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To: Councillor Al-Samarai, Convener; Councillor Delaney, Vice-Convener; and Councillors Clark, Graham, Henrickson, Lawrence, MacGregor, McLeod and van Sweeden.

Town House,
ABERDEEN 12 February 2025

LICENSING COMMITTEE

The Members of the **LICENSING COMMITTEE** are requested to meet in **Committee Room 2 - Town House on WEDNESDAY, 19 FEBRUARY 2025 at 10.00 am**. This is a hybrid meeting and Members may also attend remotely.

The meeting will be webcast and a live stream can be viewed on the Council's website. <https://aberdeen.public-i.tv/core/portal/home>

ALAN THOMSON
INTERIM CHIEF OFFICER – GOVERNANCE

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Integrated Impact Assessments related to reports on this agenda can be viewed [here](#)

To access the Service Updates for this Committee please click [here](#)

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LICENSING COMMITTEE

ABERDEEN, 4 December 2024. Minute of Meeting of the LICENSING COMMITTEE. Present:- Councillor Al-Samarai, Convener; and Councillors Clark, Copland (as substitute for Councillor Delaney), Graham, Henrickson, Lawrence, MacGregor, McLeod and van Sweeden.

The agenda and reports associated with this minute can be found [here](#).

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.

EXEMPT BUSINESS

1. The Convener proposed that the Committee consider item 10.1 (Landlord Registration – New), item 10.2 (Landlord Registration – New), item 10.3 (Taxi Driver Licence – Renewal) and item 10.4 (Second Hand Dealers Licence - Grant) with the press and public excluded from the meeting.

The Committee resolved:-

in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting during consideration of the above items so as to avoid disclosure of information of the classes described in the following paragraph of Schedule 7(A) to the Act:- articles 18 to 21 (paragraph 14).

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

2. Members were requested to intimate any declarations of interest or transparency statements in respect of the items on today's agenda, thereafter the following were intimated:-

(1) Councillor MacGregor declared an interest in relation to agenda item 9.8 (Request for Exemption from Policy - Age of Vehicle - Varinder Kumar Sood) by virtue of him knowing the licence holder and having dealings with him previously. He considered that the nature of his interest would require him to leave the meeting, therefore he took no further part in proceedings for this item.

MINUTE OF PREVIOUS MEETING OF 9 OCTOBER 2024

3. The Committee had before it the minute of its previous meeting of 9 October 2024, for approval.

The Committee resolved:-

to approve the minute.

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MINUTE OF SPECIAL MEETING OF 11 NOVEMBER 2024

4. The Committee had before it the minute of its special meeting of 11 November 2024, for approval.

The Committee resolved:-

to approve the minute.

MINUTE OF MEETING OF THE TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP OF 6 NOVEMBER 2024

5. The Committee had before it the minute of meeting of the Taxi and Private Hire Car Consultation Group of 6 November 2024.

The Committee resolved:-

to note the minute.

COMMITTEE BUSINESS PLANNER

6. The Committee had before it the Committee Business Planner as prepared by the Interim Chief Officer – Governance.

The Committee resolved:-

- (i) to note the reason for deferral in relation to item 4 (Street Trader's Licence Policy) and item 7 (Taxi Demand Survey (including Review of Taxi Ranks); and
- (ii) to otherwise note the Business Planner.

ANNUAL LICENSING COMMITTEE EFFECTIVENESS REPORT - CORS/24/309

7. The Committee had before it a report by the Director of Corporate Services, which presented the annual report of the Licensing Committee to enable Members to provide comment on the data contained within.

The report recommended:-

that the Committee –

- (a) provide comments and observations on the data contained within the annual report; and
- (b) note the annual report of the Licensing Committee.

The Committee resolved:-

- (i) to instruct the Director of Corporate Services to include a breakdown of the type of applications being considered by the Committee in future reports; and
- (ii) to otherwise note the annual report of the Licensing Committee.

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TAXI FLEET COMPOSITION - CORS/24/358

8. The Committee had before it a report by the Director of Corporate Services which provided an update on the options for implementation of a mixed taxi fleet.

The report recommended:-

that the Committee –

- (a) consider the options for the implementation of a mixed fleet;
- (b) agree the details in Appendix 2 to be put to a public consultation; and
- (c) instruct the Chief Officer - Governance to report the results of the public consultation to the Committee on 19 February 2025.

The Committee resolved:-

to approve the recommendations.

TAXI FARE REVIEW - CORS/24/359

9. The Committee had before it a report by the Director of Corporate Services which sought to agree a fare tariff.

The report recommended:-

that the Committee –

- (a) approve a fare tariff after considering the trade responses;
- (b) instruct the Chief Officer - Governance to publish the fare tariff to take effect as of a specified date; and
- (c) instruct the Chief Officer - Governance to report any representations to Committee prior to 28 January 2025, or in the absence of any representation, to notify all operators of taxis within 7 days of the new tariff and their rights of appeal to the Traffic Commissioner.

The Committee resolved:-

- (i) to approve the fare tariff in appendix 2, subject to the yardage errors being amended;
- (ii) to instruct the Chief Officer - Governance to publish the fare tariff to take effect in the first week of the Easter holidays in 2025; and
- (iii) to approve recommendation (c).

HOUSE OF MULTIPLE OCCUPATION (RENEWAL) - COOPER'S COURT, DUNBAR STREET

10. With reference to article 6 of the minute of meeting of 9 October 2024, the Committee had before it a report by the Private Sector Housing Manager, which advised

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that the application was before the Committee for the reason that one letter of objection, appended to the report was submitted to the Private Sector Housing Team.

Mrs Jocelyn Janssen, Private Sector Housing Manager advised that the necessary upgrading works had been completed.

The applicant represented by Mark Oakley, Catriona Thomson and Elaine Elder were in attendance, spoke in support of the application and responded to questions from members.

The objector was not in attendance, nor represented.

The applicant was given the opportunity to sum up.

The Committee resolved:-
to grant the licence.

HOUSE OF MULTIPLE OCCUPATION (RENEWAL) - LOWER FLAT, SPRING COTTAGE, 1 AND A HALF SOUTH CROWN STREET

11. The Committee had before it a report by the Private Sector Housing Manager, which advised that the application was before the Committee for the reason that one letter of objection, appended to the report were submitted to the Private Sector Housing Team.

Mrs Jocelyn Janssen, Private Sector Housing Manager advised that the necessary upgrading works had still to be completed.

The applicant Ms Shairron Murray was in attendance, spoke in support of the application and responded to questions from members.

Ms Diane Pirie was in attendance, spoke in support of her letter of objection and responded to questions from members.

All parties were given the opportunity to sum up.

The Committee resolved:-

to defer consideration of the application until the necessary upgrading works were completed, after which time the Chief Officer - Housing could grant or refuse the licence under delegated powers if appropriate.

