UPDATE

6. The Consultation Group had before it an information note which provided an update on the increase in drivers needing to attend medical assessments, the increase in costs and a guide to costs involved for some additional medical assessments.

Ms Jennifer Wilson, Licensing Team Leader, advised the Group with increasing numbers of taxi drivers reaching the age of 65 years upon which they were required to undertake a medical assessment the costs of medical assessments had increased as detailed in the note and she expected that the costs would also increase in the forthcoming years.

With regards to the Council's Occupational Health Provider, she advised that the Council had invited tenders for the Council wide occupational health requirements, not just the taxi medical assessments, and that OH Assist was still providing medical assessments in the interim.

The Taxi and Private Hire Consultation Group resolved:

to note the update.

DVLA LEVEL 2 DRIVERS' MEDICAL AND INCREASING DRIVER NUMBERS

7. The Consultation Group had before it a request from Mr McColl to discuss the DVLA Group 2 Drivers' Medical and at this point in proceedings, Mr McColl suggested it be considered in conjunction with his request to discuss ways to increase driver numbers as he felt the Group 2 medical standards was adversely impacting on current taxi driver numbers and was also discouraging new drivers in to the trade.

Mr McColl advised that he was aware of numerous drivers who were now leaving the trade because they had been required to undertake the Group 2 medical as they had either reached the age of 65 or they had declared health issues and had not passed the medical. He suggested that this was unfair to the longer term drivers and detrimental to the trade and passengers and asked if all drivers should have to take the Group 2 medical test to ensure parity across the trade.

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Mr Sandy Munro, Solicitor advised of the current medical process for all taxi drivers, wherein he explained that drivers were currently self-declaring known health issues as legally required under standard driving licence conditions and all declarations as well as any driver who had reached the age of 65 were all undertaking the required medical. Mr Munro advised of the benefits of continuing with the current policy and highlighted the implications on the local authority and the taxi trade should the medical standard be reduced, as well as the implications should all taxi drivers be required to undertake a DVLA Group 2 medical assessment.

Mr McColl made reference to his request to discuss driver numbers (item 7 of the agenda, Increasing Taxi and Private Hire Driver Numbers – Request for Discussion from Mr McColl refers) and suggested that the current drop in numbers was good for the remaining drivers but in the long term believed it would have a negative impact which he felt was being made worse with the DVLA Level 2 requirements.

Mr McColl highlighted the increasing costs to the trade in terms of additional medical assessment fees and referred to the current deficit in the Taxi Trade Accounts which he believed would continue to increase, particularly if numbers of drivers continued to fall.

Ms Wilson advised that the majority of licensing authorities had adopted the DVLA Group 2 medical test for those drivers who fell within the requirements for additional testing on the ground of public safety. She explained that although it was guidance for taxi drivers to meet Group 2 standards, the DVLA might look at making this mandatory for drivers in the future.

She further advised that the Licensing Committee had requested a review of the current policy on medical standards for taxi and private hire drivers and this was scheduled to be submitted to the Licensing Committee in August 2018.

Mr Munro advised that the licensing team were liaising with licensing officers from Aberdeenshire Council who were currently investigating whether drivers could obtain their Group 2 assessment through their GP rather than go through the Council's occupational health provider. Mr Munro also confirmed that benchmarking against other local authorities would be undertaken.

With regards to the number of drivers in the trade, Mr McHardy suggested the number of drivers was reducing because the downturn in trade and increase in driver costs, including medicals meant it was no longer economical to drive a taxi. He made reference to the decision taken at the meeting of the Licensing Committee of 5 June regarding the decision to delay the implementation of the full wheelchair accessible vehicle policy and felt that this change in policy had now created a two tier system where the accessible vehicle fleet faced higher costs than the saloon fleet. The Consultation Group was advised that the decision taken at the Licensing Committee now reflected the different requirements of mobility impaired passengers.

TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP
27 June 2018

The Group discussed ways to promote the taxi trade and to highlight the shortage of drivers in the city.

The Taxi and Private Hire Consultation Group resolved:

- (i) to note that the Licensing Team would continue to monitor the position with regards the DVLA possibly enforcing a Group 2 test across the taxi and private hire trade and any information received from the Scottish Government and would keep the Group appraised;
- (ii) to note that a review of the current policy on medical standards for taxi and private hire drivers would be submitted to the Licensing Committee in August 2018; and
- (iii) to otherwise note the current position

TAXI AND PRIVATE HIRE DRIVERS TEST - INTERPRETERS - REQUEST FOR DISCUSSION FROM GRAEME MCCOLL

8. The Consultation Group had before it a request from Mr McColl to discuss the use of interpreters for drivers applying for licences and during their street knowledge test. Mr McColl advised that he felt that drivers should have a minimum standard of spoken English to operate a taxi or private hire driver licence and he was concerned there was the possibility of inequality in testing if some drivers offered additional support due to language barriers; he felt that a poor standard of English would be detrimental to the overall level of service offered to passengers.

In response to Mr McColl's query with regards to funding any interpreters the Group was advised that funding would come from the Equalities Team and that no requests for a paid translator had been received to date. The Group was further advised that letters were translated if required within the Council at no cost and with consideration of the existing equalities legislation. Mr Munro advised that following a recent case elsewhere in the UK, a licence could now be refused if no English was spoken.

Mr Stuart Duncan suggested that English was a requirement of the taxi trade and asked whether the ability to understand English should also be applied to all aspects of the trade, such as written letters, receipts being issued to drivers etc, not just when they were driving a taxi or private hire car.

The Chairperson made reference to the UK Citizenship Test and Foreign Commonwealth Office standard of English for non-EU student visa applications as a possible source of information.

The Taxi and Private Hire Consultation Group resolved:

to request officers to clarify the standard of English required by the Foreign and Commonwealth Office and to advise members by email.

TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP
27 June 2018

UPDATED ACCOUNTS

9. With reference to article 4 of the minute of the meeting of the Consultation Group of 13 March, 2018, the Consultation Group had tabled before it a further breakdown of the current taxi trade accounts.

Mr Sean Cremer, Accountant, advised that the rebate from medical assessments had been incorporated in to the updated accounts and that the accounts incorporated peaks and troughs in income and expenditure across a three year period. He advised that within reason the deficit would be absorbed by the Council's revenue accounts, this could not be factored in on an ongoing basis and discussions would need to be held with the trade to look at options for reducing the current deficit.

Mr McColl raised concerns that the substantial deficit of £86,000 which currently equated to a deficit of £62.50 per driver, per annum, could increase to £100,000 by 2019 and that he felt the trade would need to meet independently to discuss the way forwards as the Council could not continue to offer a licensing service at a loss.

The increase in the level of enforcement in response to requests from the trade was noted and appreciated by the trade.

The Taxi and Private Hire Consultation Group resolved:

to note the updated taxi trade accounts and that discussions would need to be held to look at options for reducing the current deficit in the taxi trade accounts.

AOCB

10. The Consultation Group had tabled before it an information note which provided the membership of the Group as at 12 September 2017, and were advised that a request to fill the vacancy for the Licensed Taxi Offices representative had been received from Mr Russell McLeod, Managing Director of Rainbow Taxis.

The Taxi and Private Hire Consultation Group resolved:

to note the request by Mr McLeod to join the Consultation Group as the Licensed Taxi Offices representative and to recommend that this be approved by the Licensing Committee and if approved that the Licensing Team Leader be instructed to notify all Taxi Offices of the appointed representative.

DATE OF NEXT MEETING

11. The Consultation Group were advised that the next meeting of the Taxi and Private Hire Car Consultation Group was scheduled to be held at 10.00am on Wednesday, 3 October 2018 in the Town House.

- Councillor John Reynolds, CHAIRPERSON.

TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP
Wednesday, 27 June 2018

	A	B	C	D	E	F	G	H	I
1	LICENSING COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate		Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3	21 August 2018								
4	Review of Policy on Medical Standards for Taxi and Private hire Drivers	Licensing Committee on 6/2/18 agreed to instruct the Licensing Team Leader to review the current policy on medical standards for taxi and private hire drivers and to report back in this regard to the Committee in August 2018.	A report is on the agenda.	Lynn May	Governance	Governance	7		
5	Driver Training - Satellite navigation	Licensing Committee on 6/2/18 agreed to instruct the Licensing Team Leader to report on potential training required for drivers on satellite navigation systems to ensure public safety as part of the future report on driver training which was to be reported to the Committee in August 2018.		Alexander Munro	Governance	Governance	7	D	In light of the Committee's decision regarding the delayed implementation of the wheelchair accessible policy, officers require to review the content of any potential training. A report will be submitted to the Committee meeting in February 2019.
6	Possible Methods of Delivery of Driver Training	Licensing Committee 12.9.17 article 12 - The Committee resolved to instruct the Head of Legal and Democratic Services to investigate possible methods of delivery of driver training and report back to Committee on 6 February 2018 with details of the options available	Delayed from the Licensing Committee on 6/2/18 due to the level of consultation required for this item and to ensure sufficient timescale for responses and consideration of those, this item will be reported to the Committee in August 2018.	Alexander Munro	Governance	Governance	7	D	In light of the Committee's decision regarding the delayed implementation of the wheelchair accessible policy, officers require to review the content of any potential training. A report will be submitted to the Committee meeting in February 2019.
7	Sexual Entertainment Licences	To present options for consideration in light of new legislation.	Report pending legislation.	Alexander Munro	Governance	Governance	3	D	Legislation has still not been enacted, a report presenting the options for consideration will be submitted once the legislation has been published.

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate		Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
8	Taxi Demand Survey And Private Hire Car Overprovision	Licensing Committee 28.04.17 article 14, the Committee resolved to (ii) to instruct the Head of Legal and Democratic Services to report on the outcome of a taxi demand survey by June 2018 in conjunction with the taxi fare review.	A report is on the agenda. The Licensing Committee on 17/4/18 agreed to delay the report to the meeting on 21/8/18 to provide sufficient time for the external company to complete the survey.	Lynn May	Governance	Governance	3		
9	Taxi Rank Review	Licensing Committee 13.06.17 article 10 - The Committee resolved to instruct the Head of Legal and Democratic Services to incorporate the review of taxi rank provision within the taxi demand survey to be carried out and reported to Committee by June 2018.	A report is on the agenda. The Licensing Committee on 17/4/18 agreed to delay the report to the meeting on 21/8/18 to provide sufficient time for the external company to complete the review.	Lynn May	Governance	Governance	3		
10	30 October 2018								
11									
12									
13	11 December 2018								
14									
15	19 February 2019								
16									
17	23 April 2019								
18	Annual Committee Effectiveness Report	To present the annual effectiveness report for the Committee.			Governance	Governance	7		
19	May 2019 Onwards								
20	Taxi Fare Review	Licensing Committee 25.10.16 article 5 and 9 - The Committee resolved amongst other things to instruct the Licensing Team Leader to undertake a review of the existing taxi fare formula, including surcharges, following the completion of the current taxi fare review.	Will be reported in January 2020	Karen Gatherum/ Lynn May	Governance	Governance	3		
21	TBC								
22	Age Policy For Private Hire And Taxi Vehicles	Licensing Committee 08.03.16 (article 3 appendix A) - Council on 11 May 2016 resolved, amongst other things, to instruct the Head of Legal and Democratic Services to review the policy on Age of Vehicles following the implementation of the accessible vehicle policy on 6 June 2018 and report back to the Licensing Committee with recommendations as appropriate twelve months after the accessible vehicle policy had been implemented.	Report to be submitted 12 months after the implementation of the accessible vehicle policy.	Sandy Munro	Governance	Governance	7		

	A	B	C	D	E	F	G	H	I
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate		Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
23	Wheelchair Accessible Vehicle Policy	<p>Licensing Committee 5.03.18 (article 12). The Committee resolved to recognise that in compliance with The Equality Act 2010 that all taxi user requirements should be considered and instructs the Chief Officer Governance:</p> <p>(1) to prepare a report with suitable mixed fleet policy options for the split which would address all customer needs whether they are a wheelchair user, visually impaired or have other mobility requirements or other relevant disability;</p> <p>(2) to submit the aforementioned options to the Licensing Committee meeting by June 2022 for consideration, noting that subject to the approval in principle of the options a full consultation as outlined in section 4.2 of the report would be undertaken and the outcome reported back to the Committee; and</p> <p>(iv) to further recognise that in 1994 when new applications for taxi licences were required to be wheelchair accessible vehicles an exemption was allowed for existing licence holders, at that time, to retain a non-accessible vehicle and even licence a further non-accessible vehicle on renewal of the licence or replacement of such vehicle and to agree that this exemption should remain meantime and instructs the Chief Officer Governance to incorporate this exemption as an option within the proposed mixed fleet policy options to be submitted to Committee by</p>		Sandy Munro	Governance	Governance	7		

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**LICENSING COMMITTEE
21 AUGUST 2018
LIST OF APPLICATIONS**

	Application Type	Name of Applicant(s)	Premises, Vehicle or Area to which Application Refers	Objections or Representations Received From	Date by which Application to be Determine (If Applicable)	Pages
1.	HMO Application (New)	Brenda M.Bryant + Ledingham Chalmers LLP	Flat 1, 438 Union Street, Aberdeen	Operations & Protective Services	28 September 2018	75 - 78
2.	HMO Application (New)	Brenda M.Bryant + Ledingham Chalmers LLP	Flat 2, 438 Union Street, Aberdeen	Operations & Protective Services	28 September 2018	79 - 82
3.	HMO Application (New)	Brenda M.Bryant + Ledingham Chalmers LLP	Flat 3, 438 Union Street, Aberdeen	Operations & Protective Services	28 September 2018	83 - 86
4.	HMO Application (New)	Libanus Diagnostics Limited + AM-PM Leasing Limited	10C Powis Circle, Aberdeen	Operations & Protective Services	1 October 2018	87 - 90
5.	HMO Application (New)	Libanus Diagnostics Limited + AM-PM Leasing Limited	157 Cornhill Drive, Aberdeen	Operations & Protective Services	1 October 2018	91 - 94
6.	HMO Application (New)	Jules Lancaster + Winchesters Lettings Limited	180 Forest Avenue, Aberdeen	One objection	17 May 2019	95 - 102
7.	HMO Application (New)	Dey Properties Limited	Top floor flat, 35 Kings Crescent, Aberdeen	One objection & one 'late' objection	20 May 2019	103 - 112

8.	HMO Application (New)	Judith Minty + Contempo Property	29 Middlefield Place, Aberdeen	One objection	14 June 2019	113 - 116
9.	Street Trader licence (Grant)	Stephen Collie	Beach Esplanade	EH	10 October 2018	117 - 118
10.	Taxi Driver (Renewal)	Gary Borland	N/A	LD RTW	27 September 2018	119 - 120
11.	Taxi Driver (Renewal)	James Hutchison	N/A	LD RTW	28 August 2018	121 - 122
12.	Taxi Driver (Renewal)	Douglas Inglis	N/A	LD RTW	27 September 2018	123 - 124
13.	Private Hire Driver (Renewal)	Christopher Douglas	N/A	LD SK	8 8 October 2018	125 - 126
14.	Private Hire Driver (Renewal))	Genadijs Judins	N/A	LD SK	9 October 2018	127 - 128

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ABBREVIATIONS:

- LD Legal and Democratic Services
- EH Environmental Health
- SK Street Knowledge
- RTW Right to Work



ABERDEEN
CITY COUNCIL

MEMO

Private Sector Housing Unit

Operations & Protective Services

Lower Ground Floor West, Marischal College

To	Fraser Bell, Chief Officer – Governance		
From	Ally Thain, Private Sector Housing Manager, Operations & Protective Services		
Email	allyt@aberdeencity.gov.uk	Date	23 July 2018
Tel.	522870	Our Ref.	
Fax.		Your Ref.	

Part 5 of Housing (Scotland) Act 2006

Application for a Licence to operate a House in Multiple Occupation (HMO) at No.438 Union Street, Aberdeen (Flat 1)

Applicant/s: Brenda M.Bryant

Agent: Ledingham Chalmers LLP

I refer to the above HMO licence application, which is due to be considered by the Licensing Committee at its meeting on 21 August 2018 for the reason that the HMO upgrading work has not been completed.

I can advise you as follows:

The HMO legislation

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

The premises:

The premises to which this HMO licence application relates is a first-floor flat providing accommodation comprising 4 letting bedrooms, one public room, one kitchen & 2 bathrooms. The location of the premises is shown on the plan attached as Appendix 'A'.

The HMO application:-

The HMO licence application was received by the HMO Unit on 29 September 2017.

HMO upgrading works and certification:

The HMO Officer carried out an inspection of the property on 13 October 2017, then he wrote to the agent listing the following requirements to bring the property up to the current HMO standard:-

1. All faulty or missing lightbulbs to be replaced immediately.
2. IP44 rated light fittings to be installed in the bathrooms.
3. Additional electric sockets to be installed throughout the flat.
4. Carbon Monoxide detectors to be installed in any room where there is a gas appliance.
5. All portable (plug-in) heaters to be permanently removed from the flat.
6. All windows to be checked and adjusted where necessary to ensure easy opening for ventilation purposes.
7. The broken pane of glass in the kitchen window to be replaced.
8. Mould growth to the bathroom ceilings to be eradicated then the ceilings redecorated.
9. Prohibition Notices to be displayed beside every open fireplace within the flat.
10. The Notice of HMO Application - Certificate of Compliance to be submitted to the HMO Unit.

At the date of this report, the above requirements have not been completed.

Fire Safety

Scottish Fire & Rescue Service (SFRS), who are responsible for enforcement of fire safety in HMO premises, have not yet confirmed that the fire-safety measures within Flat 1, 438 Union Street, are satisfactory.

Other considerations:

- Police Scotland, as a statutory consultee, was initially consulted in respect of the applicant's suitability as a 'fit & proper' person and made no adverse comment or objection.
- Scottish Fire & Rescue Service, as a statutory consultee, was initially consulted in respect of the suitability of the premises as an HMO and made no comment or objection.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaint of anti-social behaviour in respect of Flat 1, 438 Union Street, Aberdeen.
- The applicant, agent, and the HMO property are currently registered with the Landlord Registration database.
- The applicant has requested an occupancy of 4 tenants which is acceptable to the HMO Unit in terms of space and layout.

- The HMO licence application under consideration is a 'first-time' application although the previous owners held a succession of HMO licences in respect of the property.
- The meeting of the Licensing Committee on 21 August 2018, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the above-mentioned HMO requirements have not been completed by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 21 August 2018. I will advise the Committee whether or not all requirements have been completed.

I trust the above explains the position. Please contact me on x2870 should you have any queries regarding the above.

Ally Thain
Private Sector Housing Manager



The Silver Fin Building



1:500



ABERDEEN
CITY COUNCIL

MEMO

Private Sector Housing Unit

Operations & Protective Services

Lower Ground Floor West, Marischal College

To	Fraser Bell, Chief Officer – Governance		
From	Ally Thain, Private Sector Housing Manager, Operations & Protective Services		
Email	allyt@aberdeencity.gov.uk	Date	23 July 2018
Tel.	522870	Our Ref.	
Fax.		Your Ref.	

Part 5 of Housing (Scotland) Act 2006

Application for a Licence to operate a House in Multiple Occupation (HMO) at No.438 Union Street, Aberdeen (Flat 2)

Applicant/s: Brenda M. Bryant

Agent: Ledingham Chalmers LLP

I refer to the above HMO licence application, which is due to be considered by the Licensing Committee at its meeting on 21 August 2018 for the reason that the HMO upgrading work has not been completed.

I can advise you as follows:

The HMO legislation

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

The premises:

The premises to which this HMO licence application relates is a second-floor flat providing accommodation comprising 4 letting bedrooms, one public room, one kitchen & 3 bathrooms. The location of the premises is shown on the plan attached as Appendix 'A'.

The HMO application:-

The HMO licence application was received by the HMO Unit on 29 September 2017.

HMO upgrading works and certification:

The HMO Officer carried out an inspection of the property on 13 October 2017, then he wrote to the agent listing the following requirements to bring the property up to the current HMO standard:-

1. All faulty or missing lightbulbs to be replaced immediately.
2. IP44 rated light fittings to be installed in the bathrooms.
3. The central heating boiler controls to be relocated to a communal area within the flat.
4. Additional electric sockets to be installed throughout the flat.
5. Carbon Monoxide detectors to be installed in any room where there is a gas appliance.
6. All windows to be checked and adjusted where necessary to ensure easy opening for ventilation purposes.
7. Decoration within the kitchen to be made good.
8. Prohibition Notices to be displayed beside every open fireplace within the flat.
9. The Notice of HMO Application - Certificate of Compliance to be submitted to the HMO Unit.

At the date of this report, the above requirements have not been completed.

Fire Safety

Scottish Fire & Rescue Service (SFRS), who are responsible for enforcement of fire safety in HMO premises, have not yet confirmed that the fire-safety measures within Flat 2, 438 Union Street, are satisfactory.

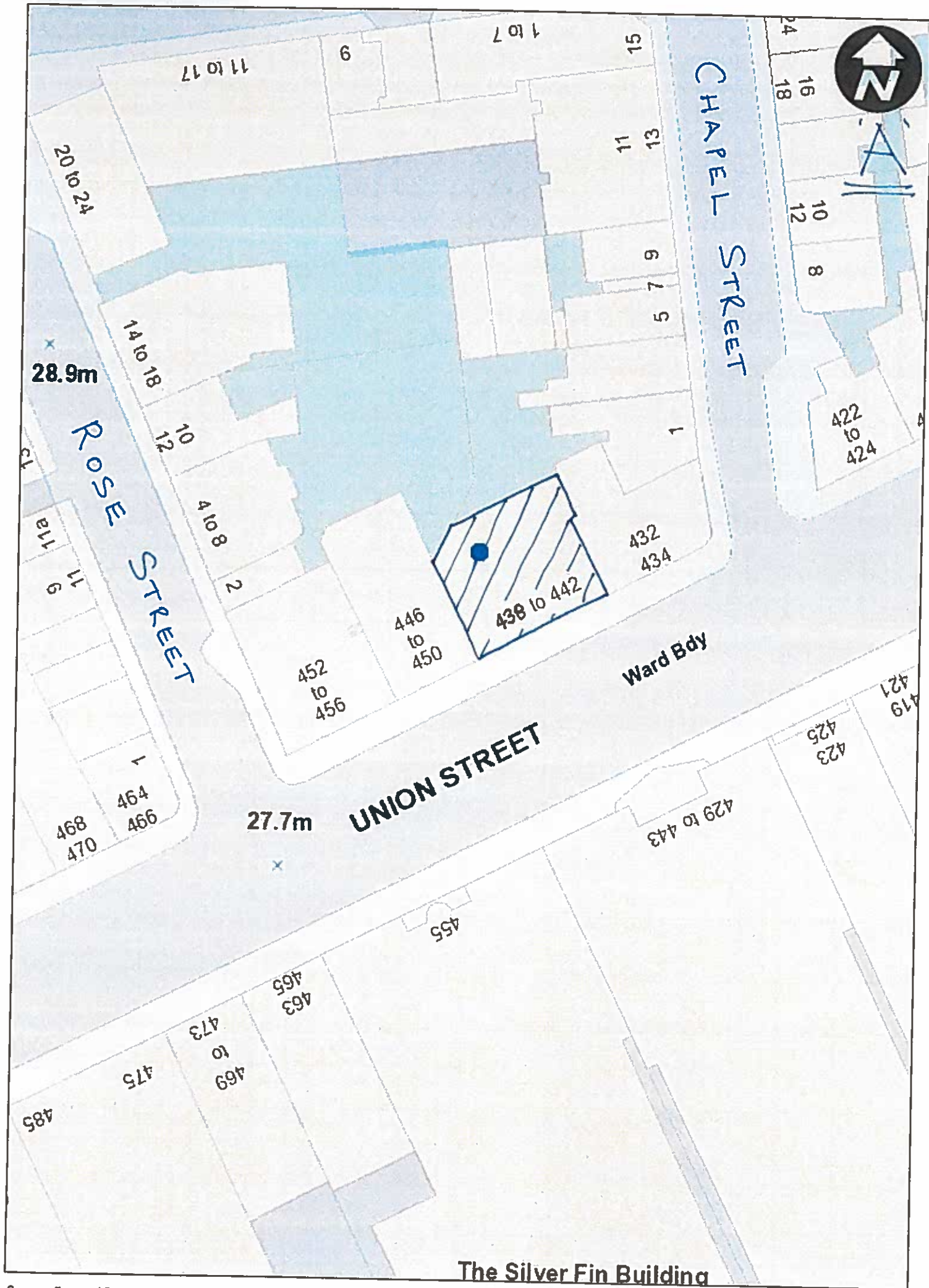
Other considerations:

- Police Scotland, as a statutory consultee, was initially consulted in respect of the applicant's suitability as a 'fit & proper' person and made no adverse comment or objection.
- Scottish Fire & Rescue Service, as a statutory consultee, was initially consulted in respect of the suitability of the premises as an HMO and made no comment or objection.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaint of anti-social behaviour in respect of Flat 2, 438 Union Street, Aberdeen.
- The applicant, agent, and the HMO property are currently registered with the Landlord Registration database.
- The applicant has requested an occupancy of 4 tenants which is acceptable to the HMO Unit in terms of space and layout.

- The HMO licence application under consideration is a 'first-time' application although the previous owners held a succession of HMO licences in respect of the property.
- The meeting of the Licensing Committee on 21 August 2018, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the above-mentioned HMO requirements have not been completed by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 21 August 2018. I will advise the Committee whether or not all requirements have been completed.

I trust the above explains the position. Please contact me on x2870 should you have any queries regarding the above.

Ally Thain
Private Sector Housing Manager



The Silver Fin Building

1:500



ABERDEEN
CITY COUNCIL

MEMO

Private Sector Housing Unit

Operations & Protective Services

Lower Ground Floor West, Marischal College

To	Fraser Bell, Chief Officer – Governance		
From	Ally Thain, Private Sector Housing Manager, Operations & Protective Services		
Email	allyt@aberdeencity.gov.uk	Date	23 July 2018
Tel.	522870	Our Ref.	
Fax.		Your Ref.	

Part 5 of Housing (Scotland) Act 2006

Application for a Licence to operate a House in Multiple Occupation (HMO) at No.438 Union Street, Aberdeen (Flat 3)

Applicant/s: Brenda M.Bryant

Agent: Ledingham Chalmers LLP

I refer to the above HMO licence application, which is due to be considered by the Licensing Committee at its meeting on 21 August 2018 for the reason that the HMO upgrading work has not been completed.

I can advise you as follows:

The HMO legislation

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

The premises:

The premises to which this HMO licence application relates is a top-floor flat providing accommodation comprising 3 letting bedrooms, one public room, one kitchen & 2 bathrooms. The location of the premises is shown on the plan attached as Appendix 'A'.

The HMO application:-

The HMO licence application was received by the HMO Unit on 29 September 2017.

HMO upgrading works and certification:

The HMO Officer carried out an inspection of the property on 17 October 2017, then he wrote to the agent listing the following requirements to bring the property up to the current HMO standard:-

1. All faulty or missing lightbulbs to be replaced immediately.
2. The mechanical extract fan in one of the bathrooms to be repaired or replaced as necessary.
3. Additional electric sockets to be installed throughout the flat.
4. Carbon Monoxide detectors to be installed in any room where there is a gas appliance.
5. Self-closing doors to be checked and adjusted where necessary to ensure that they fully close against their stops.
6. All windows to be checked and adjusted where necessary to ensure easy opening for ventilation purposes.
7. Prohibition Notices to be displayed beside every open fireplace within the flat.
8. The Notice of HMO Application - Certificate of Compliance, Gas Safe certificate, Portable Appliance Test (PAT) certificate, Electrical Installation Condition Report (EICR), and a copy of the Tenancy Agreement to be submitted to the HMO Unit.

At the date of this report, the above requirements have not been completed.

Fire Safety

Scottish Fire & Rescue Service (SFRS), who are responsible for enforcement of fire safety in HMO premises, have not yet confirmed that the fire-safety measures within Flat 3, 438 Union Street, are satisfactory.

Other considerations:

- Police Scotland, as a statutory consultee, was initially consulted in respect of the applicant's suitability as a 'fit & proper' person and made no adverse comment or objection.
- Scottish Fire & Rescue Service, as a statutory consultee, was initially consulted in respect of the suitability of the premises as an HMO and made no comment or objection.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaint of anti-social behaviour in respect of Flat 3, 438 Union Street, Aberdeen.
- The applicant, agent, and the HMO property are currently registered with the Landlord Registration database.
- The applicant has requested an occupancy of 3 tenants which is acceptable to the HMO Unit in terms of space and layout.

- The HMO licence application under consideration is a 'first-time' application although the previous owners held a succession of HMO licences in respect of the property.
- The meeting of the Licensing Committee on 21 August 2018, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the above-mentioned HMO requirements have not been completed by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 21 August 2018. I will advise the Committee whether or not all requirements have been completed.

I trust the above explains the position. Please contact me on x2870 should you have any queries regarding the above.

Ally Thain
Private Sector Housing Manager



The Silver Fin Building

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ABERDEEN
CITY COUNCIL

MEMO

Private Sector Housing Unit

Operations & Protective Services

Lower Ground Floor West, Marischal College

To	Fraser Bell, Chief Officer – Governance		
From	Ally Thain, Private Sector Housing Manager, Operations & Protective Services		
Email	allyt@aberdeencity.gov.uk	Date	23 July 2018
Tel.	522870	Our Ref.	
Fax.		Your Ref.	

Part 5 of Housing (Scotland) Act 2006
Application for a Licence to operate a House in Multiple Occupation (HMO) at
No.10C Powis Circle, Aberdeen
Applicant/s: Libanus Diagnostics Limited
Agent: AM-PM Leasing

I refer to the above HMO licence application, which is due to be considered by the Licensing Committee at its meeting on 21 August 2018 for the reason that the HMO upgrading work has not been completed.

I can advise you as follows:

The HMO legislation

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

The premises:

The premises to which this HMO licence application relates is a middle-floor flat providing accommodation comprising 3 letting bedrooms, one public room, one kitchen & one bathroom. The location of the premises is shown on the plan attached as Appendix 'A'.

The HMO application:-

The HMO licence application was received by the HMO Unit on 2 October 2017.

HMO upgrading works and certification:

The HMO Officer carried out an inspection of the property on 20 October 2017, then he wrote to the applicant listing the following requirements to bring the property up to the current HMO standard:-

1. All faulty or missing lightbulbs to be replaced immediately.
2. Light-switch in bedroom 3 to be repaired/replaced as necessary.
3. The tiles, tile grout and sealant in the bath/shower area to be cleaned.
4. Self-closing doors to be adjusted where necessary to ensure that they fully close against their stops.
5. The Notice of HMO Application - Certificate of Compliance, Gas Safe certificate, Portable Appliance Test (PAT) certificate, and a copy of the Tenancy Agreement to be submitted to the HMO Unit.

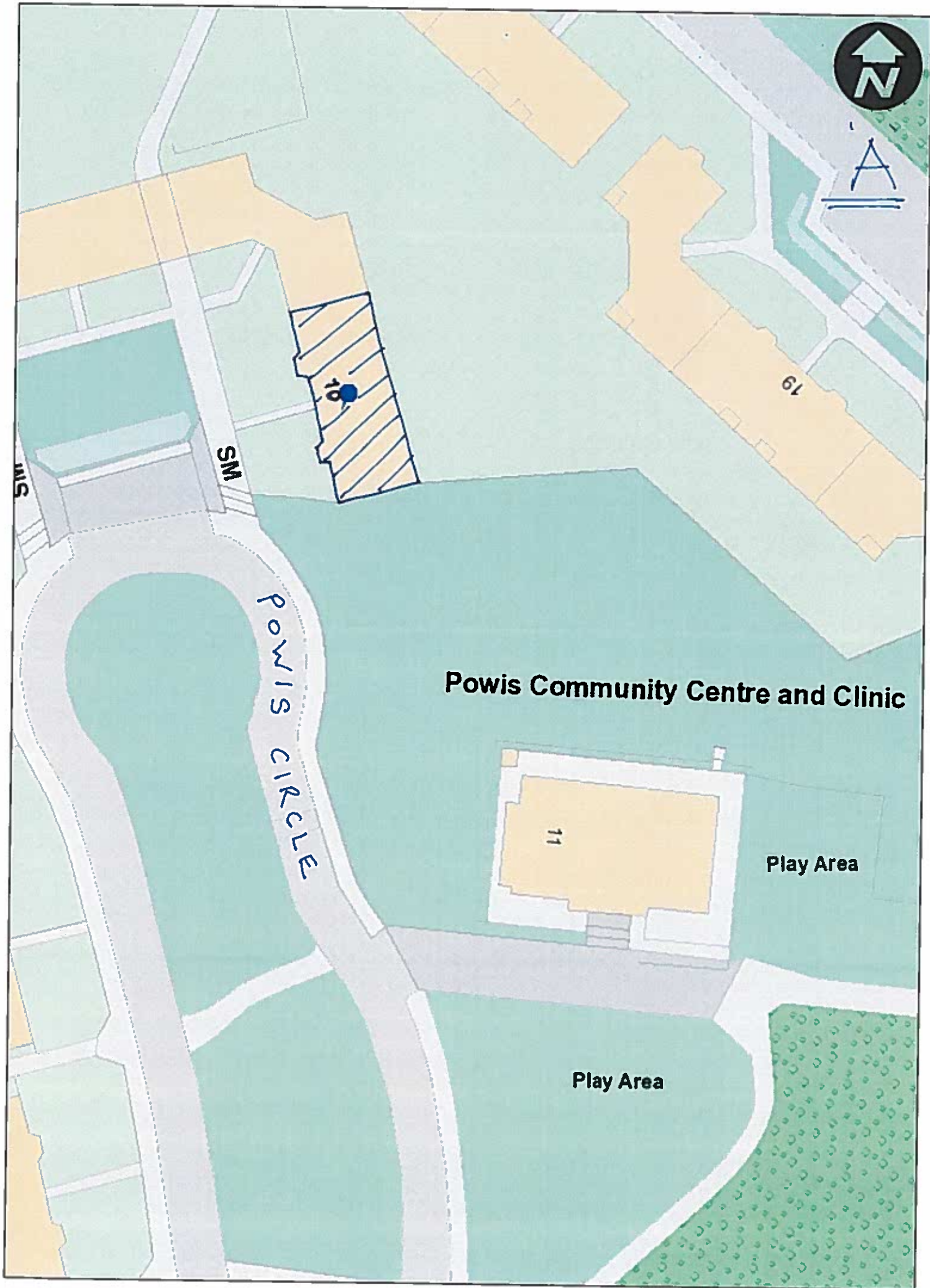
At the date of this report, the above requirements have not been completed.

Other considerations:

- Police Scotland, as a statutory consultee, was initially consulted in respect of the applicant's suitability as a 'fit & proper' person and made no adverse comment or objection.
- Scottish Fire & Rescue Service, as a statutory consultee, was initially consulted in respect of the suitability of the premises as an HMO and made no comment or objection.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaint of anti-social behaviour in respect of No.10C Powis Circle, Aberdeen.
- The applicant, agent, and the HMO property are currently registered with the Landlord Registration database.
- The applicant has requested an occupancy of 3 tenants which is acceptable to the HMO Unit in terms of space and layout.
- The HMO licence application under consideration is to renew a current HMO licence.
- The meeting of the Licensing Committee on 21 August 2018, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the above-mentioned HMO requirements have not been completed by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 21 August 2018. I will advise the Committee whether or not all requirements have been completed.

I trust the above explains the position. Please contact me on x2870 should you have any queries regarding the above.

Ally Thain
Private Sector Housing Manager



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ABERDEEN
CITY COUNCIL

MEMO

Private Sector Housing Unit

Operations & Protective Services

Lower Ground Floor West, Marischal College

To	Fraser Bell, Chief Officer – Governance		
From	Ally Thain, Private Sector Housing Manager, Operations & Protective Services		
Email	allyt@aberdeencity.gov.uk	Date	23 July 2018
Tel.	522870	Our Ref.	
Fax.		Your Ref.	

Part 5 of Housing (Scotland) Act 2006

Application for a Licence to operate a House in Multiple Occupation (HMO) at No.157 Cornhill Drive, Aberdeen

Applicant/s: Libanus Diagnostics Limited

Agent: AM-PM Leasing

I refer to the above HMO licence application, which is due to be considered by the Licensing Committee at its meeting on 21 August 2018 for the reason that the HMO upgrading work has not been completed.

I can advise you as follows:

The HMO legislation

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

The premises:

The premises to which this HMO licence application relates is a first-floor flat providing accommodation comprising 3 letting bedrooms, one public room, one kitchen & one bathroom. The location of the premises is shown on the plan attached as Appendix 'A'.

The HMO application:-

The HMO licence application was received by the HMO Unit on 2 October 2017.

HMO upgrading works and certification:

The HMO Officer carried out an inspection of the property on 30 November 2017, then he wrote to the agent listing the following requirements to bring the property up to the current HMO standard:-

1. All faulty or missing lightbulbs to be replaced immediately.
2. IP44 rated light fitting to be installed in the bathroom.
3. Additional electric sockets to be installed in the bedrooms.
4. Self-closing doors to be checked and adjusted where necessary to ensure that they close against their stops.
5. All windows to be checked and adjusted where necessary to ensure that they open easily for ventilation purposes.
6. The Gas Safe certificate, Portable Appliance Test (PAT) certificate, Electrical Installation Condition Report (EICR), and a copy of the Tenancy Agreement to be submitted to the HMO Unit.

At the date of this report, the above requirements have not been completed.

Fire Safety

Scottish Fire & Rescue Service (SFRS), who are responsible for enforcement of fire safety in HMO premises, have not yet confirmed that the fire-safety measures within No.157 Cornhill Drive, are satisfactory.