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SHORT TERM LET (EXISTING OPERATOR) - 24E ESSLEMONT AVENUE (LATE OBJECTION)

12. The Committee had before it a report by the Private Sector Housing Manager, which advised that the application was before the Committee for the reason that a late letter of objection was submitted to the Private Sector Housing Team.

As a preliminary matter, Mrs Jocelyn Janssen, Private Sector Housing Manager advised that the late letter of objection had been received from Ms Olga Kondratiera, therefore the Committee required to consider whether it be accepted into the proceedings.

The Committee resolved:-

to refuse the late correspondence into the proceedings.

Mrs Janssen advised that the necessary upgrading works had still to be completed.

The Committee resolved:-

to defer consideration of the application until the necessary upgrading works are completed, after which time the Chief Officer - Housing could grant or refuse the licence under delegated powers if appropriate.

SHORT TERM LET (EXISTING OPERATOR) - 24G ESSLEMONT AVENUE (LATE OBJECTION)

13. The Committee had before it a report by the Private Sector Housing Manager, which advised that the application was before the Committee for the reason that a late letter of objection was submitted to the Private Sector Housing Team.

As a preliminary matter, Mrs Jocelyn Janssen, Private Sector Housing Manager advised that the late letter of objection had been received from Ms Olga Kondratiera, therefore the Committee required to consider whether it be accepted into the proceedings.

The Committee resolved:-

to refuse the late correspondence into the proceedings.

Mrs Janssen advised that the necessary upgrading works had still to be completed.

The Committee resolved:-

to defer consideration of the application until the necessary upgrading works are completed, after which time the Chief Officer - Housing could grant or refuse the licence under delegated powers if appropriate.

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SECOND HAND VEHICLE DEALER (GRANT) - GEARY MOTORS LTD - 6 STELL ROAD

14. The Committee had before it (1) an information note prepared by the interim Chief Officer – Governance, which advised that the application required to be determined by 13 February 2025; and (2) a letter of objection received from the Council’s City Warden’s Team.

The licence holder was not in attendance, nor represented.

The objector was not in attendance, nor represented.

The Committee resolved:-

to grant the licence.

SKIN PIERCING & TATTOO LICENCE (RENEWAL) - HANNA KASZTELAN - YARSON TATTOO STUDIO, UNITS 9-10 LANGSTANE PLACE

15. The Committee were advised that this item had been withdrawn.

REQUEST FOR EXEMPTION FROM POLICY - STREET KNOWLEDGE TEST - MICHAEL LIONEL MCGARTHLAND

16. The Committee had before it an information note prepared by the interim Chief Officer – Governance, which advised that the applicant was applying for an exemption from having to undertake the street knowledge test as required by current licensing policy.

The applicant, Lionel McGarthland and his son, David McGarthland were in attendance and spoke in support of the request for exemption and responded to questions from members.

The Committee resolved:-

to approve the request for exemption from undertaking the Street Knowledge Test.

At this juncture, in accordance with Article 2 of this minute, Councillor MacGregor left the meeting prior to consideration of the following item of business.

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REQUEST FOR EXEMPTION FROM POLICY - AGE OF VEHICLE - VARINDER KUMAR SOOD

17. The Committee had before it an information note prepared by the Interim Chief Officer – Governance, which advised that the licence holder was seeking an exemption from the Age of Vehicle policy.

The licence holder was in attendance and spoke in support of his request.

The Committee resolved:-

to approve the request for exemption from the Age of Vehicle Policy.

LANDLORD REGISTRATION - NEW (AGENDA ITEM 10.1)

18. The Committee had before it (1) a report by the Private Sector Housing Manager; and (2) a letter from the Chief Superintendent, Police Scotland, c/o North East Division, dated 17 July 2024.

The applicant spoke in support of his application and responded to questions from members.

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

Both parties were given the opportunity to sum up.

The Committee resolved:-

to refuse the registration on the grounds that he was not considered to be a fit and proper person.

LANDLORD REGISTRATION - NEW (AGENDA ITEM 10.2)

19. The Committee had before it (1) a report by the Private Sector Housing Manager; and (2) a letter from the Chief Superintendent, Police Scotland, c/o North East Division, dated 17 July 2024.

The applicant spoke in support of his application and responded to questions from members.

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

Both parties were given the opportunity to sum up.

LICENSING COMMITTEE

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The Committee resolved:-

to grant the registration.

TAXI DRIVER LICENCE - RENEWAL (AGENDA ITEM 10.3)

20. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance which advised that the application required to be considered by 28 May 2025; and (2) a letter from the Chief Superintendent, Police Scotland, c/o North East Division, dated 19 September 2024.

The licence holder was in attendance and spoke in support of the application and responded to questions from members.

Sergeant Neil Grant was in attendance and spoke in support of Police Scotland's letter of objection.

Both parties were given the opportunity to sum up.

The Committee resolved:-

to grant the licence.

SECOND HAND DEALERS LICENCE - GRANT (AGENDA ITEM 10.4)

21. The Committee were advised that this item had been granted under delegated powers.

CONFIDENTIAL INFORMATION

The press and public were excluded from the meeting for consideration of the following items which contained confidential information in terms of Section 50A 3(b) of the Local Government (Scotland) Act 1973.

TAXI DRIVER LICENCE - RENEWAL (AGENDA ITEM 11.1)

22. The Committee had before it an information note prepared by the Interim Chief Officer – Governance which advised that the application required to be considered by 18 January 2025.

The licence holder was not in attendance, nor represented.

The Committee resolved:-

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to defer consideration of the application to allow a medical report to be received and should the applicant meet DVLA Group 2 Standards, the Chief Officer - Governance could grant the licence under delegated powers, otherwise refuse the licence if a medical report does not meet the aforementioned standards.

TAXI DRIVER LICENCE - RENEWAL (AGENDA ITEM 11.2)

23. The Committee were advised that the licence had been granted under delegated powers.

REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.3)

24. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance (Legal), which advised that the licence holder was seeking an exemption from the Wheelchair Accessible Vehicle policy; and (2) correspondence relating to the exemption request.

The licence holder and her trade union representative, Mr Peter Campbell were in attendance and spoke in support of the application and responded to questions from members.

The Committee resolved:-

to approve the request for exemption from the Wheelchair Accessible Vehicle Policy.

REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.4)

25. The Committee were advised that this item had been deferred until the next meeting.

REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.5)

26. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance (Legal), which advised that the licence holder was seeking an exemption from the Wheelchair Accessible Vehicle policy; (2) correspondence relating to the exemption request.

The licence holder and his trade union representative, Mr Peter Campbell were in attendance and spoke in support of the application and responded to questions from members.

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The Committee resolved:-

to approve the request for exemption from the Wheelchair Accessible Vehicle Policy.

REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.6)

27. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance (Legal), which advised that the licence holder was seeking an exemption from the Wheelchair Accessible Vehicle policy; and (2) correspondence relating to the exemption request.

The licence holder and her trade union representative, Mr Peter Campbell were in attendance and spoke in support of the application and responded to questions from members.

The Convener, seconded by Councillor Copland, moved:-
that the Committee refuse the request for exemption.

Councillor Graham moved as an amendment that the Committee approve the request for exemption, however he did not receive a seconder, therefore in terms of Standing Order 29.14, the amendment was not put to a vote.

The Committee resolved:-

to refuse the request for exemption from the Wheelchair Accessible Vehicle Policy.

REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.7)

28. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance (Legal), which advised that the licence holder was seeking an exemption from the Wheelchair Accessible Vehicle policy; and (2) correspondence relating to the exemption request.

The licence holder was in attendance and spoke in support of the application and responded to questions from members.

The Committee resolved:-

to approve the request for exemption from the Wheelchair Accessible Vehicle Policy.

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REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.8)

29. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance (Legal), which advised that the licence holder was seeking an exemption from the Wheelchair Accessible Vehicle policy; (2) correspondence relating to the exemption request.

The licence holder was in attendance and as a preliminary matter, he wished to submit a GP letter dated 28 November 2024, relating to his request, therefore the Committee required to consider whether it be accepted into the proceedings.

The Committee resolved:-

to accept the late correspondence into the proceedings.

The licence holder spoke in support of his request.

The Committee resolved:-

to refuse the request for exemption from the Wheelchair Accessible Vehicle Policy.

REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.9)

30. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance (Legal), which advised that the licence holder was seeking an exemption from the Wheelchair Accessible Vehicle policy; and (2) correspondence relating to the exemption request.

The licence holder was in attendance with his trade union representative, Mr Peter Campbell and as a preliminary matter, he wished to submit a GP letter dated 22 November 2024, relating to his request, therefore the Committee required to consider whether it be accepted into the proceedings.

The Committee resolved:-

to accept the late correspondence into the proceedings.

The licence holder spoke in support of his request.

The Committee resolved:-

- (i) to refuse the request for exemption from the Wheelchair Accessible Vehicle Policy; and
- (ii) to approve a personal exemption from wheelchair assistance.

LICENSING COMMITTEE

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REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.10)

31. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance (Legal), which advised that the licence holder was seeking an exemption from the Wheelchair Accessible Vehicle policy; and (2) correspondence relating to the exemption request.

The licence holder was in attendance with his trade union representative, Mr Peter Campbell and spoke in support of the request.

The Committee resolved:-

to approve the request for exemption from the Wheelchair Accessible Vehicle Policy.

REQUEST FOR EXEMPTION FROM POLICY - WHEELCHAIR ACCESSIBLE VEHICLE (AGENDA ITEM 11.11)

32. The Committee had before it (1) an information note prepared by the Interim Chief Officer – Governance (Legal), which advised that the licence holder was seeking an exemption from the Wheelchair Accessible Vehicle policy; and (2) correspondence relating to the exemption request.

The licence holder was in attendance and as a preliminary matter, he wished to submit a GP letter dated 14 November 2024, relating to his request, therefore the Committee required to consider whether it be accepted into the proceedings.

The Committee resolved:-

to accept the late correspondence into the proceedings.

The licence holder spoke in support of his request.

The Committee resolved:-

to approve the request for exemption from the Wheelchair Accessible Vehicle Policy.

- **COUNCILLOR GILL AL-SAMARAI, Convener.**

LICENSING SUB COMMITTEE

ABERDEEN, 31 January 2025. Minute of Meeting of the LICENSING SUB COMMITTEE. Present:- Councillor Al-Samarai, Convener; and Councillors Clark (as substitute for Councillor Henrickson), Delaney and McLeod.

The agenda and recording associated with this minute can be found [here](#).

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.

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

1. There were no declarations of interest or transparency statements intimated.

TAXI FARE REVIEW

2. With reference to article 9 of the minute of meeting of the Licensing Committee of 4 December 2024, the Sub Committee had before it an Information Note prepared by the interim Chief Officer – Governance, which (1) provided background information on the consultation process relating to the Taxi Fare review; (2) advised that following the publication of the Tariff Card in a newspaper as required, one representation was received from the taxi trade; and (3) appended the Tariff Card as displayed in the newspaper along with a note of the trade representation.

The Sub Committee heard from Mr Sandy Munro, Legal Adviser, Governance explain that there had been an error in relation to Tariff 2 of the card, which indicated that it commenced at 22:00, but it should have instead stated that it commenced at 20:00. He intimated that the taxi trade in their representation had advised that the description of the waiting time seemed to be complicated and therefore they suggested that the waiting time be amended to an hourly rate.

The Information Note requested that consideration be given to the representation and the finalisation of the Tariff Card to come into effect on 3 April 2025.

The Sub Committee resolved:-

- (i) to approve the Tariff Card, subject to amending Tariff 2 to commence at 20:00;
- (ii) to take no action in relation to amending the waiting time; and
- (iii) to note that the new Tariff Card would be circulated to Taxi Operators, and subject to any appeal to the Traffic Commissioners, would come into effect on 3 April 2025.

- **COUNCILLOR GILL AL-SAMARAI, Convener**

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	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.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference Number	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3			19 February 2025						
4	Sexual Entertainment Venue Licensing	Potential Review of Policy	likely to be first meeting of 2025	Sandy Munro	Governance	Corporate Services	16.3		
5	Residential Caravan Licensing	Council on 17/4/24 agreed to instruct the Chief Officer - Governance to report back to the Licensing Committee before November 2024 outlining additional site licence conditions as necessary and required as result of residential caravan licence renewal site inspections and to include consideration of a mandatory condition	The Committee on 9/10/24 were advised that the process of assessing and reissuing all Residential Caravan Sites Licences will not be completed until the end of November, therefore, information on additional licensing conditions and/or mandatory conditions will not be possible until then.	Hazel Stevenson	Governance	Corporate Services	16.3	T	to be transferred to the Communities, Housing and Public Protection Committee where the terms of reference for the report are best suited.
6	Taxi Fleet Composition	The Licensing Committee on 4/12/24 agreed to instruct the Chief Officer - Governance to report the results of the public consultation to the Committee on 19 February 2025.		Sandy Munro	Governance	Corporate Services	16.3	D	The requirements of the new survey platform resulted in a delay in getting the survey issued and the results will not be available for the February meeting. A report will likely be submitted in May.