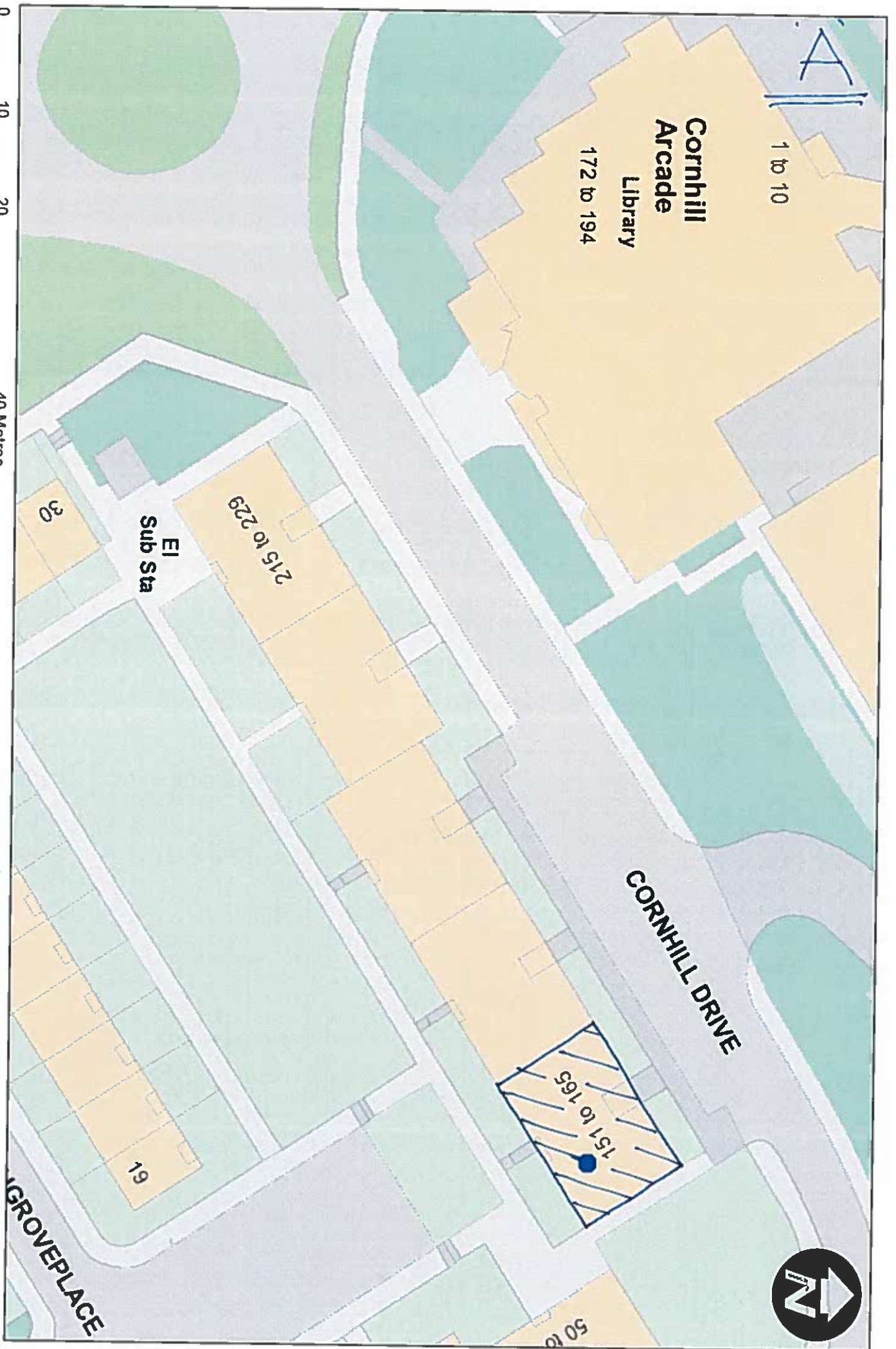
Other considerations:

- Police Scotland, as a statutory consultee, was initially consulted in respect of the applicant's suitability as a 'fit & proper' person and made no adverse comment or objection.
- Scottish Fire & Rescue Service, as a statutory consultee, was initially consulted in respect of the suitability of the premises as an HMO and made no comment or objection.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaint of anti-social behaviour in respect of No.157 Cornhill Drive, Aberdeen.
- The applicant and agent are currently registered with the Landlord Registration database, however the HMO property is not registered therefore it will be necessary for the property to be registered prior to letting it.
- The applicant has requested an occupancy of 3 tenants which is acceptable to the HMO Unit in terms of space and layout.
- The HMO licence application under consideration is a 'first-time' application, although the previous owner held an HMO licence.

- The meeting of the Licensing Committee on 21 August 2018, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the above-mentioned HMO requirements have not been completed by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 21 August 2018. I will advise the Committee whether or not all requirements have been completed.

I trust the above explains the position. Please contact me on x2870 should you have any queries regarding the above.

Ally Thain
Private Sector Housing Manager



1:500
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ABERDEEN
CITY COUNCIL

MEMO

Private Sector Housing Unit

Operations & Protective Services

Lower Ground Floor West, Marischal College

To	Fraser Bell, Chief Officer - Governance		
From	Ally Thain, Private Sector Housing Manager, Operations & Protective Services		
Email	allyt@aberdeencity.gov.uk	Date	3 August 2018
Tel.	522870	Our Ref.	
Fax.		Your Ref.	

Part 5 of Housing (Scotland) Act 2006

Application for a Licence to operate a House in Multiple Occupation (HMO) at No.180 Forest Avenue, Aberdeen

Applicant/s: Jules Lancaster

Agent: Winchesters Lettings Limited

I refer to the above HMO licence application, which is on the agenda of the Licensing Committee at its meeting on 21 August 2018 for the reason that one written representation was received by the HMO Unit.

I can advise you as follows:

The HMO legislation

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

The premises:

The property at No.180 Forest Avenue, Aberdeen, is an upper-floor maisonette flat providing accommodation of 5 letting bedrooms, 2 public rooms, 2 bathrooms & one kitchen. The plan attached as Appendix 'A' shows the position of the premises.

The HMO licence application:

The HMO licence application is dated 17 May 2018 and was received by the HMO Unit on 18 May 2018.

Certificate of Compliance – Notice of HMO Application:

The Certificate of Compliance submitted by the agent declares that the public Notice of HMO Application was on display outside the property between 17 May 2018 – 2 July 2018. Only the first 21 days are statutory therefore the statutory period ended at midnight on 7 June 2018.

Letter of representation:

One written representation was received by the HMO Unit on 7 June 2018, within the above-mentioned 21-day statutory period, and must therefore be considered by the Committee. The letter is attached as Appendix 'B'

Letter from Agent:

The applicant's agent submitted a letter in response to the letter of representation. The agent's letter is attached as Appendix 'C'.

Other Considerations:

- Police Scotland has been consulted in respect of the applicant's suitability as a 'fit & proper' person and made no comment or objection.
- The Scottish Fire & Rescue Service has been consulted in respect of the suitability of the premises as an HMO and made no comment or objection.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaint of anti-social behaviour in respect of No.180 Forest Avenue, Aberdeen.
- The applicant, the property and the agent are currently registered with this Council.
- The applicant has requested an occupancy of 5 tenants, which is acceptable to the HMO Unit in terms of space and layout.
- The application under consideration is a 'first-time' HMO licence application.
- The only other HMO-licensed property in Forest Avenue, is No.139.
- Following receipt of the licence application, an initial joint inspection of the property by an HMO Officer and an Officer from Scottish Fire & Rescue Service was carried out. A substantial amount of work to upgrade the property to the current HMO standard was identified which, at the date of this report, has not been completed. I'll advise the Committee of progress with these works at the meeting on 21 August 2018.

I trust the above explains the position. Please contact me on x2870 should you have any queries regarding the above.

Ally Thain
Private Sector Housing Manager



ALBYN SCHOOL

SM

44.0m
x

FOREST AVENUE

QUEENS LANE SOUTH

21

23

215

217

213

209

211

202

203

205

184

186

180

178

72

GLADSTONE PLACE

x 40.1m

168

0 5 10 20 Metres

1:500

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B

6th June 2018

FAO Ally Thain, Private Sector Housing Manager,
Private Sector Housing Unit,
Operations & Protective Services,
Business Hub 1,
Lower Ground Floor West,
Marischal College,
Broad Street,
Aberdeen,
AB10 1AB

Aberdeen City Council
Housing & Environment
DATE RECEIVED
07 JUN 2018
Private Sector Housing Unit

Dear Mr Thain,

HMO Licence 180 Forest Avenue Aberdeen AB15 4UY

I am writing to express some concerns re the above application.

- There is already ample provision of individual occupancy accommodation in the area, having many hotels, traditional b&bs, airbnbs, all of which are experiencing low occupancy in the current economic climate. There are also many studio and one bedroom flats available to rent.
- Having researched the pattern of HMO letting and the impact it has on communities, it appears that these properties are sometimes rented to unsuitable tenants.
- 180 Forest Avenue has occasionally been let, in its current form, to such tenants. It was at these times that there were incidents of anti-social behaviour, with attendees at noisy parties spilling out onto the street, leaving behind debris in neighbouring gardens, on cars etc. The task of clearing up was left to the neighbours.
- This small stretch of Forest Avenue, in a conservation area of the city, has only a few family homes. Granting an HMO to one of these would set an unwanted precedent and could lead to similar applications, resulting in the loss of families and permanent residents. This would have a detrimental effect on the community.

I should be grateful if you would take these concerns into account when making your decision. Thank you.

Yours sincerely,

Elizabeth Lindsay

(Endorsed by

James Keith Lindsay)

Cc Councillor Jennifer Stewart



C

180 Forest Avenue
Aberdeen
AB15 4UY

Winchesters Lettings Limited
22-24 South Mount Street
Aberdeen
AB25 2TB
info@winchesterslettings.co.uk
SC 560134

03 July 2018

Reference: ' '

Objection Response

Dear Mr and Mrs Lindsay and Licensing Committee,

I acknowledge the receipt of the objection letter by Elizabeth Lindsay relating to the application for a HMO license at 180 Forest Avenue, Aberdeen.

Below I will respond to each bullet point outlined in Mr and Mrs Lindsay original letter and attempt to allay and fears relating to this application.

1. The reason for applying for a HMO for this property is to allow a group of 5 friends to live in the property together. These are not the type of tenants who would utilise Hotels, Air BNBs or traditional B&Bs. This property has previously been listed through Air BNB and through advice given to the landlord the leasing of the property to a fixed group for a longer term will reduce the transient nature of occupants in the property.
2. If Mrs Lindsay could please provide us documentation relating to her research on HMO Letting I would be happy to review this and comment and this if it is proven to be from reputable sources I will respond in turn. However, I would like to point out that the Landlord has signed up to a fully managed management service through Winchesters Lettings where we provide a 24 hour help line for tenants and neighbours should there be any issues relating to tenant conduct. This information will be provided should the application be successful.
3. I have checked with Mr Fred Milne from Aberdeen City Council ASBIT department he has confirmed that there is no record of anti-social behaviour reported to the department in relation to this property in the past. I am lead to believe by the landlord that there was a short term lease to a group around 4 years ago that did have 1 party that caused some nuisance at around 10pm at night. The landlord, who lives in the property below, spoke to the tenants in the morning and ensured that this situation did not happen again. I would like to point out that the Landlord does reside in the property directly below 180 Forest Avenue, so it is in all our interest to make sure all tenant are respectful of their Neighbours. If there is any proof of ongoing and persistent anti-social activity originating from this property I would

request this be provided to myself for review.

4. An owner is allowed to apply for the granting of a HMO license on a property that they own. I am sure that this is not the first application for a HMO on Forest Avenue, If this assertion is correct then this would not be setting a precedent. I understand that this may be an unwanted action by Mrs Lindsay as a resident, but this is a wanted action by the landlord who is also a resident on this street and a member of the same community.

I understand Mr and Mrs Lindsays reservations relating to this HMO application but I believe with the correct information, contact and a competent management agency in place we will be able to allay any fears. I reach out to Mr and Mrs Lindsay and any councillors that feel it would be beneficial to contact me directly on 01224 [redacted] where I will happily answer any questions relating to our management of HMO properties throughout Aberdeen.

Kind Regards

Chris Minchin

Winchesters Lettings Limited



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ABERDEEN
CITY COUNCIL

MEMO

Private Sector Housing Unit

Operations & Protective Services

Lower Ground Floor West, Marischal College

To	Fraser Bell, Chief Officer - Governance		
From	Ally Thain, Private Sector Housing Manager, Operations & Protective Services		
Email	allyt@aberdeencity.gov.uk	Date	8 August 2018
Tel.	522870	Our Ref.	
Fax.		Your Ref.	

Part 5 of Housing (Scotland) Act 2006

Application for a Licence to operate a House in Multiple Occupation (HMO) at No.35 Kings Crescent, Aberdeen (Top floor flat)

Applicant/s: Dey Properties Limited

Agent: Deemount Design Limited

I refer to the above HMO licence application, which is on the agenda of the Licensing Committee at its meeting on 21 August 2018 for the reason that two written representations were received by the HMO Unit.

I can advise you as follows:

The HMO legislation

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

The premises:

The property at No.35 Kings Crescent, Aberdeen, is a top-floor tenement flat currently providing accommodation of 3 letting bedrooms, one public room, one bathroom & one kitchen. The plan attached as Appendix 'A' shows the position of the premises.

The HMO licence application:

The HMO licence application is dated 17 May 2018 and was received by the HMO Unit on 21 May 2018.

Certificate of Compliance – Notice of HMO Application:

The Certificate of Compliance submitted by the agent declares that the public Notice of HMO Application was on display outside the property between 23 May 2018 – 14 June 2018, although the 21-day statutory period finished at midnight on 13 June 2018.

Letter of representation:

One written representation was received by the HMO Unit on 12 June 2018, within the above-mentioned 21-day statutory period, and must therefore be considered by the Committee. The letter is attached as Appendix 'B'.

'Late' letter of representation:

One written representation was received by the HMO Unit on 15 June 2018, two days outwith the statutory 21-day period. The legislation, however, allows the local authority to consider a late letter if it considers that it was reasonable for the respondent to submit the letter after the deadline for doing so. Accordingly, if the Committee decides to consider the late letter, copies will be circulated to Members at the meeting. Copies of the applicant's response to the late letter will also be circulated.

Letter from Applicant:

The applicant submitted a letter in response to both letters of representation. The applicant's letter is attached as Appendix 'C', but the letter has been redacted to remove the response to the late letter.

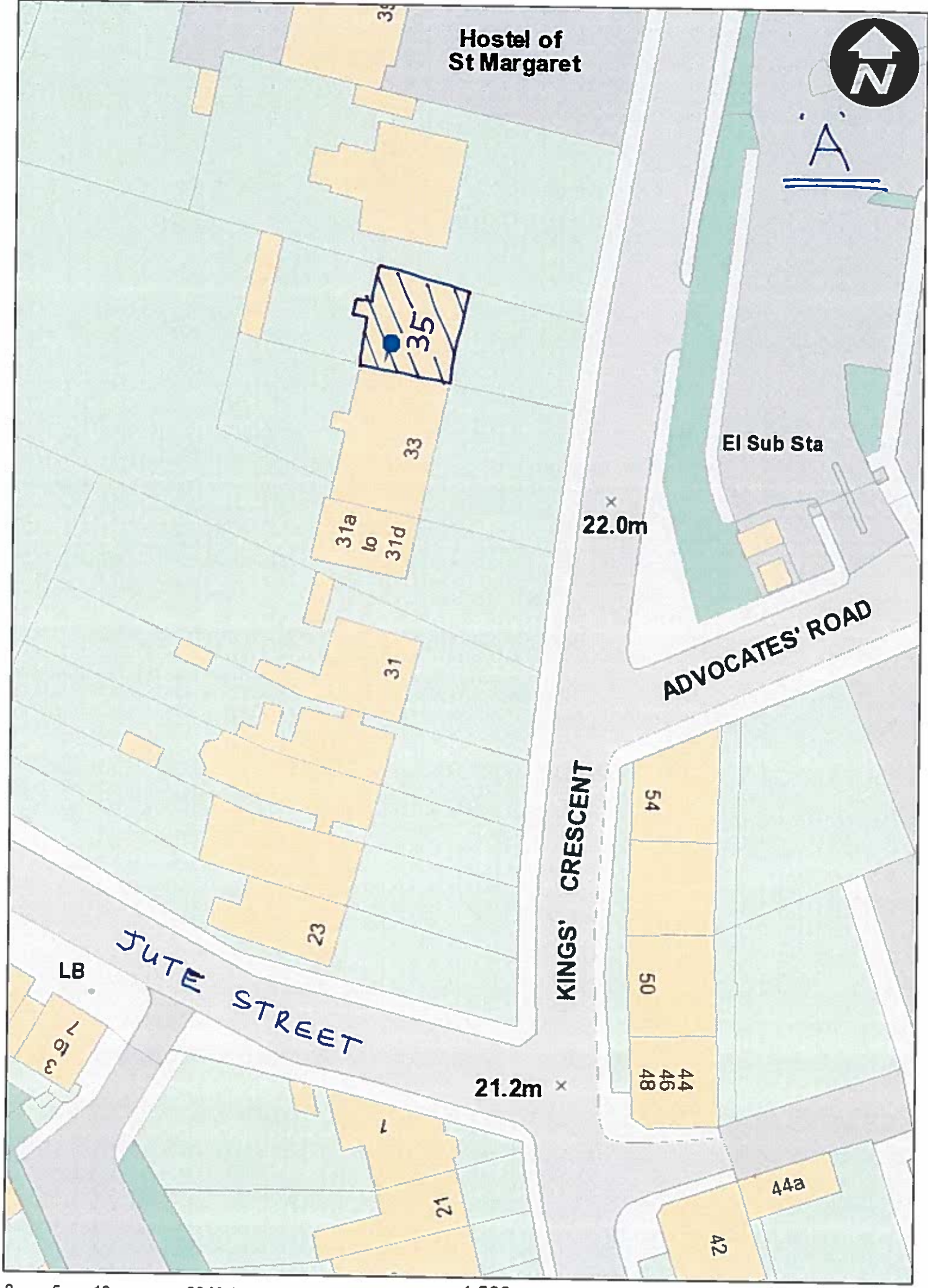
Other Considerations:

- Police Scotland has been consulted in respect of the applicant's suitability as a 'fit & proper' person and made no comment or objection.
- The Scottish Fire & Rescue Service has been consulted in respect of the suitability of the premises as an HMO and made no comment or objection.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaint of anti-social behaviour in respect of No.35 Kings Crescent, Aberdeen (top floor flat).
- The applicant and the property are currently registered with this Council.
- The applicant has requested an occupancy of 3 tenants, which is acceptable to the HMO Unit in terms of space and layout.
- The application under consideration is a 'first-time' HMO licence application.
- The only other HMO-licensed property in Kings Crescent, is the first floor flat within the same tenement.

- The application under consideration does not require Planning Permission Change of Use therefore all references to the Local Development Plan, Conservation Area, etc, within the letter attached as Appendix 'C' are irrelevant.
- The letter attached as Appendix 'C' refers to "*a high concentration of HMOs in this area of Old Aberdeen*", which infers 'HMO Overprovision'. HMO Overprovision is a statutory ground of refusal (see (ix) above) but can only be exercised if an 'Overprovision' policy has first been agreed by Council. To date the Council has not been able to agree on such a policy and the latest report about this, which was considered by the C, H & I Committee on 16 January 2018, resulted in the Committee resolving to:
"instruct the interim Head of Planning and Sustainable Development to include the topics of HMO Overprovision and Student Accommodation Overprovision within the Main Issues Report for the next Local Development Plan to facilitate mixed/balanced communities."
 It would therefore appear that the Council will not introduce an 'Overprovision' policy in respect of the HMO licensing legislation but will instead seek to control HMO accommodation by way of the Planning legislation. Accordingly, the HMO Overprovision ground of refusal cannot be exercised.
- The letter attached as Appendix 'C' refers to existing difficulties associated with car parking and waste management within the area. Car parking is not a consideration of HMO licensing inasmuch as it is not mentioned in the statutory guidance. Waste management might be a consideration but will only be a problem if the tenants are not instructed accordingly by their landlord or ignore any instruction from their landlord.
- The applicant's letter includes an 'existing' floor plan and a 'proposed' floor plan. The proposed floor plan is acceptable to the HMO Unit in terms of space and layout.
- Following receipt of the licence application, an initial joint inspection of the property by an HMO Officer and an Officer from Scottish Fire & Rescue Service was carried out. A substantial amount of work to upgrade the property to the current HMO standard was identified which, at the date of this report, has not been completed. I'll advise the Committee of progress with these works at the meeting on 21 August 2018.

I trust the above explains the position. Please contact me on x2870 should you have any queries regarding the above.

Ally Thain
 Private Sector Housing Manager



1:500

B

11 June 2018

HMO UNIT,
Communities Housing & Infrastructure,
Business Hub 1,
Lower Ground Floor West Marischal College,
ABERDEEN
AB10 1AB

Dear Sir/Madam,

We wish to OBJECT to the application to convert the 2nd Floor Flat, 35 King's Crescent, Aberdeen, AB24 3HP to an HMO.

35 King's Crescent is located in a residential area within the Old Aberdeen Conservation Area as defined in the local development plan. There would be an adverse impact on the amenity of the area from the proposed HMO, involving the loss of a single family home in favour of an intensive use of a more commercial nature and would have a negative effect on the conservation area.

Currently an HMO is in operation at 35 King's Crescent and the potential for the generation of further noise within the building from an additional HMO would contribute considerably to the disturbance to neighbours and conflict with the enjoyment of existing residential amenity for neighbours contrary to the objectives of LDP Policy H1.

There is a high demand for parking in the area and the resultant increase in traffic by 3/4 HMO residents and their visitors would put further pressure on the small residential streets surrounding the property and cause serious safety concerns.

In addition, the existing problem with refuse and refuse bins being permanently left on the pavement by the less aware HMO tenants will inevitably be exacerbated and will further detract from the experience presented to the tourists of this historic and important area of Old Aberdeen.

There is already a high concentration of HMOs in this area of Old Aberdeen e.g. Spital, St Peter Street, Merkland Road, King Street and King's Crescent and a serious lack of family accommodation in the area.

The character of the area is being eroded by the imbalance between permanent residents and a growing transient population. To grant an HMO licence in this location would be inappropriate in view of the excessive concentration of HMOs in the area and would conflict with the council's Supplementary guidance: *Householder Development Guide* in respect of HMOs.

Yours faithfully,

Richard & Teresa Harwood

Aberdeen City Council
Housing & Environment
DATE RECEIVED
12 JUN 2018
Private Sector Housing Unit

Mr Ally Thain
Private Sector Housing Manager
Operations & Protective Services
Private Sector Housing Unit
Aberdeen City Council
Business Hub 1
Marischal College
Broad Street
Aberdeen
AB10 1AB

Aberdeen City Council
Housing & Environment
DATE RECEIVED
24 JUL 2018
Private Sector Housing Unit

19th July 2018

Dear Mr Thain

Application for a House of Multiple Occupation – 2 F/W (Top Floor Flat), 35 Kings Crescent, Aberdeen, AB24 3HP

I refer to my application for the above and confirm that I will attend the Licensing Committee meeting on Tuesday 21st August 2018 where my application will be considered.

For your information I enclose two floor plans – 1 showing the flat as existing and 1 showing the proposed layout which has a new relocated shower room and will include a full refurbishment to bring the property up to the current standards required for an H.M.O. Please note it is now proposed to have only 3 tenants with one shower room (previously in the application form it was stated 3 / 4 tenants and that the flat would have 2 Shower Rooms.). If the committee is minded to approve the application a building warrant application will be submitted for the proposed works to alter and upgrade the property.

I understand you have received two letters of objection to the application one out-with the statutory 21 days, I would like to comment/respond to some of the points made in the letters as follows:

Letter from Richard and Teresa Harwood

They state that there would be an adverse impact on the amenity of the area if the H.M.O was approved due to the loss of a single family home in favour of an intensive use of a more commercial nature. The property is not a single family home. For the past 18 years Dey Properties Limited has owned and rented out the flat. In all that time there has been no interest shown by any families wishing to rent the flat. Although families have at times viewed the property, being on the top floor, it does not appeal, nor is it suitable, to families with young children or families in general.

Mention is made that there is already an H.M.O within the building (first floor) and the potential for the generation of further noise within the building if another H.M.O is approved – there is no evidence that the existing H.M.O generates noise to a level of being a disturbance, I suspect if there were specific examples/incidents relating to the existing H.M.O these would have been quoted in the letter. So there is no reason/evidence to suppose that if this H.M.O application is granted it would produce unacceptable levels of noise, 'conflicting with the existing residential amenity of the area' – an H.M.O is still people's home and part of the residential area and not as seems to be perceived some kind of undesirable commercial property.

The issue raised about parking is irrelevant. This property already exists and could as it is (not being an H.M.O) have well in excess of the 3 tenants proposed living in it (all potentially with cars to park) – the inference in the letter 'increase in traffic' is that this is introducing a new additional property to the area with a new demand on parking – the situation already exists.

'c'

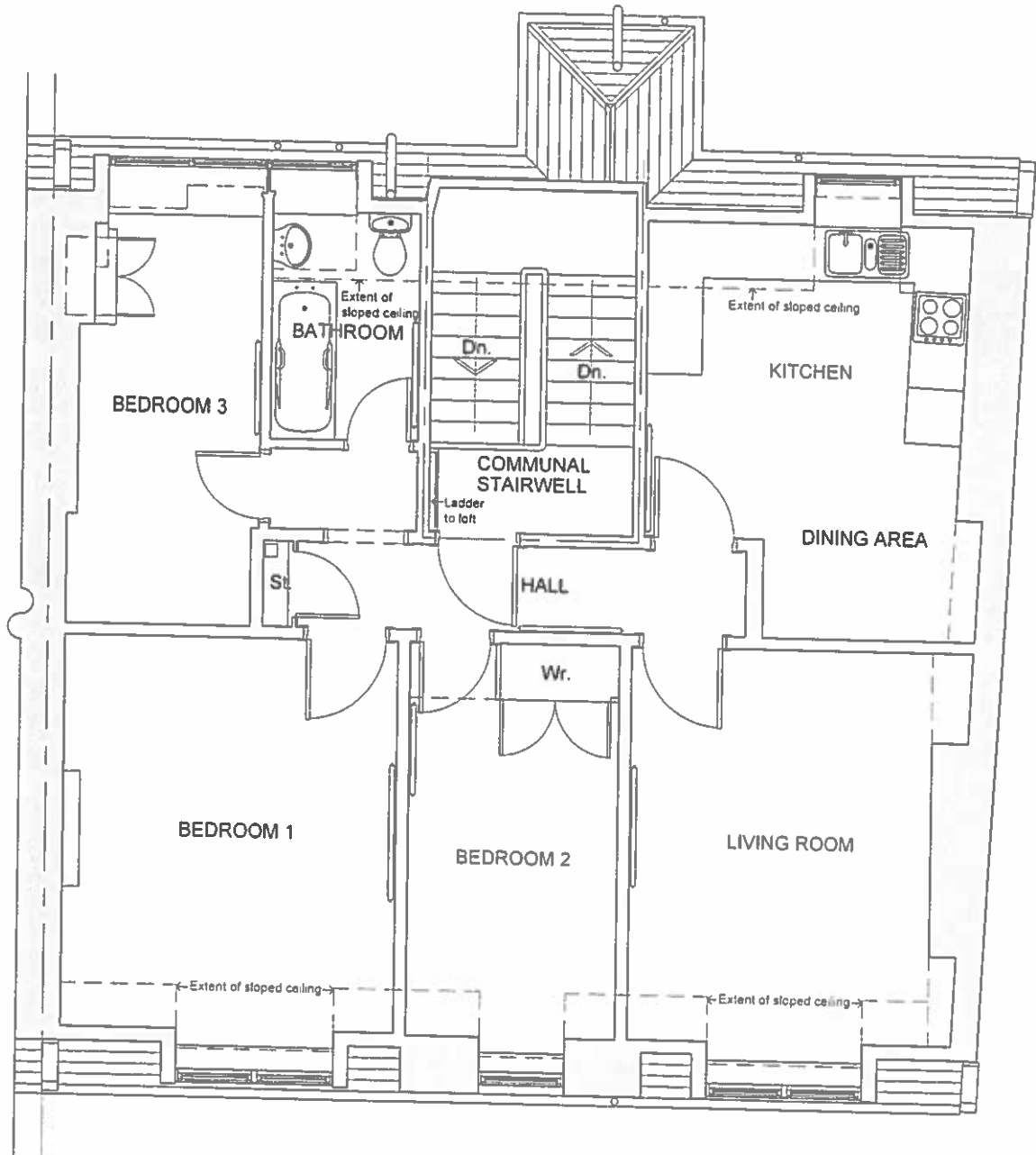
I am not aware of an issue with the refuse bins (these are stored in the front garden). Again if an H.M.O is granted, this does not necessarily mean there will be any increase in refuse. To say H.M.O residents are less aware is just a prejudiced statement.

REFERENCE TO 'LATE' LETTER REDACTED. AF.

Yours sincerely

Norma Dey (for Dey Properties Limited.)

encs.



EXISTING FLOOR PLAN

SCALE 1:50 @ A3



Proposed Flat Refurbishment & Alterations

2 FAVZ 35 Kings Crescent Aberdeen AB24 3HP

for Dey Properties Limited

Existing Floor Plan @ 1:50

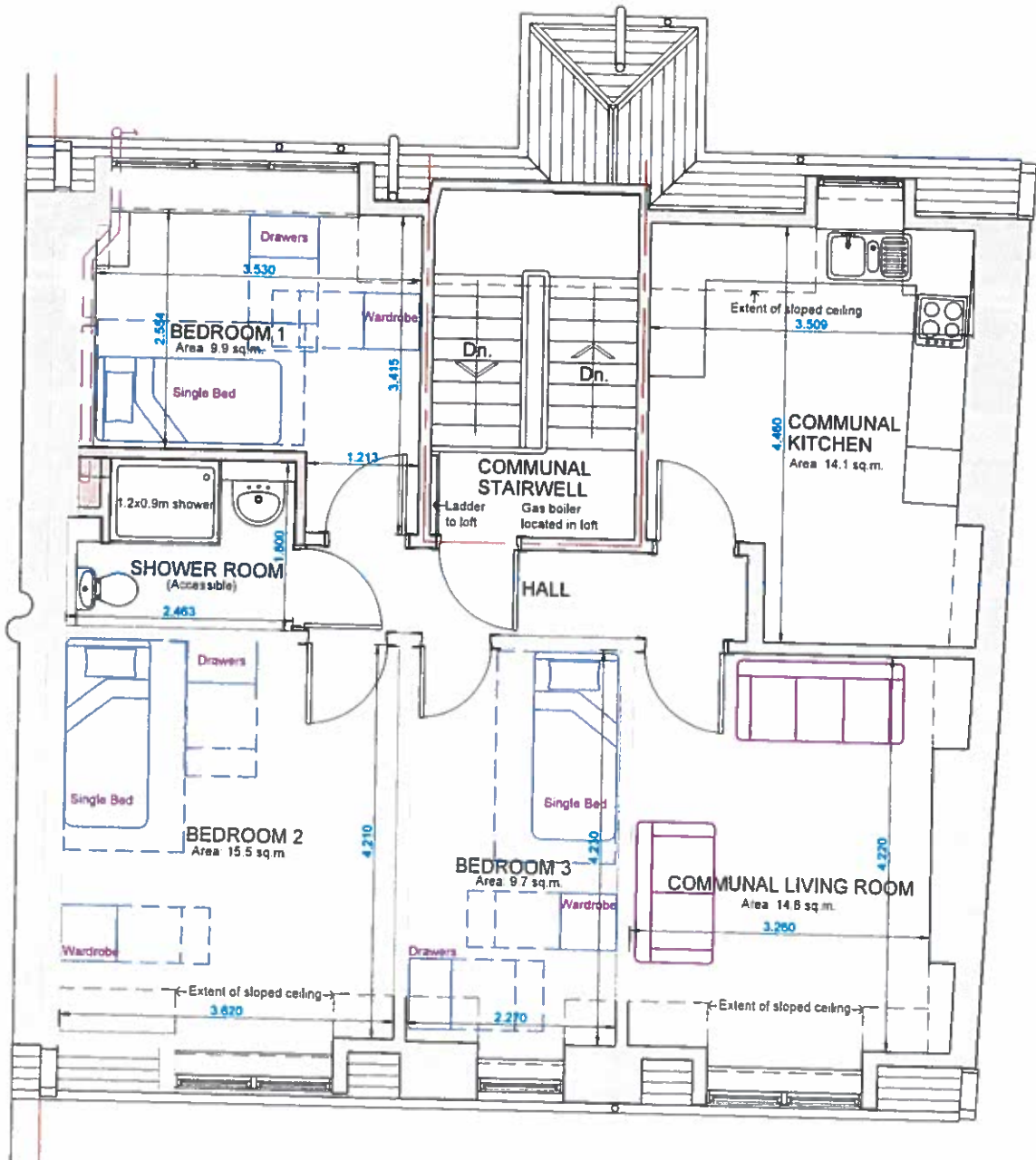
project	drawing	revision	A	Final Issue	2016-16
D34	001	A			
date	May 2016				
status	Survey				
ref	D34-001				

DEEMOUNT DESIGN
ARCHITECTURE & INTERIORS

Tel: 01224 443731 info@deemountdesign.co.uk www.deemountdesign.co.uk

Deemount Design 12 Deemount Road Ferryhill Aberdeen AB11 7TJ

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PROPOSED FLOOR PLAN
3 No. Tenants

SCALE 1:50 @ A3



KITCHEN

Requires to have at least 1 cooker (oven, grill and 4 hot plates) with at least 300mm of worktop each side of cooker, 1 fridge and 1 freezer, 1 cubic metre of storage, 2.6m of worktop.

ELECTRICS

Electrical socket requirements
6 to each bedroom
8 to kitchen (excluding any behind appliances)
4 additional sockets anywhere else in property

HEATING

Requires to have a fixed controllable heater in every bedroom and Living Room capable of maintaining temperature in those rooms of 18° centigrade when outside temperature is -1° centigrade. At gas boiler CO2 detector required.

Proposed Flat Refurbishment & Alterations

2 F/W 35 Kings Crescent, Aberdeen, AB24 3HP

for Dey Properties Limited

Proposed Floor Plan

project	drawing	revision	A	first issue	date
D34	200	A			
date	July 2018				
status	Final				
ref	D34-001				

DEEMOUNT DESIGN
ARCHITECTURE & INTERIORS

Tel: 01224 443131 | info@deemountdesign.co.uk | www.deemountdesign.co.uk

Deemount Design, 12 Deemount Road, Ferryhill, Aberdeen AB11 7TJ

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ABERDEEN
CITY COUNCIL

MEMO

Private Sector Housing Unit

Operations & Protective Services

Lower Ground Floor West, Marischal College

To	Fraser Bell, Chief Officer - Governance		
From	Ally Thain, Private Sector Housing Manager, Operations & Protective Services		
Email	allyt@aberdeencity.gov.uk	Date	6 August 2018
Tel.	522870	Our Ref.	
Fax.		Your Ref.	

Part 5 of Housing (Scotland) Act 2006

Application for a Licence to operate a House in Multiple Occupation (HMO) at No.29 Middlefield Place, Aberdeen

Applicant/s: Judith Minty

Agent: Contempo Property

I refer to the above HMO licence application, which is on the agenda of the Licensing Committee at its meeting on 21 August 2018 for the reason that one written representation was received by the HMO Unit.

I can advise you as follows:

The HMO legislation

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

The premises:

The property at No.29 Middlefield Place, Aberdeen, is an upper-floor maisonette flat providing accommodation of 3 letting bedrooms, one public room, 2 bathrooms & one kitchen. The plan attached as Appendix 'A' shows the position of the premises.

The HMO licence application:

The HMO licence application is dated 12 June 2018 and was received by the HMO Unit on 15 June 2018.

Certificate of Compliance – Notice of HMO Application:

At the date of this report, the Certificate of Compliance has not been submitted to the HMO Unit, however it is the policy of the HMO Unit to photograph the Notice of HMO Application on display outside the property. The Notice was dated 12 June 2018, and the 21-day statutory period for displaying the Notice expired at midnight on 3 July 2018.

Letter of representation:

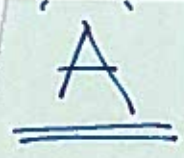
One written representation was received by the HMO Unit on 19 June 2018, within the above-mentioned 21-day statutory period, and must therefore be considered by the Committee. The letter is attached as Appendix 'B'

Other Considerations:

- Police Scotland has been consulted in respect of the applicant's suitability as a 'fit & proper' person and made no comment or objection.
- The Scottish Fire & Rescue Service has been consulted in respect of the suitability of the premises as an HMO and made no comment or objection.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaint of anti-social behaviour in respect of No.29 Middlefield Place, Aberdeen.
- The applicant is currently registered with this Council, however she must also register NO.29 Middlefield Place before letting it.
- The applicant has requested an occupancy of 3 tenants, which is acceptable to the HMO Unit in terms of space and layout.
- The application under consideration is a 'first-time' HMO licence application.
- There are no other HMO-licensed properties in Middlefield Place, Aberdeen.
- Following receipt of the licence application, an initial joint inspection of the property by an HMO Officer and an Officer from Scottish Fire & Rescue Service was carried out. A substantial amount of work to upgrade the property to the current HMO standard was identified which, at the date of this report, has not been completed. I'll advise the Committee of progress with these works at the meeting on 21 August 2018.

I trust the above explains the position. Please contact me on x2870 should you have any queries regarding the above.

Ally Thain
Private Sector Housing Manager



Post

74.0m

MIDDLEFIELD PLACE*

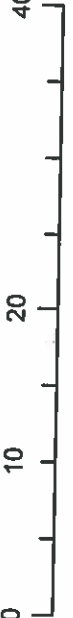
MIDDLEFIELD PLACE*

42 10 48

1:500

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40 Metres



B

19/06/2018

To whom it may concern,

Please accept this letter as a formal rejection for an HMO for 29 Middlefield Place, AB24 4PP.

I am the owner of [redacted] . I was horrified to find a permission request for an HMO licence for the flat above me, no 29 Middlefield Place.

I purchased my flat in December 2016, the property developer refurbishing no 29 at the time of my purchase guaranteed me that he would be selling the flat for residential use and not as a rented or HMO property.

I choose this property because it was in a lovely quiet, residential area with familiar permanent neighbours and a small community feel. I have a garden at the front and back, the upstairs flat access their garden by walking directly past my front door and windows and round the side of my property.

I also suffer from MEDICAL CONDITIONS AS and am dependent on a feeling of security and safety in my currently peaceful home.

I definitely object to an HMO licence being granted for no 29 on the following grounds;

- uncertainty and temporary nature of who your neighbours are and the questionable number of people living directly above
- inappropriate area for an HMO- disrupting the community atmosphere by introducing transient tenants
- noise levels of multiple people living above me with little insulation to reduce noise- the flat is not designed for multiple occupancy with consideration for neighbours
- this flat has been renovated from a 2 bed to a 3 bed and could potentially sleep at least 8 people, this is an unacceptable number of people living directly above a quiet 2 bed residence
- multiple unknown people passing my living room and bedroom windows and front door seriously infringing upon the sense of security and personal space in my home
- the potential rowdy nature of tenants associated with HMO and the added stress of having to negotiate with the owners to deal with issues that may well arise

I look forward to hearing from you regarding the next process.

Yours sincerely,

Lesley Bilton-Cruickshank

Aberdeen City Council
Housing & Environment
DATE RECEIVED
19 JUN 2018
Private Sector Housing Unit

LICENSING COMMITTEE INFORMATION SHEET

21 August 2018

TYPE OF APPLICATION: APPLICATION FOR GRANT OF STREET TRADER
LICENCE

APPLICANT: STEPHEN COLLIE

PREMISES: BEACH ESPLANADE, ABERDEEN

DESCRIPTION

- The application requires to be determined by 10 October 2018
- The applicant does not have a valid certificate from Environmental Health

CONSULTEES

Police Scotland-

Environmental Health- No certificate of compliance

OBJECTIONS/REPRESENTATIONS

No objections or representations

COMMITTEE GUIDELINES/POLICY

GROUNDS FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a) the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i) for the time being disqualified from holding a licence, or

(ii) not a fit and proper person to be the holder of the licence;

(b) the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of

such a licence if he made the application himself;

(c)where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i)the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii)the nature and extent of the proposed activity;

(iii)the kind of persons likely to be in the premises, vehicle or vessel;

(iv)the possibility of undue public nuisance; or

(v)public order or public safety; or

(d)there is other good reason for refusing the application;

and otherwise shall grant the application.

LICENSING COMMITTEE INFORMATION SHEET

21 August 2018

TYPE OF APPLICATION: Taxi Driver Licence- Renewal

APPLICANT: Gary Borland **LICENCE:** 1103

INFORMATION NOTE

Application submitted 28/03/2018
 Must be determined by 27/09/2018

Applicant has not provided evidence of right to work in UK as required under the Immigration Act 2016.

Numerous attempts have been made to contact the applicant by telephone and he was written to on 17/07/2018 but he has not attended an interview with the required documentation.

DESCRIPTION

Renewal Taxi Driver Licence

CONSULTEES

- Police Scotland

OBJECTIONS/REPRESENTATIONS

Legal

COMMITTEE GUIDELINES/POLICY

All applicants for a taxi driver licence must submit the required proof of right to work in UK under Immigration Act 2016.

GROUNDS FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a)the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i)for the time being disqualified from holding a licence, or

(ii)not a fit and proper person to be the holder of the licence;

(b)the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c)where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i)the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii)the nature and extent of the proposed activity;

(iii)the kind of persons likely to be in the premises, vehicle or vessel;

(iv)the possibility of undue public nuisance; or

(v)public order or public safety; or

(d)there is other good reason for refusing the application;

and otherwise shall grant the application.

LICENSING COMMITTEE INFORMATION SHEET

21 August 2018

TYPE OF APPLICATION: Taxi Driver Licence- Renewal

APPLICANT: James Hutchison **LICENCE:** 0500

INFORMATION NOTE

Application submitted 29/03/2018
 Must be determined by 28/09/2018

Applicant has not provided proof of his right to work in the UK as required by the Immigration Act 2016.

In addition he has not provided a copy of his DVLA driving licence and either an extract of his licence details or a check code to enable officers to verify his licence details.

Attempts have been made to contact him by phone and he was written to on 17/07/2018.

DESCRIPTION

Renewal Taxi Driver Licence

CONSULTEES

- Police Scotland

OBJECTIONS/REPRESENTATIONS

Legal

COMMITTEE GUIDELINES/POLICY

All taxi driver applicants must provide proof of right to work in UK under Immigration Act 2016. Licensing Committee policy requires all applicants to supply a copy of their DVLA driving licence and either an extract of their DVLA record or a check code as Civic Government (Scotland) Act 1982 requires all applicants to have held a full DVLA licence (or equivalent) for 12 consecutive months prior to any application. Where any DVLA licence becomes invalid any taxi driver licence immediately ceases to have effect.

GROUNDS FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a)the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i)for the time being disqualified from holding a licence, or

(ii)not a fit and proper person to be the holder of the licence;

(b)the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c)where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i)the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii)the nature and extent of the proposed activity;

(iii)the kind of persons likely to be in the premises, vehicle or vessel;

(iv)the possibility of undue public nuisance; or

(v)public order or public safety; or

(d)there is other good reason for refusing the application;

and otherwise shall grant the application.

LICENSING COMMITTEE INFORMATION SHEET**21 August 2018****TYPE OF APPLICATION:** Taxi Driver Licence- Renewal**APPLICANT:** Douglas Inglis **LICENCE:** 0802**INFORMATION NOTE**

Application submitted 28/03/2018
Must be determined by 27/09/2018

Applicant has not provided proof of right to work in UK as required under Immigration Act 2016.

Several attempts have been made to contact him by telephone and he was written to on 17/07/2108.

DESCRIPTION

Renewal Taxi Driver Licence

CONSULTEES

- Police Scotland

OBJECTIONS/REPRESENTATIONS

Legal

COMMITTEE GUIDELINES/POLICY

All applicants for a taxi driver licence must prove right to work in UK under Immigration Act 2016

 GROUNDS FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a)the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i)for the time being disqualified from holding a licence, or

(ii)not a fit and proper person to be the holder of the licence;

(b)the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c) where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i) the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii) the nature and extent of the proposed activity;

(iii) the kind of persons likely to be in the premises, vehicle or vessel;

(iv) the possibility of undue public nuisance; or

(v) public order or public safety; or

(d) there is other good reason for refusing the application;

and otherwise shall grant the application.

LICENSING COMMITTEE INFORMATION SHEET

21 August 2018

TYPE OF APPLICATION: Private Hire Car Driver Licence- Renewal

APPLICANT: Christopher Douglas **LICENCE:** PHD 284

INFORMATION NOTE

Application submitted 09/04/2018
 Must be determined by 08/10/2018

The applicant has not passed the street knowledge test as required by Licensing committee policy.

Test sat once on 16/07/2018

DESCRIPTION

Renewal Private Hire Car Driver Licence

CONSULTEES

- Police Scotland

OBJECTIONS/REPRESENTATIONS

Legal

COMMITTEE GUIDELINES/POLICY

All applicants for a private hire driver licence must pass street knowledge test.

GROUNDS FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a)the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i)for the time being disqualified from holding a licence, or

(ii)not a fit and proper person to be the holder of the licence;

(b)the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c) where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i) the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii) the nature and extent of the proposed activity;

(iii) the kind of persons likely to be in the premises, vehicle or vessel;

(iv) the possibility of undue public nuisance; or

(v) public order or public safety; or

(d) there is other good reason for refusing the application;

and otherwise shall grant the application.

LICENSING COMMITTEE INFORMATION SHEET

21 August 2018

TYPE OF APPLICATION: Private Hire Car Driver Licence- Renewal

APPLICANT: Genadijs Judins **LICENCE:** PHD 003

INFORMATION NOTE

Application submitted 10/04/2018
 Must be determined by 09/10/2018

Licence granted 01/05/2014, renewal submitted 22/04/2015, granted by committee 01/09/2015 although Street Knowledge test never sat as a particular case. However that decision superseded by new committee policy implemented 23/12/2016 which required ALL private hire car drivers to pass the test.

The applicant has not passed the street knowledge test as required by Licensing committee policy.

Applicant invited to test on 16/07/2018 but did not attend.

DESCRIPTION

Renewal Private Hire Car Driver Licence

CONSULTEES

- Police Scotland

OBJECTIONS/REPRESENTATIONS

Legal

COMMITTEE GUIDELINES/POLICY

All applicants for a private hire driver licence must pass street knowledge test.

GROUNDS FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a)the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i)for the time being disqualified from holding a licence, or

(ii)not a fit and proper person to be the holder of the licence;

(b)the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c)where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i)the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii)the nature and extent of the proposed activity;

(iii)the kind of persons likely to be in the premises, vehicle or vessel;

(iv)the possibility of undue public nuisance; or

(v)public order or public safety; or

(d)there is other good reason for refusing the application;

and otherwise shall grant the application.

ABERDEEN CITY COUNCIL

COMMITTEE	Licensing Committee
DATE	21 August 2018
REPORT TITLE	Taxi Demand Survey
REPORT NUMBER	GOV/18/070 & 71
DIRECTOR	Fraser Bell
REPORT AUTHOR	Lynn May
TERMS OF REFERENCE	No 3

1. PURPOSE OF REPORT

- 1.1. To present to the Committee the 2018 Taxi Demand Survey attached as Appendix 1 to this report which also includes a Private Hire Overprovision Assessment and a Review of Taxi Rank provision in Aberdeen, (“the Survey”).

2. RECOMMENDATION(S)

That the Committee:

- 2.1. notes the results and recommendations of the Survey.
- 2.2. agrees that there is currently no evidence of significant unmet demand for the services of taxis in Aberdeen and therefore no need to increase the limit on the number of taxi licences.
- 2.3. agrees that there is no evidence of the overprovision of private hire cars in the locality of the City of Aberdeen and therefore no need to introduce a cap on private hire car licences.
- 2.4. instructs the Chief Officer-Governance to consult on an informal basis with the Chief Officer Operations, as representative of the Council as Roads authority, the Chief Constable, Police Scotland, and the Taxi and Private Hire Car Consultation Group regarding the suggestion for establishing new taxi ranks at Upperkirkgate and Guild Street and discuss the under use of the ranks at St Andrews Street and Dee Street.
- 2.5. instructs the Chief Officer-Governance, to discuss with the Taxi and Private Hire Car Consultation Group, measures which could encourage more of the licensed vehicle fleet to operate during unsocial hours and which would help to address limitations in provision during such hours.

3. BACKGROUND

- 3.1 As provided in the Civic Government (Scotland) Act 1982, the Licensing Committee is entitled to refuse applications for the grant of taxi licences for the purposes of limiting the number of taxis in Aberdeen. However, it can only do so if it is satisfied that there is no significant unmet demand for the services of taxis in the City of Aberdeen. In order to satisfy themselves whether there is a significant unmet demand for taxis or not, Licensing Authorities should conduct surveys from time to time. Aberdeen City Council as Licensing Authority have conducted regular surveys, for example in 2011, 2014 and the current survey in 2018. Department for Transport Guidance recommends that reviews on demand are conducted every 3 years. The Scottish Government Best Practice Guidance in 2012 states that “licensing authorities should carry out a survey sufficiently frequently to be able to respond to any challenge to the satisfaction of a court.”
- 3.2. In 2014 the Licensing Committee commissioned a taxi demand survey. The report to Committee in November 2014 concluded that there should be a controlled increase of the limit on taxis, which would involve an additional 30 licences being available, with regular monitoring to ascertain whether such an increase would be sufficient to meet demand. The Committee therefore agreed to increase the limit from 1049 to 1079 taxi licences for the City. There are currently 915 taxi licences operating in the City, 164 below the limit set in 2014.
- 3.3. The Air Weapons and Licensing (Scotland) Act 2015 introduced a similar ground of refusal in respect of the grant of Private Hire Licences. A licensing authority can refuse to grant a private hire car licence where they are satisfied that there already exists (or will exist if the licence is granted) an overprovision of private hire car facilities in the area or locality where the car is to operate. To establish if there is overprovision the authority must have regard to (a) the number of private hire cars operating there, and (b) the demand for private hire car services.
- 3.4. In April 2017 the Committee instructed officers to undertake a further taxi demand survey and a private hire car overprovision assessment, in conjunction with the taxi fare review, to establish the current position with regard to potential significant unmet demand and assess whether there had been any significant change since the report in November 2014.
- 3.5 In June 2017 the Committee also instructed officers to incorporate within the taxi demand survey, to be carried out in 2018, a review of the provision and location of taxi ranks in the City. Recommendation 2.4 asks for an informal consultation with the relevant departments to initially see whether any rank change may be feasible. If, following on from this, it is deemed that this is an option, then a more formal consultation will follow.
- 3.6. The 2018 Survey has now been completed, and the full Survey Report by LVSA is attached for your information (Appendix 1) A representative from LVSA will present the report and its findings to the meeting of the Committee. In summary, the Survey Report concludes :-

- 3.6.1 On the basis of the evidence gathered by the Survey, the key conclusion is that there is no evidence of unmet demand for the services of taxis either patent or latent which is significant at this point in time in the Aberdeen licensing area.
- 3.6.2 There is no overprovision of private hire cars in Aberdeen.
- 3.6.3 Measures which would encourage more of the licensed fleet to operate during unsocial hours would help to address limitations in provision of taxis at night.
- 3.6.4 There is no need to increase the limit to the number of taxi vehicle licences or to introduce a cap on private hire car numbers.
- 3.6.5 With regard to the evaluation of the existing taxi ranks in Aberdeen City and proposals for new ranks, two new ranks are suggested at Upperkirkgate and on Guild Street and two existing ranks were found to be unused either in part or entirely at Dee Street and St Andrew Street.

4. FINANCIAL IMPLICATIONS

- 4.1 The approval of the recommendations will require:
 - 4.1.2 Staff costs of implementing the recommendations 2.4 and 2.5 will be contained within existing approved licensing budgets. If there is to be a full consultation following discussions after 2.4, then there may be some additional cost implications, however these would be identified prior to consultation.

5. LEGAL IMPLICATIONS

- 5.1 The 2018 Taxi Demand Survey consists of three distinct elements, firstly a taxi demand survey, secondly a private hire car overprovision assessment and lastly as instructed by the Committee a review of our current ranks and an assessment of any further provision required in the City. The following paragraphs explain the legal basis and implications for these elements of the Survey.

5.2 Taxi Demand Survey

In terms of Section 10(3) of the Civic Government (Scotland) Act 1982 the Council, as the licensing authority for taxis may instruct a Survey to report on the demand for taxis within their area. A licensing authority may refuse the grant of a taxi licence in order to limit the number of taxis, however in order to refuse on this ground they must be satisfied that there is no significant unmet demand for taxis in their area. this is done by way of a survey. Aberdeen City Council as Licensing Authority have conducted regular surveys, for example in 2011, 2014 and the current survey in 2018. Department for Transport Guidance recommends that reviews on demand are conducted every 3 years. The Scottish Government Best Practice Guidance in 2012 states that "licensing authorities should carry out a survey sufficiently frequently to be able to respond to any challenge to the satisfaction of a court." Therefore, the Committee would be due to consider another Demand Survey report in 2021.

5.3 **Private Car Hire Overprovision Assessment**

The Air Weapons and Licensing (Scotland) Act 2015 introduced new sections 10(3A),(3B) and (3C) to Section 10 of the Civic Government (Scotland) Act 1982, allowing a licensing authority to refuse the grant of a private hire car licence if they are satisfied that there is (or, as a result of granting the licence, could be) overprovision of private hire car services in the area in which the private hire car is to operate. In order to use this ground of refusal the authority must be satisfied there is overprovision. To determine whether there is overprovision the authority must have regard to the number of private hire cars operating in the locality and the demand for private hire car services in the locality. The Scottish Government have not yet issued guidance on these new provisions. The Survey report therefore includes for the first time a Private Hire overprovision assessment for the City of Aberdeen.

5.4 **Review of Current Ranks**

Section 19 of the Civic Government (Scotland) Act 1982 authorises a licensing authority to appoint, after consultation, stances for taxis for the whole or any part of a day in any road within their area or on any land owned by the authority, or, with the consent of the owner, on any land owned by him. A licensing authority may also from time to time, after consultation, vary the number of taxis permitted to be at each stance and alter the position of such stances or revoke the appointment thereof. The Survey therefore provides a review of our current ranks and an assessment of any further provision required in the City.

6 **MANAGEMENT OF RISK**

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	The costs of implementing the recommendations exceed the budget provision available.	L	Close monitoring of the costs committed to the work and the budget available.
Legal	As per paragraph 5 above	L	Compliance with the statutory requirements
Employee	There is no risk to employees arising from the recommendations of this report	L	N/A
Customer	The Demand Survey and Overprovision Assessment will consider the provision of taxi and private hire services and	L	The Survey will be of interest to the citizens of Aberdeen to help improve the provision of

	ranks for the customer/citizen of Aberdeen		taxi and private hire car services in the City.
Environment	There is no risk to the environment arising from the recommendations of this report	L	It is recommended that there is no increase in the limit of taxi licences granted in the City.
Technology	There is no risk to technology arising from the recommendations of this report	L	N/A
Reputational	As a licensing authority there would be a reputational risk to the Council if it failed to undertake its legal duty and not carry out a further Demand Survey and Private Hire Overprovision Assessment.	M	As this report is presenting the Demand Survey and Overprovision Assessment for consideration in accordance with the legislation any risk is mitigated.

7. OUTCOMES

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The Demand Survey recommendations will not significantly impact on the people of Aberdeen as they have concluded that there is no significant unmet demand for taxis in the City and that there is no overprovision of private hire cars and therefore there is no need to increase the limit on the number of taxi licences or cap the number of private hire cars operating. There are limitations in provision of licensed vehicles at certain times in Aberdeen e.g. weekend nights and it is recommended that measures to address this be discussed with the local taxi trade representatives. The existing taxi ranks have been found to be good but two new ranks are suggested for consideration to help cater for customer need.
Partnerships and Alliances	Currently there will be no impact on the number of taxi licences arising from the survey as it is

	<p>recommended that the limit is not increased. However, given the conclusions of the survey it is recommended that the Committee further discuss with the taxi and private hire consultation group, to encourage more of the licensed vehicle fleet to operate during unsocial hours to help address limitations in provision at night in the City. In addition, it is recommended the committee consult informally with the local taxi trade representatives, its Roads Department and Police Scotland on the suggestions for two new ranks in the City centre and consider two existing ranks which were found to be unused either in part or entirely.</p>
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8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Completed and not required
Privacy Impact Assessment	Not required
<u>Children's Rights Impact Assessment/Duty of Due Regard</u>	Not applicable

9. BACKGROUND PAPERS

9.1. None

10. APPENDICES

10.1. Appendix 1- The 2018 Taxi Demand Survey

11. REPORT AUTHOR CONTACT DETAILS

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01224 523173



Aberdeen City
Taxi Unmet Demand and Private Hire Overprovision Survey
July 2018



Executive Summary

This Aberdeen taxi unmet demand and private hire overprovision survey has been undertaken on behalf of Aberdeen City Council following appropriate available guidance.

This Executive Summary draws together key points from the main report.

Within the Council licensing area, the council maintains a limit regarding the number of taxis which may be licensed. The current limit is set at 1,079 taxi vehicles. There is not currently a limit on the number of private hire cars.

Data has been collected through consultation with stakeholders, the trade and members of the public. In addition, observations of activity at taxi ranks were undertaken to record volumes of taxis and passengers using each rank and whether any passengers had to wait for taxis to arrive at the ranks.

Surveys were undertaken at all taxi ranks in Aberdeen known to be active. Video cameras were used to record activity at the taxi ranks and the levels of activity during active periods were tabulated and analysed.

The relative levels of activity at the ranks are presented in the following figures.

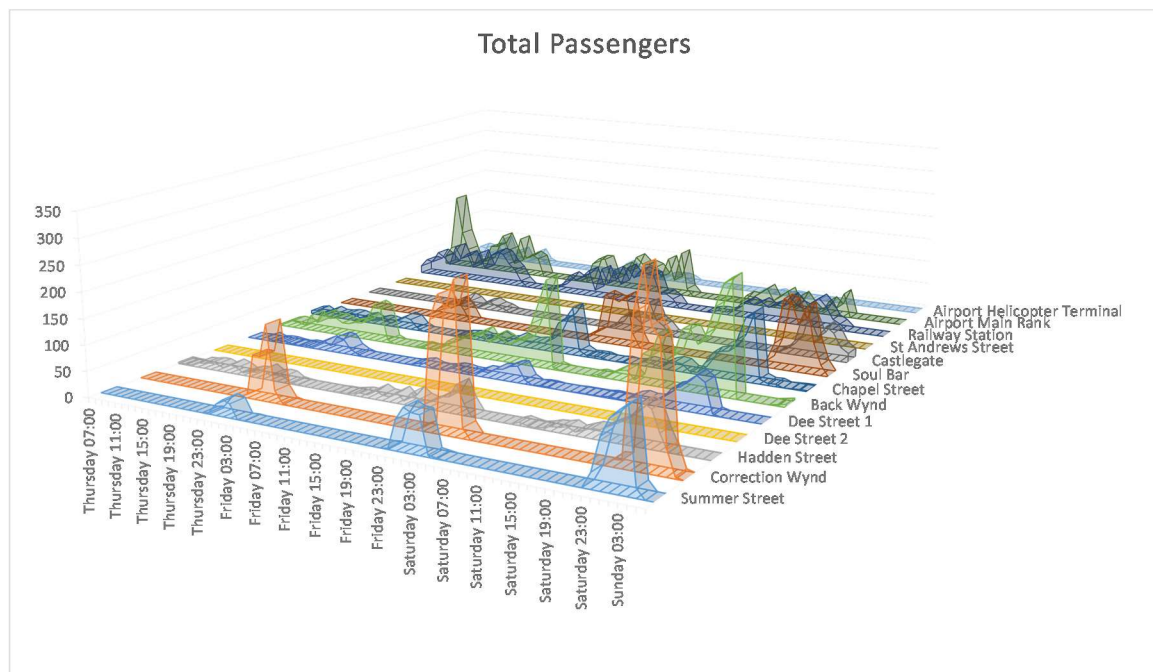
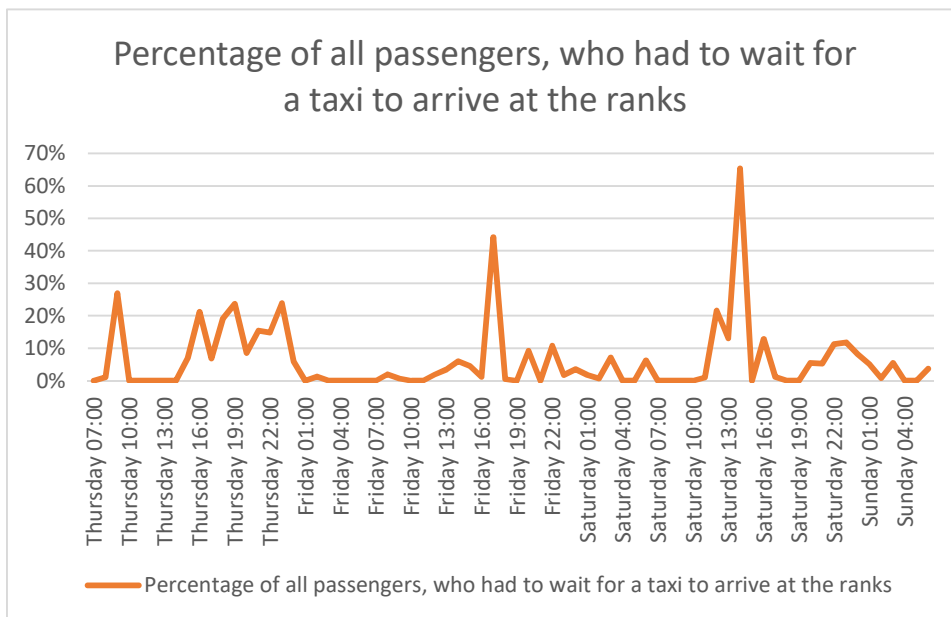


Figure 1 - Passenger volumes through ranks in Aberdeen

Some passengers were observed waiting from time to time at the ranks, for Taxis to arrive at the ranks. The waiting passengers were observed at various times during periods of low activity as well as during periods of high activity. The length of time that passengers had to wait was generally low. The number of passengers who had to wait was a relatively low proportion of all passengers and occurrences were normally infrequent. The normal situation was that Taxis were waiting at ranks when passengers arrived at the ranks in order to hire one. There were no extensive periods of continuous passenger waiting and no lengthy queues of passengers formed for extended periods of time, waiting for taxis to arrive at the ranks.

A notable feature of the taxi trade in Aberdeen is that night ranks are formed along Union Street after midnight and adjacent ranks on streets around Union Street are closed at this time. On Friday and Saturday nights, taxi marshals operate at the night ranks along Union Street. At times, passengers queue to board queueing taxis at the night ranks on Union Street. It is important to differentiate this type of passenger queueing from that which occurs when no taxis are waiting at the rank. The passenger wait is due to the time taken for people to board the first few taxis in the queue and for subsequent taxis to move up the rank to the boarding point. During these passenger waiting events, there were taxis available in the vehicle queue at the ranks in question. Passenger wait time is not due to undersupply of taxis on these occasions, i.e. even if more taxi were available, they would still need to join the back of the vehicle queue and passengers would not be able to board faster. Such passenger queueing as described is not counted towards the total passenger waiting which was observed when taxis were not present at the ranks.

Passenger waiting is summarised in the following figure.



Despite perceived issues with supply of licensed vehicles late on Saturday night (early hours of Sunday morning) the proportion of passengers who had to wait for taxis to arrive at the ranks was relatively low.

Public and stakeholder perception of the Taxi fleet was generally favourable. However, some respondents felt that there were issues with availability at peak times and reliability of bookings for travel.

Several coefficients are calculated from the rank survey results and from public consultation. The coefficients are entered into a formula to calculate the Index of Significant Unmet Demand (ISUD). The index value for the 2018 survey was **24.6**. This value falls below the threshold value of 80, and suggests that there is **no significant unmet demand** for taxis.

The ISUD value, considered along with feedback from stakeholders and the public leads to the conclusion that there is **no significant unmet demand** in Aberdeen.

Private hire operators were consulted regarding services provided. Most operators operate mixed fleets of both private hire cars and taxis. Taxis dominate provision for private hire bookings. Drivers are self employed and choose their own working hours. The period when most drivers are logged into the booking systems and working tends to be weekday mornings between 7:00 and 10:00. The number of drivers working dwindles through the rest of the day and most drivers choose not to work evenings and nights. Private hire operators are not able to fulfil all bookings attempted at busy periods at night, especially on Saturday nights. It is felt that if more drivers can be encouraged to work nights, then more demand could be satisfied.

The number of private hire cars licensed was assessed to determine whether there is an overprovision of private hire cars. Symptoms of overprovision would be low rates of hourly hires and lengthy waits between bookings. The assessment was complicated by the nature of the private hire trade in Aberdeen. Most operators have a mixed fleet of taxis and private hire cars which fulfil bookings. The data from private hire operators could not differentiate between bookings fulfilled by taxis and those fulfilled by private hire cars.

Considering the private hire data for the mixed fleet, the hire per hour rate for private hire bookings was generally higher than that for taxis. The wait time between hires was commensurate with the wait times taxis experienced on the ranks. These statistics do not suggest that there is an overprovision of licensed vehicles working on private hire booking circuits.

The assessment of private hire car overprovision must consider only private hire cars and not all vehicles working on private hire circuits. If we assume

that private hire cars operate at a similar level of utilisation per vehicle as taxis working on the booking circuits, then the statistics regarding booking frequency and wait times between bookings indicate that the level of provision is not excessive. If we were to consider the overall number of private hire cars and the estimated total number of private hire bookings undertaken, the existing fleet of private hire cars could not fulfil the current level of demand without the capacity provided by taxis working on private hire booking systems.

Consequently, the assessment determined that there is **no overprovision of private hire cars**.

The elderly and people with mobility impairments rely more heavily on the services of licensed vehicles, than the population at large. Feedback from consultation with stakeholders and with the trade, suggested that there are no issues with the availability of wheelchair accessible vehicles and provision of appropriate service to mobility impaired users.

The market for providing licensed vehicle services to the elderly and mobility impaired is a growing market. The private hire operators appear to be well equipped to address this growing market.

It is recommended that there is no need to increase the limit on taxi licences. There is no need to introduce a limit on private hire car numbers as there is no overprovision of private hire cars.

Measures which would encourage more drivers to work unsocial hours would help to address the perceived limited availability of licensed vehicles on Friday and Saturday nights. It is recommended that measures such as a revision of the fares table, with a new higher distance based tariff during the late night peak periods on Friday and Saturday nights is explored. If Uber were to commence operations in Aberdeen, their surge pricing policy during times of peak demand, would result in higher fares for travel with Uber during peak periods.

Some passengers find the wheelchair accessible vehicles used in the taxi fleet to be less comfortable than saloon cars and more difficult to get in and out of. However, it was generally felt that there was a need for wheelchair accessible vehicles to be available for those who needed them. It was also generally felt that a mixed fleet was appropriate to meet the needs of all users.

There was some feedback that there is some reluctance amongst taxi drivers to accept hires from wheelchair users. Anecdotal evidence indicated that a minority of drivers were not keen on undertaking such hires and it was suggested that some would even go to such lengths as to leave a rank if they

thought a wheelchair user was likely to try and hire them. It should be stressed that there was no suggestion that such behaviour was prevalent amongst drivers, but different sources indicated that some drivers did discriminate against wheelchair users.

A review was undertaken regarding existing ranks and potential new ranks to be implemented in Aberdeen.

The existing ranks were visited and assessed. The existing ranks were generally found to be suitable and well located for existing demand and patterns of use. Some limitations were identified regarding use by wheelchair user or visually impaired users. However, rank locations and configuration were generally found to be suitable.

Two of the existing ranks were in part or whole, largely unused. The rank on St Andrew Street was unused during the site visit and rank observation survey. The rank on Dee Street is split into two separate bays, split by the junction with Langstane Place. Whilst the rank is generally lightly used, the usage is concentrated on the section of the rank between Union Street and Langstane Place. The section beyond Langstane Place is largely unused. It is thought that the configuration of the rank lends itself to this pattern of use. The taxis which wait for passengers on the section between Langstane Place and Union Street, have the option of leaving the rank and turning left onto Langstane Place and subsequently, on to Union Street and then destinations to the north, west or east. However, from the section beyond Langstane Place, taxis departing the rank may only travel south along Dee Street.

Members of the public and the trade were asked if they could identify new locations which would be suitable for the establishment of a new rank. Suggestions were received from both the trade and the public. The potential new rank locations were assessed for suitability. The long list was distilled down to two suggested locations which may be suitable for establishing new ranks. These are locations which are likely to have sufficient demand to establish and sustain an active taxi rank, without being too close to existing active ranks and having a detrimental impact on existing ranks.

The first location thought to be suitable for a new rank, is on Upperkirkgate. This location is close to retailing and business premises as well as the Council offices, and would serve daytime demand from these land uses. In the evening there is likely to be demand from nearby night time economy venues.

The second suggested location is on Guild Street. This location would serve the bus station and local retailing and business premises during the day and night time economy venues in the evening.

Both new locations would have some constraints regarding the size of the ranks and the potential rank on Guild Street is in a sensitive traffic area which may make this location less desirable. However, in terms of operational demand, both would be likely to be well used by passengers.

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1 General introduction and background

Aberdeen City Council is responsible for the licensing of taxi and private hire cars operating within the council area. At the present time it operates a limit on the number of taxi licences under the Civic Government (Scotland) Act 1982 Section 10 and on the basis of the results from previous surveys This current Report provides the results from the 2018 review of demand for taxis in Aberdeen, undertaken using the guidance given in the April 2012 "Taxi and private hire car licensing: Best Practice Guidance for Licensing Authorities" (the BPG). In addition to the survey of demand for taxis, the survey also encompassed a survey of overprovision of private hire cars, in accordance with the requirements of sub-sections 3A, 3B and 3C of Section 10 of the Civic Government (Scotland) Act 1982. The commission also encompassed a review of existing taxi ranks and a review of proposed locations for new taxi ranks.

Stakeholder consultation was undertaken by email, and phone-calls as appropriate. On-street questionnaires were undertaken during May and June 2018, together with the video observation of activity at ranks at the beginning of May and beginning of June 2018.

Trade consultation was undertaken using an online survey, with links to the survey distributed to the trade by the Council. Additional contact was made directly with a sample of taxi drivers at the ranks and discussion with representatives of private hire operators.

At the present time, a local authority is entitled to place a limit on the number of taxi licences under the Civic Government (Scotland) Act 1982 as long as the Council is satisfied that there is no significant unmet demand for the services of taxis in the City.

At the present time, each licensing authority in Scotland supervises the operations of two different kinds of locally licensed vehicle (carrying eight or less passengers):

- Taxi vehicles which alone are able to wait at ranks and pick up people in the street (ply for hire) as well as accepting pre-bookings;
- Private hire cars, which cannot ply for hire and must be pre-booked.

The "Best Practice Guidance" paragraphs 5.30 to 5.36 explain guidance regarding quantity restrictions on taxi licences. The Scottish Government remains of the view that decisions as to the case for limiting taxi licences should remain a matter for licensing authorities in the light of local circumstances (para 5.32). The key is that 'licensing authorities that presently restrict numbers of taxi licences are, however, encouraged to

periodically review this policy and to examine the wider policy direction” (para 5.32).

Report structure

This Report provides the following further chapters:

- 2 Local background and context
 - 3 Patent demand measurement (rank surveys)
 - 4 General public views
 - 5 Key stakeholder consultation
 - 6 Trade stakeholder views
 - 7 Evaluation of unmet demand and its significance
 - 8 Private Hire Car overprovision analysis
 - 9 Demand profiles
 - 10 Rank review
 - 11 Summary, synthesis and study conclusions
 - 12 Recommendations
- Appendix A – Rank Survey Results

Each of chapters 2 to 10 presents the results from the analysis undertaken to identify the facts behind the research and analysis. Chapter 11 summarises the individual chapters and moves towards an overview of the data and conclusions based on looking at all elements of data collected ‘in the round’.

With respect to the principal subject of this survey, local authorities retain the right to restrict the number of taxi vehicle licenses.

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 taxi 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 taxi 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 taxi trade. In Aberdeen, many of the wheelchair accessible vehicles are rear loading vehicles, which tend to be more affordable than side loading purpose built taxi vehicles. Furthermore, many of the saloon vehicles used in the taxi fleet are executive model saloon cars, which often cost more than the purpose built taxi vehicles.

Some authorities do not allow vehicles which appear to be taxis, 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 taxis 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 taxi 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 and more recently in 2012, in Scotland).

2 Local background and context

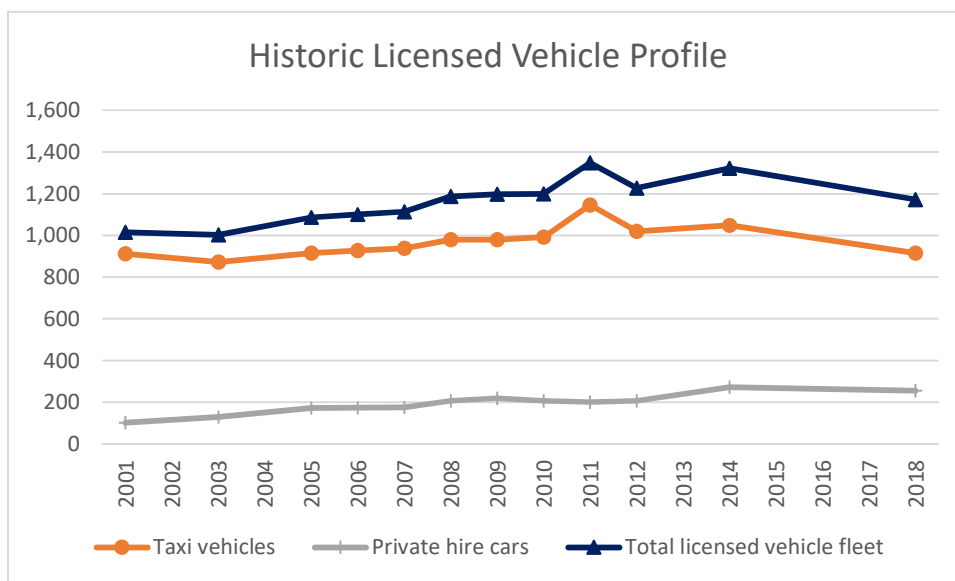
Aberdeen City currently has a population of 229,840 (mid 2016 estimate). Politically there are 13 multi-member electoral wards and a total of 43 elected councillors comprising the Council.

Whilst the Council includes a large urban population in the City itself, it also covers a more rural hinterland including Dyce, Cults and Peterculter, although there are other settlements quite close to the City yet outside the Council boundary (e.g. Portlethen and Westhill). Being on the East coast, the City is the focus for a number of roads, including the A90 (central Scotland to Peterhead), the A93 to western Scotland and the A96 to Inverness. The main rail services head south to both Edinburgh and Glasgow, with a regular London service, and a service north east to Inverness. A wide range of inter-urban, regional and local buses also focus on Aberdeen. There is an important airport hub for the city, located at Dyce, which services both the oil industry and more domestic routes, including many to the islands of Scotland as well as to English and international destinations, although the main services tend to be more business based than might be the case for other similar sized airports around the UK. There are a large number of oil industry offices in and around the City.

By drawing together published statistics from both the Department for Transport and the National Private Hire Association, supplemented by private information from the licensing authority records, recent trends in vehicle, driver and operator numbers can be observed.

Table 1 - Historic licensing statistics

Year	Taxi vehicles	Private hire cars	Total licensed vehicle fleet	Driver numbers (Taxi)	Driver numbers (Private Hire)	Total drivers
2001	912	102	1,014	1,217		
2003	873	129	1,002	1,175	4	1,179
2005	915	172	1,087	1,243	4	1,247
2006	927	174	1,101	1,249	2	1,251
2007	939	175	1,114	1,286	2	1,288
2008	980	207	1,187	1,346	2	1,348
2009	979	219	1,198	1,386	2	1,388
2010	992	207	1,199	1,441	2	1,443
2011	1,147	201	1,348	1,469	2	1,471
2012	1,020	207	1,227	1,431	9	1,440
2014	1,049	273	1,322	1,529	9	1,538
2018	915	257	1,172	1,301	51	1,352



Licensing Statistics from 2001 to date

The data presented in Table 1 and Figure 2 indicates that the number of licenced taxis, private hire cars and licensed drivers has been declining in recent years. The number of taxis is below the taxi vehicle limit of 1,079 taxis. Private hire car numbers are not currently limited.