	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	Terms of Reference Number	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2	Aberdeen City Taxi and Private Hire Unmet Demand and Overprovision Survey	The Committee on 6/9/22 agreed to defer the Taxi Demand survey for a period of 12 months. The survey will be instructed within that period and the results reported to committee on 8 November. The Committee on 26/10/21 agreed to instruct the Chief Officer – Governance to undertake a Review of the Taxi Ranks in Aberdeen at the earliest opportunity following any Council decision being taken on the options for vehicle access on Union Street and the Spaces for People interventions in that area.	The Committee on 4/12/24 noted that the report was delayed to February meeting at the request of the Surveyor	Sandy Munro	Governance	Corporate Services	16.3		
7									
8			14 May 2025						
9	Low Emission Zone Time-Limited Exemption for Taxis and Private Hire Cars	The Committee on 5/6/24 instructed the Chief Officer – Strategic Place Planning to report back to the Licensing Committee with an update prior to the one year exemption from the Aberdeen Low Emission Zone (LEZ) granted to taxi and private hire car (PHC) operators	Prior to June 2025	Will Hekelaar	Strategic Place Planning	City Regeneration and Environment	16.3		
10			27 August 2025						
11	No Reports scheduled at this time								
12			8 October 2025						
13	No Reports scheduled at this time								
14			17 December 2025						
15	No Reports scheduled at this time								
16			TBC						

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ABERDEEN CITY COUNCIL

COMMITTEE	Licensing Committee
DATE	19 February 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen City Taxi and Private Hire Unmet Demand and Overprovision Survey
REPORT NUMBER	CORS/25/046
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Alan Thomson
REPORT AUTHOR	Sandy Munro
TERMS OF REFERENCE	16.3

1. PURPOSE OF REPORT

- 1.1 To present to the Committee the 2024 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. RECOMMENDATIONS

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; and
- 2.4 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. CURRENT SITUATION

- 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

asignificant 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, 2018 and the current survey. 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 The Committee increased the limit on the number of taxi licences available from 1049 to 1079 in 2014. There are currently 509 taxi licences operating in the City.

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 The 2024 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 :-

- 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 City licensing area.
- There is no overprovision of private hire cars in Aberdeen City.
- 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.
- 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.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk				Yes
Compliance				Yes
Operational				Yes
Financial				Yes
Reputational				Yes
Environment / Climate				Yes

8. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed
Data Protection Impact Assessment	Not required
Other	N/A

9. APPENDICES

9.1 LVSA Demand Survey

10. REPORT AUTHOR CONTACT DETAILS

Name	Sandy Munro
Title	Solicitor
Email Address	AleMunro@aberdeencity.gov.uk

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Aberdeen City
Taxi Unmet Demand and Private Hire Overprovision Survey
2024

January 2025



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.

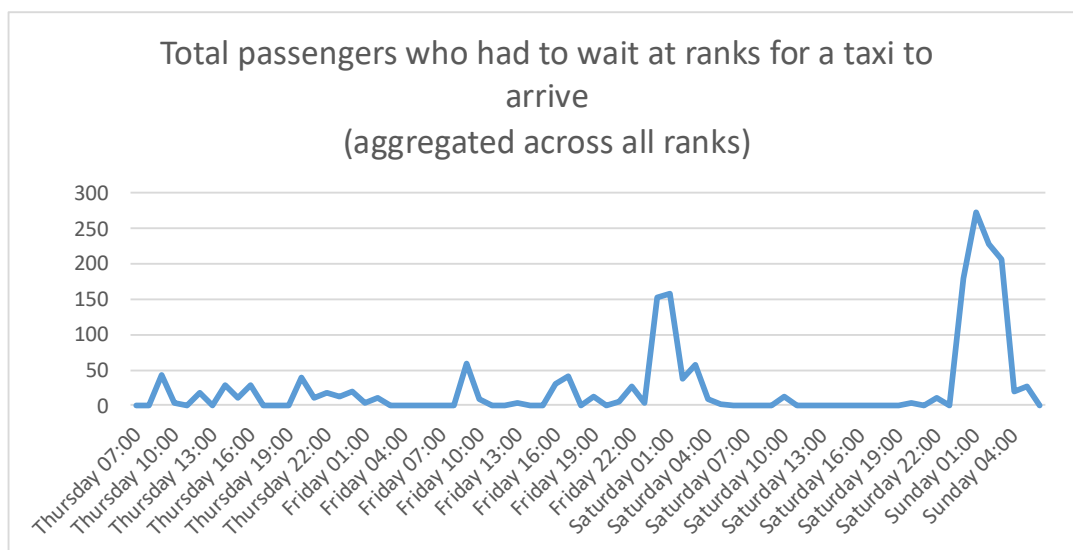
Within the Council licensing area, the council maintains a limit regarding the number of taxis which may be licensed. The current limit is set at 1,079 taxi vehicles. There is not currently a limit on the number of private hire cars.

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.

Some passengers were observed waiting 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 around 17% all passengers. Passenger waiting was more common on Friday and Saturday nights.

Passenger waiting is summarised in the following figure.



Public and stakeholder perception of the Taxi fleet was generally favourable in terms of vehicle quality, driver experience and knowledge. However, there was widespread feedback that there was often a shortage of taxis available. This was a particular issue on Friday and Saturday nights. Limited availability was an issue with both taxis and private hire cars. Many of the taxis in the fleet in Aberdeen derive a significant proportion of hires through booking circuits.

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 Significance of Unmet Demand (ISUD). The index value for the 2024 survey was **55.7**. 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.

The number of private hire cars licensed and the frequency of hires undertaken by private hire cars was assessed to determine whether there is an overprovision of private hire cars. This information was considered, in conjunction with feedback from the public and stakeholders.

Trade feedback indicated that private hire cars average more hires per hour than taxis. The level of activity did not suggest that private hire cars had lengthy wait times between hires.

Feedback from the public and stakeholders indicated that there were periods, especially at times of peak demand when there were shortages of private hire cars available. This is an indication that there is no overprovision.

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 hire frequency indicate that the level of provision is not excessive.

The frequency of hires and feedback indicating that there are shortages of private hire vehicle availability at times, confirm that there is no overprovision of private hire cars.

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 relatively few issues with the availability of wheelchair accessible vehicles and provision of appropriate service to mobility impaired users. Mobility impaired travellers, including wheelchair users face limited availability of licensed vehicles, at times, the same as other travellers.

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 limited availability of licensed vehicles on Friday and Saturday nights.

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. Some consultees felt that a mixed fleet was appropriate to meet the needs of all users.

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

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.

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.

Three rank locations were identified which may be suitable as a new rank. Two of these are on Holburn Street and Justice Mill Lane. Either location could be a suitable location for a new rank.

A further suggested location is on Guild Street. This location would serve the Railway Station and potentially the bus station, together with local retailing and business premises during the day and night time economy venues in the evening. The potential location would be a small rank for up to three taxis

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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. Online surveys of the public and trade were undertaken during December 2024, together with the video observation of activity at ranks at during November 2024.