Comparative information to other authorities

Table 2 below compares recent licensed vehicle numbers for Aberdeen with other Scottish authorities. The table is ordered in increasing proportions of total licensed vehicles per 1,000 population.

Table 2 - Licensed vehicle proportions

Licensing Area	Population	Taxi Vehicles	Private Hire Cars	Total Licensed Vehicles	Taxis per 1,000 population	Private Hire Cars per 1,000 population	Total licensed vehicles per 1,000 population
Angus	116,520	122	65	187	1.0	0.6	1.6
East Ayrshire	122,200	125	79	204	1.0	0.6	1.7
Clackmannanshire	51,350	56	36	92	1.1	0.7	1.8
Perth and Kinross	150,680	107	179	286	0.7	1.2	1.9
Midlothian	88,610	52	135	187	0.6	1.5	2.1
North Ayrshire	135,890	217	71	288	1.6	0.5	2.1
Stirling	93,750	75	130	205	0.8	1.4	2.2
Orkney Islands	21,850	32	16	48	1.5	0.7	2.2
Dumfries & Galloway	149,520	215	117	332	1.4	0.8	2.2
Fife	370,330	481	343	824	1.3	0.9	2.2
Moray	96,070	196	27	223	2.0	0.3	2.3
East Lothian	104,090	127	127	254	1.2	1.2	2.4
Scottish Borders	114,530	219	72	291	1.9	0.6	2.5
South Ayrshire	112,470	130	165	295	1.2	1.5	2.6
Argyll & Bute	87,130	190	64	254	2.2	0.7	2.9
West Lothian	180,130	122	409	531	0.7	2.3	2.9
Aberdeenshire	262,190	487	309	796	1.9	1.2	3.0
Highland	234,770	593	193	786	2.5	0.8	3.3
Falkirk	159,380	428	145	573	2.7	0.9	3.6
Inverclyde	79,160	244	52	296	3.1	0.7	3.7
Na h-Eileanan Siar	26,900	95	20	115	3.5	0.7	4.3
West Dunbartonshire	89,860	336	68	404	3.7	0.8	4.5
Dundee City	148,270	530	214	744	3.6	1.4	5.0
Aberdeen City	229,840	930	265	1,195	4.0	1.2	5.2
North Lanarkshire	339,390	493	1,322	1,815	1.5	3.9	5.3
South Lanarkshire	317,100	337	1,467	1,804	1.1	4.6	5.7
East Renfrewshire	93,810	65	481	546	0.7	5.1	5.8
East Dunbartonshire	107,540	319	324	643	3.0	3.0	6.0
Renfrewshire	175,930	235	819	1,054	1.3	4.7	6.0
City of Edinburgh	507,170	1,316	1,772	3,088	2.6	3.5	6.1
Shetland Islands	23,200	99	59	158	4.3	2.5	6.8
Glasgow City	615,070	1,420	3,414	4,834	2.3	5.6	7.9
Scotland	5,404,700	10,536	12,122	22,658	1.9	2.2	4.2

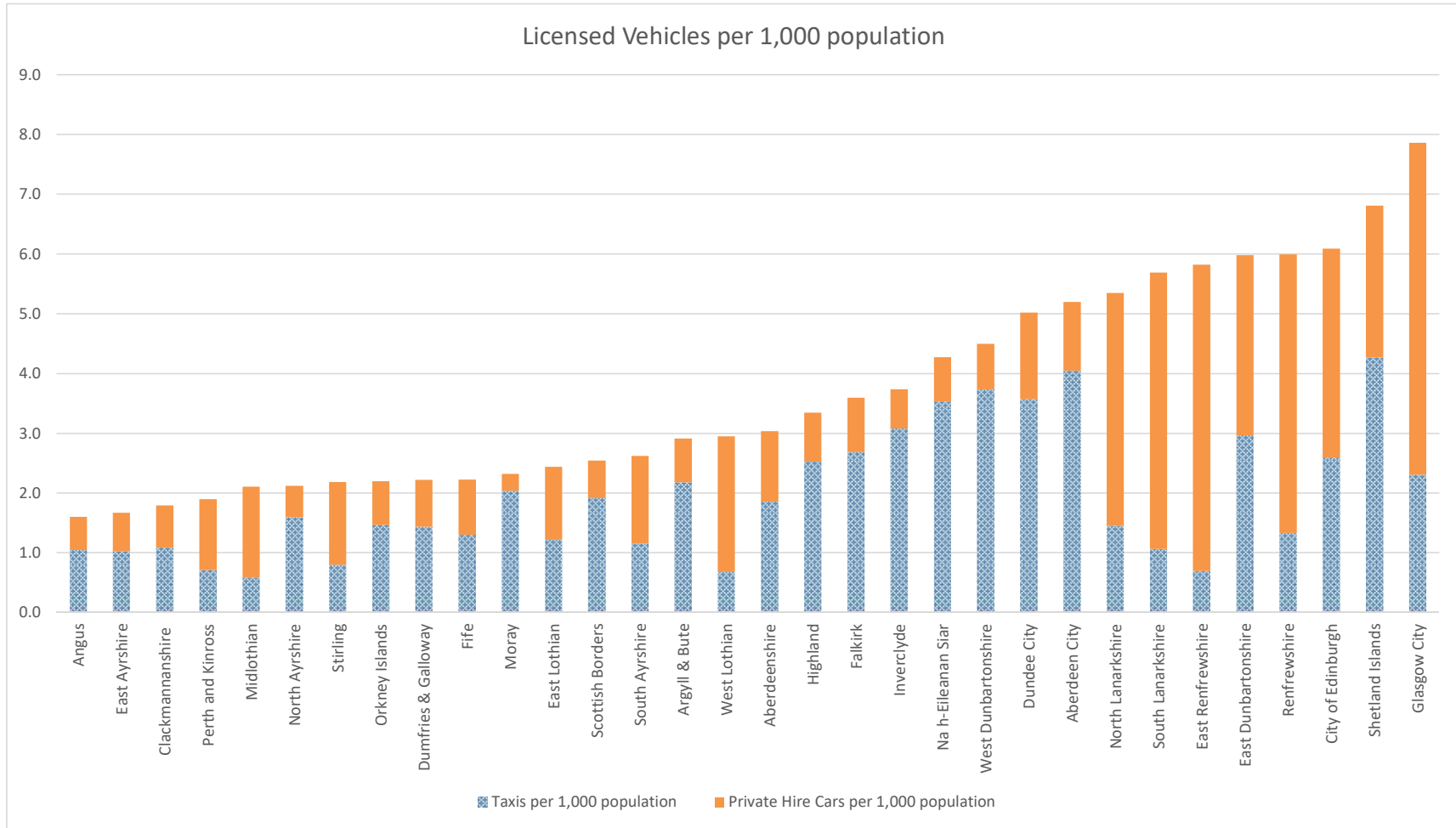


Table 2 above shows Aberdeen has the second highest proportion of taxis per 1,000 population in Scotland. At 4.0 taxis per 1,000 population, the value is more than twice the Scottish average of 1.9 taxis per 1,000 population.

The proportion of private hire cars per 1,000 population in Aberdeen is relatively low at 1.2 private hire cars per 1,000 population. This is slightly more than half the Scottish average of 2.2 private hire cars per 1,000 population. Compared with other cities in Scotland, Aberdeen has slightly higher ratios for both private hire cars and taxis, than Dundee. However, the proportion of taxis is significantly higher than both Glasgow and Edinburgh and the proportion of private hire cars is significantly lower than for both Edinburgh and Glasgow.

Driver ratios

The current statistics suggest 1,416 drivers for 1,172 vehicles in the total licensed vehicle fleet (with any comparison at taxi level not appropriate due to the low number of private hire driver licences). This proportion of 1.21 suggests there is very little double shifting of vehicles. Unlike other licensing authorities, the tradition of single owner-driver relationships in the fleet seems to be long established in Aberdeen – this was also confirmed with members of the trade.

Fares

The table below summarises Aberdeen Council taxi fares, as last set at the date shown, Date tariff set: 23 January 2017

First 950 yards £2.40

Per additional 180.5 yards 20p

Waiting time £23 per hour

Extra charges:

- 1 – Extra £1 for all journeys 2200-0800 Monday to Thursday
- 2 – Extra £1 for all journeys 2200 Friday to 0800 Monday
- 3 – Extra £2 for all journeys 0200-0500 Saturday and Sunday
- 4 – Extra £1 for pre-booking
- 5 – Extra £1 for any journeys on Spring, May Day, Midsummer or Autumn holidays

- 6 – 50% surcharge on basic tariff from 2200 24 Dec to 0500 27 Dec and from 2200 31 Dec to 0500 3 January
- 7 – Extra £1 for all journeys commencing at Airport
- 8 – Extra £2 For each hiring dropping passengers at the inner forecourt of the airport (Non-airport zoned taxis only)
- 9 – Extra 50p for all journeys commencing at Aberdeen station
- 10 - £50 fouling charge
- 11 – Extra 50% to basic tariff and surcharges (but excluding 4, 7 and 8) for where more than four passengers carried

Private Hire and Taxi Monthly magazine publish monthly league tables of the metred fares for taxis 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 July 2018 table indicated that the fares in Aberdeen were ranked 263 out of 366 authorities listed. This indicates that taxis in Aberdeen are cheaper than for most authorities.

A comparison of the fares ranking of Scottish authorities is presented in Table 3.

Table 3 - Average fare ranking of Scottish authorities

Local Authority	Fare	Rank
East Lothian	£6.80	30
Fife	£6.60	53
Moray	£6.60	57
Edinburgh	£6.35	85
Mid Lothian	£6.22	94
Argyll & Bute	£6.20	95
Shetland	£6.05	130
Aberdeenshire	£6.00	131
South Ayrshire	£5.90	166
Clackmannan	£5.80	174
Glasgow	£5.80	178
Highland	£5.80	180
East Ayrshire	£5.75	196
Scottish Borders	£5.75	197
East Kilbride	£5.70	199
Stirling	£5.70	207
Dundee	£5.66	209
Orkney	£5.60	223
Renfrewshire	£5.60	225
West Lothian	£5.60	231
Angus	£5.50	237
Dumfries & Galloway	£5.50	241
Aberdeen	£5.40	263
Dunbarton	£5.40	265
Perth & Kinross	£5.40	274
East Dunbartonshire	£5.34	281
East Renfrew	£5.30	285
Clydebank	£5.20	298
South Lanarkshire	£5.20	304
Inverclyde	£5.10	310
North Lanarkshire	£5.00	324
Western Isles	£4.85	336
Hamilton	£4.80	340
North Ayrshire	£4.80	342
Rutherglen	£4.80	344
Falkirk	£4.70	348

From 21st August 2018 a new fares table will be implemented. The new fares table has an effective increase of 5% on the distance metred rates, but leaves the minimum fare and surcharges as per the earlier 2017 fares table, (compared in the PHTM table)

The new fares table applicable from 21st August 2018 will be:

First 902.5 yards £2.40

Per additional 171.5 yards 20p

Waiting time £23 per hour

Extra charges:

- 1 – Extra £1 for all journeys 2200-0800 Monday to Thursday
- 2 – Extra £1 for all journeys 2200 Friday to 0800 Monday
- 3 – Extra £2 for all journeys 0200-0500 Saturday and Sunday
- 4 – Extra £1 for pre-booking
- 5 – Extra £1 for any journeys on Spring, May Day, Midsummer or Autumn holidays
- 6 – 50% surcharge on basic tariff from 2200 24 Dec to 0500 27 Dec and from 2200 31 Dec to 0500 3 January
- 7 – Extra £1 for all journeys commencing at Airport
- 8 – Extra £2 For each hiring dropping passengers at the inner forecourt of the airport (Non-airport zoned taxis only)
- 9 – Extra 50p for all journeys commencing at Aberdeen station
- 10 - £50 fouling charge
- 11 – Extra 50% to basic tariff and surcharges (but excluding 4, 7 and 8) for where more than four passengers carried

3 Patent demand measurement (rank surveys)

The Table below indicates the list of taxi ranks which were surveyed for this unmet demand survey. Most of the ranks in the city centre are either daytime ranks or night time ranks. Daytime ranks operate from 05:00 hours to 00:00 hours. At midnight, several ranks on Union Street become operative. These part time ranks are located in bus stop areas. The Union Street ranks operate from 00:00 to 05:00.

Rank	Spaces (approx)	Comments
Central Aberdeen		
Back Wynd	15	Daytime rank. Clearly signed and marked. Taxis face towards the junction with Union Street.
Chapel Street	7	Daytime rank. Clearly signed and marked. Taxis face towards junction with Union Street.
Dee Street	6	Daytime rank. Clearly signed and marked. Taxis face away from the junction with Union Street. The rank is split into two sections with drivers favouring the section which lies closer to Union Street, to wait for passengers. As a consequence, the more distant section is rarely used. This rank was surveyed as two separate sub-ranks, labelled Dee Street 1 and Dee Street 2. The Dee Street 1 section is closest to Union Street.
Hadden Street	10	Daytime rank. Clearly signed and marked. The rank is located to the rear of Aberdeen market.

St Andrews Street	4	This is a 24 hour rank. The rank is clearly marked in the roadway, but no signs are present. The hours of operation may be inferred from adjacent waiting restriction notice.
Night ranks (all on Union Street)		
Correction Wynd (Graveyard)	9	Central night rank with night rank signing. Located on north side of Union Street, with taxis facing east along Union Street.
Summer St	7	Western night rank with night rank signing. Located on the north side of Union Street, near Summer Street. Taxis face east along Union Street.
Soul Bar	8	Western night rank with night rank signing. Located on the South Side of Union Street near the Soul Bar pub. Taxis face west along Union Street.
Castlegate	4	Located at the eastern end of Union Street, Has night rank signing, located at eastern end of Union Street, as it extends into Castle Street. Taxis face east on to Union Street.
Private locations		
Railway Station	5	The railway station rank is located within the station. Operation at this rank is restricted to those with permits from Scotrail.

Airport, Main rank	10	<p>The main airport rank is located outside the terminal building. The airport operates as a separate zone to the City. Only taxis with airport zone plates may stand on the rank.</p> <p>Taxis approach the main rank through a series of feeder ranks. One of the feeder ranks is outside the Heliport.</p>
Airport, Heliport	2	<p>The Heliport rank is within the airport and hence falls within the airport zone. Taxis pass through this rank en-route to the main airport rank.</p>

Activity at all ranks, except the Railway Station was assessed from the morning of Thursday 3rd May to the morning of Sunday 6th May 2018. The Railway Station rank was assessed from the morning of Thursday 7th June to the morning of Sunday 10th June 2018. The volume of passengers and taxis was recorded, together with taxi vehicle queue lengths and waiting times or queue lengths for any waiting passengers.

Full details of tabulated hourly passenger and Taxi volumes and waiting times for Taxis, are presented in Appendix A. Summary results are presented below. The results for all ranks are presented in 3D graphs, in order that the relative magnitude of passenger volumes, vehicle volumes and vehicle waiting times at ranks, can be presented and compared across all ranks. In addition, data aggregated across all ranks is presented in simple line graphs, to present the profile of demand, and passenger waiting.

The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts or sign posts. The footage was later processed to determine the volumes of passengers and taxis passing through each rank.

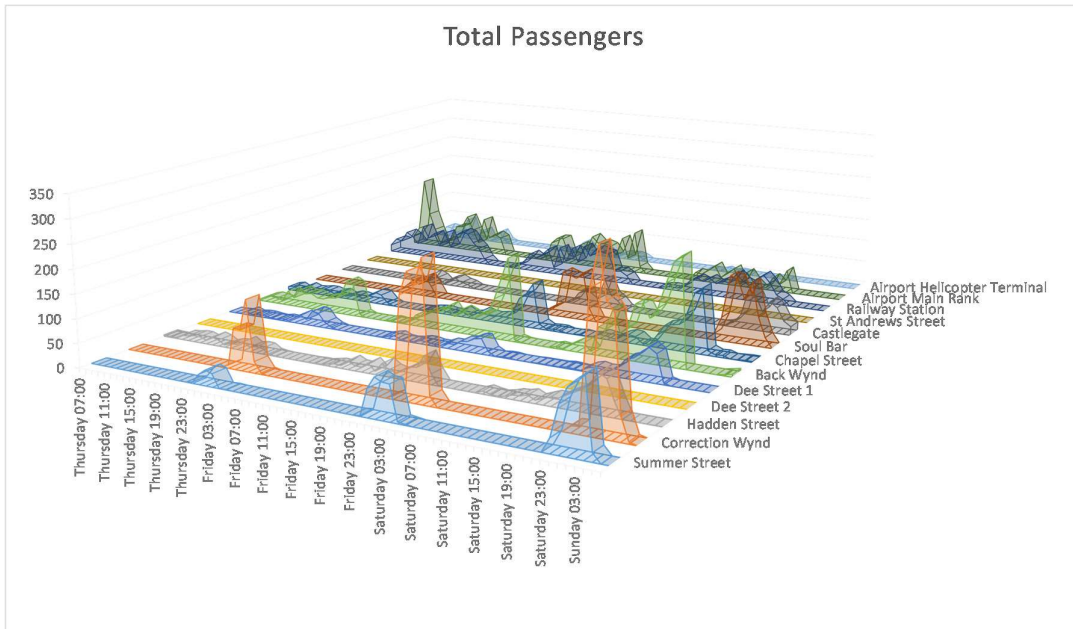


Figure 2 - Total passenger volumes using each rank

Figure 2 presents comparative profiles of passenger demand for each rank. The distinction between the city centre 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. The busiest day time ranks were the Railway Station, Airport and Back Wynd ranks.

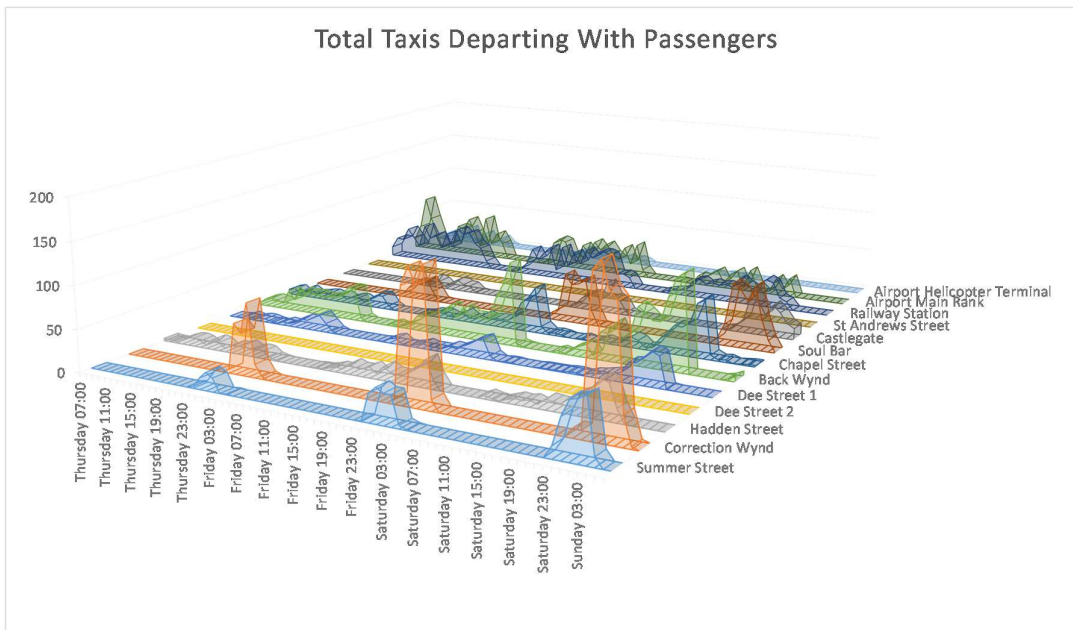


Figure 3 - Total taxis departing each rank with passengers

Not all taxis leave the rank with passengers on board. Some taxis are affiliated with a taxi/ private hire operator in Aberdeen. As such, some drivers may wait on a rank until a booking is received. Then the taxi may

leave the rank to service a booking. The profile of taxis which depart the rank with passengers follows a similar profile to the passenger profile. Varying load factors (number of passengers per taxi) at different ranks and different times of day, influence the profile.



Figure 4 - Total hourly taxi volume aggregated across all ranks

The profile of total taxi volumes indicates the variation in the volume of hires observed at the ranks. A feature in Aberdeen is that the volume of hires observed on Thursday was slightly higher in the evening than in the afternoon. However on Friday and Saturday, the late night demand was significantly higher. The variation in demand suggest that the demand profile is peaked, but not highly peaked.

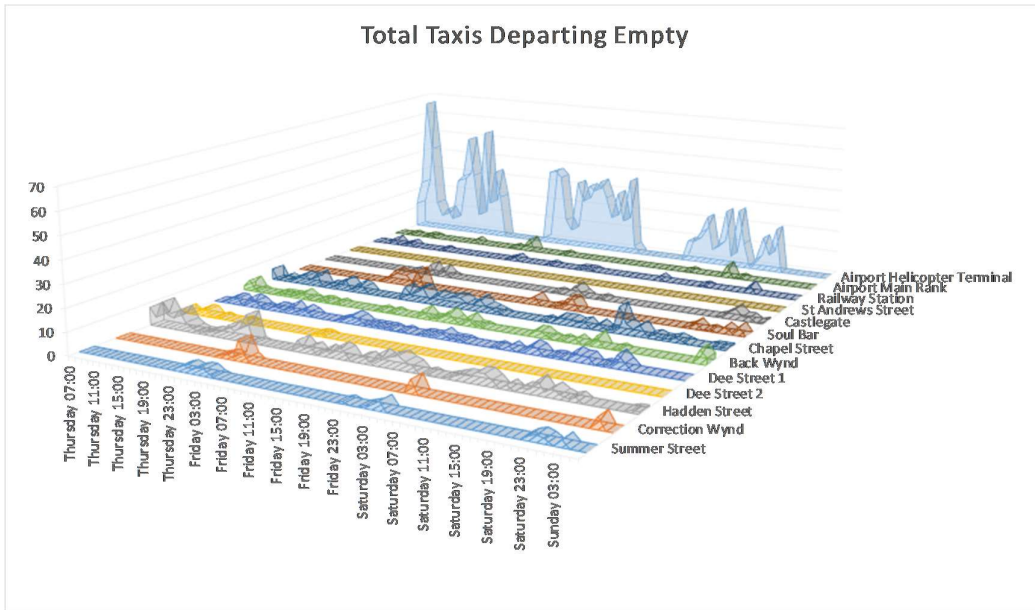


Figure 5 – Hourly total number of taxis which leave the ranks empty

Taxis may depart a rank without passengers for several reasons. The most common reasons are in response to a booking, or in order to move on to another rank which is felt to offer a better prospect of a hire. The rank at the Airport Helicopter Terminal acts as a feeder rank for the main rank at the airport. As such, many of the taxis which attend the main rank will pass through the Helicopter Terminal Rank. Consequently the number of empty departures from this rank is expected to be high. Virtually all empty departures from the Helicopter Terminal rank moved on to the Main Airport rank.

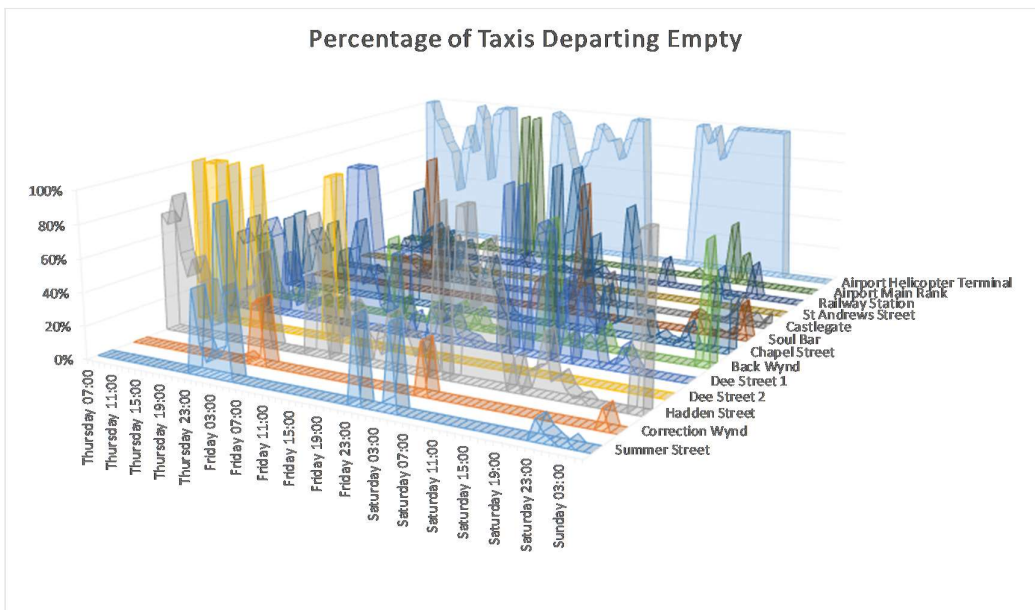


Figure 6 - Proportion of taxis at each rank which leave the ranks empty

The proportion of taxis leaving each rank empty, as a percentage of all taxis passing through each rank, varies significantly by location and time. Some ranks appear to be favoured by drivers who are more likely to depart the rank empty, during the day. For example, the Hadden Street rank appears to have had a high proportion of drivers leaving the rank empty.

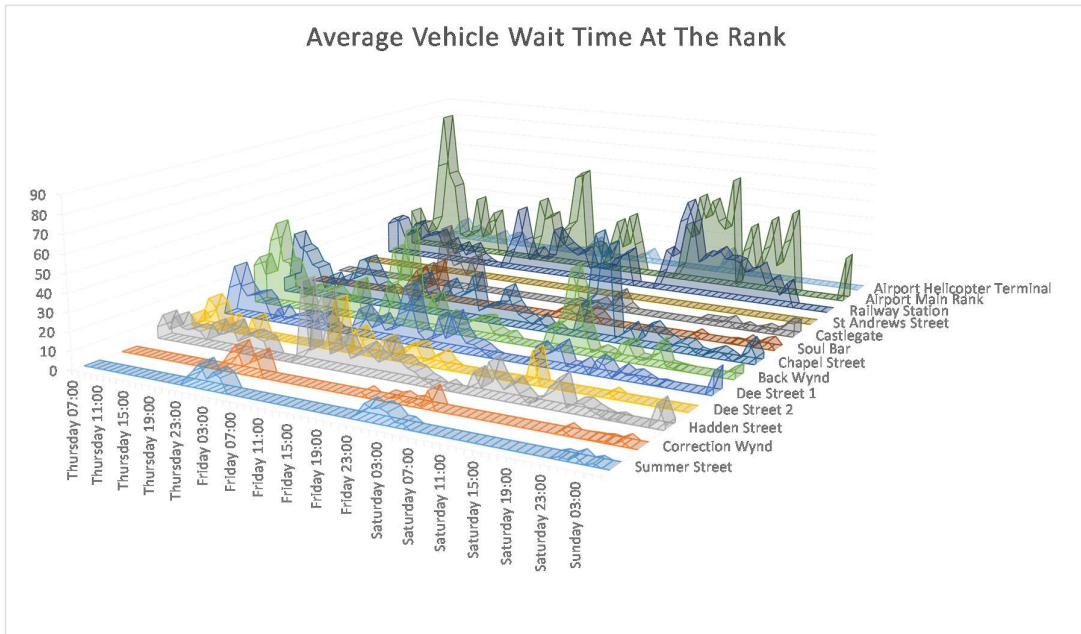


Figure 7 - Average vehicle waiting time [minutes] at each rank

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

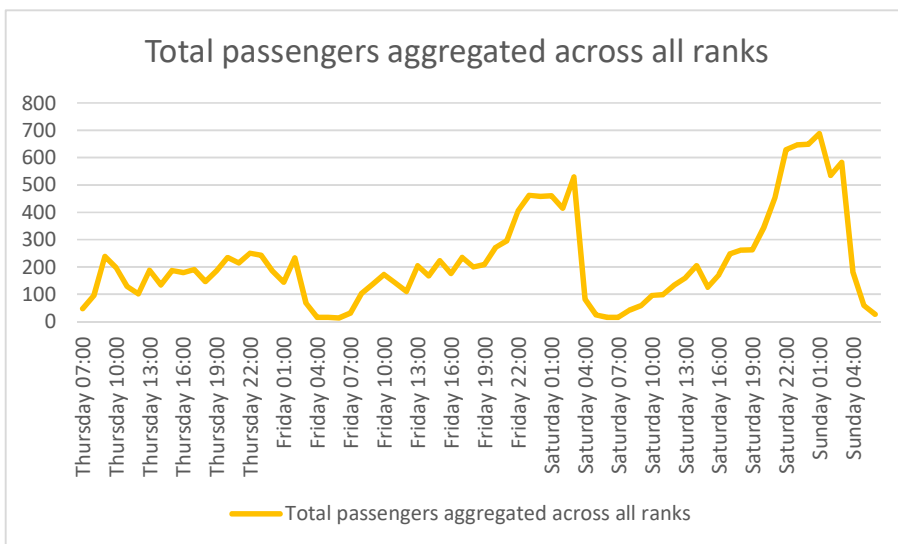


Figure 8 - Total passengers per hour

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

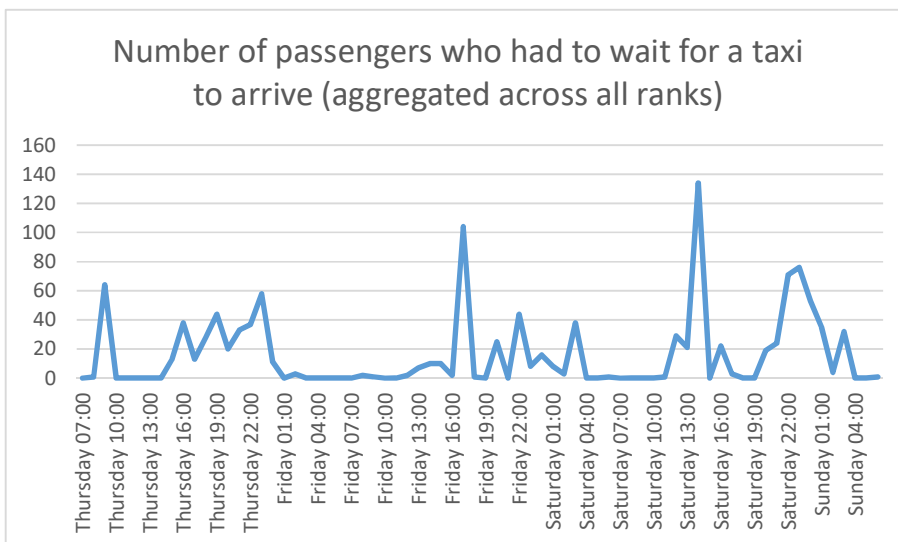


Figure 9 - Number of passengers who had to wait for a taxi

Passengers were deemed to have waited for a taxi to arrive at a rank if there were not taxis 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 taxis. 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.

There was a notable spike in the number of waiting passengers on Thursday morning, however, there was no similar spike on Friday morning. Late afternoon on Thursday and Friday saw notable increases in waiting passenger numbers and also earlier on Saturday afternoon. It is noted that there is not a higher level of passenger waiting on Saturday night, during the period of peak demand.

A notable feature of the taxi rank at Correction Wynd, Union Street, on Saturday night, was that at peak times during the early hours of Sunday morning, there were lengthy queues of passengers waiting to board taxis. However, at the same time, there were also taxis waiting at the rank to pick up passengers. Passengers waiting at this time were not counted towards the total of passengers waiting for taxis to arrive at the rank, as taxis were present and available. The queue of waiting taxis extended to up to around 18 taxis. However, only the front two or three taxis were boarding passengers at any given time. Taxi marshals present at this time held the queue of passengers until the front of rank taxis, with passengers on board, had left. Then the next taxis in the queue would move forward and the passengers at the front of the queue would board. This practice limits the speed of boarding and hence leads to a queue of both passengers and taxis. Whilst this approach to taxi boarding may frustrate passengers, this practice is essential to maintain safety at the taxi rank.

In circumstance where there are no marshals present and there is a long queue of waiting taxis, large numbers of intending passengers can work their way down the queue, looking for an available taxi. This approach means that few passengers wait at the front of the rank, for taxis to approach. Consequently, once the first few taxis have loaded passengers and left the rank, the remaining drivers face the choice of driving past approaching passengers, towards the front of the rank, or waiting at the rear of the rank, for passengers to board. Similar issues were observed at the Railway Station rank from time to time. Generally, drivers asked passengers to return to the front of the rank to board the taxi and allow other taxis to get on to the rank. However, at late night ranks, when many passengers have been drinking, this approach is more difficult to implement, hence the importance of having taxi marshals present to maintain order and safety.

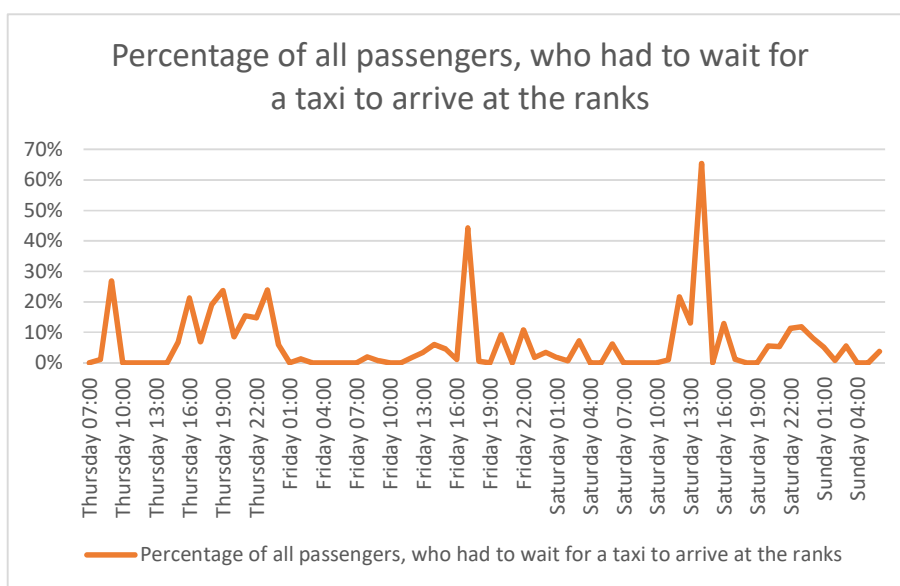


Figure 10 - Percentage of passengers who had to wait for a taxi

The proportion of all passengers who had to wait for a taxi to arrive at the ranks, varied. The peak was around 65% of passengers on Saturday afternoon, during a period of relatively low activity.

Aggregated over all passenger observations, 7% of all passengers had to wait for a taxi to arrive at the ranks. The proportion of passengers who had to wait on Friday and Saturday nights was similar to this overall average level.

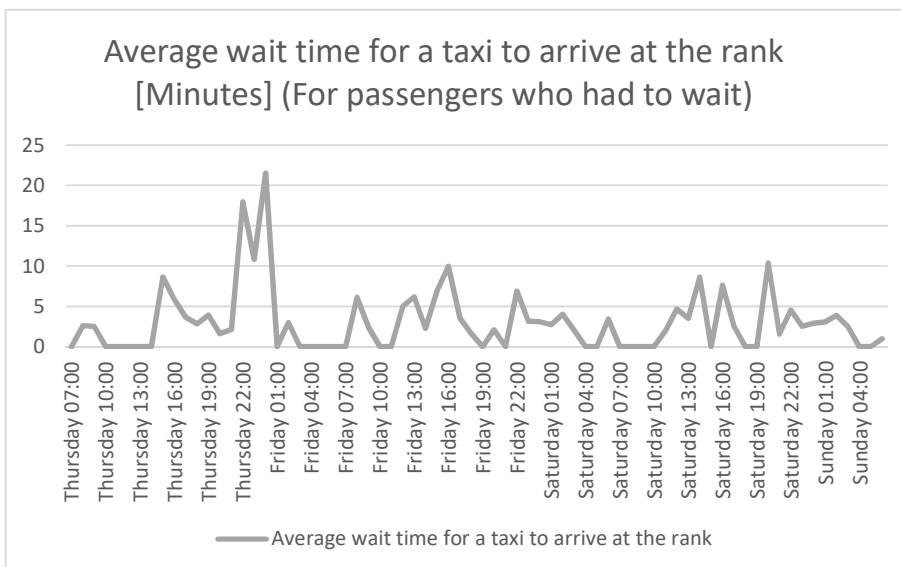


Figure 11 - Average wait time for passengers who had to wait for a taxi to arrive at the ranks

Passenger waiting was observed from time to time. There has been some concern regarding availability of taxis and private hire cars at peak times in the morning and late afternoon on weekdays. It is noted that there was a relatively small proportion of passengers had to wait for a taxi to arrive on Thursday and Friday mornings between 8:00 and 10:00 and during the afternoon on both days between 15:00 and 17:00. Waiting time for a taxi to arrive at the rank was generally less than ten minutes. However, on Thursday night, average waiting time was notably higher. Taking all passengers who had to wait for a taxi, the average waiting time was 5.33 minutes (5 minutes 20 seconds).

When we consider the average waiting time for all passengers, including those who didn't have to wait, the average wait time was 4 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 taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
Total for all locations	738	2364	3102	3636	1.5	11
Summer Street	14	53	67	84	1.6	9
Correction Wynd	15	217	232	350	1.6	9
Hadden Street	87	131	218	174	1.3	9
Dee Street 2	0	0	0	0	0.0	0
Dee Street 1	37	104	141	149	1.4	8
Back Wynd	20	372	392	526	1.4	16
Chapel Street	53	148	201	198	1.3	16
Soul Bar	30	100	130	156	1.6	9
Castlegate	11	64	75	90	1.4	13
St Andrews Street	0	0	0	0	0.0	0
Railway Station	7	575	582	832	1.4	12
Airport Main Rank	6	507	513	875	1.7	19
Airport Helicopter Terminal	458	93	551	202	2.2	3

Table 5 - Daily rank statistics Friday to Saturday

Friday - Saturday						
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
Total for all locations	647	3379	4026	5531	1.6	8
Summer Street	8	148	156	289	2.0	7
Correction Wynd	6	595	601	987	1.7	2
Hadden Street	61	200	261	290	1.5	10
Dee Street 2	0	0	0	0	0.0	0
Dee Street 1	21	129	150	181	1.4	8
Back Wynd	25	570	595	895	1.6	8
Chapel Street	63	265	328	415	1.6	9
Soul Bar	18	257	275	458	1.8	4
Castlegate	11	153	164	235	1.5	3
St Andrews Street	0	0	0	0	0.0	0
Railway Station	7	536	543	831	1.6	13
Airport Main Rank	9	446	455	803	1.8	21
Airport Helicopter Terminal	418	80	498	147	1.8	2

Table 6 - Daily rank statistics Saturday to Sunday

Saturday - Sunday						
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi	Average vehicle wait time at the ranks per taxi (minutes)
Total for all locations	405	3817	4222	6678	1.7	6
Summer Street	10	271	281	556	2.1	1
Correction Wynd	5	726	731	1176	1.6	1
Hadden Street	44	276	320	458	1.7	5
Dee Street 2	0	0	0	0	0.0	0
Dee Street 1	31	206	237	349	1.7	3
Back Wynd	23	788	811	1479	1.9	5
Chapel Street	52	348	400	632	1.8	6
Soul Bar	13	368	381	655	1.8	1
Castlegate	14	248	262	419	1.7	2
St Andrews Street	0	0	0	0	0.0	0
Railway Station	7	367	374	592	1.6	22
Airport Main Rank	8	214	222	350	1.6	34
Airport Helicopter Terminal	198	5	203	12	2.4	2

Table 7 - Aggregate rank statistics Thursday to Sunday

All 3 days					
Rank location	Total taxis departing the ranks empty	Total taxis departing the ranks with passengers	Total taxis departing the ranks	Total passengers departing the ranks	Average passengers per taxi
Total for all locations	1790	9560	11350	15845	1.7
Summer Street	32	472	504	929	2.0
Correction Wynd	26	1538	1564	2513	1.6
Hadden Street	192	607	799	922	1.5
Dee Street 2	0	0	0	0	0.0
Dee Street 1	89	439	528	679	1.5
Back Wynd	68	1730	1798	2900	1.7
Chapel Street	168	761	929	1245	1.6
Soul Bar	61	725	786	1269	1.8
Castlegate	36	465	501	744	1.6
St Andrews Street	0	0	0	0	0.0
Railway Station	21	1478	1499	2255	1.5
Airport Main Rank	23	1167	1190	2028	1.7
Airport Helicopter Terminal	1074	178	1252	361	2.0

As a sense check, it is prudent to consider the total observed hires against the number of taxis in the fleet. Currently there are 816 city taxis and 99 airport taxis, totalling 915 taxis. When we consider the total number of taxis departing the ranks with passengers (total rank based hires) against the number of taxis, the average number of hires per taxi was 10.5. This would imply that if all taxis were operating from the ranks and achieved an equal share of hires, each would have undertaken 10 to 11 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 every two hours. This level of business could not sustain the fleet from rank based hires only.

The average number of waiting taxis, aggregated across all ranks, is presented for each hour in the following tables, along with the proportion of rank space occupied. The tables present data for all ranks excluding the Airport.

Table 8 - Aggregate waiting taxis at city ranks, Thursday to Friday

Hour beginning	Average total number of taxis waiting at ranks per hour: Thursday to Friday	Proportion of rank space used
07:00	19	31%
08:00	19	31%
09:00	28	46%
10:00	31	51%
11:00	28	45%
12:00	28	45%
13:00	25	41%
14:00	21	35%
15:00	17	28%
16:00	21	35%
17:00	14	22%
18:00	22	36%
19:00	19	31%
20:00	27	44%
21:00	20	33%
22:00	25	42%
23:00	25	41%
00:00	26	47%
01:00	28	50%
02:00	15	26%
03:00	11	20%
04:00	9	16%
05:00	11	18%
06:00	20	32%

Table 9 - Aggregate waiting taxis at city ranks, Friday to Saturday

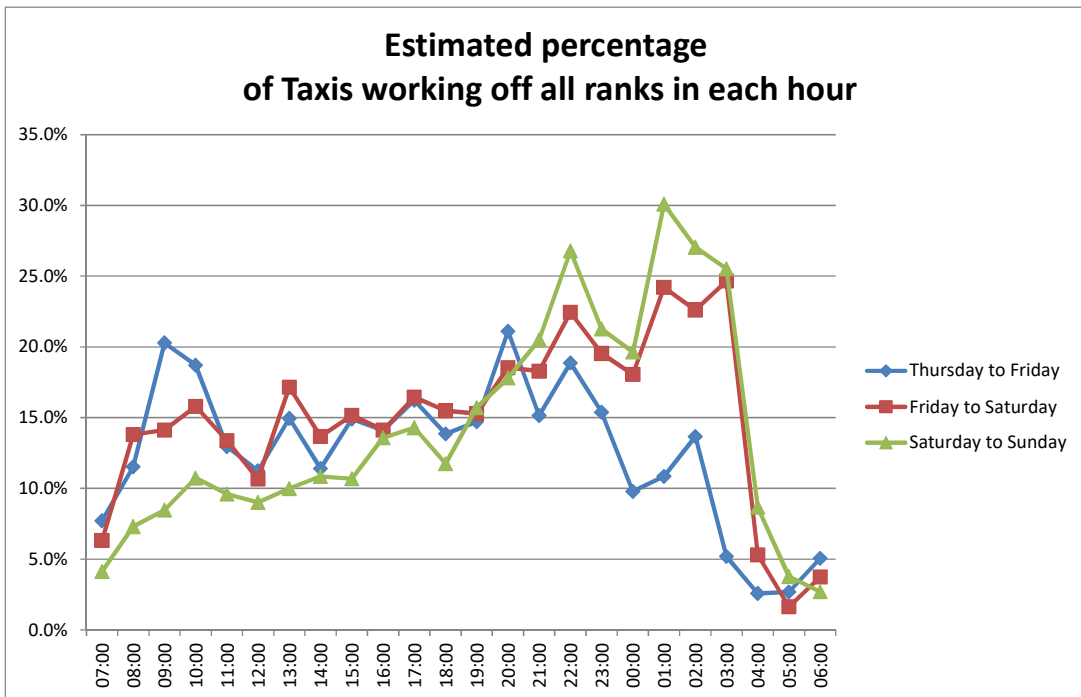
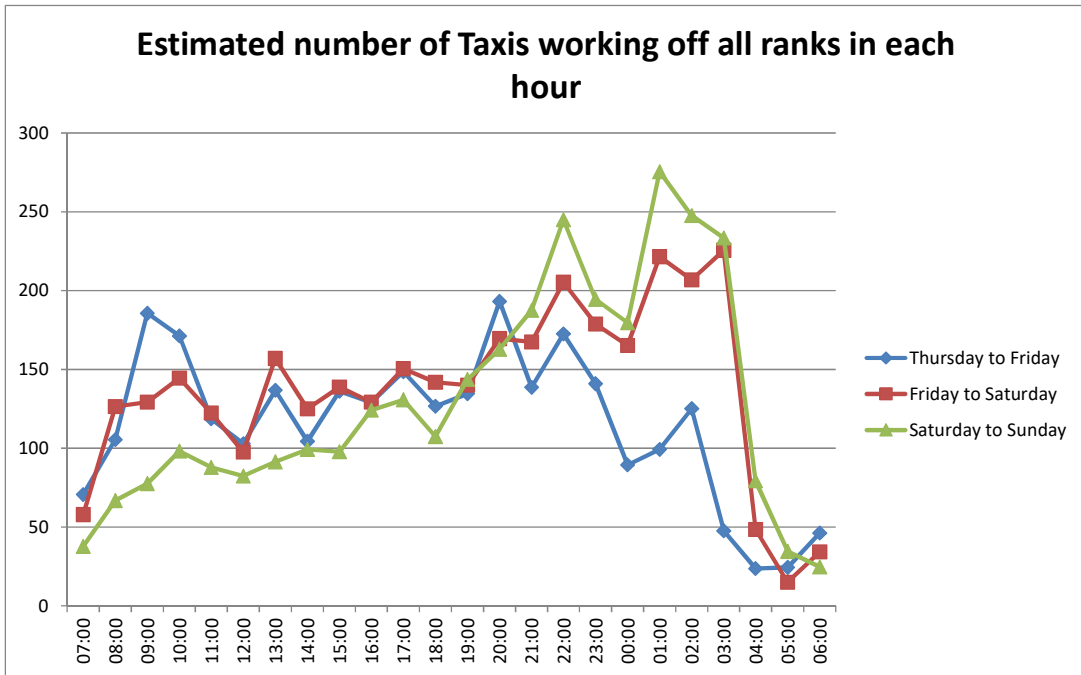
Hour beginning	Average total number of taxis waiting at ranks per hour: Friday to Saturday	Proportion of rank space used
07:00	22	36%
08:00	15	24%
09:00	17	28%
10:00	21	34%
11:00	24	39%
12:00	25	42%
13:00	24	39%
14:00	26	42%
15:00	16	27%
16:00	22	35%
17:00	20	32%
18:00	25	40%
19:00	27	44%
20:00	24	39%
21:00	27	45%
22:00	26	43%
23:00	28	45%
00:00	37	65%
01:00	23	41%
02:00	27	49%
03:00	15	27%
04:00	9	15%
05:00	4	7%
06:00	11	18%

Table 10 - Aggregate waiting taxis at city ranks, Saturday to Sunday

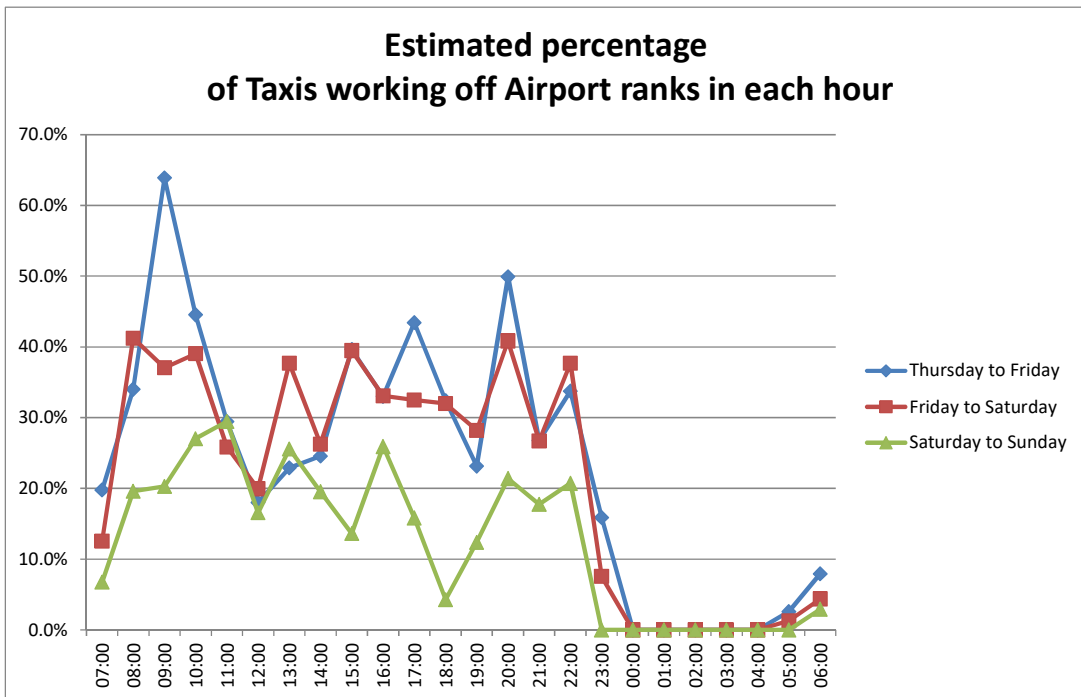
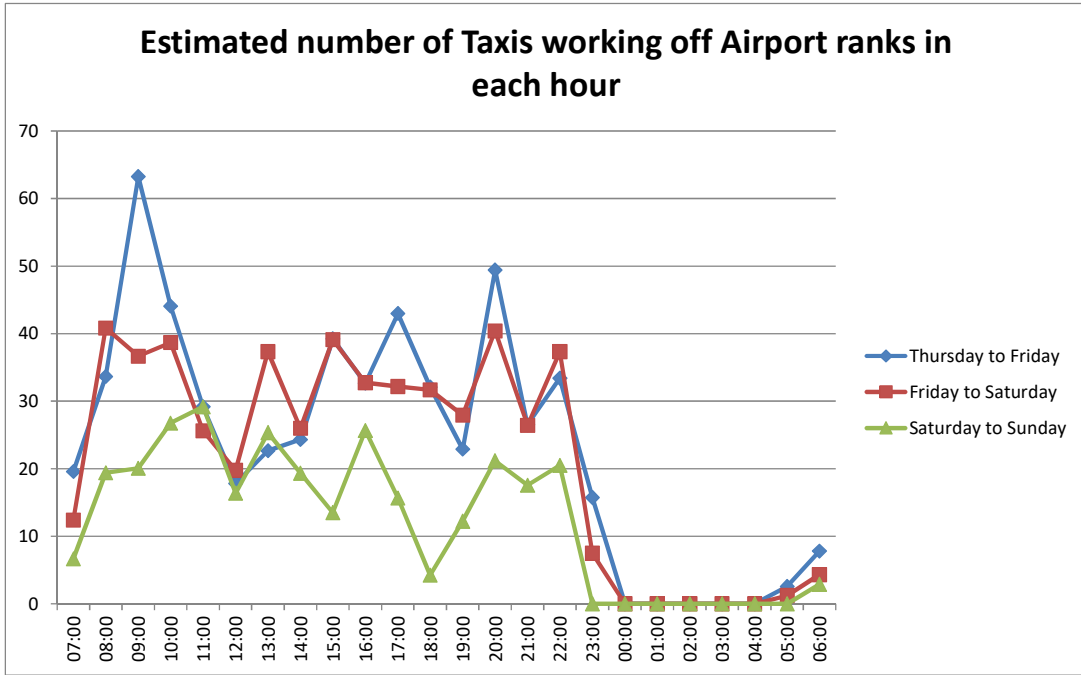
Hour beginning	Average total number of taxis waiting at ranks per hour: Saturday to Sunday	Proportion of rank space used
07:00	19	32%
08:00	24	39%
09:00	23	38%
10:00	21	34%
11:00	12	20%
12:00	14	23%
13:00	13	22%
14:00	12	19%
15:00	26	43%
16:00	25	40%
17:00	23	37%
18:00	21	34%
19:00	33	54%
20:00	27	44%
21:00	22	36%
22:00	19	31%
23:00	12	20%
00:00	16	28%
01:00	18	31%
02:00	27	48%
03:00	11	20%
04:00	8	15%
05:00	7	11%
06:00	4	6%

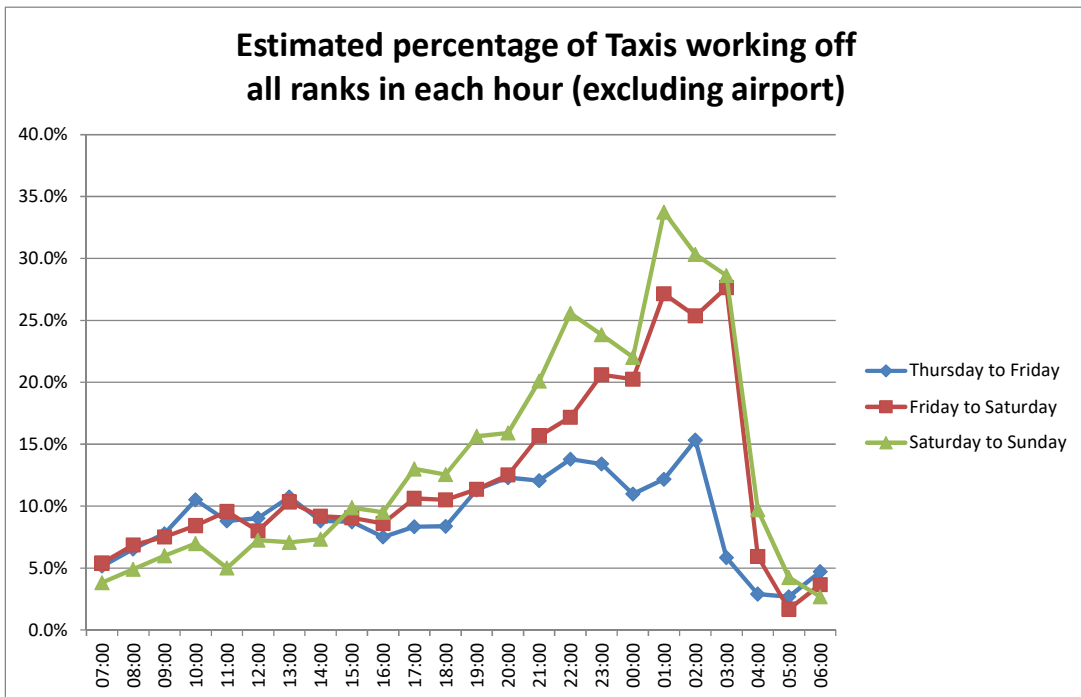
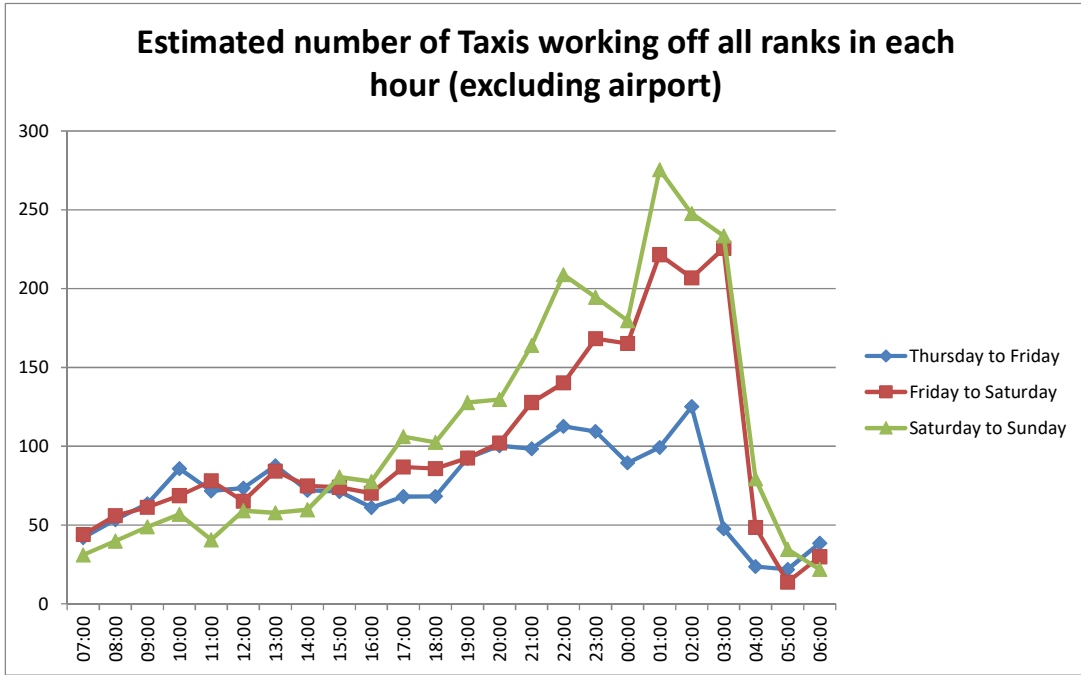
In addition to the taxis which were waiting at the ranks, at any given time, some taxis which were working from the ranks, were away from the ranks undertaking hires. The number of taxis engaged in hires at any given time was estimated, by using the average time taken between departing the ranks and returning to the ranks. The return time was derived from some sample observations of the time taken for taxis to depart with a fare and then return to the same ranks. The estimated number of taxis engaged on rank based hires, was added to the average number of taxis waiting at the ranks in each hour. The result provided an estimate of the total number of taxis working from the ranks in each hour.

The estimated total number of taxis working from the ranks in each hour is presented in the following figures:



Similar assessments were undertaken for airport only ranks and for all ranks excluding the airport ranks.





The time taken to return to the rank after departing with a hire ranged between around 20 minutes to around 45 minutes, at different times of day and at different ranks. The average number of hires per hour per taxi can be estimated at different times of day throughout the survey. The average number of hires per hour is presented in Table 11.

Table 11 - Average hires per hour

	Thursday to Friday	Friday to Saturday	Saturday to Sunday
07:00	0.5	0.4	0.3
08:00	0.7	0.7	0.4
09:00	0.7	0.8	0.5
10:00	0.7	0.8	0.6
11:00	0.7	0.8	0.7
12:00	0.7	0.8	0.9
13:00	0.8	0.9	1.1
14:00	0.8	0.9	1.1
15:00	0.9	1.0	0.8
16:00	0.9	0.9	0.9
17:00	0.9	1.0	1.1
18:00	0.8	0.9	1.3
19:00	1.0	0.9	1.1
20:00	0.8	1.0	1.2
21:00	1.0	1.1	1.3
22:00	0.9	1.2	1.4
23:00	1.1	1.7	1.8
00:00	1.4	1.8	2.1
01:00	0.9	1.2	1.3
02:00	1.1	1.2	1.3
03:00	0.9	1.3	1.4
04:00	0.6	1.2	1.5
05:00	0.6	1.3	1.2
06:00	0.2	0.4	0.9

4 General public views

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

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

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

Our basic methodology requires a sample size of at least 200 to ensure stable responses. Trained and experienced interviewers are also important as this ensures respondents are guided through the questions carefully and consistently. A minimum sample of 50 interviews is generally possible by a trained interviewer in a day meaning that sample sizes are best incremented by 50, usually if there is targeting of a specific area or group (e.g. of students, or a sub-centre), although conclusions from these separate samples can only be indicative taken alone. For some authorities with multiple centres this can imply value in using a higher sample size, such as 250 if there are two large and one moderate sized centre.

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

Finally, some recent surveys have placed an electronic copy of the questionnaire on their web site to allow interested persons to respond,

although again there needs to be an element of care with such results as people choosing to take part may have a vested interest.

The survey obtained results from 400 interviews undertaken on street, together with a further 113 responses obtained through an online survey.

The results from the face to face and online survey are largely reported separately in the following table.

Table 12 - Public consultation survey results

Question	Response	Face to face interviews	Online survey
In the last three months, have you made one or more trips by taxi or private hire car in Aberdeen?	Yes	68%	84%
	No	32%	16%
For your most recent trip by taxi or private hire car, what kind of vehicle did you use?	Wheelchair accessible taxi vehicle	2%	14%
	Saloon car	68%	59%
	Minibus / people carrier	24%	23%
	Don't recall	6%	4%
Respondents were asked to describe the differences in ways that taxis and private hire cars may be hired. ?	Accurately described	58%	64%
	Inaccurately described	36%	36%
	Not Sure / Don't know	6%	
How did you hire the most recent taxi or private hire car that you used?	At a taxi rank	53%	28%
	Hailed in the street	4%	4%
	By telephoning a company	18%	39%
	By using a freephone	16%	17%
	By using an app or website	7%	10%
	By visiting a booking office	2%	2%
	Other, specify:	0%	0%
If you used an App or Website, which one did you use?	Rainbow	39%	33%
	Com Cab	39%	33%
	uBook		22%
	Aberdeen Taxis App		12%
	Don't know / can't recall	22%	

Question	Response	Face to face interviews	Online survey
[For those who hired by phone, app, website or booking office] Did you require a taxi or private hire car immediately or did you pre-book for another time?	Immediately	91%	71%
	Future	9%	29%
If pre-booked for another time, how close to the booked time did the taxi arrive?	10 minutes early		3%
	5 minutes early		15%
	On time	100%	67%
	5 minutes late		3%
	10 minutes late		5%
	15 minutes late		3%
If hired at a rank or hailed on street, did you have to wait for a vehicle to be available	Yes	0%	0%
	No	100%	100%
Were you satisfied with the service you received in terms of time to arrive and journey time?	Yes	84%	83%
	No	16%	17%
Could Taxi services in Aberdeen be improved?	Yes	14%	87%
	No	86%	13%
What improvements would you like to see? [Responses listed in order of popularity]	Lower cost		
	More reliable service		
	More taxis on the road at peak times		
	More of the comfortable saloon vans, rather than the wheelchair accessible taxis		
	Able to hire on street rather than just at the ranks.		
	Better Apps		
	Taxi offices answering phones		
Drivers charging according to the metred tariff and not over charging			

Question	Response	Face to face interviews	Online survey
For your most recent trip in a taxi or private hire car, how would you rate the following aspects, with 1 very poor and 5 very good [Average score presented]	Vehicle Cleanliness	3.9	4.0
	State of vehicle repair	3.9	4.2
	Driver behaviour	4.0	3.7
	Driver appearance	2.5	4.0
	Driver hygiene	2.9	4.0
	Driver attire / smartness	3.0	3.7
	Price	2.6	2.7
	Customer service	2.5	3.7
For any aspects that you rated poor or very poor, could you provide further details regarding why you provided this rating? [Responses listed in order of popularity]	High cost		
	Unhappy drivers		
	Drivers poorly dressed or presented		
	Taxis unhappy to take wheelchairs		
Regarding your last trip by taxi or private hire car, at what time of day you obtain your taxi?	Daytime, (before 6pm)	15%	38%
	Evening (Between 6pm and 10 pm)	58%	20%
	Night (after 10pm)	21%	41%
	Don't recall	6%	1%
Regarding this last trip: Were you or anyone in your party disabled? e.g. mobility impaired, visually impaired or a wheel chair user	Yes, another member of the party	0%	3%
	Yes, the respondent	0%	4%
	No	100%	93%
Was the vehicle used for the last trip suitable in terms of ease of access and egress?	Yes	100%	97%
	No		3%
Did you face any difficulties with your last journey in a taxi or private hire car?	Yes	0%	11%
	No	100%	89%

Question	Response	Face to face interviews	Online survey
If yes, please expand on what difficulties were faced.	Long waiting time		
	Poor attitude		
	Lack of availability of a saloon cars		
	Poor local knowledge		
	Assumption that all disabled people need a wheelchair accessible vehicle. Wheelchair vehicles are not always suitable for people with other disabilities		
Do you feel that there are enough taxis in Aberdeen? i.e. the ones with a TAXI sign on the roof which can be hired from a rank or by hailing	Yes	68%	58%
	No	27%	26%
	Don't know / no opinion	5%	16%
Do you feel that there are enough private hire cars in Aberdeen? i.e. the ones which need to be pre-booked.	Yes	68%	50%
	No	25%	20%
	Don't know / no opinion	7%	30%
Respondents were asked to name any taxi ranks in Aberdeen that they were aware of. Awareness was high, with all respondents, both face to face and online, able to name more than one valid rank.			
Are there any existing Taxi ranks that you would use more often if taxis were more reliably found there? If so, where?	Yes		26%
	No	100%	74%
The following ranks were mentioned by online respondents	Dee Street Union Street at night Market street Airport Castlegate Chapel St Station Hadden street Back Wynd		
Do you think more ranks are needed? If so, could you suggest any locations where you would like to see new taxi ranks?	Yes	0%	27%
	No	100%	73%

Question	Response	Face to face interviews	Online survey
Suggested new ranks:	Beach front University complex Outside the train station car park Union Square/Guild Street, Castlegate/Marschial Square area Queens road George Street, Kings Street, Robert Gordon's University Belmont street, Thistle/Rose street, Near Golden Square Broad Street, Holburn area .. Rosemount Albyn Place Holburn St Hospital		
What is the principal factor which limits your use of taxis, as opposed to private hire cars? Please choose the most relevant factor for you	Cost	55%	39%
	Waiting time	26%	7%
	Usually cycle or walk	4%	1%
	Use the bus instead	1.5%	19%
	No need to use taxis	1.5%	6%
	Drivers don't know the route	1.5%	1%
	The nearest taxi ranks are too far away	1.5%	6%
	I generally use a car	6%	16%
	I use Private Hire Cars	3%	3%
	I can't book one from home at night		1%
	Car cleanliness and driver attitude		1%
How often do you obtain a taxi from a rank in Aberdeen?	Every day	6%	4%
	At least weekly	51%	13%
	At least monthly	33%	38%
	At least once a year	2%	20%
	Less frequently	4%	17%
	Never	4%	8%

Question	Response	Face to face interviews	Online survey
How often do you book a taxi or private hire car by telephone or mobile app in Aberdeen?	Every day	3%	3%
	At least weekly	11%	13%
	At least monthly	2%	34%
	At least once a year	3%	22%
	Less frequently	81%	19%
	Never	0.0%	9%
How often do you obtain a taxi by hailing or flagging down a passing taxi without pre-booking in Aberdeen?	Every day	1%	1%
	At least weekly	10%	6%
	At least monthly	1%	24%
	At least once a year	2%	17%
	Less frequently	85%	36%
	Never	1%	15%
In the last three months, have you given up or made alternative arrangements when trying to hire a TAXI at a rank, or by flagging down, because none were available?	Yes	6%	21%
	No	94%	79%
In the last three months, have you given up or made alternative arrangements when trying to get a Taxi or private hire car by telephone because none were available?	Yes	15%	20%
	No	85%	80%
Which of the following do you think offers the best value for money?	Taxi	16%	5%
	Private Hire	42%	8%
	No difference	34%	55%
	No opinion	8%	32%
Have you had any problems with taxis or private hire cars in Aberdeen?	Yes	28%	37%
	No	72%	63%

Question	Response	Face to face interviews	Online survey
<p>Problems cited included:</p> <p>[Note; text in quotes (" ") are specific statements provided by individual respondents. Other text, not in quotes, form summaries of multiple responses.]</p>	<ul style="list-style-type: none"> • "Silly charges." • "Been kicked out because the taxi driver didn't like my sisters accent." • Poor levels of availability at night • Poor local knowledge. • Bad mannered drivers. • Aggressive drivers. • No taxis at a taxi rank • Cost. • Rude staff at the call centre. • "No notification that a booked vehicle had arrived." • "Price not consistent" • Arriving later than booked or not arriving for pre-booked trips. • "Arriving earlier than booked and telling you the meter is running." • "Drivers assuming you're drunk because you're using them on a Friday or Saturday evening and taking the long route round to the destination to drive up fares. " • "Taxis never responding to being hailed. " • Long wait times when booking by phone at weekend evenings • "Drivers taking the wrong route despite me asking for a specific route." • "A large number of current drivers are young foreign nationals who have no idea of the town or customer service, young males in particular are too interested in picking up the young female clientele. when you point out their issues they get very defensive and often suggest the "race" card." • "Some drivers at the Railway Station are rude and unhelpful to other rail station users in cars. • Arrival at airport - no taxis - 30mins wait" • "My partner cannot get into the new style cabs, because of her disability." • "Not using bus lanes when clear and traffic is tailed back on Union St." • "Ridiculous number of taxis don't take cards, when nearly 80% of customers now prefer card payments." • "Attitude of drivers can be very old fashioned; racist, homophobic, etc." • "Terrible attitudes towards paying customers. Industry seems stuck in the dark ages, and needs progress in use of technology, acknowledge how the demands of the market has moved on." • "Needs old fashioned drivers weeded out, and an injection of better tech, customer service, attitude." • "Many, overcharging, driving wrong way or long way, Charging extra for bags." • "Poor attitude because of second drop off, general bad mood" • "Multiple long waits for a taxi at the airport" 		

Question	Response	Face to face interviews	Online survey
Would any changes or features encourage you to use taxis or private hire cars more often? If so, please tell us what features.	Yes	28%	67%
	No	82%	33%
The most common changes suggested (in order of frequency) were:	<ul style="list-style-type: none"> • Lower fares • Reliability for bookings • Better apps for booking • Improved availability • Better driver attitude • Better customer service • Vehicles which are more accessible for disabled people (many of the wheelchair accessible vehicles are not suitable) • More female drivers and/or ability to request a female driver when booking 		
Are there any features of taxi services in Aberdeen that you feel are particularly good? If so, please tell us what features.	Yes		21%
	No		79%
	<ul style="list-style-type: none"> • Choice between saloon cars or wheelchair accessible vehicles. • Good local knowledge. • Pleasant and helpful drivers • Good availability of taxis • Good quality, well maintained vehicles • Booking Apps • Taxi marshals on the ranks on Union Street on Friday and Saturday nights • The use of meters in taxis and private hire cars • Local offices that can be contacted in the event of a problem • Feel very safe when taking a taxi 		

Commentary on public attitude surveys

A relatively high proportion of respondents had made a trip in the last three months by taxi or private hire car. The proportion amongst online respondents was higher than through the face to face respondents.

Saloon car type licensed vehicles were the most commonly used vehicle type.

It is important that respondents were able to understand the differences between how private hire cars and taxis may be hired. Check questions were asked to determine the respondents understanding of the differences. If the respondent was unsure, or indicated methods of hire which were erroneous, they were informed of the valid ways in which taxis and private hire cars may be hired.

The majority of respondents from both the face to face surveys and online surveys, 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. For the face to face respondents, rank hire was the most popular method of hire. For the online surveys, telephone booking was the most popular method.

Most bookings through an operator were for immediate hire.

Issues identified and improvements suggested related to a variety of issues. The most common issue identified was cost. This is a common issue identified in similar surveys around the country. Cost is normally the most frequently identified issue, irrespective of the level of fares charged in the area in question. Other issues identified appear to relate more closely to conditions in Aberdeen. Service reliability and service availability were amongst the more common issues raised. Another issue raised was the ability to hire taxis by hailing in the street. Some respondents indicated that they had been told that they could not hire a taxi anywhere other than at a rank.

Respondents were asked to rate various aspects of taxis and private hire cars. Driver appearance and driver hygiene and customer service levels were amongst the lowest rated aspects.

Some respondents indicated that wheelchair accessible vehicles can present difficulties for some people for access and egress and that some people prefer the comfort of a saloon car over that of a wheelchair accessible taxi.

The majority of respondents were generally happy with the level of service and levels of availability. However, some felt that improvements could be made to driver appearance and customer service, together with improved availability at night, especially on Friday and Saturday nights.

5 Key stakeholder consultation

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

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

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

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

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

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 either a freephone to call an operator to book a licensed vehicle, or a 'button' to press, which would initiate a hire. Some supermarkets occasionally book licensed vehicles for customers. One supermarket has a customer for whom they regularly make a booking from the customer service desk.

Hotels

A range of large and small hotels in the City Centre and further from the centre were contacted. None indicated that they felt there was a persistent issue with availability. Some respondents indicated that there

could be a wait during peak periods on a Saturday night, or occasionally during weekday mornings. However, these seemed to be generally accepted as a fact of life and not an issue to be flagged. Some hotels have accounts with private hire operators, who they phone to book a licensed vehicle. Some hotels have a priority booking arrangement through a dedicated link to a private hire operator. The dedicated link can take the form of a tablet or a button to press on a terminal. City centre hotels also pointed out that there were taxi ranks nearby that customers would also use.

Public houses

A selection of public houses in the City Centre and in suburban areas were contacted regarding levels of service available. None of those contacted were aware of any issues with availability. Customers generally arrange their own bookings with mobile phones, so pubs don't normally become directly involved in booking travel. However, availability is not an issue which comes up in discussion either in the City Centre, or in suburban areas.

Night clubs

Night clubs were contacted by telephone and through direct contact with door staff at the venues. Management of clubs were not aware of issues with availability, but were not generally aware of what arrangements customers made for transport. It was assumed that most customers used the ranks on Union Street. Door staff were generally of the opinion that there was little point phoning for a taxi after midnight and customers usually went to the ranks on Union Street. These could involve a lengthy wait at closing time.

Other entertainment venues

The Aberdeen Exhibition and Conference Centre reception felt that there were no particular issues with availability of taxis to take people from the centre. There was a freephone available for people to use.

Local cinemas were contacted and were not aware of any particular issues.

Hospitals

Local hospitals were contacted regarding availability. None of the hospitals felt there was any issue with availability of licensed vehicles. Customers generally make their own arrangements to book travel. Most of the hospitals have a freephone or dedicated terminal which can be used to book a licensed vehicle.

Police

Informal discussions were held with police officers on Union Street late at night. The officers were familiar with the patterns of operation at the ranks and felt that demand generated by the night time economy was generally catered for. The use of space on Union Street for night time ranks was felt to be good practice as it kept all the passengers in one general area and minimised the potential for trouble to be caused. At peak times, passengers could face a wait at the ranks. Taxi marshals kept the queues in order. Taxis sometimes had to queue beyond the marked rank areas to get on the ranks.

Taxi marshals

Taxi marshals were asked their opinion of how taxi services worked on the night ranks on Union Street. The marshals felt that the ranks worked well and passengers knew they could find a taxi on one of the ranks late at night. Passengers could face lengthy waits when clubs closed and large numbers of people tried to hire a taxi from the ranks at the same time. Taxi marshals went round the ranks adjacent to Union Street and told passengers that the rank would be closed and the ranks on Union Street were open from midnight. Otherwise, if they didn't do this, people would wait at ranks such as Back Wynd after midnight, for a taxi to come to the rank.

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. There was some anecdotal evidence that taxi drivers were less keen to take wheelchair bound passengers than wheelchair accessible private hire cars.

Rail and other transport operators

Stagecoach buses, railway station management and airport management were contacted.

The airport indicated that the supply of taxis generally worked well. Occasionally when multiple flights fed out of the airport at the same time, there can be a wait at the taxi rank for taxis to work around to the main rank. Occasionally, there are not enough taxis on the airport to cater for demand, for short periods. However, this is not the normal situation. Usually there are plenty taxis waiting on the feeder ranks at the airport but it can take time for the taxis at the front of the rank to leave and clear

the rank for other taxis to move forward and pick up passengers. If exceptional circumstances mean that the airport zone taxis are likely to be unable to cope with demand, there is potential for city taxis to be allowed into the airport to pick up passengers.

Stagecoach buses were not aware of any particular issues for passengers arriving by bus. There were normally taxis available in the railway station for any arriving bus passengers.