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).

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.

2 Local background and context

Aberdeen City currently has a population of 227,430 (mid 2021 estimate).

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.

Comparative information to other authorities

Table 1 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 1 - Licensed vehicle proportions

Licensing area	Taxis per 1,000 population	Private hire cars per 1,000 population	Total licensed vehicles per 1,000 population
Angus	0.7	0.6	1.3
Moray	1.3	0.2	1.5
Midlothian	0.4	1.3	1.7
Clackmannanshire	0.9	0.8	1.7
Dumfries and Galloway	1.4	0.3	1.8
East Ayrshire	1.0	0.9	1.9
Scottish Borders	1.4	0.5	1.9
North Ayrshire	1.8	0.3	2.1
East Lothian	1.1	1.0	2.1
Fife	1.3	0.9	2.1
Perth and Kinross	0.7	1.5	2.2
South Ayrshire	0.8	1.4	2.2
Orkney Islands	1.6	0.8	2.4
Argyll and Bute	2.0	0.6	2.6
West Lothian	0.3	2.4	2.7
Aberdeenshire	1.3	1.5	2.8
Highland	2.0	1.0	2.9
Falkirk	2.5	0.6	3.0
Stirling	1.9	1.1	3.0
Dundee City	2.0	1.1	3.2
Aberdeen City	2.6	1.0	3.6
Inverclyde	3.2	0.5	3.7
Na h-Eileanan Siar	3.1	0.7	3.8
Scotland average	1.6	2.4	4.0
North Lanarkshire	1.3	3.0	4.3
East Dunbartonshire	1.9	2.5	4.4
East Renfrewshire	0.4	4.2	4.6
West Dunbartonshire	3.7	1.0	4.7
Renfrewshire	1.2	3.8	5.1
Shetland Islands	2.7	2.8	5.4
South Lanarkshire	1.1	4.9	6.0
City of Edinburgh	2.2	4.8	7.1
Glasgow City	2.1	5.2	7.3

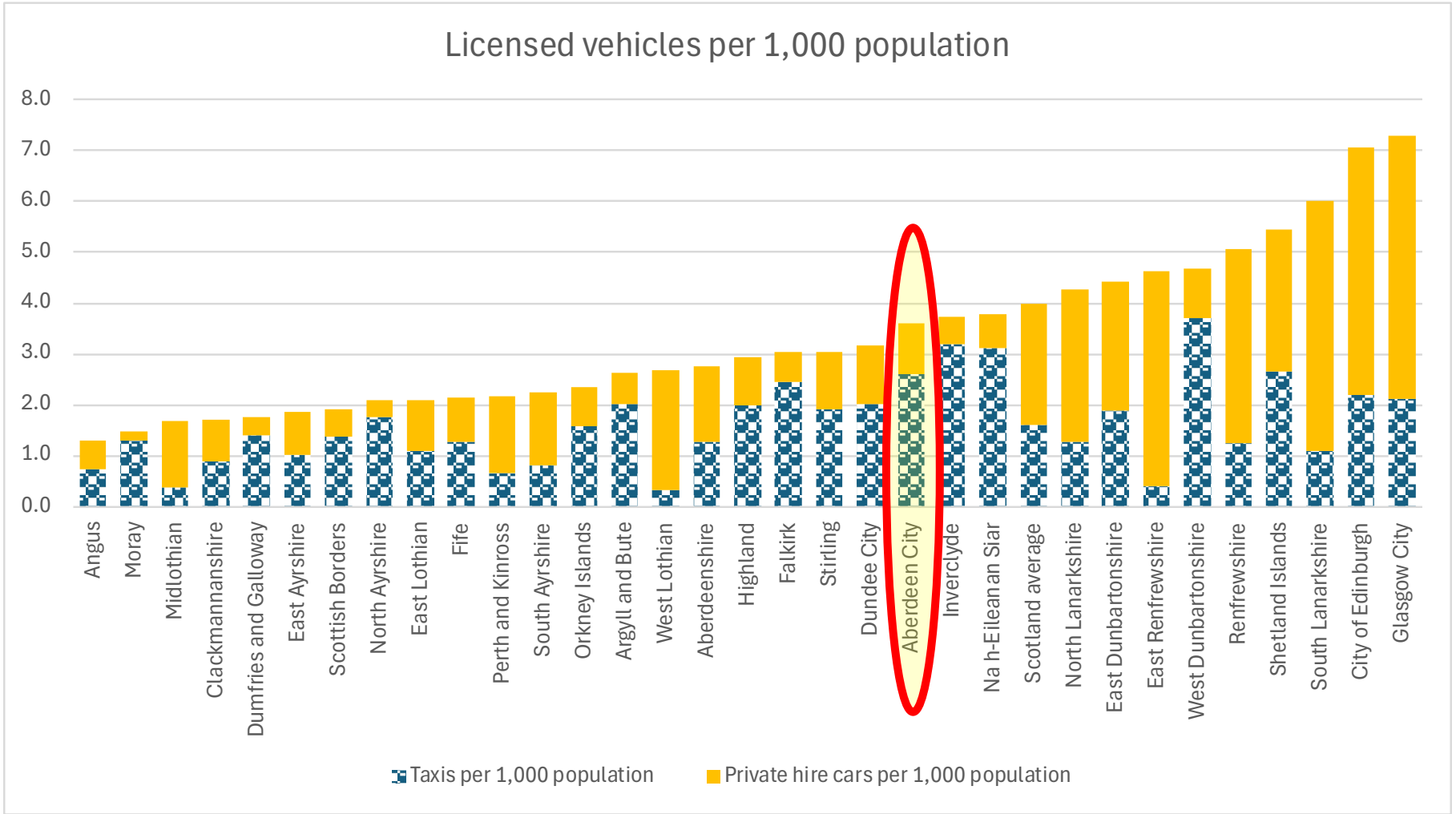


Figure 1 - Licensed vehicles per 1,000 population

Table 1 above shows Aberdeen has the fifth highest proportion of taxis per 1,000 population in Scotland. At 2.6 taxis per 1,000 population, the value is more than the Scottish average of 1.6 taxis per 1,000 population.

The proportion of private hire cars per 1,000 population in Aberdeen is relatively low at 1.0 private hire cars per 1,000 population. This is less than half the Scottish average of 2.4 private hire cars per 1,000 population.

Driver ratios

Whilst the number of licensed vehicles has a strong influence on the level of provision, the number of licensed vehicle drivers also has a strong influence on available capacity. A high driver to licensed vehicle ratio suggests that some vehicles may be operated on multiple shifts. Hence, these vehicles will provide more capacity than vehicles which only operate for single shifts under one driver.

The ratio of licensed vehicle drivers to licensed vehicles is presented in Table 2. The ratio of drivers to licensed vehicles in Aberdeen is lower than the Scottish average.