The railway station representatives felt that the taxi rank worked well and that the associations managed provision well. There were normally taxis waiting on the rank for arriving passengers. Occasionally, there were not enough waiting taxis for all arriving passengers and some had to wait for more taxis to come into the station rank.

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. Anecdotal evidence indicates that there can be a shortage of licensed vehicles for ad-hoc hires during the morning peak period, when contract hires tend to be undertaken. This may be as a result of much of the fleet being engaged in contract hire work.

6 Trade stakeholder views

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

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

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

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

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

For this survey, a link to an online survey was distributed to the trade, directly through the Council and also by distributed leaflets handed out directly to a sample of drivers at the ranks. A total of 88 responses were received from the trade. This equates to approximately 6% response rate.

The responses to the survey are summarised in the following table.

Table 13 - Trade survey responses

Question		
Which of the options presented best describes the nature of your involvement in the licensed vehicle trade in Aberdeen?	I am a taxi driver, I don't own my own taxi	7%
	I am a taxi driver, I also own my own taxi	69%
	I am a taxi owner, I don't normally drive	1%

	I am a private hire car driver, I don't own my own private hire car	2%
	I am a private hire car driver, I also own my own private hire car	14%
	I own or represent a taxi/ private hire company operator, I also drive as licensed vehicle.	5%
	I own or represent a taxi / private hire company operator, I don't normally drive a licensed vehicle.	0%
	Taxi driver with a private hire plate	1%
	I own a fleet of cars and am the chairman of the Aberdeen taxi group. Also a licensed Driver and plate owner within the city of Aberdeen.	1%
How long have you been involved in the licensed vehicle trade in Aberdeen? (number of years)	0-5 Years	14%
	6-10 Years	23%
	11-15 Years	20%
	16-20 Years	13%
	21-25 Years	11%
	26-30 Years	13%
	31-35 Years	5%
	36-40 Years	2%
If you normally drive a taxi or private hire car, what affects your choice of shifts?	Family	34%
	Nothing / Preference	26%
	Demand	19%
	Traffic	16%
	Higher Tariffs & optimum times for business	3%
	Rude Customers	2%
Is the vehicle you normally drive also driven by someone else at other times? i.e. multi-shifted	Yes	5%
	No	95%

If yes, when?	I have two cars that are shared by husband and wife	
	Nights	
	Day Shift	
Do you operate on a booking circuit, from which bookings are allocated from a booking office via radio, data circuit or similar?	Yes	74%
	No	26%
This question is for taxi drivers. Which ranks do you NORMALLY work from each week?	Train station	19%
	Back Wynd	23%
	Dee Street	11%
	Chapel Street	22%
	Hadden Street	10%
	Airport	3%
	Union Street	12%
Do you consider there to be any particular issues with the operation of the current ranks in Aberdeen?	Not enough spaces on ranks	28
	Cars parking in taxi ranks	2
	Signage not big enough	2
	Lack of taxis able to take card payments	1
	Taxis overflow on zigzag lines and box junctions	1
	No Issues	23
By which method do you most frequently get your fares? I.e. which is the most common.	Phone or app bookings	49%
	Rank pickups	34%
	Hailing on street	1%
	School contracts, or other public sector contracts	1%
	Contracts with private companies	5%
	Office	5%
	Hailing on street, pre-arranged	1%
	Taxi booking office	4%
	Office radio	1%
Aberdeen currently limits the number of taxis. Do you think this remains the correct policy for his area?	Yes	92%
	No	8%
Is the supply of taxis adequate to meet the needs of the public?	Yes	96%
	No	4%

Is the supply of Private Hire Cars adequate to meet the needs of the public?	Yes		95%
	No		5%
How do you think having a limit on the number of taxis benefits the public?	Better quality service from the drivers to the public		9
	Limits the number of hours drivers work, so is safer		7
	Better standard of vehicle		5
	Stops too many taxis in the city		4
	Public will be able to hire a taxi on Saturday night		4
	Taxis will arrive on time/ can cover demand		3
Are there any factors which limit supply of taxis or private hire cars at certain times or in certain locations?	Traffic		18
	Saturday night- All of the night clubs closing at the same time		10
	Permits and plates limiting the ranks drivers can work on / Airport zoning		6
	Not wanting to work Saturday night / peak times because of drunk people		6
	Not enough ranks		4
	Ice and snow		1
	Taxi bookings		4
	Rank needed at AECC and ARI		1
	Large events		2
	Chapel street rank too small		1
Do any of the existing ranks need to be improved? If so, which and how could they be improved?	Esplanade	1	Not in an obvious place, and rank rules aren't enforced
	Hadden rank	1	Needs better signage to stop parking during operation
	Back Wynd	5	More spaces needed for waiting taxis
	Chapel Street	7	More spaces needed for waiting taxis
	Dee Street	3	More spaces needed for waiting taxis
	Union Street	5	More spaces needed for waiting taxis The middle Union street rank should be operational at night
	Airport	2	All taxis should be allowed to pick up / more than 1 company should be allowed to operate green plates
	Train station	2	All taxis should be allowed to pick up from the train station

	All city centre ranks	4	All ranks need updating: better signage and / or shelter More spaces needed for waiting taxis
	All ranks	15	More spaces needed for waiting taxis More ranks at different locations All ranks need updating: better signage and / or shelter
Do any new ranks need to be established? If so, where should they be located and why?	Yes	53%	Union Square AECC Bus station Railway station Bridge Street- Night rank ARI Square Castlegate Exchequer Row Outside main shopping areas Guild Street Bond Accord Centre Union Street- between Bridge Street and Dee Street Broad Street- for Marischal Night time rank near music hall Ship row Between Diamond Street and South Silver Street More smaller ranks to create better coverage
	No	47%	Public are aware of current ranks Don't think new ranks would get used

<p>Are you aware of any times or locations where members of the public may face difficulties hiring a taxi?</p>	<p>Late Saturday night Peak times, due to traffic- 7am-9am, 3pm-6pm Rail and bus stations AECC after an event Airport The health village McDonalds rank- Early hours on Saturday and Sunday Pittodrie Christmas and New Year</p>
<p>Are you aware of any times or locations where members of the public may face difficulties hiring a private hire car?</p>	<p>Saturday nights / Early Sunday Morning AECC after an event Peak times, due to traffic- 7am-9am, 3pm-6pm Christmas and New Year Bus station Train Station</p>

<p>And the final question, are there any other comments that you would like to make?</p>	<p>Action to be taken on people hiring out their multiple yellow plates No demand for all of the vehicles to be wheelchair accessible Action needs to be taken on illegal plying for hire taxis Fleet service tests need to be more consistent and relax their strict rules for the minor issues. Annoyed with spending £33 for retests The airport should be open for all taxis, not zoned Access to bus gates should allowed for taxis Bad decision to allow Uber into the city Too many taxis and private hire vehicles The knowledge test should remain Earnings have dropped 40%- 50% in the last 3 years. If more taxis introduced, this will continue to drop Plenty of taxis More attention needed to the presentation and dress code of the drivers No need to lower the limit for licensed vehicles in Aberdeen as the limit hasn't been even been reached Old people finding it difficult to get into higher multipurpose vehicles Private hire cars should be more recognisable as taxis All ranks in the city centre need to be marshalled after midnight at the weekend- issues with queue jumping Due to the downturn in oil and gas, less work in the city Saturday and Sunday early mornings, not enough taxis Private hire cars could get yellow plates to sort the lack of taxis on a Saturday night Red plate private hire cars could work ranks 01:00-04:00 Friday, Saturday and Sunday mornings I work more than 7 hours a day More bus lane cameras Taxis use some ranks (Union street) when they are not in operation Dee street rank to be used properly Hadden street rank has lots of parked cars when in operation- incl. blue badge holders Need to stop taxi drivers smoking in the vehicles Some drivers overcharge Private hire cars sitting at the ranks to collect fares (Windmill Brae and Crown Street)</p>
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The majority of respondents were owner drivers of taxis and the majority of respondents had more than 5 years experience.

There is very little double shifting of vehicles. Most respondents operate on a booking circuit. The most common means of obtaining a hire is through a booking circuit. Most respondents feel that there is an adequate supply of both private hire cars and of taxis.

A common suggestion for improvements to the ranks was to provide more space for waiting taxis. Several suggestions were made for locations for new ranks.

It was acknowledged that the public can face difficulties hiring a taxi late on Saturday night and during morning and evening peak periods. The morning and evening limitations are largely associated with traffic congestion rather than lack of supply of vehicles.

In addition to the feedback provided in the questionnaires, some discussion was held with driver on the ranks and with representatives of private hire operators. Comments from these discussions included a perception that some drivers work part time on a 'when they feel like it' basis.

Some drivers also suggested that amongst drivers of wheelchair accessible taxis, some drivers would avoid taking wheelchair hires if they could, as they found it too difficult deploying the ramp, boarding the wheelchair and securing the wheelchair. It was suggested that occasionally, a wheelchair accessible vehicle which was next in line for hire, at the head of the rank, would leave, if a wheelchair user was spotted approaching the rank.

Further comments relating to private hire operations in particular are covered under the private hire overprovision analysis section.

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 taxi 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 taxi 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 taxi 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 taxis 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 taxi to arrive. The level of wait used is when the average wait time for any passengers who have to wait for a taxi 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 taxis.

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 taxi vehicles being available whilst they are not required for school contract work. Such periods can also reduce taxi demand with people away on holiday from the area. Generally, use of taxis 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 taxis 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 taxi 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 taxi rank waits as some, despite careful questioning, quote giving up waiting at home, which must be for a private hire vehicle (even if in taxi guise as there are few private homes with taxi ranks outside).

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

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

Calculation of ISUD variables

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

The aggregate delays in passenger minutes was 6,240 minutes. If we divide by the total number of passengers observed, (15,845), the resultant average delay of 23 seconds equates to an APD value of 0.39 minutes. **APD = 0.39**

PF Whilst there is a peak in demand on Saturday night, 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, at any rank. The calculated value was 6.5%., **SSP value = 6.5**

GID The percentage of taxi 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 1,432, which equates to 9.0%. **GID = 9.0**

SF Due to the nature of these surveys it is not possible to collect information throughout an entire year to assess the effects of seasonality. Experience has suggested that taxi 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 taxi 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 = 1.06**

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

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

$$\text{ISUD} = 0.39 \times 1.0 \times 6.5 \times 9.0 \times 1.0 \times 1.06 = 24.6$$

Where the ISUD value is less than 80, it is generally considered to be an indicator that there is no unmet demand for taxis which is significant. The ISUD result indicates that there is **no significant unmet demand.**

8 Private Hire Car overprovision analysis

Whilst there is legislative provision to enable licensing authorities to limit the number of taxis which are registered, until relatively recently, there was no such provision to limit the number of private hire cars. However, the Air Weapons and Licensing (Scotland) Act 2015 made provision, through the introduction of three new subsections to the Civic Government (Scotland) Act 1982, for a licensing authority to limit the number of private hire cars, if it were determined that there was an overprovision of private hire cars.

Unlike limiting taxis, there was no government guidance regarding assessment of private hire car numbers, for the purpose of determining whether there was overprovision, beyond the provisions of subsections 3A, 3B and 3C of Section 10 of the Civic Government (Scotland) Act 1982.

The newly added subsections of Section 10 of the Civic Government (Scotland) Act 1982 are as follows:

"(3A) Without prejudice to paragraph 5 of Schedule 1, the grant of a private hire car licence may be refused by a licensing authority if, but only if, they are satisfied that there is (or, as a result of granting the licence, would be) overprovision of private hire car services in the locality (or localities) in their area in which the private hire car is to operate.

(3B) It is for the licensing authority to determine the localities within their area for the purposes of subsection (3A) and in doing so the authority may determine that the whole of their area is a locality.

(3C) In satisfying themselves as to whether there is or would be overprovision for the purposes of subsection (3A) in any locality, the licensing authority must have regard to—

(a) the number of private hire cars operating in the locality, and

(b) the demand for private hire car services in the locality."

The approach adopted, to determine whether overprovision existed in Aberdeen addressed the provisions set out above.

The approach to assessing private hire car provision was similar in some respects, to the approach adopted to determine whether there was unmet demand for taxis which was significant. The approach for assessing private hire cars included public consultation and stakeholder consultation, which was also undertaken for the assessment of taxi demand.

Whilst patent demand for taxis can be assessed through direct observation of hires at ranks, there is no equivalent measure which can be applied to private hire car patent demand. As an alternative, information was sought from private hire operators in Aberdeen.

The private hire trade in Aberdeen is distinguished by the following key features:

- The private hire market is serviced primarily by a small number of large operators. There are few small 'one man band' operators.
- The private hire operators use a mixture of private hire cars and taxis to service bookings.
- Virtually all private hire cars operate taximeters.
- The taximeters use the same tariffs for both taxis and private hire cars. So there is no cost differential between private hire cars and taxis.

Private hire operators were asked to provide the following information:

- The number of bookings per hour.
- The number of bookings per hour which were not for immediate hire.
- The average journey distance, or average fare per hour.
- The average wait time quoted for immediate bookings.
- The average time between bookings for drivers.
- The number of different drivers which were servicing bookings each hour.

The information was requested, covering the following periods:

- Thursday 3rd May 2018 from 7:00 to 10:00
- Thursday 3rd May 2018 from 14:00 to 17:00
- Thursday 3rd May 2018 from 22:00 to 03:00 on Friday 4th May 2018
- Friday 4th May 2018 from 7:00 to 10:00
- Friday 4th May 2018 from 14:00 to 17:00
- Friday 4th May 2018 from 22:00 to 03:00 on Saturday 5th May 2018
- Saturday 5th May 2018 from 14:00 to 17:00
- Saturday 5th May 2018 from 22:00 to 03:00 on Sunday 6th May 2018

The data which was provided is commercially confidential. Therefore, the reporting of analysis needed to respect this confidentiality and avoids directly reporting on specific data for individual operators.

All airport taxis (those with licences for the airport zone) are affiliated with Aberdeen Airport Taxis. The airport operates a system on which a taxi will log in on arrival at the airport and get a queuing number on the data head in the vehicle. As taxis are hired at the main rank at the airport terminal, they leave the queue system and the queue number reduces for other vehicles in the queue. The queue number indicates where on the system

of feeder ranks and ranks a vehicle should join, when returning to the airport. Airport taxis will also accept bookings for trips to the airport from elsewhere in Aberdeen.

With respect to taxis with city licences, approximately 60% of taxis operate on the systems of the private hire operators. This equates to approximately 490 of the 826 city taxis. Approximately 250 private hire cars also operate on the circuits of the main private hire operators.

Data presented in the following tables relates to aggregate data for all operators who responded with data. The proportion of the fleet refers to the proportion of all taxis and private hire cars which are affiliated with the private hire operators and which may log into the booking systems from time to time.

Operators were not able to provide separate data for bookings fulfilled by taxis and those fulfilled by private hire cars. Bookings are normally assigned to vehicles nearest the journey origin irrespective of licensed vehicle type.

Table 14 - Private hire operator data Thursday to Friday

Hour beginning	Thursday 7:00	Thursday 8:00	Thursday 9:00		Thursday 14:00	Thursday 15:00	Thursday 16:00		Thursday 22:00	Thursday 23:00	Friday 00:00	Friday 01:00	Friday 02:00
Bookings per driver per hour	1.92	1.97	1.50		1.56	1.86	1.62		2.02	2.59	2.09	0.92	1.28
Proportion of the private hire fleet on the system each hour (Including both private hire cars and taxis affiliated with operators)	24%	30%	33%		30%	29%	27%		10%	10%	7%	6%	6%
Average time between driver jobs (minutes)	11	11	11		11	11	11		15	15	15	16	15

Table 15 - Private hire operator data Friday to Saturday

Hour beginning	Friday 07:00	Friday 08:00	Friday 09:00		Friday 14:00	Friday 15:00	Friday 16:00		Friday 22:00	Friday 23:00	Saturday 00:00	Saturday 01:00	Saturday 02:00
Bookings per driver per hour	1.76	2.11	1.54		1.83	1.99	1.84		2.83	3.88	1.97	1.32	1.33
Proportion of the private hire fleet on the system each hour (Including both private hire cars and taxis affiliated with operators)	23%	26%	29%		28%	26%	25%		14%	15%	14%	12%	9%
Average time between driver jobs (minutes)	11	11	11		13	13	13		10	10	10	10	10

Table 16 - Private hire operator data Saturday to Sunday

Hour beginning	Saturday 14:00	Saturday 15:00	Saturday 16:00		Saturday 22:00	Saturday 23:00	Sunday 00:00	Sunday 01:00	Sunday 02:00
Bookings per driver per hour	2.56	1.92	2.47		2.95	4.12	2.86	2.53	2.33
Proportion of the private hire fleet on the system each hour (Including both private hire cars and taxis affiliated with operators)	17%	16%	15%		18%	17%	16%	13%	11%
Average time between driver jobs (minutes)	15	15	15		1	1	1	1	1

Further comments and feedback received

Comments received from operators suggested that the peak proportion of the fleet operating through private hire operators occurred during weekday mornings, between 7:00 to 10:00. From this peak, the proportion on the system would steadily decline. The proportion of vehicles logged on to the system rarely exceeds around 30%.

Drivers are self-employed and generally free to choose their working hours. Some taxi drivers can be logged on to the system and wait for jobs on the ranks. Other taxi drivers will wait close to the destination of the last hire, waiting for the next hire through the system.

Practices vary between operators, with some systems leaving drivers free to ignore system bookings on occasions when they are on a rank and close to the front of the queue. Other operators do not leave drivers free to operate in this way and a condition of the system is that bookings are a priority and should be serviced by the nearest available taxi, even if that vehicle is on a rank and close to the front position.

On Friday and Saturday nights, the volume of calls trying to book a hire can increase dramatically. If the first operator called cannot provide a vehicle within an acceptable timeframe then a caller will try another operator, moving on down the list. With this increased volume of calls, the call handlers cannot always answer all calls. Consequently the number of calls to operators which are unanswered can be higher at peak demand times. This can be a source of frustration for those attempting to book a licensed vehicle.

It was thought that the public do not feel they can rely on licensed vehicles to get home from a night out. Therefore, demand is not as high as it could be, with some members of the public making alternative arrangements, rather than relying solely on booking a licensed vehicle to get home. Alternative arrangements can be arranging with friends or family to pick up for the trip home. In addition, students and teenagers arrange lift sharing through social media.

Whilst operators use both taxis and private hire vehicles, to service bookings, it is felt by some that the differentiation is blurred. There is a single licence for drivers of both private hire cars and of taxis. A knowledge test is required for the dual vehicle type licence.

Private hire operators recognise the value in the market sector which requires wheelchair accessible vehicles and investment in suitable vehicles has been made, to address this market demand. It was felt by some that amongst taxi drivers, some of those with wheelchair accessible taxis were not keen on undertaking bookings requiring a wheelchair accessible vehicle.

Assessment of the level of provision

The overall level of provision of private hire vehicles per 1,000 population for Aberdeen is low in comparison to the Scottish average. If we take the total fleet size of both private hire cars and taxis which are working on booking circuits, this equates to a fleet of approximately 740 vehicles. This equates to 3.2 vehicles per 1,000 population. This total is higher than the average private hire car ratio for Scotland, but lower than the ratios in Edinburgh and Glasgow and several other authorities. Whilst the number of licensed vehicles working in the private hire market includes a significant number of taxis, the assessment of private hire cars with respect to overprovision, relates to private hire cars only. Therefore, whilst most operators utilise a mixture of both taxis and private hire cars, it is the level of provision of private hire cars which is assessed. The number of private hire cars registered in Aberdeen was 257 at the time of the survey. In terms of private hire cars per 1,000 population, this proportion is lower than the Scottish average.

The rate of hourly hires for vehicles working on the booking circuits is higher than the rate for taxis working off the ranks. The wait time between hires for vehicles working on booking circuits does not appear to be excessive, as would be expected if there was an overprovision. If we assume that private hire cars operate at a similar level of utilisation per vehicle as taxis working on the booking circuits, then the statistics regarding booking frequency and wait times between bookings indicate that the level of provision is not excessive.

With regard to the number of private hire cars and the estimated total number of private hire bookings undertaken, the existing fleet of private hire cars could not fulfil the current level of demand without the capacity provided by taxis working on private hire booking systems. Taking into account the indicators derived from private hire operators and the relative levels of provision in Aberdeen, the assessment concludes that there is **not** an overprovision of private hire cars in Aberdeen.

9 Demand profiles

All licensed vehicles

The demand profiles for taxis and private hire bookings exhibit some differences. The peak period for private hire bookings is generally the morning on weekdays and late pre-midnight on Saturday night. With taxis, the opposite tends to be true, with levels of demand building through the day and late into the evenings.

The following tables compare observed rank based hires with the estimated private hire booked hires, on Thursday Friday and Saturday to Sunday, for periods covered by data obtained.

Table 17 - Estimated total hires Thursday to Friday

Thursday to Friday													
Hour beginning	07:00	08:00	09:00		14:00	15:00	16:00		22:00	23:00	00:00	01:00	02:00
Extrapolated total hires (Booked)	344	440	367		344	393	325		152	189	110	43	55
Total Hires (Taxi rank)	37	76	123		88	126	119		157	156	128	93	137

Table 18 - Estimated total hires Friday to Saturday

Friday to Saturday													
Hour beginning	07:00	08:00	09:00		14:00	15:00	16:00		22:00	23:00	00:00	01:00	02:00
Extrapolated total hires (Booked)	304	409	332		385	381	336		298	422	202	122	86
Total Hires (Taxi rank)	23	82	95		108	132	113		229	275	286	266	238

Table 19 - Estimated total hires Saturday to Sunday

Saturday to Sunday									
Hour beginning	14:00	15:00	16:00		22:00	23:00	00:00	01:00	02:00
Extrapolated total hires (Booked)	318	227	271		392	522	342	236	186
Total Hires (Taxi rank)	111	77	108		342	346	382	364	311

In the early hours of each morning, the number of booked hires dropped off, whilst the number of rank based hires remained at similar levels to pre-midnight levels.

There is a view amongst operators that if more drivers could be incentivised to work the early hours of the morning, that more hires would be undertaken. An increased level of availability of bookable private hire cars or taxis would also increase service levels to areas not served by the night ranks on Union Street.

Potential measures to incentivise drivers to work late night shifts

The current taxi fares table which is used by both taxis and private hire cars allows for surcharges for late evening and weekend working. For some drivers, this is sufficient incentive to operate during these unsocial periods, on the basis that the fares are higher and the hires more frequent. However, many other drivers prefer to work the day shift.

Drivers are self employed and work patterns often fit around other household commitments. Drivers choose preferred working hours for a variety of reasons.

The incentivisation of drivers to work more unsocial hours is a common issue to be addressed in different areas. In some areas with limited numbers of taxis, many vehicles are multi-shifted, with both day and night shifts covered.

In locations where the number of private hire cars outnumber taxis, this removes the option of working from the ranks for most of the licensed vehicle fleet and hence drivers tend to work the periods of greatest demand, including late night shifts.

In Aberdeen, the composition of the licensed vehicle fleet and predominance of taxis in the private hire operator fleets presents some challenges which are unique to Aberdeen. The drivers are generally experienced drivers who have developed working patterns and knowledge of demand patterns over many years.

It was generally felt that the working patterns would need to change to better address the patterns of demand and to address the potential latent demand for late night pre-booked hires.

The most common method of incentivising drivers is through the fares tariff. The current fares tariff achieves this with fixed surcharges.

Other options such as that used by Uber, are to operate a variable pricing structure in response to demand. This incentivises drivers and incentivises passengers to travel during less expensive periods. This approach can smooth demand profiles and smooth the profile of supply of vehicles to meet demand. As Aberdeen private hire cars almost all operate with taximeters, a surge pricing multiplier on the meter rate is not feasible. This is especially so for taxis, which are limited to metered fares for any trips within Aberdeen, whether through direct hire or pre-booked hire. An alternative to surge pricing to incentivise drivers to work peak and unsocial periods, could be to add a new tariff to the fares table, with increased distance based charges for late night operation.

The options for incentivising drivers to work during unsocial periods would need to be carefully considered and widely consulted upon, before any particular measures are implemented. This section merely highlights some of the options which could be explored.

10 Rank review

As a component part of the overall survey undertaken, the Licensing authority instructed a review of the current taxi rank provision and location within the city in order to identify whether any additional ranks should be provided.

Existing ranks were reviewed from the perspective of a visitor and from the perspective of a mobility impaired user.

Each rank was reviewed against several criteria and the results of the review are tabulated in this section.

Back Wynd

Land use characteristics on the vicinity	The head of the rank is at the junction with union street. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to shops and licensed premises generates demand throughout the day and late into the evening.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	No shelter is available at this rank.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the right side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. Wheelchair bound passengers can face difficulty with some wheelchair accessible vehicles, with fixed side loading wheelchair ramps. Such vehicles have ramps which are mounted below the cab floor and are deployed to the nearside (left) of the vehicle. As such, wheelchair passengers need to board from the roadway, rather than the pavement. This can present an obvious potential additional risk from passing traffic. Rear loading wheelchair accessible vehicles, or those with manual ramps, which can be mounted on either side of the vehicle, don't face the same difficulties. Vehicles boarding passengers via rear mounted ramps often need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.

Kerb height and distinction	Kerbs along the rank are lowered for the full length of the rank, but not flush with the road surface. Kerb stones and paving stones are a different colour to the road surface, which helps the visually impaired to distinguish the kerb. Lowered kerbs can lead to difficulties for some people with mobility impairment boarding some models of wheelchair accessible taxis with high floors. Conversely, high kerbs, such as those used at bus stops, can present difficulties boarding saloon cars with low floors and low doors.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	The rank and waiting passengers are visible from along Back Wynd and from a short but busy section of Union Street. Coupled with the busy nature of the location, it is likely that any passengers waiting at the rank will be visible to other pedestrians. The presence of other people within sight helps to provide an enhanced sense of security to waiting passengers.
Signage	The rank itself is clearly signed. There is also signage on Union Street. There is no signage at the Schoolhill junction with Back Wynd.
Markings	There are no road markings to delineate the taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.
Posted hours of operation	A sign adjacent to the taxi rank indicate that the rank is not operational between midnight and 5:00 am and that an adjacent rank on Union Street is active between midnight and 5:00 am. The sign indicates that the rank has capacity for 15 taxis.
Effective hours of operation	The rank was generally attended by taxis from 5:00 continuously through to midnight.

Chapel Street

Land use characteristics on the vicinity	The head of the rank is at the junction with union street. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to shops and licensed premises generates demand throughout the day and late into the evening.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	No shelter is available at this rank.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. Wheelchair bound passengers can be boarded via side loading ramps. However, the pavement width may not be sufficient to enable the wheelchair to clear the end of the ramp, without the taxi moving away from the kerb beforehand. Vehicles boarding passengers via rear mounted ramps often need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are standard height for the full length of the rank. Kerb stones are dark grey whin stone and similar colour to the paving slabs and road surface. However, yellow lines in the roadway help the visually impaired to distinguish the kerb.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	The rank and waiting passengers are visible from along Chapel Street and from a short but busy section of Union Street. There are some fast food outlets opposite the rank, which ensure that there are people present until late at night. Owing to the the busy nature of the location, it is likely that any passengers waiting at the rank will be visible to other pedestrians. The presence of other people within sight helps to provide an enhanced sense of security to waiting passengers.
Signage	The rank itself is clearly signed. There is also signage on Union Street.
Markings	There are clear road markings to delineate the taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.

Posted hours of operation	A sign adjacent to the taxi rank indicate that the rank is not operational between midnight and 5:00 am and that an adjacent rank on Union Street is active between midnight and 5:00 am. The sign indicates that the rank has capacity for 7 taxis.
Effective hours of operation	The rank was generally attended by taxis from 5:00 continuously through to midnight. On Saturday night, there were frequently taxis present after midnight.

Dee Street

Land use characteristics on the vicinity	The head of the rank is at the junction with union street. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to shops and licensed premises generates demand throughout the day and late into the evening.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	No shelter is available at this rank.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. Wheelchair bound passengers can be boarded via side loading ramps. However, the pavement width may not be sufficient to enable the wheelchair to clear the end of the ramp, without the taxi moving away from the kerb beforehand. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are lowered for the full length of the rank, but not flush with the road surface. Kerb stones are dark grey whin stone and similar colour to the paving slabs and road surface. However, yellow lines in the roadway help the visually impaired to distinguish the kerb.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	The rank and waiting passengers are visible from along Dee Street and from a short but busy section of Union Street. There is also a fast food outlet on the corner of Dee Street and Union Street. This draws people to the location until late at night. Owing to the busy nature of the location, it is likely that any passengers waiting at the rank will be visible to other pedestrians. The presence of other people within sight helps to provide an enhanced sense of security to waiting passengers.
Signage	The rank itself is clearly signed. There is also signage on Union Street.
Markings	There are clear road markings to delineate the taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.

Posted hours of operation	A sign adjacent to the taxi rank indicate that the rank is not operational between midnight and 5:00 am and that an adjacent rank on Union Street is active between midnight and 5:00 am. The sign indicates that the rank has capacity for 6 taxis.
Effective hours of operation	The rank was generally attended by taxis from 5:00 continuously through to midnight.
Other remarks	The rank is split into two bays. The rank faces away from Union Street and the street is a one way street leading from Union Street. Taxis tend to wait on the first section of the rank, closer to Union Street. From this position, taxis have the option of continuing along Dee Street, or turning left on to Langstane Place, which would then provide flexibility to travel to the north, east and west. Taxis waiting on the second section of the rank can only travel south from this location.

Hadden Street

Land use characteristics on the vicinity	The rank lies off Market Street. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to shops and licensed premises generates demand throughout the day and into the evening.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	No shelter is available at this rank.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. Masonry planters are placed periodically along the pavement, adjacent to the rank. These planters limit space where they are located and may prevent side loading wheelchair accessible taxis from deploying side loading ramps. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are lowered and flush with the road surface. Kerb stones and paving stones are a similar colour to the road surface, but the pavement and road surface have different textures. The different textures may help visually impaired passengers detect the edge of the pavement. Lowered kerbs can lead to difficulties for some people with mobility impairment boarding some models of wheelchair accessible taxis with high floors.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	Whilst the rank is adjacent to Aberdeen market, there is limited frontage onto the area. A pub overlooks the rank area and the rank is visible from a short section of Market Street. The location is reasonably busy during the day, but less busy at night with passing pedestrians. In the evening, waiting passengers may not feel as safe as in other locations with more people within sight.
Signage	The rank itself is clearly signed. There is also signage on Union Street, at the junction with Market Street.
Markings	There are road markings to delineate the taxi rank bays. However, there is no text on the road markings to indicate that the marked bays are a taxi rank.

Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.
Posted hours of operation	A sign adjacent to the taxi rank indicate that the rank is not operational between 23:00 Friday night to 5:00 am Saturday morning and 23:00 Saturday night to 5:00 am Sunday morning and that alternative ranks on Union Street is active between these times. The sign indicates that the rank has capacity for 10 taxis.
Effective hours of operation	The rank was generally attended by taxis from 5:00 continuously through to midnight.
Other remarks	The rank bays cover two sides of the road. However, the marked bays on the south side of the road are often used by parked or waiting cars and vans.

St Andrew Street

Land use characteristics on the vicinity	The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The locality is dominated by retailing and this is the closest rank to the Bon Accord Shopping Centre.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	No shelter is available at this rank.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. Masonry planters are placed periodically along the pavement, adjacent to the rank. These planters limit space where they are located and may prevent side loading wheelchair accessible taxis from deploying side loading ramps. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are standard height for the full length of the rank. Kerb stones are dark grey whin stone and similar colour to the paving slabs and road surface. However, yellow lines in the roadway help the visually impaired to distinguish the kerb.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	The rank and waiting passengers are visible from along St Andrew Street. The location is relatively busy during the daytime, when shops are open. However, in the evenings, the number of passing pedestrians is lower. The presence of other people within sight helps to provide an enhanced sense of security to waiting passengers. Waiting passengers at this location are unlikely to benefit from perceived safety of nearby pedestrians, however there is a Hilton Hotel adjacent to the rank which is active until late at night
Signage	The rank itself is not clearly signed. There no nearby signage to identify the presence of a rank. There is no information regarding operating hours. However, parking and waiting restrictions posted on adjacent signage infer that the rank is a 24 hour rank.
Markings	There are road markings to delineate the taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.

Posted hours of operation	There are no posted hours of operation.
Effective hours of operation	The rank was unused throughout the period of the survey.

Correction Wynd (Night rank on Union Street)

Land use characteristics on the vicinity	The rank lies on Union Street at Correction Wynd. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to licensed premises generates demand late at night.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	No shelter is available at this rank.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. There is plenty room for side loading wheelchair accessible taxis to board a passenger in a wheelchair. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are standard height. Kerb stones are dark grey whin stone and are a similar colour to the road surface and pavement surface. There are yellow lines on the roadside which may help visually impaired passengers detect the kerb location.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	The rank location is highly visible from along Union Street. The locality is generally busy with passing pedestrians and approaching passengers. The presence of other people may help passengers feel safe at this rank.
Signage	The rank itself is clearly signed with an internally illuminated taxi rank sign at the kerb side. There are signs on the nearby daytime ranks advising of the operation of ranks on Union Street between midnight and 5:00 am..
Markings	There are road markings to delineate the taxi rank bay. These include text on the road markings to indicate that the marked bay is a taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.

Posted hours of operation	There are no posted signs indicating hours of operation. Regular users who are familiar with the switch from the nearby daytime ranks, to the Union Street ranks at midnight will know the hours of operation. However, visitors may see the illuminated taxi rank signs, before midnight and deduce from the lack of taxis, that the rank is not in operation, rather than the rank operates on a part time basis.
Effective hours of operation	The rank was generally attended by taxis from before midnight until after 4:00 am.

Summer Street

Land use characteristics on the vicinity	The rank lies on Union Street at Summer Street. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to licensed premises generates demand late at night.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	No shelter is available at this rank
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. There is plenty room for side loading wheelchair accessible taxis to board a passenger in a wheelchair. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are standard height. Kerb stones are dark grey whin stone and are a similar colour to the road surface and pavement surface. There are yellow lines on the roadside which may help visually impaired passengers detect the kerb location.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	The rank location is highly visible from along Union Street. The locality is generally busy with passing pedestrians and approaching passengers. The presence of other people may help passengers feel safe at this rank.
Signage	The rank itself is clearly signed with an internally illuminated taxi rank sign at the kerb side. There are signs on the nearby daytime ranks advising of the operation of ranks on Union Street between midnight and 5:00 am..
Markings	There are road markings to delineate the taxi rank bay. These include text on the road markings to indicate that the marked bay is a taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.

Posted hours of operation	There are no posted signs indicating hours of operation. Regular users who are familiar with the switch from the nearby daytime ranks, to the Union Street ranks at midnight will know the hours of operation. However, visitors may see the illuminated taxi rank signs, before midnight and deduce from the lack of taxis, that the rank is not in operation, rather than the rank operates on a part time basis.
Effective hours of operation	The rank was generally attended by taxis from before midnight until after 4:00 am.

Soul Bar

Land use characteristics on the vicinity	The rank lies on Union Street near the Soul Bar pub. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to licensed premises generates demand late at night.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	A bus shelter is available close to the head of the rank.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. There is plenty room for side loading wheelchair accessible taxis to board a passenger in a wheelchair. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are standard height. Kerb stones are dark grey whin stone and are a similar colour to the road surface and pavement surface. There are yellow lines on the roadside which may help visually impaired passengers detect the kerb location.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	The rank location is highly visible from along Union Street. The locality is generally busy with passing pedestrians and approaching passengers. The presence of other people may help passengers feel safe at this rank.
Signage	The rank itself is clearly signed with an internally illuminated taxi rank sign at the kerb side. There are signs on the nearby daytime ranks advising of the operation of ranks on Union Street between midnight and 5:00 am..
Markings	There are road markings to delineate the taxi rank bay. These include text on the road markings to indicate that the marked bay is a taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.

Posted hours of operation	There are no posted signs indicating hours of operation. Regular users who are familiar with the switch from the nearby daytime ranks, to the Union Street ranks at midnight will know the hours of operation. However, visitors may see the illuminated taxi rank signs, before midnight and deduce from the lack of taxis, that the rank is not in operation, rather than the rank operates on a part time basis.
Effective hours of operation	The rank was generally attended by taxis from before midnight until after 4:00 am.

Castlegate

Land use characteristics on the vicinity	The rank lies on Castle Street at the east end of Union Street. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to licensed premises generates demand late at night.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	A bus shelter is available adjacent to the rank.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. There is adequate room for most side loading wheelchair accessible taxis to board a passenger in a wheelchair. However the bus shelter located at the head of the rank limits the available space at this part of the rank. Between the bus shelter and the kerb, there is adequate space for most side loading taxis to deploy wheelchair ramps. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are standard height. Kerb stones are dark grey whin stone and are a similar colour to the road surface and pavement surface. There are yellow lines on the roadside which may help visually impaired passengers detect the kerb location.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras.
Visibility from other localities	The rank location is highly visible from along Union Street and Castle Street. The locality is generally busy with passing pedestrians and approaching passengers. The presence of other people may help passengers feel safe at this rank.
Signage	The rank itself is clearly signed with an internally illuminated taxi rank sign at the kerb side. There are signs on the nearby daytime ranks advising of the operation of ranks on Union Street between midnight and 5:00 am..
Markings	There are road markings to delineate the taxi rank bay. These include text on the road markings to indicate that the marked bay is a taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.

Posted hours of operation	There are no posted signs indicating hours of operation. Regular users who are familiar with the switch from the nearby daytime ranks, to the Union Street ranks at midnight will know the hours of operation. However, visitors may see the illuminated taxi rank signs, before midnight and deduce from the lack of taxis, that the rank is not in operation, rather than the rank operates on a part time basis.
Effective hours of operation	The rank was generally attended by taxis from before midnight until after 4:00 am.