Table 2 - Ratio of drivers to licensed vehicles

Licensing authority	Licensed vehicle driver to licensed vehicle ratio
East Dunbartonshire	1.14
Falkirk	1.14
Glasgow City	1.22
South Lanarkshire	1.23
Stirling	1.24
Clackmannanshire	1.28
East Renfrewshire	1.29
North Lanarkshire	1.29
Scottish Borders	1.29
Aberdeen City	1.29
East Lothian	1.29
Highland	1.33
Renfrewshire	1.40
Na h-Eileanan Siar	1.42
Scottish average	1.44
City of Edinburgh	1.47
Dumfries and Galloway	1.47
West Lothian	1.54
Orkney Islands	1.60
East Ayrshire	1.66
Inverclyde	1.66
Angus	1.67
Midlothian	1.68
North Ayrshire	1.69
Argyll and Bute	1.69
Perth and Kinross	1.79
Aberdeenshire	1.87
Dundee City	1.92
South Ayrshire	1.94
West Dunbartonshire	1.98
Fife	2.09
Shetland Islands	2.28
Moray	2.70

Fares

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 January 2025 table indicated that the fares in Aberdeen were ranked 242 out of 337 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.

Aberdeen is ranked 26 out of 32 authorities. The two mile fare for Aberdeen is £6.60. The median fare for Scotland is £6.95.

Table 3 - Average fare ranking of Scottish authorities

Local Authority	Fare	Rank
Aberdeen City	£6.60	242
Aberdeenshire	£7.06	182
Angus	£6.70	236
Argyll & Bute	£7.13	171
Clackmannan	£8.50	33
Clydebank	£6.90	201
Dumbarton & Vale of Leven	£6.80	212
Dumfries & Galloway	£6.50	256
Dundee	£7.72	98
East Ayrshire	£7.60	110
East Dunbartonshire	£6.70	239
East Lothian	£8.40	37
East Renfrew	£7.40	138
Edinburgh	£9.00	14
Falkirk	£6.20	290
Fife	£7.60	111
Glasgow	£8.90	17
Highland	£7.10	176
Inverclyde	£7.00	192
Mid Lothian	£8.80	21
Moray	£7.26	154
North Ayrshire	£6.40	274
North Lanarkshire	£5.90	315
Orkney	£6.50	260
Perth & Kinross	£6.82	205
Renfrewshire	£7.05	183
Scottish Borders	£6.05	301
Shetland	£7.62	108
South Ayrshire	£7.40	142
South Lanarkshire (Cambuslang / Rutherglen)	£6.80	224
South Lanarkshire (Clydesdale)	£6.10	299
South Lanarkshire (East Kilbride)	£6.60	250
South Lanarkshire (Hamilton)	£6.20	293
Stirling	£6.50	264
West Lothian	£6.80	229
Western Isles (Comhairle Nan Eilean Siar)	£7.00	188

3 Patent demand measurement (rank surveys)

Ranks were surveyed for 3 days from the morning of Thursday 11th November to the morning of Sunday 14th November 2024.

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 and vehicle volumes can be presented and compared across all ranks. In addition, data aggregated for all ranks is presented in simple line graphs, to present the profiles 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.