Railway Station

Land use characteristics on the vicinity	The rank lies within the curtilage of the railway station and primarily serves railway passengers. The rank operates in conjunction with train arrival times and during station opening times.
Pavement width	The pavement, at the pick up point, at the head of the rank, is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	The whole rank area is located under a roofed area of the station.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. Large concrete blocks are placed along the edge of the rank, between the vehicle waiting space and the pedestrian footway. Passengers can pass around the concrete blocks to approach and board taxis. If a wheelchair bound passenger wishes to hire a side loading wheelchair accessible taxi, this would either require the taxi to be located at the first position on the rank, where there is ample space to deploy a side loading ramp, or the taxi would need to move away from the concrete blocks to leave sufficient space to deploy side loading ramps. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	The rank is marked on asphalt with the vehicle and pedestrian spaces delineated by road markings. Effectively there is no kerb and the pedestrian and vehicle spaces are flush with each other. The edge of the pedestrian area is marked with lines painted on the asphalt. There is no difference in height, or surface texture between pedestrian and vehicle space. This may present some difficulty for visually impaired passengers, to detect the edge of the pedestrian space.
Lighting	The rank area is well lit.
CCTV coverage	The rank location is covered by railway operator CCTV cameras.
Visibility from other localities	The rank area is visible from the main concourse area. There are generally passengers and staff within sight, which is likely to lead to enhanced perception of safety.
Signage	The rank itself is signed by a worn sign with missing letters on the sign. There is signage elsewhere in the station, indicating where the rank is located.

Markings	There are road markings to delineate the taxi rank bays, with text on the road markings to indicate that the marked bays are a taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.
Posted hours of operation	There are no posted hours of operation.
Effective hours of operation	The rank was generally attended by taxis from 05:00 continuously through to just after midnight, coinciding with train arrival times.

Airport Main Rank

Land use characteristics on the vicinity	The rank lies outside the main airport terminal. There is a lengthy shelter adjacent to the rank area, to allow passengers to shelter from the weather whilst waiting to board taxis. The rank services passengers from the airport only.
Pavement width	The pavement is effectively enclosed within the shelter adjacent to the taxi rank. Only passengers intending to board taxis would use this section of pavement, so there is no need to pass other passengers.
Shelter available	A lengthy shelter is available for passengers.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. Whilst up to around ten vehicles can wait on the main rank bay, only the first two or three positions are suitable for passenger boarding. The first position, has space beside the vehicles, to allow a side loading ramp to be deployed for boarding passengers in wheelchairs. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are standard height. Kerb stones and asphalt paving is a similar colour to the road surface.
Lighting	The area is well lit. Lights within the passenger waiting shelter are activated by motion detectors at night.
CCTV coverage	The rank location is covered by airport CCTV cameras.
Visibility from other localities	Visibility to the rank is limited by the shelter. However, the intrinsically safe nature of the airport, with higher levels of security and awareness compared with most public areas, is likely to enable passengers to feel safe if waiting for a taxi.
Signage	The rank itself is clearly signed. There is also signage elsewhere in the airport to identify the rank location..
Markings	There are road markings to delineate the taxi rank bays. There is text on the road markings to indicate that the marked bays are a taxi rank.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.
Posted hours of operation	There are no posted operating hours.
Effective hours of operation	The rank was generally attended by taxis from 7:00 continuously through to midnight.

Airport Helicopter Terminal

Land use characteristics on the vicinity	The rank lies outside the passenger entrance to the helicopter terminal. The ranks serves demand from passengers arriving at the heliport
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Suitability for loading passengers in wheelchairs.	The taxis wait at the rank with the left side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. Vehicles boarding passengers via rear mounted ramps may need to pull forward to allow sufficient space from the vehicle behind, to deploy the ramp and leave space for the passenger to approach the ramp.
Kerb height and distinction	Kerbs along the rank are standard height. Kerb stones and paving surface is a similar colour to the road surface.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Airport CCTV cameras.
Visibility from other localities	The rank is located on a lightly trafficked road and where few pedestrians pass. The road in this location is straight and the rank is visible from neighbouring buildings.
Signage	The rank itself is clearly signed.
Markings	There are road markings to delineate the taxi rank bay.
Suitability of access and egress for taxis	Taxis can readily access the rank. Taxis can leave the rank from a middle position if required.
Posted hours of operation	Adjacent signage indicates that the rank is operational 24 hours per day..
Effective hours of operation	The rank was generally attended by taxis from 7:00 continuously through to 23:00 hours.
Other remarks	The rank forms part of the feeder rank system for the main airport rank. Consequently there is generally a high volume of taxis passing through the rank, on the way to the main rank. However, at busy times at the main rank, taxis may be directed to go straight to the main rank and bypass the feeder rank at the helicopter terminal..

Suggestions for additional rank locations

Several locations were suggested by members of the public and by the trade, for new taxi ranks. These have been reviewed for suitability with respect to nearby land uses, potential road space to locate the ranks and suitability of such potential road space, together with the likelihood of a rank space becoming established.

In order to implement a new taxi rank, appropriate consultation would need to be undertaken and if the proposed locations were agreed, then

appropriate traffic regulation orders would need to be defined and implemented then the rank defined with appropriate road markings and signage. This can be a time consuming and involved process. Therefore, implementing a new rank is not something to be undertaken lightly.

Following the definition of a new rank with appropriate signage and markings, this does not in itself guarantee that the rank will be regularly used by the travelling public or regularly occupied by taxis, available for hire. In order for a new rank to come into use, it needs to become established by both the trade and by passengers. A marked rank space is not guaranteed to become established if taxis cannot be reliably found there or if passengers do not regularly use the rank. Therefore, locations chosen for new ranks should be evaluated against the likelihood of sufficient passenger demand at different times of day and the likelihood of taxis waiting on the ranks to service such demand. In some cases, a suitable rank location can become established through informal use of a road space by taxis ranking informally. Such practice can demonstrate a viable level of demand and supply and help to justify a location for subsequent formal provision of a rank. However, in many instances, new rank locations can be identified through other means such as examination of local land uses, proximity of other existing ranks and local geography and traffic management arrangements. It should also be borne in mind that an informal rank location, whilst demonstrating a level of demand and willingness to supply taxis to meet that demand, does not guarantee that the location is suitable for a rank. Other considerations such as adjacent land uses and traffic management arrangements may preclude a location from use as a taxi rank. For example, a rank which would be active at night may not be suited to location adjacent to ground floor residential properties.

Locations suggested for new ranks have been evaluated as follows:

Beach front

The beach front, along The Esplanade is a popular leisure location, with leisure facilities, dining and retailing land uses. Retailing is largely edge of town character, with ample car parking. There is an existing taxi rank marked on the Esplanade. The Esplanade taxi rank was not included in the rank survey as it was not felt to be in sufficiently regular use to influence the results of the survey. The level of night time economy activity is likely to be low in this area and unlikely to generate sufficient business to attract taxis to the rank on a regular basis at night. The rank is more likely to be attended during day time in the summer, when the beach front premises are busiest.

University complex

The main campus of the University of Aberdeen is likely to generate some day time demand. However, the density of retailing and other business

premises in this area is low and a rank in this area is unlikely to become established. As such, a marked rank would be unlikely to be regularly attended by waiting taxis.

The main campus of Robert Gordon University is situated to the edge of a mainly residential area. A marked rank in this area would be unlikely to become established with regular availability of waiting taxis. Day time demand is likely to be low and there is little night time economy in this area.

Outside the railway station car park / Union Square / Guild Street, Bus Station

This area is currently served by the rank within the railway station. The railway station rank is serviced by taxis with an additional permit from the railway operating company. The existing rank is not on the public road.

The area around the railway station is dominated by retailing, with the Union Square and Trinity Centre shopping centres. In addition, the bus station is nearby and there are several night time economy venues in the area.

Opposite the railway station vehicle entrance on Guild Street, is the Station Hotel. Outside the Station Hotel is a road space which is out of the main flow of traffic, by virtue of a built-out section of pavement which forms part of the pedestrian crossing at this location. The resultant road space is marked with double yellow lines denoting waiting restrictions. However, the space is used by taxis as an informal ranking location and appears to have become established. Taxis were seen waiting in this location on several occasions, during site visits.

By virtue of the established practice of taxis waiting at this location, there appears to be demand for taxis at this location. There also appears to be sufficient road space available to form a rank for three taxis at this location, without the need for kerb re-alignment or other significant roadworks.

Guild street is a one way street outside the Station Hotel. Therefore, a new rank in this location would be used by taxis waiting on the right hand side of the road and passengers would need to board the right hand side of the taxis. This could present problems for passengers in wheelchairs boarding wheelchair accessible taxis using side mounted ramps. The location, whilst outside the running lanes of passing traffic, is located in a busy one way system. If the smooth running of traffic in this location were disturbed by taxis queueing to enter the rank and hindering passing traffic, this could have a significant impact on capacity along this stretch of road and potentially impact on upstream capacity. Notwithstanding the limitations highlighted earlier, other aspects of the location suggest it is suitable for a new rank. The kerbs are standard height kerbs and the

width of the pavement in this location is suitable to allow pedestrians to pass waiting passengers without hinderance. The location is covered by Council CCTV and is a suitably busy location with frequent passing vehicles and pedestrians to enable passengers to feel safe using this location as a taxi rank.

Castlegate / Marischal Square area (also suggestions for King Street, and Broad Street)

Whilst the existing Castlegate rank serves this area at night, the nearest day time rank is Hadden Street. The land use in this area is a mixture of business, residential retail and licensed premises. The density of these land uses is high and the degree of separation of this location from other City Centre existing ranks means that it is likely that there would be sufficient demand in this area to sustain a rank and enable a rank to become established.

It may be feasible to establish a rank on Upperkirkgate, opposite the Kirkgate bar. This location would serve local retailing and business users during the day and licensed premises in the evening. There is a lay by at this location which could be used as a taxi rank for four vehicles, with minimal roadworks. It is recommended that if this location is used to establish a new taxi rank, that the same practice is adopted as for most other City Centre ranks and operation is suspended between midnight and 5:00 am in favour of ranks on Union Street. Whilst space in the proposed rank is limited, the location is optimally located, close to several likely sources of demand.

Queens road

Queens Road is a lengthy road leading from central Aberdeen to the west and it is not clear which section of the road was suggested as the location for a new rank. The road has a junction with Albyn Place, which has also been suggested as a new rank location. Albyn Place connects with Union Street at the west end of Union Street. The land use along the eastern end of Queens Road, where it meets Albyn Place and of Albyn Place itself is a mixture of business use and residential with some retailing and licensed premises.

The area to the east end of Queens Road and along Albyn Place is likely to generate daytime demand and some night time demand. However, the density of development is relatively low and the levels of demand may not be concentrated enough in one particular location to enable a rank to be come established and hence passengers may not feel they can rely on finding a taxi at a rank in this location if one were created.

George Street / Bon Accord centre

The existing St Andrew Street rank is located at the junction with George Street and is approximately 150 metres walk distance from the entrance

to the Bon Accord Centre. The St Andrew Street rank is unused which suggests that a viable rank would need to be located closer to the Bon Accord Centre. Location closer to the Bon Accord Centre, on George Street and Loch Street are pedestrianised and not particularly suitable as a location for a taxi rank.

On the other side of the Bon Accord Centre, Upperkirkgate separates this centre from the St Nicholas Centre. Another shopping centre. A rank on Upperkirkgate would better serve demand from both centres. See alternative suggestion for a rank on Upperkirkgate.

Owing to lack of existing demand at St Andrew Street and the pedestrianised nature of the streets to the north of the Bon Accord Centre, a rank on George Street is not recommended.

Belmont street

Belmont Street connects with Union Street approximately 60 metres from Back Wynd. With an established rank so closely located it would not be prudent to locate an additional rank in this location. An additional rank may struggle to become established as passengers are likely to rely on the existing established rank nearby.

Thistle/Rose street

The junction of Thistle Street / Rose Street lies approximately 125 metres walk distance from the head of the rank on Chapel Street. With an established rank so closely located it would not be prudent to locate an additional rank in this location. An additional rank may struggle to become established as passengers are likely to rely on the existing established rank nearby.

Near Golden Square

This location is off Union Street and situated between the established and existing ranks of Chapel Street and Back Wynd. Given the locations of the existing ranks, it is likely that another rank between these two ranks could dilute demand and lead to some passenger uncertainty regarding which rank to choose as being most likely to have waiting taxis. Whilst there is undoubtedly demand in this area, it is suggested that this demand is adequately met by the existing ranks.

Rosemount

It is not clear what particular location was meant by Rosemount. However, Rosemount Viaduct appears to be the most viable location fitting this description. The area around His Majesty's Theatre has a mix of business residential and licensed premises. However, property density is relatively low in this locality with a relatively high proportion of open green space, for central Aberdeen. This section of Rosemount Viaduct does not lend itself to situating a day time taxi rank, without significantly

disrupting traffic flow. This particular location is not recommended for a new rank.

Holburn St / Holburn area

Holburn Street connects with Union Street and leads to the south west. The nature of the land use along Holburn Street is a mix of primarily residential with retail and licensed premises. The land use is predominantly residential and unlikely to generate significant levels of day time demand in any particular location along Holburn Street. The nature of Holburn Street as an arterial road connection to central Aberdeen is characterised with day time waiting and loading restrictions along much of the length of the road. The road does not lend itself to the installation of a day time taxi rank. At night, many of the waiting restrictions are removed and vehicles may park in the bus lane to the north side of Holburn Street, to the south of Ashvale Place. This would be a suitable location to situate a night time taxi rank, which could operate from 18:00 hours each day. Viability of this location as a rank would largely depend on passengers walking from night time economy venues located around the east end of Union Street. As such, the existing rank on Chapel Street is likely to be closer for many passengers.

An evening rank on Holburn Street is feasible, with minimal roadworks. However, the viability is questionable given the proximity of existing established ranks off Union Street.

Hospital

Hospitals are commonly identified as desired locations for establishing new taxi ranks. Two common obstacles are often present and limit options for establishing a new rank. Whilst hospitals generate relatively large quantities of demand for taxis and private hire cars, not all of the trips to and from hospitals are to the same locations within the hospital campus. Hospitals in suburban locations often have departments spread between different buildings, each with their own entrance for patients. When a licensed vehicle is hired, it is often from one of these dispersed entrance / exit points. The other main issue is availability of space within hospital campuses to locate a taxi rank. Road space and parking is normally at a premium in hospitals and suggestions that space is allocated to serve as a taxi rank is sometimes met with objection.

Where hospital operations are highly centralised around a single main entrance, then this approach lends itself to implementation and establishment of a taxi rank. A good example is the Royal Infirmary of Edinburgh, which has a rank outside one of the two main entrances. The Aberdeen Royal Infirmary has a relatively dispersed campus layout, with many of the departments and functions located in separate buildings. This layout does not lend itself to establishing a single rank location which will be well attended by taxis. Even if a taxi rank is present, patients may

still prefer to phone for a taxi, rather than walk to the taxi rank, from another building within the hospital campus. However, given the mixed fleet nature of the private hire operators in Aberdeen, if there were a rank in the hospital, it may be attended by taxis which are logged into an operator's booking system. In which case, taxis could be booked and travel from the rank to the required building within the hospital. In such a scenario, a rank would serve two purposes. It would be a waiting area for taxis waiting for a booking in the area and would provide availability for passengers to hire a taxi directly from the rank. The hospital currently have a freephone available for patients to book a taxi to take them from the hospital.

There is no clear preferred location for a taxi rank within the hospital campus, which would be accessible from the main hospital building via a main entrance and where there is space which could be readily allocated as a taxi rank. It may be feasible to allocate space elsewhere within the campus for use as a waiting area for taxis. This would be less likely to be used for direct walk up hires and offers little advantage over waiting in the streets around the hospital after dropping off a patient.

AECC

The existing Aberdeen Exhibition and Conference Centre hosts events which attract large volumes of attendees. Some events result in large volumes of people leaving over a short period. Provision for taxis to rank up during such periods when large volumes of people are leaving after events, would be helpful and enable a flexible level of service to be provided. The existing centre has a facility which enables a licensed vehicle to be booked to take passengers from the venue. A taxi rank nearby would supplement this provision. Any taxi rank would be unlikely to be attended by taxis outside the departure times following an event at the AECC.

The existing AECC is due to be replaced with a new larger facility. It is unclear at this stage what provision is made in the new centre for public transport accessibility. Available media information suggests that provision will be made for public transport to access the facility. However, detailed information is not currently available. The complex will house offices as well as exhibition and event facilities. As such, there may be an element of daytime demand generated by the new facility, in addition to post event demand. A dedicated facility for taxis to rank up and to pick up passengers in high volume would be a prudent addition to the new conference centre.

Bridge Street- Night rank

Bridge Street is a high traffic flow street during the day but less busy late at night. An additional rank at night would be well situated to cater for night time demand. This would be situated approximately half way between the existing night time ranks on Union Street at Correction Wynd and at Soul Bar. A disadvantage of having a night rank off Union Street would be lack of visibility from other parts of Union Street. By having all the key night time ranks on Union Street, visibility, from the perspective of policing late-night activity, is improved. Having one of the night time ranks off Union Street may be detrimental perceived personal safety, which is enhanced by locating on Union Street.

Notwithstanding the comments above, there appears to be sufficient space to allocate some space to a night time rank and the location is likely to attract demand.

This location is not recommended on the grounds of safety concerns, relative to the preferable locations on Union Street.

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 and the highest levels of activity observed 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. Passengers had to wait to board taxis at the night time ranks along Union Street, on Saturday night, during the rank surveys. However, the waiting was due to boarding limitations rather than lack of taxi supply. Passengers were queueing to board a queue of waiting taxis.

Public and stakeholder consultation suggests that passenger waiting on Saturday nights, when the clubs close, is common. From the perspective of passengers, waiting to board a queue of waiting taxis is perceived as passenger queueing. However, as this is not due to lack of available taxis, this is not classified as unmet demand.

During the day, parked vehicles on the rank at Hadden Street were commonplace. However, this is partly due to space being frequently available as the rank was not always fully occupied by taxis.

Queues of taxis waiting at the night time ranks on Union Street extend beyond the marked ranks from time to time, as taxis joined the vehicle queues at the busy ranks.

The proportion of taxis working from the ranks was relatively low. In part this is related to a significant proportion of taxis operating on booking circuits for private hire operators. It is thought that many of these taxis do not operate from the ranks at any time. In addition, anecdotal evidence suggests that some taxi owners only drive from time.

There were not enough hires from the ranks to sustain the full fleet of all taxis, if they were all to operate from the ranks. A significant proportion of taxis operate partly or primarily on booking circuits for private hire operators. This leaves a smaller sub-set of the taxi fleet to focus on rank work, at a level which is more likely to enable drivers to make a living from rank based work.

On street public views

Feedback from the public regarding the services provided by taxis and private hire cars is generally positive. Several positive features of Aberdeen taxis were identified. Some negative features of both taxi and private hire services were also identified by some respondents. Aside from the cost of taxis and private hire cars, some issues were identified with availability. Lack of availability on Saturday night was identified as a

common issue. Lack of availability during the morning between 7:00 and 9:00 was also identified by some as an issue. However, lack of availability at this time was less commonly identified than the lack of availability on Saturday night.

Some respondents identified lack of reliability as an issue. This seemed to relate to bookable hires, rather than rank based hires.

Key stakeholder views

In general, few issues were identified by stakeholders. Availability for all users is generally perceived to be adequate. Occasional longer wait times during the morning before 10:00 was identified as an issue by some, but not generally perceived as a major problem. Similarly, occasional longer wait times on Saturday nights were identified as issues. However, for most people, these limitations were viewed as more of a fact of life which would need to be lived with, rather than an issue to be addressed.

Wheelchair users generally use a regular supplier and book any required trips, without any common issues. Anecdotal evidence suggests that drivers are less willing to pick up wheelchair passengers from the ranks.

Trade views

Most licensed vehicles are 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. This approach limits the level of supply during the more unsocial hours, such as Saturday night. When vehicles are multi-shifted, the vehicle can be rented to a second driver to cover the night shift. Most drivers choose the times that they work to suit family circumstances and other preferences, including a preference by some not to work on Friday and Saturday nights.

Private hire overprovision analysis

Analysis of private hire data and feedback from private hire operators suggests that the busiest periods for private hire operators is during the morning from 7:00 to 10:00. After this time, demand and supply of drivers steadily declines.

Operators feel that there is demand for booked hires which is not being met at night and especially on Friday and Saturday nights. However, some drivers are unwilling to work unsocial hours. Therefore, fewer drivers are willing to log into the booking systems at night and to accept bookings. Whilst the data supplied by operators did not differentiate between bookings fulfilled by private hire cars and taxis, anecdotal feedback from operators suggested that similar working patterns and assignment of bookings to vehicles applied similarly to both taxis and private hire cars.

Operators face limits on how many bookings they can accept at times of low driver supply. As many of the licensed vehicles which undertake this work are taxis, they have a choice of not logging into a booking system and operating from the ranks. Whereas, private hire cars do not have the same choice. In some respects, it could be argued that there are too many taxis licensed for the level of rank based demand available. Many of the taxis registered need to undertake work through the booking circuits in order to generate sufficient income.

The use of taxis on booking circuits has some operating advantages. It is feasible to use a taxi call type system to alert a company that a taxi is required for passengers, from an origin such as a hotel or cinema. A vehicle can then be dispatched to the location required. With such systems, information which would normally be required for a private hire booking, including the name of the person making the booking and the destination, is not supplied initially. If a private hire car were sent to fulfil such a notification, it could be argued that full booking information was not given before a booking was made for the trip, as would normally be required for a standard booking. However, if a taxi were sent to fulfil such a booking, then the booking contract can be made directly with the driver on arrival. As such, the notification received could be effectively treated as a hail for a taxi. Consequently, full details such as passenger name and origin and destination are not required to be provided before a hire is made with a taxi.

The assessment of private hire car overprovision must consider only private hire cars and not all vehicles working on private hire circuits. Symptoms of overprovision would be low rates of hourly hires and lengthy waits between bookings. If we assume that private hire cars operate at a similar level of utilisation per vehicle as taxis working on the booking circuits, then the statistics regarding booking frequency and wait times between bookings indicate that the level of provision is not excessive.

Private hire cars alone could not fulfil all pre-booked hire bookings. The proportion of private hire cars against population is low. The ratio may be suppressed by the predominance of taxis working on private hire circuits.

The operational characteristics with respect to frequency of hires and wait times between hires, together with the lack of sufficient capacity to cater for private hire demand solely through the private hire car fleet indicates that there is no overprovision of private hire cars. Rank review

The rank review covered both existing ranks and proposals for new ranks. Whilst there were some limitations identified for some of the existing ranks, most were well located, well used and suitably configured for most users. Two of the ranks were not used either in part or entirely. The rank on St Andrew Street, whilst close to potential demand related to retailing, was not used during the rank observation period. Some taxis waited for

hires on the Dee Street rank, on the section closest to Union Street. However, the more remote section, beyond Langstane Place, the section of rank was unused for hires and only used occasionally by taxi drivers wishing to park the vehicle or apparently waiting on a break before leaving without a hire.

Locations were suggested for new ranks. These were evaluated and two suggestions taken forward for consideration as new rank locations. These are at Upperkirkgate, which is close to retailing and business generated demand during the daytime and nighttime economy generated demand during the evenings. On Guild Street, a new rank which would serve the bus station along with retail demand and night time economy generated demand, was also suggested.

Wheelchair accessible vehicles

There was some feedback from the trade, stakeholders and the public, that some people find the wheelchair accessible vehicles used in the taxi and private hire fleets, to be less comfortable than saloon cars and more difficult to get in and out of. However, it was generally felt that there was a need for wheelchair accessible vehicles to be available for those who needed them. It was generally felt that a mixed fleet was appropriate to meet the needs of all users.

There was some feedback from the trade, stakeholders and the public, that there is some reluctance amongst taxi drivers in particular, to accept hires from wheelchair users. Anecdotal evidence indicated that a minority of drivers were not keen on undertaking such hires and it was suggested that some would even go to such lengths as to leave a rank if they thought a wheelchair user was likely to try and hire them. It should be stressed that there was no suggestion that such behaviour was prevalent amongst drivers, but different sources indicated that some drivers did discriminate against wheelchair users.

Evaluation

There is consistent evidence that people experience difficulties when trying to book a licensed vehicle. The primary period of difficulty is on Saturday night and to a lesser extent on Friday night, weekday nights and during morning and afternoon peak periods.

In terms of private hire car overcapacity analysis, there is no evidence that there is an overcapacity of private hire vehicles. Much of the private hire market is serviced by taxis operating on private hire booking circuits.

From rank based analysis, passengers do suffer some delays waiting for taxis to arrive at the ranks during the periods perceived to have limited availability. However, the proportion of passengers waiting and the average wait times are relatively low. Generally, day time availability of taxis at the ranks is good. 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 licensed vehicles is dominated by private hire bookings during the day and by rank based hire at night. This is not necessarily an expected pattern and not one which is always repeated elsewhere. However, this pattern of use may be one which has developed over time through passenger experience and expectations. If passengers don't expect to be able to book a vehicle by telephone or app late at night, then they won't try and will go to the ranks instead. Therefore, drivers will follow this trend with their working patterns and opt to service ranks at night, rather than work on the booking circuits. This can only happen where taxis are working both the booking circuits and ranks at different times. Private hire operators are of the opinion that if more drivers could be encouraged to work unsocial hours, demand would increase as the public became aware of increased availability. Measures to incentivise drivers to work during unsocial periods should be explored. These could include a new tariff within the fares structure with a more expensive distance based tariff in operation late on Friday and Saturday nights.

In summary, there is no significant unmet demand and no overprovision of private hire cars. There are limitations in availability at times, notably on Saturday nights and weekday morning peak and afternoon peak times. Wheelchair users and mobility impaired users are generally well served by licensed vehicles, however, there is some evidence of discrimination by some taxi drivers.

Members of the public are generally satisfied with licensed vehicle services and accept that there are limitations with availability at certain times.

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 taxis either patent or latent which is significant at this point in time in the Aberdeen licensing area.

There is no overprovision of private hire cars in Aberdeen.

Measures which would encourage more of the licensed vehicle fleet to operate during unsocial hours would help to address limitations in provision at night.

There is no need to increase the limit to the number of taxi vehicle licences or to introduce a cap on private hire car numbers.

Two new potential rank locations have been identified. It is recommended that the potential development of these two ranks is further developed, with consultation and consideration by appropriate stakeholders.

Appendix A – Rank Survey Results

Total Passengers

Hour beginning	Summer Street	Correction Wynd	Hadden Street	Dee Street 2	Dee Street 1	Back Wynd	Chapel Street	Soul Bar	Castlegate	St Andrews Street	Railway Station	Airport Main Rank	Helicopter Terminal
Thursday 07:00	0	0	3	0	0	3	7	0	0	0	16	19	0
Thursday 08:00	0	0	2	0	0	10	10	0	0	0	33	40	0
Thursday 09:00	0	0	2	0	1	14	3	0	0	0	30	164	24
Thursday 10:00	0	0	9	0	7	12	13	0	0	0	54	81	22
Thursday 11:00	0	0	10	0	2	9	8	0	0	0	45	42	13
Thursday 12:00	0	0	13	0	4	32	9	0	0	0	29	6	8
Thursday 13:00	0	0	13	0	4	19	12	0	0	0	73	18	49
Thursday 14:00	0	0	8	0	2	39	12	0	0	0	47	18	8
Thursday 15:00	0	0	17	0	1	32	8	0	0	0	60	56	13
Thursday 16:00	0	0	13	0	4	35	12	0	0	0	30	58	27
Thursday 17:00	0	0	5	0	3	27	5	0	0	0	65	85	0
Thursday 18:00	0	0	10	0	11	27	10	0	0	0	31	53	4
Thursday 19:00	0	0	11	0	20	32	10	0	0	0	63	22	28
Thursday 20:00	0	0	19	0	12	33	7	0	0	0	74	83	6
Thursday 21:00	0	0	10	0	32	47	17	0	0	0	70	38	0
Thursday 22:00	0	0	13	0	30	76	25	7	0	0	50	49	0
Thursday 23:00	3	7	12	0	12	69	21	20	21	0	37	41	0
Friday 00:00	21	85	3	0	4	6	6	33	15	0	13	0	0
Friday 01:00	32	84	1	0	0	0	0	25	2	0	0	0	0
Friday 02:00	27	147	0	0	0	0	0	45	14	0	0	0	0
Friday 03:00	0	24	0	0	0	0	0	25	18	0	0	0	0
Friday 04:00	1	3	0	0	0	0	0	1	11	0	0	0	0
Friday 05:00	0	0	0	0	0	3	1	0	8	0	4	0	0
Friday 06:00	0	0	0	0	0	1	2	0	1	0	8	2	0
Friday 07:00	0	0	1	0	0	3	5	0	0	0	22	0	0
Friday 08:00	0	0	1	0	1	7	7	0	0	0	41	45	1
Friday 09:00	0	0	4	0	5	24	8	0	0	0	32	59	6
Friday 10:00	0	0	7	0	8	23	5	0	0	0	43	60	27
Friday 11:00	0	0	6	0	2	35	6	0	0	0	58	21	14
Friday 12:00	0	0	18	0	1	38	13	0	0	0	15	18	7
Friday 13:00	0	0	11	0	3	41	6	0	0	0	65	50	28
Friday 14:00	0	0	10	0	7	55	9	0	0	0	34	39	13
Friday 15:00	0	0	21	0	7	34	18	0	0	0	67	74	2
Friday 16:00	0	0	7	0	4	51	13	0	0	0	37	60	4
Friday 17:00	0	0	25	0	4	45	12	0	0	0	76	61	12
Friday 18:00	0	0	15	0	11	37	15	0	0	0	55	56	11
Friday 19:00	0	0	11	0	11	49	15	0	0	0	74	36	13
Friday 20:00	0	0	17	0	20	49	29	0	0	0	68	79	9
Friday 21:00	0	0	28	0	22	86	61	0	0	0	66	32	0
Friday 22:00	0	0	30	0	30	131	73	15	5	0	26	96	0
Friday 23:00	2	7	56	0	33	177	96	21	26	0	28	16	0
Saturday 00:00	56	204	22	0	8	5	11	101	32	0	19	0	0
Saturday 01:00	80	250	0	0	0	1	3	96	30	0	0	0	0
Saturday 02:00	73	226	0	0	2	0	4	91	19	0	0	0	0
Saturday 03:00	72	280	0	0	2	0	4	105	66	0	0	0	0
Saturday 04:00	4	20	0	0	0	0	0	28	31	0	0	0	0
Saturday 05:00	2	0	0	0	0	0	0	1	21	0	0	1	0
Saturday 06:00	0	0	0	0	0	4	2	0	5	0	5	0	0
Saturday 07:00	0	0	6	0	1	2	0	0	0	0	7	0	0
Saturday 08:00	0	0	3	0	1	11	2	0	0	0	6	19	0
Saturday 09:00	0	0	1	0	1	20	9	0	0	0	11	17	0
Saturday 10:00	0	0	4	0	1	22	7	0	0	0	28	29	5
Saturday 11:00	0	0	9	0	3	6	4	0	0	0	36	41	0
Saturday 12:00	0	0	10	0	2	60	13	0	0	0	30	15	4
Saturday 13:00	0	0	14	0	1	57	18	0	0	0	39	29	3
Saturday 14:00	0	0	7	0	9	104	16	0	0	0	29	40	0
Saturday 15:00	0	0	13	0	13	54	4	0	0	0	37	5	0
Saturday 16:00	0	0	19	0	10	68	4	0	0	0	35	35	0
Saturday 17:00	0	0	19	0	11	119	26	0	0	0	58	15	0
Saturday 18:00	0	0	28	0	20	121	49	0	0	0	42	1	0
Saturday 19:00	0	0	36	0	39	94	53	0	0	0	36	5	0
Saturday 20:00	0	0	44	0	44	117	56	0	0	0	52	31	0
Saturday 21:00	0	0	60	0	59	170	81	0	3	0	63	17	0
Saturday 22:00	0	14	81	0	70	216	127	13	10	0	47	51	0
Saturday 23:00	29	15	72	0	60	229	139	51	29	0	22	0	0
Sunday 00:00	92	268	32	0	4	0	10	142	87	0	14	0	0
Sunday 01:00	125	347	0	0	0	0	4	136	76	0	0	0	0
Sunday 02:00	140	250	0	0	0	0	5	97	43	0	0	0	0
Sunday 03:00	153	230	0	0	0	0	0	133	67	0	0	0	0
Sunday 04:00	17	48	0	0	0	0	1	62	56	0	0	0	0
Sunday 05:00	0	4	0	0	0	3	2	21	29	0	0	0	0
Sunday 06:00	0	0	0	0	0	6	2	0	19	0	0	0	0

Total taxis departing empty



Hour beginning	Summer Street	Correction Wynd	Hadden Street	Dee Street 2	Dee Street 1	Back Wynd	Chapel Street	Soul Bar	Castlegate	St Andrews Street	Railway Station	Airport Main Rank	Helicopter Terminal
Thursday 07:00	0	0	8	0	0	2	5	0	0	0	0	0	12
Thursday 08:00	0	0	4	0	0	5	0	0	0	0	0	0	24
Thursday 09:00	0	0	11	0	1	1	2	0	0	0	0	0	67
Thursday 10:00	0	0	6	0	3	0	1	0	0	0	0	1	43
Thursday 11:00	0	0	5	0	3	0	2	0	0	0	3	0	14
Thursday 12:00	0	0	9	0	0	0	4	0	0	0	0	0	7
Thursday 13:00	0	0	4	0	4	1	4	0	0	0	1	1	11
Thursday 14:00	0	0	2	0	3	1	3	0	0	0	2	1	6
Thursday 15:00	0	0	1	0	1	1	6	0	0	0	0	0	27
Thursday 16:00	0	0	1	0	0	1	0	0	0	0	0	0	30
Thursday 17:00	0	0	2	0	2	3	2	0	0	0	0	0	50
Thursday 18:00	0	0	2	0	2	1	1	0	0	0	0	0	31
Thursday 19:00	0	0	3	0	1	0	4	0	0	0	0	0	10
Thursday 20:00	0	0	6	0	4	1	5	0	0	0	1	0	54
Thursday 21:00	0	0	4	0	1	1	1	0	0	0	0	0	17
Thursday 22:00	0	0	6	0	3	0	4	1	0	0	0	2	34
Thursday 23:00	2	0	12	0	2	1	3	3	1	0	0	0	21
Friday 00:00	3	1	1	0	0	0	0	6	0	0	0	0	0
Friday 01:00	2	2	0	0	0	0	0	5	0	0	0	0	0
Friday 02:00	3	1	0	0	0	0	0	5	5	0	0	0	0
Friday 03:00	3	9	0	0	0	0	0	2	0	0	0	0	0
Friday 04:00	1	2	0	0	1	0	0	8	4	0	0	0	0
Friday 05:00	0	0	0	0	2	0	0	0	1	0	0	1	0
Friday 06:00	0	0	0	0	4	1	6	0	0	0	0	0	0
Friday 07:00	0	0	5	0	3	0	3	0	0	0	0	2	2
Friday 08:00	0	0	2	0	1	1	6	0	0	0	1	6	37
Friday 09:00	0	0	3	0	1	0	7	0	0	0	2	0	38
Friday 10:00	0	0	0	0	1	0	2	0	0	0	0	0	35
Friday 11:00	0	0	3	0	1	0	5	0	0	0	0	0	13
Friday 12:00	0	0	2	0	1	0	4	0	0	0	0	0	8
Friday 13:00	0	0	5	0	0	4	4	0	0	0	0	0	33
Friday 14:00	0	0	4	0	1	1	5	0	0	0	0	1	24
Friday 15:00	0	0	0	0	0	1	5	0	0	0	1	0	32
Friday 16:00	0	0	2	0	0	2	3	0	0	0	0	0	30
Friday 17:00	0	0	3	0	1	5	3	0	0	0	0	0	35
Friday 18:00	0	0	1	0	1	2	6	0	0	0	0	0	27
Friday 19:00	0	0	5	0	1	0	3	0	0	0	0	0	17
Friday 20:00	0	0	4	0	3	4	2	0	0	0	1	0	30
Friday 21:00	0	0	5	0	1	1	1	0	0	0	1	0	16
Friday 22:00	0	0	6	0	1	1	0	2	0	0	1	0	37
Friday 23:00	1	0	4	0	1	0	0	4	1	0	0	0	4
Saturday 00:00	0	0	3	0	0	0	0	0	0	0	0	0	0
Saturday 01:00	0	0	0	0	0	0	0	0	2	0	0	0	0
Saturday 02:00	1	0	1	0	0	0	0	1	5	0	0	0	0
Saturday 03:00	2	0	0	0	0	0	0	1	2	0	0	0	0
Saturday 04:00	4	6	0	0	1	0	1	5	0	0	0	0	0
Saturday 05:00	0	0	1	0	0	0	0	5	0	0	0	0	0
Saturday 06:00	0	0	2	0	2	3	3	0	1	0	0	0	0
Saturday 07:00	0	0	3	0	0	3	3	0	0	0	0	0	0
Saturday 08:00	0	0	3	0	1	1	3	0	0	0	0	0	10
Saturday 09:00	0	0	5	0	4	0	2	0	0	0	2	0	10
Saturday 10:00	0	0	5	0	3	1	3	0	0	0	0	0	15
Saturday 11:00	0	0	3	0	0	0	0	0	0	0	0	1	23
Saturday 12:00	0	0	0	0	1	2	3	0	0	0	0	0	7
Saturday 13:00	0	0	2	0	1	0	1	0	0	0	0	0	10
Saturday 14:00	0	0	0	0	0	1	1	0	0	0	0	0	27
Saturday 15:00	0	0	2	0	4	5	12	0	0	0	0	0	5
Saturday 16:00	0	0	2	0	3	0	5	0	0	0	1	0	28
Saturday 17:00	0	0	6	0	3	0	3	0	0	0	0	6	12
Saturday 18:00	0	0	2	0	0	1	5	0	0	0	0	0	1
Saturday 19:00	0	0	4	0	1	0	1	0	0	0	0	1	5
Saturday 20:00	0	0	2	0	1	0	2	0	0	0	0	0	16
Saturday 21:00	0	0	1	0	6	0	1	0	0	0	0	0	8
Saturday 22:00	0	0	2	0	3	0	1	1	0	0	0	0	21
Saturday 23:00	2	0	0	0	0	0	2	3	0	0	4	0	0
Sunday 00:00	3	0	0	0	0	0	1	0	1	0	0	0	0
Sunday 01:00	2	0	0	0	0	0	0	1	3	0	0	0	0
Sunday 02:00	0	0	0	0	0	0	0	0	5	0	0	0	0
Sunday 03:00	3	0	0	0	0	0	0	3	2	0	0	0	0
Sunday 04:00	0	5	0	0	0	0	1	1	2	0	0	0	0
Sunday 05:00	0	0	1	0	0	6	1	4	0	0	0	0	0
Sunday 06:00	0	0	1	0	0	3	1	0	1	0	0	0	0

Total number of taxis departing with passengers

Hour beginning	Summer Street	Corrington Wynd	Hadden Street	Dee Street 2	Dee Street 1	Back Wynd	Chapel Street	Soul Bar	Castlegate	St Andrews Street	Railway Station	Airport Main Rank	Helicopter Terminal
Thursday 07:00	0	0	3	0	0	3	6	0	0	0	12	13	0
Thursday 08:00	0	0	2	0	0	9	8	0	0	0	26	31	0
Thursday 09:00	0	0	2	0	1	11	2	0	0	0	25	72	10
Thursday 10:00	0	0	6	0	4	10	10	0	0	0	41	45	10
Thursday 11:00	0	0	9	0	2	7	5	0	0	0	30	22	6
Thursday 12:00	0	0	10	0	4	24	6	0	0	0	19	5	4
Thursday 13:00	0	0	8	0	4	14	8	0	0	0	48	10	21
Thursday 14:00	0	0	4	0	2	26	9	0	0	0	32	12	3
Thursday 15:00	0	0	12	0	1	25	7	0	0	0	38	38	5
Thursday 16:00	0	0	10	0	4	25	9	0	0	0	20	35	16
Thursday 17:00	0	0	4	0	3	25	5	0	0	0	41	50	0
Thursday 18:00	0	0	9	0	6	23	8	0	0	0	24	32	3
Thursday 19:00	0	0	9	0	12	25	9	0	0	0	50	13	12
Thursday 20:00	0	0	12	0	11	25	5	0	0	0	44	54	3
Thursday 21:00	0	0	8	0	16	32	11	0	0	0	47	19	0
Thursday 22:00	0	0	10	0	20	40	16	4	0	0	33	34	0
Thursday 23:00	2	5	9	0	11	40	16	13	12	0	27	21	0
Friday 00:00	13	59	3	0	3	4	5	22	9	0	10	0	0
Friday 01:00	21	49	1	0	0	0	0	20	2	0	0	0	0
Friday 02:00	16	85	0	0	0	0	0	27	9	0	0	0	0
Friday 03:00	0	16	0	0	0	0	0	13	14	0	0	0	0
Friday 04:00	1	3	0	0	0	0	0	1	9	0	0	0	0
Friday 05:00	0	0	0	0	0	3	1	0	8	0	2	0	0
Friday 06:00	0	0	0	0	0	1	2	0	1	0	6	1	0
Friday 07:00	0	0	1	0	0	3	5	0	0	0	14	0	0
Friday 08:00	0	0	1	0	1	7	6	0	0	0	35	31	1
Friday 09:00	0	0	3	0	5	18	6	0	0	0	22	38	3
Friday 10:00	0	0	6	0	7	18	3	0	0	0	33	35	12
Friday 11:00	0	0	5	0	1	22	5	0	0	0	41	15	10
Friday 12:00	0	0	12	0	1	27	11	0	0	0	11	8	5
Friday 13:00	0	0	9	0	3	28	5	0	0	0	43	33	12
Friday 14:00	0	0	9	0	6	37	6	0	0	0	19	23	8
Friday 15:00	0	0	13	0	4	24	11	0	0	0	38	40	2
Friday 16:00	0	0	7	0	4	36	9	0	0	0	24	30	3
Friday 17:00	0	0	16	0	4	29	10	0	0	0	43	39	7
Friday 18:00	0	0	11	0	8	29	10	0	0	0	34	27	5
Friday 19:00	0	0	10	0	7	28	10	0	0	0	43	20	7
Friday 20:00	0	0	11	0	11	28	18	0	0	0	44	37	5
Friday 21:00	0	0	19	0	15	56	35	0	0	0	41	16	0
Friday 22:00	0	0	22	0	21	73	42	9	3	0	16	43	0
Friday 23:00	1	7	33	0	24	100	55	14	13	0	18	10	0
Saturday 00:00	32	131	12	0	5	3	9	60	20	0	14	0	0
Saturday 01:00	40	153	0	0	0	1	2	48	22	0	0	0	0
Saturday 02:00	35	134	0	0	1	0	3	50	15	0	0	0	0
Saturday 03:00	35	157	0	0	1	0	2	57	38	0	0	0	0
Saturday 04:00	4	13	0	0	0	0	0	18	21	0	0	0	0
Saturday 05:00	1	0	0	0	0	0	0	1	17	0	0	1	0
Saturday 06:00	0	0	0	0	0	3	2	0	4	0	3	0	0
Saturday 07:00	0	0	4	0	1	1	0	0	0	0	5	0	0
Saturday 08:00	0	0	2	0	1	8	1	0	0	0	6	12	0
Saturday 09:00	0	0	1	0	1	12	4	0	0	0	9	10	0
Saturday 10:00	0	0	4	0	1	16	2	0	0	0	21	17	2
Saturday 11:00	0	0	7	0	2	4	3	0	0	0	24	22	0
Saturday 12:00	0	0	6	0	2	34	7	0	0	0	19	7	2
Saturday 13:00	0	0	8	0	1	33	13	0	0	0	22	19	1
Saturday 14:00	0	0	5	0	4	47	10	0	0	0	20	25	0
Saturday 15:00	0	0	12	0	5	30	3	0	0	0	22	5	0
Saturday 16:00	0	0	11	0	7	38	4	0	0	0	20	28	0
Saturday 17:00	0	0	10	0	9	70	16	0	0	0	32	9	0
Saturday 18:00	0	0	18	0	11	64	25	0	0	0	25	1	0
Saturday 19:00	0	0	23	0	24	56	35	0	0	0	21	4	0
Saturday 20:00	0	0	27	0	25	56	34	0	0	0	29	22	0
Saturday 21:00	0	0	35	0	33	86	40	0	2	0	36	9	0
Saturday 22:00	0	11	45	0	41	109	65	7	8	0	32	24	0
Saturday 23:00	14	10	42	0	37	116	70	26	17	0	14	0	0
Sunday 00:00	45	175	16	0	1	0	6	77	52	0	10	0	0
Sunday 01:00	64	187	0	0	0	0	2	71	40	0	0	0	0
Sunday 02:00	66	158	0	0	0	0	3	58	26	0	0	0	0
Sunday 03:00	71	148	0	0	0	0	0	77	39	0	0	0	0
Sunday 04:00	11	34	0	0	0	0	1	38	31	0	0	0	0
Sunday 05:00	0	3	0	0	0	2	2	14	19	0	0	0	0
Sunday 06:00	0	0	0	0	0	6	2	0	14	0	0	0	0

Total number of taxis departing the ranks

Hour beginning	Summer Street	Correction Wynd	Haadden Street	Dee Street 2	Dee Street 1	Back Wynd	Chapel Street	Soul Bar	Castlegate	St Andrews Street	Railway Station	Airport Main Rank	Helicopter Terminal
Thursday 07:00	0	0	11	0	0	5	11	0	0	0	12	13	12
Thursday 08:00	0	0	6	0	0	14	8	0	0	0	26	31	24
Thursday 09:00	0	0	13	0	2	12	4	0	0	0	25	72	77
Thursday 10:00	0	0	12	0	7	10	11	0	0	0	41	46	53
Thursday 11:00	0	0	14	0	5	7	7	0	0	0	33	22	20
Thursday 12:00	0	0	19	0	4	24	10	0	0	0	19	5	11
Thursday 13:00	0	0	12	0	8	15	12	0	0	0	49	11	32
Thursday 14:00	0	0	6	0	5	27	12	0	0	0	34	13	9
Thursday 15:00	0	0	13	0	2	26	13	0	0	0	38	38	32
Thursday 16:00	0	0	11	0	4	26	9	0	0	0	20	35	46
Thursday 17:00	0	0	6	0	5	28	7	0	0	0	41	50	50
Thursday 18:00	0	0	11	0	8	24	9	0	0	0	24	32	34
Thursday 19:00	0	0	12	0	13	25	13	0	0	0	50	13	22
Thursday 20:00	0	0	18	0	15	26	10	0	0	0	45	54	57
Thursday 21:00	0	0	12	0	17	33	12	0	0	0	47	19	17
Thursday 22:00	0	0	16	0	23	40	20	5	0	0	33	36	34
Thursday 23:00	4	5	21	0	13	41	19	16	13	0	27	21	21
Friday 00:00	16	60	4	0	3	4	5	28	9	0	10	0	0
Friday 01:00	23	51	1	0	0	0	0	25	2	0	0	0	0
Friday 02:00	19	86	0	0	0	0	0	32	14	0	0	0	0
Friday 03:00	3	25	0	0	0	0	0	15	14	0	0	0	0
Friday 04:00	2	5	0	0	1	0	0	9	13	0	0	0	0
Friday 05:00	0	0	0	0	2	3	1	0	9	0	2	1	0
Friday 06:00	0	0	0	0	4	2	8	0	1	0	6	1	0
Friday 07:00	0	0	6	0	3	3	8	0	0	0	14	2	2
Friday 08:00	0	0	3	0	2	8	12	0	0	0	36	37	38
Friday 09:00	0	0	6	0	6	18	13	0	0	0	24	38	41
Friday 10:00	0	0	6	0	8	18	5	0	0	0	33	35	47
Friday 11:00	0	0	8	0	2	22	10	0	0	0	41	15	23
Friday 12:00	0	0	14	0	2	27	15	0	0	0	11	8	13
Friday 13:00	0	0	14	0	3	32	9	0	0	0	43	33	45
Friday 14:00	0	0	13	0	7	38	11	0	0	0	19	24	32
Friday 15:00	0	0	13	0	4	25	16	0	0	0	39	40	34
Friday 16:00	0	0	9	0	4	38	12	0	0	0	24	30	33
Friday 17:00	0	0	19	0	5	34	13	0	0	0	43	39	42
Friday 18:00	0	0	12	0	9	31	16	0	0	0	34	27	32
Friday 19:00	0	0	15	0	8	28	13	0	0	0	43	20	24
Friday 20:00	0	0	15	0	14	32	20	0	0	0	45	37	35
Friday 21:00	0	0	24	0	16	57	36	0	0	0	42	16	16
Friday 22:00	0	0	28	0	22	74	42	11	3	0	17	43	37
Friday 23:00	2	7	37	0	25	100	55	18	14	0	18	10	4
Saturday 00:00	32	131	15	0	5	3	9	60	20	0	14	0	0
Saturday 01:00	40	153	0	0	0	1	2	48	24	0	0	0	0
Saturday 02:00	36	134	1	0	1	0	3	51	20	0	0	0	0
Saturday 03:00	37	157	0	0	1	0	2	58	40	0	0	0	0
Saturday 04:00	8	19	0	0	1	0	1	23	21	0	0	0	0
Saturday 05:00	1	0	1	0	0	0	0	6	17	0	0	1	0
Saturday 06:00	0	0	2	0	2	6	5	0	5	0	3	0	0
Saturday 07:00	0	0	7	0	1	4	3	0	0	0	5	0	0
Saturday 08:00	0	0	5	0	2	9	4	0	0	0	6	12	10
Saturday 09:00	0	0	6	0	5	12	6	0	0	0	11	10	10
Saturday 10:00	0	0	9	0	4	17	5	0	0	0	21	17	17
Saturday 11:00	0	0	10	0	2	4	3	0	0	0	24	23	23
Saturday 12:00	0	0	6	0	3	36	10	0	0	0	19	7	9
Saturday 13:00	0	0	10	0	2	33	14	0	0	0	22	19	11
Saturday 14:00	0	0	5	0	4	48	11	0	0	0	20	25	27
Saturday 15:00	0	0	14	0	9	35	15	0	0	0	22	5	5
Saturday 16:00	0	0	13	0	10	38	9	0	0	0	21	28	28
Saturday 17:00	0	0	16	0	12	70	19	0	0	0	32	15	12
Saturday 18:00	0	0	20	0	11	65	30	0	0	0	25	1	1
Saturday 19:00	0	0	27	0	25	56	36	0	0	0	21	5	5
Saturday 20:00	0	0	29	0	26	56	36	0	0	0	29	22	16
Saturday 21:00	0	0	36	0	39	86	41	0	2	0	36	9	8
Saturday 22:00	0	11	47	0	44	109	66	8	8	0	32	24	21
Saturday 23:00	16	10	42	0	37	116	72	29	17	0	18	0	0
Sunday 00:00	48	175	16	0	1	0	7	77	53	0	10	0	0
Sunday 01:00	66	187	0	0	0	0	2	72	43	0	0	0	0
Sunday 02:00	66	158	0	0	0	0	3	58	31	0	0	0	0
Sunday 03:00	74	148	0	0	0	0	0	80	41	0	0	0	0
Sunday 04:00	11	39	0	0	0	0	2	39	33	0	0	0	0
Sunday 05:00	0	3	1	0	0	8	3	18	19	0	0	0	0
Sunday 06:00	0	0	1	0	0	9	3	0	15	0	0	0	0

Percentage of all taxis which leave the rank empty



Hour beginning	Summer Street	Correction Wynd	Had den Street	Dee Street 2	Dee Street 1	Back Wynd	Chapel Street	Soul Bar	Castlegate	St Andrews Street	Railway Station	Airport Main Rank	Helicopter Terminal
Thursday 07:00	0%	0%	73%	0%	0%	40%	45%	0%	0%	0%	0%	0%	100%
Thursday 08:00	0%	0%	67%	0%	0%	36%	0%	0%	0%	0%	0%	0%	100%
Thursday 09:00	0%	0%	85%	0%	50%	8%	50%	0%	0%	0%	0%	0%	87%
Thursday 10:00	0%	0%	50%	0%	43%	0%	9%	0%	0%	0%	0%	2%	81%
Thursday 11:00	0%	0%	36%	0%	60%	0%	29%	0%	0%	0%	9%	0%	70%
Thursday 12:00	0%	0%	47%	0%	0%	0%	40%	0%	0%	0%	0%	0%	64%
Thursday 13:00	0%	0%	33%	0%	50%	7%	33%	0%	0%	0%	2%	9%	34%
Thursday 14:00	0%	0%	33%	0%	60%	4%	25%	0%	0%	0%	6%	8%	67%
Thursday 15:00	0%	0%	8%	0%	50%	4%	46%	0%	0%	0%	0%	0%	84%
Thursday 16:00	0%	0%	9%	0%	0%	4%	0%	0%	0%	0%	0%	0%	65%
Thursday 17:00	0%	0%	33%	0%	40%	11%	29%	0%	0%	0%	0%	0%	100%
Thursday 18:00	0%	0%	18%	0%	25%	4%	11%	0%	0%	0%	0%	0%	91%
Thursday 19:00	0%	0%	25%	0%	8%	0%	31%	0%	0%	0%	0%	0%	45%
Thursday 20:00	0%	0%	33%	0%	27%	4%	50%	0%	0%	0%	2%	0%	95%
Thursday 21:00	0%	0%	33%	0%	6%	3%	8%	0%	0%	0%	0%	0%	100%
Thursday 22:00	0%	0%	38%	0%	13%	0%	20%	20%	0%	0%	0%	6%	100%
Thursday 23:00	50%	0%	57%	0%	15%	2%	16%	19%	8%	0%	0%	0%	100%
Friday 00:00	19%	2%	25%	0%	0%	0%	0%	21%	0%	0%	0%	0%	0%
Friday 01:00	9%	4%	0%	0%	0%	0%	0%	20%	0%	0%	0%	0%	0%
Friday 02:00	16%	1%	0%	0%	0%	0%	0%	16%	36%	0%	0%	0%	0%
Friday 03:00	100%	36%	0%	0%	0%	0%	0%	13%	0%	0%	0%	0%	0%
Friday 04:00	50%	40%	0%	0%	100%	0%	0%	89%	31%	0%	0%	0%	0%
Friday 05:00	0%	0%	0%	0%	100%	0%	0%	0%	11%	0%	0%	100%	0%
Friday 06:00	0%	0%	0%	0%	100%	50%	75%	0%	0%	0%	0%	0%	0%
Friday 07:00	0%	0%	83%	0%	100%	0%	38%	0%	0%	0%	0%	100%	100%
Friday 08:00	0%	0%	67%	0%	50%	13%	50%	0%	0%	0%	3%	16%	97%
Friday 09:00	0%	0%	50%	0%	17%	0%	54%	0%	0%	0%	8%	0%	93%
Friday 10:00	0%	0%	0%	0%	13%	0%	40%	0%	0%	0%	0%	0%	74%
Friday 11:00	0%	0%	38%	0%	50%	0%	50%	0%	0%	0%	0%	0%	57%
Friday 12:00	0%	0%	14%	0%	50%	0%	27%	0%	0%	0%	0%	0%	62%
Friday 13:00	0%	0%	36%	0%	0%	13%	44%	0%	0%	0%	0%	0%	73%
Friday 14:00	0%	0%	31%	0%	14%	3%	45%	0%	0%	0%	0%	4%	75%
Friday 15:00	0%	0%	0%	0%	0%	4%	31%	0%	0%	0%	3%	0%	94%
Friday 16:00	0%	0%	22%	0%	0%	5%	25%	0%	0%	0%	0%	0%	91%
Friday 17:00	0%	0%	16%	0%	20%	15%	23%	0%	0%	0%	0%	0%	83%
Friday 18:00	0%	0%	8%	0%	11%	6%	38%	0%	0%	0%	0%	0%	84%
Friday 19:00	0%	0%	33%	0%	13%	0%	23%	0%	0%	0%	0%	0%	71%
Friday 20:00	0%	0%	27%	0%	21%	13%	10%	0%	0%	0%	2%	0%	86%
Friday 21:00	0%	0%	21%	0%	6%	2%	3%	0%	0%	0%	2%	0%	100%
Friday 22:00	0%	0%	21%	0%	5%	1%	0%	18%	0%	0%	6%	0%	100%
Friday 23:00	50%	0%	11%	0%	4%	0%	0%	22%	7%	0%	0%	0%	100%
Saturday 00:00	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 01:00	0%	0%	0%	0%	0%	0%	0%	0%	8%	0%	0%	0%	0%
Saturday 02:00	3%	0%	100%	0%	0%	0%	0%	2%	25%	0%	0%	0%	0%
Saturday 03:00	5%	0%	0%	0%	0%	0%	0%	2%	5%	0%	0%	0%	0%
Saturday 04:00	50%	32%	0%	0%	100%	0%	100%	22%	0%	0%	0%	0%	0%
Saturday 05:00	0%	0%	100%	0%	0%	0%	0%	83%	0%	0%	0%	0%	0%
Saturday 06:00	0%	0%	100%	0%	100%	50%	60%	0%	20%	0%	0%	0%	0%
Saturday 07:00	0%	0%	43%	0%	0%	75%	100%	0%	0%	0%	0%	0%	0%
Saturday 08:00	0%	0%	60%	0%	50%	11%	75%	0%	0%	0%	0%	0%	100%
Saturday 09:00	0%	0%	83%	0%	80%	0%	33%	0%	0%	18%	0%	0%	100%
Saturday 10:00	0%	0%	56%	0%	75%	6%	60%	0%	0%	0%	0%	0%	88%
Saturday 11:00	0%	0%	30%	0%	0%	0%	0%	0%	0%	0%	0%	4%	100%
Saturday 12:00	0%	0%	0%	0%	33%	6%	30%	0%	0%	0%	0%	0%	78%
Saturday 13:00	0%	0%	20%	0%	50%	0%	7%	0%	0%	0%	0%	0%	91%
Saturday 14:00	0%	0%	0%	0%	0%	2%	9%	0%	0%	0%	0%	0%	100%
Saturday 15:00	0%	0%	14%	0%	44%	14%	80%	0%	0%	0%	0%	0%	100%
Saturday 16:00	0%	0%	15%	0%	30%	0%	56%	0%	0%	0%	5%	0%	100%
Saturday 17:00	0%	0%	38%	0%	25%	0%	16%	0%	0%	0%	0%	40%	100%
Saturday 18:00	0%	0%	10%	0%	0%	2%	17%	0%	0%	0%	0%	0%	100%
Saturday 19:00	0%	0%	15%	0%	4%	0%	3%	0%	0%	0%	0%	20%	100%
Saturday 20:00	0%	0%	7%	0%	4%	0%	6%	0%	0%	0%	0%	0%	100%
Saturday 21:00	0%	0%	3%	0%	15%	0%	2%	0%	0%	0%	0%	0%	100%
Saturday 22:00	0%	0%	4%	0%	7%	0%	2%	13%	0%	0%	0%	0%	100%
Saturday 23:00	13%	0%	0%	0%	0%	0%	3%	10%	0%	0%	22%	0%	0%
Sunday 00:00	6%	0%	0%	0%	0%	0%	14%	0%	2%	0%	0%	0%	0%
Sunday 01:00	3%	0%	0%	0%	0%	0%	0%	1%	7%	0%	0%	0%	0%
Sunday 02:00	0%	0%	0%	0%	0%	0%	0%	0%	16%	0%	0%	0%	0%
Sunday 03:00	4%	0%	0%	0%	0%	0%	0%	4%	5%	0%	0%	0%	0%
Sunday 04:00	0%	13%	0%	0%	0%	0%	50%	3%	6%	0%	0%	0%	0%
Sunday 05:00	0%	0%	100%	0%	0%	75%	33%	22%	0%	0%	0%	0%	0%
Sunday 06:00	0%	0%	100%	0%	0%	33%	33%	0%	7%	0%	0%	0%	0%

Average vehicle wait time at the ranks



Hour beginning	Summer Street	Corrington Wynd	Hadden Street	Dee Street 2	Dee Street 1	Back Wynd	Chapel Street	Soul Bar	Castlegate	St Andrews Street	Railway Station	Airport Main Rank	Helicopter Terminal
Thursday 07:00	0	0	6	6	0	22	8	0	0	0	19	22	0
Thursday 08:00	0	0	14	3	16	27	9	0	0	0	23	13	0
Thursday 09:00	0	0	6	8	28	17	35	0	0	0	22	14	1
Thursday 10:00	0	0	14	17	17	38	28	0	0	0	12	9	1
Thursday 11:00	0	0	8	13	12	48	26	0	0	0	15	18	6
Thursday 12:00	0	0	8	0	14	27	19	0	0	0	21	54	12
Thursday 13:00	0	0	9	8	14	26	17	0	0	0	11	86	6
Thursday 14:00	0	0	8	0	11	17	6	0	0	0	15	50	8
Thursday 15:00	0	0	4	0	1	7	13	0	0	0	15	42	5
Thursday 16:00	0	0	13	0	8	13	7	0	0	0	17	10	2
Thursday 17:00	0	0	8	10	3	14	13	0	0	0	9	9	0
Thursday 18:00	0	0	9	0	4	13	12	0	0	0	12	12	4
Thursday 19:00	0	0	15	0	6	13	14	0	0	0	5	35	6
Thursday 20:00	0	0	6	0	6	14	25	3	0	0	11	10	0
Thursday 21:00	0	0	10	0	7	10	27	0	0	0	5	20	6
Thursday 22:00	0	0	11	0	4	10	19	0	10	0	11	27	6
Thursday 23:00	5	5	10	0	8	9	12	4	5	0	4	0	0
Friday 00:00	8	10	9	0	3	21	9	10	7	0	2	0	0
Friday 01:00	13	15	0	0	0	0	0	16	35	0	0	0	0
Friday 02:00	6	4	0	0	0	0	0	5	20	0	0	0	0
Friday 03:00	10	7	0	0	0	0	0	9	13	0	0	0	0
Friday 04:00	8	12	0	0	5	10	5	21	16	0	10	0	0
Friday 05:00	0	0	5	9	15	22	15	0	9	0	19	13	0
Friday 06:00	0	0	44	28	11	43	21	0	20	0	38	38	0
Friday 07:00	0	0	8	0	6	25	12	0	0	0	19	27	0
Friday 08:00	0	0	30	0	12	54	7	0	0	0	7	30	1
Friday 09:00	0	0	39	13	6	14	12	0	0	0	14	10	2
Friday 10:00	0	0	8	8	7	16	20	0	0	0	10	21	2
Friday 11:00	0	0	16	0	16	10	13	0	0	0	10	26	6
Friday 12:00	0	0	16	0	32	20	13	0	0	0	28	56	10
Friday 13:00	0	0	8	10	23	7	16	0	0	0	23	59	2
Friday 14:00	0	0	11	4	8	10	25	0	0	0	19	12	0
Friday 15:00	0	0	15	3	4	8	6	0	0	0	16	15	0
Friday 16:00	0	0	11	8	5	6	9	0	0	0	14	14	1
Friday 17:00	0	0	8	9	17	7	10	0	0	0	18	4	0
Friday 18:00	0	0	21	10	7	10	11	0	0	0	7	17	0
Friday 19:00	0	3	11	3	20	11	21	0	0	0	9	31	3
Friday 20:00	0	0	11	4	11	11	12	0	0	0	8	15	3
Friday 21:00	0	0	8	8	6	5	7	0	0	0	9	35	7
Friday 22:00	0	3	7	3	6	3	6	0	2	0	15	18	0
Friday 23:00	3	2	4	0	4	4	3	4	1	0	17	0	0
Saturday 00:00	9	3	2	0	1	0	7	6	1	0	21	0	0
Saturday 01:00	7	1	0	0	0	0	3	6	2	0	0	0	0
Saturday 02:00	8	2	3	0	0	0	3	4	4	0	0	0	0
Saturday 03:00	7	1	0	0	0	0	0	3	0	0	0	0	0
Saturday 04:00	3	9	0	0	0	0	0	7	5	0	0	0	0
Saturday 05:00	3	0	3	0	0	13	3	4	11	0	10	8	0
Saturday 06:00	0	0	12	0	4	13	18	0	3	0	24	34	0
Saturday 07:00	0	0	5	0	11	21	22	0	0	0	21	27	0
Saturday 08:00	0	0	18	0	7	45	58	0	0	0	43	52	0
Saturday 09:00	0	0	10	0	9	34	46	0	0	0	54	40	5
Saturday 10:00	0	0	6	18	13	13	53	0	0	0	43	50	14
Saturday 11:00	0	0	10	0	3	2	3	0	0	0	20	39	3
Saturday 12:00	0	0	5	0	3	4	5	0	0	0	25	34	1
Saturday 13:00	0	0	1	0	6	3	10	0	0	0	24	64	0
Saturday 14:00	0	0	3	0	0	0	3	0	0	0	28	1	0
Saturday 15:00	0	0	6	0	8	9	11	0	0	0	23	22	0
Saturday 16:00	0	0	12	0	6	10	12	0	0	0	24	37	0
Saturday 17:00	0	0	16	0	1	3	8	0	3	0	23	13	0
Saturday 18:00	0	0	2	0	5	2	6	0	3	0	17	25	0
Saturday 19:00	0	0	5	0	3	4	4	3	3	0	19	43	0
Saturday 20:00	0	0	6	3	4	13	6	0	3	0	22	16	0
Saturday 21:00	0	3	3	0	2	1	5	0	4	0	12	30	0
Saturday 22:00	0	0	2	0	0	1	2	0	0	0	15	48	0
Saturday 23:00	0	0	0	0	1	0	1	0	2	0	6	0	0
Sunday 00:00	1	0	1	0	0	0	3	1	0	0	14	0	0
Sunday 01:00	1	0	0	0	0	0	4	0	1	0	0	0	0
Sunday 02:00	3	1	0	0	0	0	3	3	3	0	0	0	0
Sunday 03:00	0	0	0	0	0	0	0	1	1	0	0	0	0
Sunday 04:00	1	3	0	0	0	0	3	3	3	0	0	0	0
Sunday 05:00	0	0	13	0	0	3	12	4	8	0	0	0	0
Sunday 06:00	0	0	3	0	13	5	4	0	7	0	0	26	0

Number of passengers who had to wait at taxi ranks



Hour Beginning	Number of passengers who had to wait for a taxi to arrive	Percentage of all passengers who had to wait
Thursday 07:00	0	0%
Thursday 08:00	1	1%
Thursday 09:00	64	27%
Thursday 10:00	0	0%
Thursday 11:00	0	0%
Thursday 12:00	0	0%
Thursday 13:00	0	0%
Thursday 14:00	0	0%
Thursday 15:00	13	7%
Thursday 16:00	38	21%
Thursday 17:00	13	7%
Thursday 18:00	28	19%
Thursday 19:00	44	24%
Thursday 20:00	20	9%
Thursday 21:00	33	15%
Thursday 22:00	37	15%
Thursday 23:00	58	24%
Friday 00:00	11	6%
Friday 01:00	0	0%
Friday 02:00	3	1%
Friday 03:00	0	0%
Friday 04:00	0	0%
Friday 05:00	0	0%
Friday 06:00	0	0%
Friday 07:00	0	0%
Friday 08:00	2	2%
Friday 09:00	1	1%
Friday 10:00	0	0%
Friday 11:00	0	0%
Friday 12:00	2	2%
Friday 13:00	7	3%
Friday 14:00	10	6%
Friday 15:00	10	4%
Friday 16:00	2	1%
Friday 17:00	104	44%
Friday 18:00	1	1%
Friday 19:00	0	0%
Friday 20:00	25	9%
Friday 21:00	0	0%
Friday 22:00	44	11%
Friday 23:00	8	2%
Saturday 00:00	16	3%
Saturday 01:00	8	2%
Saturday 02:00	3	1%
Saturday 03:00	38	7%
Saturday 04:00	0	0%
Saturday 05:00	0	0%
Saturday 06:00	1	6%
Saturday 07:00	0	0%
Saturday 08:00	0	0%
Saturday 09:00	0	0%
Saturday 10:00	0	0%
Saturday 11:00	1	1%
Saturday 12:00	29	22%
Saturday 13:00	21	13%
Saturday 14:00	134	65%
Saturday 15:00	0	0%
Saturday 16:00	22	13%
Saturday 17:00	3	1%
Saturday 18:00	0	0%
Saturday 19:00	0	0%
Saturday 20:00	19	6%
Saturday 21:00	24	5%
Saturday 22:00	71	11%
Saturday 23:00	76	12%
Sunday 00:00	53	8%
Sunday 01:00	35	5%
Sunday 02:00	4	1%
Sunday 03:00	32	5%
Sunday 04:00	0	0%
Sunday 05:00	0	0%
Sunday 06:00	1	4%

ABERDEEN CITY COUNCIL

COMMITTEE	Licensing Committee
DATE	21 August 2018
REPORT TITLE	Review of Policy on Medical Standards for Taxi and Private Hire Car Drivers
REPORT NUMBER	GOV/18/069
DIRECTOR	Fraser Bell
REPORT AUTHOR	Lynn May
TERMS OF REFERENCE	No7

1. PURPOSE OF REPORT

- 1.1. to ask the Committee to agree that that the current policy on medical standards applied by Aberdeen City Council to applicants for taxi and private hire car drivers' licences, is fit for purpose.

2. RECOMMENDATION(S)

That the Committee:

- 2.1. agree that the current policy on medical standards applied to applicants for taxi and private hire car drivers' licences, namely DVLA Group 2 Medical Standards, is fit for purpose.

3. BACKGROUND

- 3.1 The Committee instructed officers to review the current policy on medical standards for taxi and private hire car drivers. This stemmed from the Committee's consideration of an application with a medical report. The Civic Government (Scotland) Act 1982, permits Licensing Authorities to require applicants for a taxi or private hire car drivers' licence to submit to a medical examination for the purpose of satisfying themselves that he or she is physically fit to drive a taxi or private hire car. The responsibility for determining the standards against which applicants and licence holders will be assessed currently rests with the licensing authority. The application form requires applicants to disclose any medical condition they may have.
- 3.2. In June 2010 the Committee agreed to adopt the DVLA Group 2 medical standards when assessing an applicant for a licence or a licence holder's fitness to drive a taxi or private hire car. See paragraph 3.5.2 below for further detail on DVLA Group 2 medical standards. They further agreed to adopt the DVLA C1/C1E exemption arrangement for insulin dependent drivers. The

exceptional arrangements for C1/C1E allows insulin dependent drivers to be classed as medically fit providing they meet certain qualifying criteria relating to the monitoring and management of their diabetes.

- 3.3. From 2010 all applicants who disclose a medical condition on their application form or report a medical condition during the currency of their licence are referred to the Council's occupational health service provider for assessment and report. All drivers who are aged 65 years or over when they apply for a taxi or private hire car driving licence are also now referred to the Council's occupational health service for assessment in accordance with the DVLA group 2 Medical Standards.
- 3.4. If an applicant for the grant or renewal of a driver's licence does not meet the required DVLA Group 2 Medical Standards and is therefore deemed by the Council's Occupational Health Provider to be unfit to drive a taxi or private hire car, the Committee must refuse the application.
- 3.5. The DVLA states in its introduction to its medical standards that driving involves a complex and rapidly repeating cycle that requires a level of skill and the ability to interact simultaneously with both the vehicle and the external environment. The whole process is coordinated by complex interactions involving behaviour, strategic and tactical abilities and personality. In the face of illness or disability, adaptive strategies are important for maintaining safe driving. Safe driving involves many elements including vision, visuospatial perception, hearing, attention and concentration, memory, insight and understanding, judgement, adaptive strategies, good reaction time, planning and organisation, ability to self-monitor, sensation, muscle power and control, and coordination. Therefore, many body systems need to be functional for safe driving.
- 3.6. The DVLA has two standards Group 1 and Group 2, which are kept under regular review, and relate to the types of vehicle which are being driven. Group 1 generally covers cars and motorbikes and Group 2 generally covers HGV (category C) large lorries and buses. The medical standards for both of these groups are set out in the DVLA's Guidance for medical practitioners "Assessing fitness to drive – a guide for medical professionals" dated January 2018, www.gov.uk/dvla/fitnesstodrive. However, the DVLA does state that the medical standards for Group 2 drivers are substantially higher than for Group 1 drivers. They explain that this is because not only due to the size and weight of the vehicle but also because of the length of time an occupational driver typically spends at the wheel. Taxi and Private Hire Drivers are such occupational drivers who spend a considerable length of time at the wheel.
- 3.7. Currently the DVLA Assessing Fitness to Drive – A Guide for Medical Professionals published in January 2018 states that the responsibility for determining medical standards against which applicants and licence holders will be assessed, rests with the licensing authority.
- 3.8. The Department for Transport's best practice guidance 2010 for taxi and private hire vehicle licensing for local authorities in England and Wales recommends that Group 2 medical standards should apply to taxi and private hire car drivers.

- 3.9 The Scottish Government in its latest Taxi and Private Hire Car Licensing 'Best Practice Guidance to Scottish Local Authorities' in 2012 stated that "It is common for Scottish licensing authorities to apply the Group 2 medical standards (applied by DVLA to the licensing of lorry and bus drivers) to applicants for taxi and private hire car drivers' licences".
- 3.10 In November 2016 the Scottish Government issued a letter to the Conveners of Scottish Licensing Authorities which advised that the appropriate medical standard which taxi drivers should meet is the DVLA Group 2 medical standard which is the one the Council has adopted.
- 3.11 Currently we are aware that the list of licensing authorities that use DVLA Group 2 medical standards to assess the fitness to drive of their taxi and private hire car drivers includes, but is not restricted to:-

Aberdeen City, Aberdeenshire, Angus, Argyll and Bute, Dundee City, East Lothian, Edinburgh City, Falkirk, Fife, Glasgow City, Highland, Inverclyde, Moray, Perth and Kinross, Scottish Borders, and West Lothian.

4. FINANCIAL IMPLICATIONS

- 4.1. There are no financial implications as a result of noting the recommendations in this report.

5. LEGAL IMPLICATIONS

- 5.1. In terms of Section 13(4) of the Civic Government (Scotland) Act 1982 the Council, as the licensing authority for taxis and private hire cars may at any time, for the purposes of satisfying themselves that an applicant or licence holder is physically fit to drive a taxi or private hire car, require them to submit to a medical examination, at the authority's expense, by a medical practitioner nominated by them. The purpose of this is to ensure public safety.
- 5.2 In order to ensure the safety of the general public and the paying customers of the licensed Taxi and private hire car vehicles in the City it is necessary to have a policy in terms of Section 13(4) and undertake at the very least medical examinations of all applicants and licence holders who declare medical conditions to the licensing authority and/or are 65 years of age or older. There could be legal, financial and reputational risks to the Council if it failed to medically assess a driver with a known medical condition who then had a medical event whilst working as a licensed taxi driver and as a result, members of the public suffered injury and loss. The current adoption of the DVLA Group 2 medical standards as the licensing authority's policy mitigates any such risk to the council. Any change to the current policy, applying the DVLA Group 2 medical standards, could increase those risks to the council. Any reduction in the standards of the current policy would cause an increased risk to public safety.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	There are no financial risks arising from the recommendations of this report	L	N/A
Legal	Any change to the current policy would be a legal risk.	M	Compliance with the statutory requirements and continuation of the current policy.
Employee	There is no risk to employees arising from the recommendations of this report	L	N/A
Customer	As per paragraph 5 above	M	Compliance with the statutory requirements and the Council's medical standards policy
Environment	There is no risk to the environment arising from the recommendations of this report	L	N/A
Technology	There is no risk to technology arising from the recommendations of this report	L	N/A
Reputational	As per paragraph 5 above.	M	As this report is presenting the Council's Policy for Medical Standards for assessment of fitness to drive for taxi and private hire drivers, which is in accordance with the legislation and current guidance and practice, any risk is mitigated.

7. OUTCOMES

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The continuing use of the DVLA group 2 medical standards as the Committee's current policy will have a positive impact on the people of Aberdeen as the purpose is to protect public safety.
Partnerships and Alliances	The continuing use of the DVLA group 2 medical standards on taxi and private hire drivers and potential applicants in Aberdeen does mean that they require to meet a higher standard than normal car drivers. However, it should be noted that other commercial drivers are also subject to more stringent tests and these are deemed necessary in the interests of public safety.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Completed
Privacy Impact Assessment	Not required
<u>Children's Rights Impact Assessment/Duty of Due Regard</u>	Not applicable

9. BACKGROUND PAPERS

9.1. None

10. REPORT AUTHOR CONTACT DETAILS

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