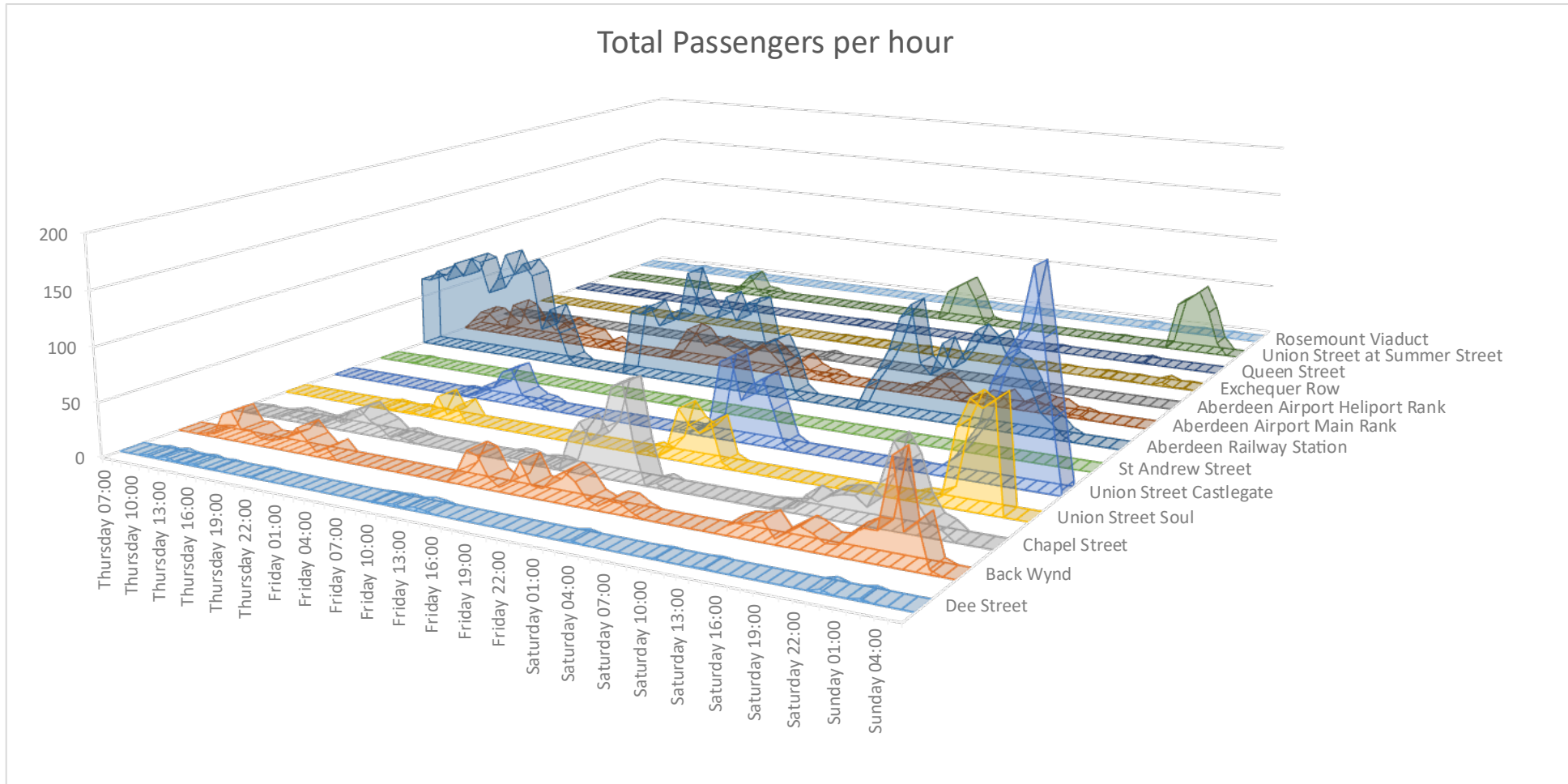


Figure 2 - Total passenger volumes using each rank

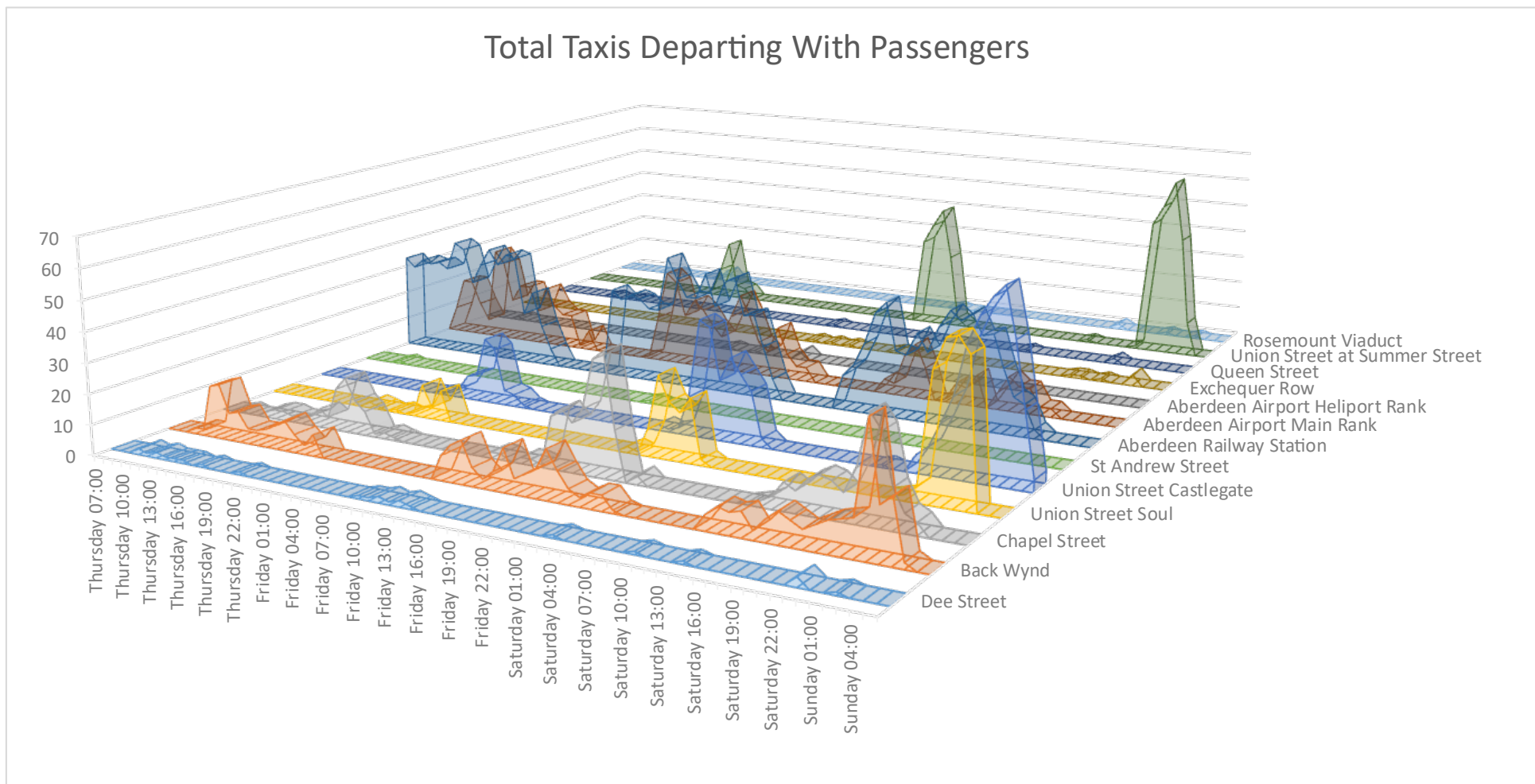


Figure 3 - Total taxis departing each rank with passengers



Figure 4 - Total hourly taxi volume aggregated across all ranks

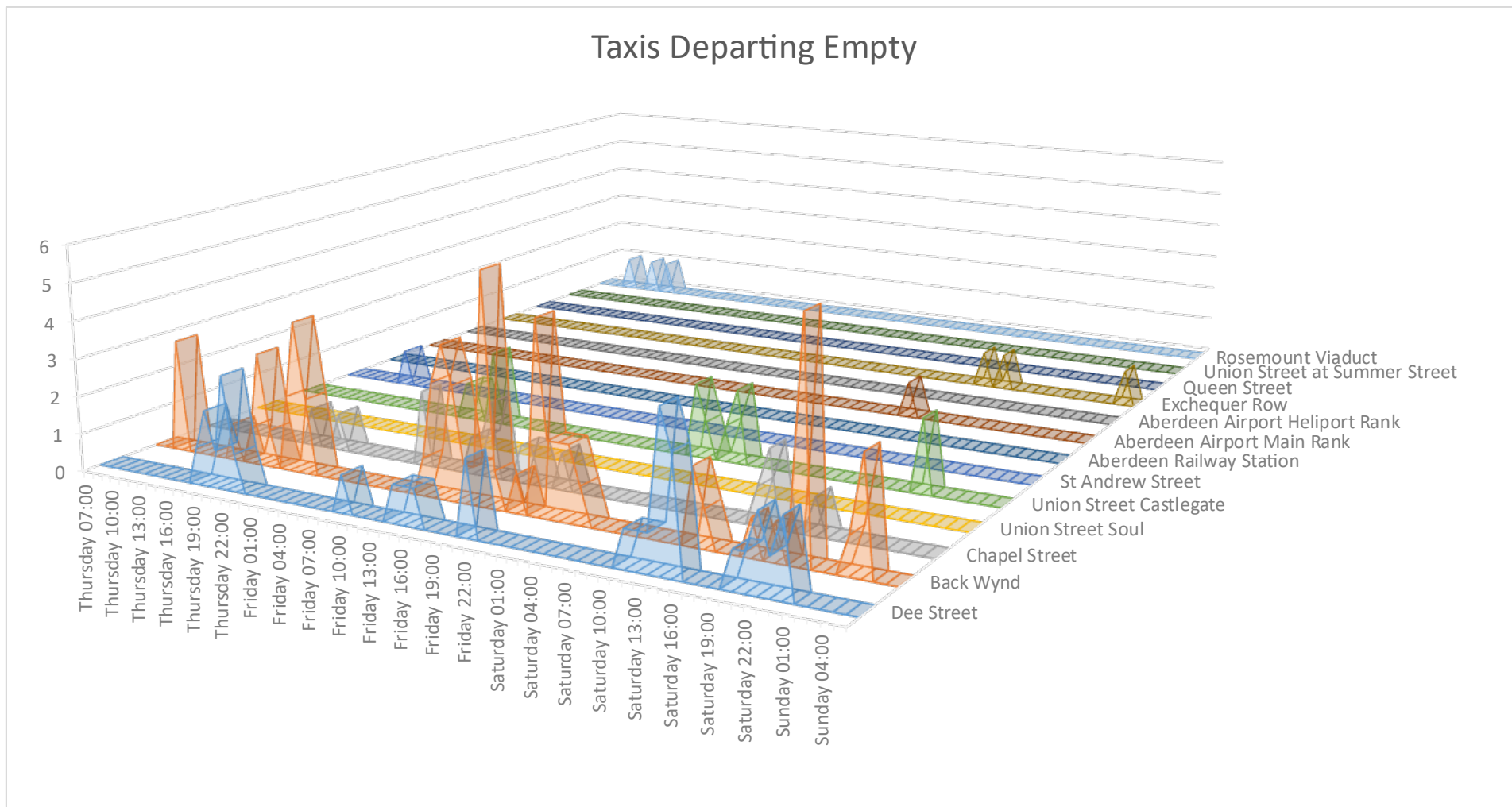


Figure 5 – Hourly total number of taxis which leave the ranks empty

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.

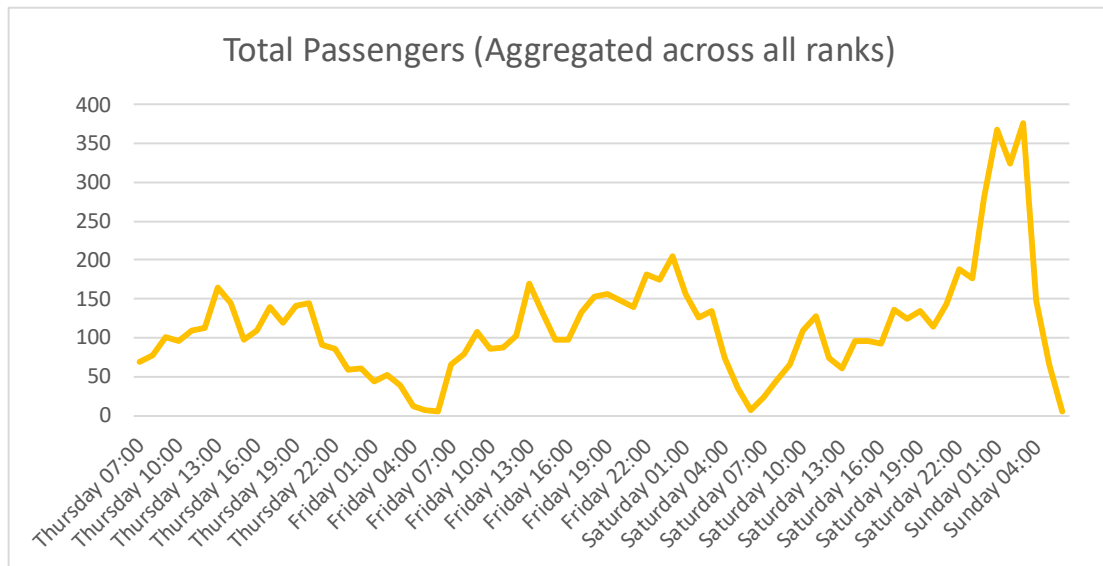


Figure 6 - Total passengers per hour

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

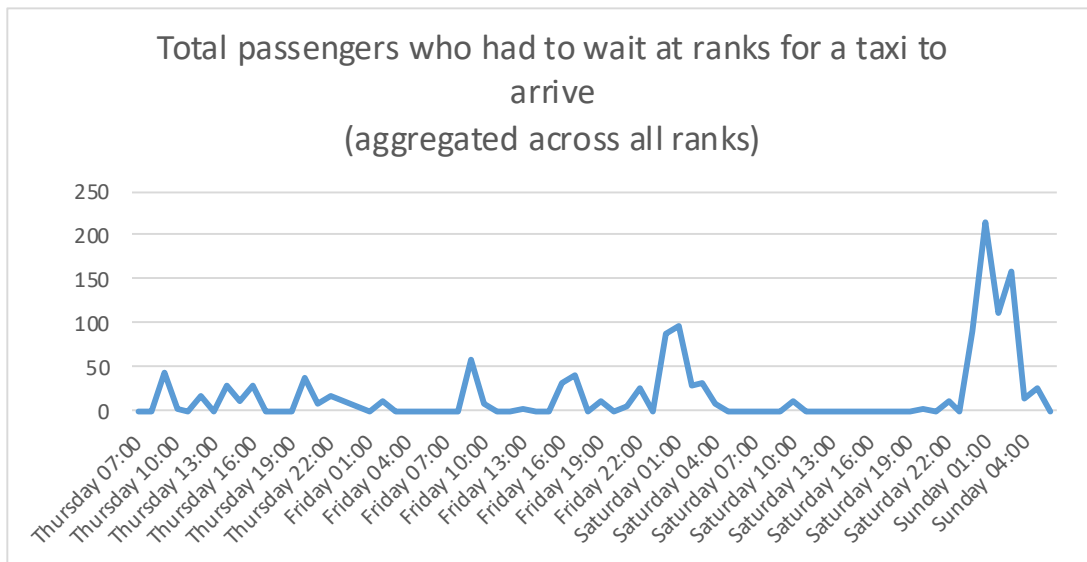


Figure 7 - Number of passengers who had to wait for a taxi

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 Saturday night, during the period of peak demand.



Figure 8 - 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 100% of passengers during the early hours of Saturday morning.

Aggregated over all passenger observations, 17% 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 9 - Average wait time for passengers who had to wait for a taxi to arrive at the ranks

Passenger waiting was observed at various times. The highest number of passengers who had to wait, were observed late on Friday and Saturday nights.

Considering all passengers who had to wait for a taxi, the average waiting time was 3.05 minutes (3 minutes 3 seconds).

When we consider the average waiting time for all passengers, including those who didn't have to wait, the average wait time was 32 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
Total for all locations	35	1170	1205	2077	1.8
Dee Street	8	10	18	12	1.2
Back Wynd	17	108	125	166	1.5
Chapel Street	2	81	83	111	1.4
Union Street Soul	0	30	30	47	1.6
Union Street Castlegate	4	73	77	119	1.6
St Andrew Street	1	1	2	1	1.0
Aberdeen Railway Station	0	549	549	1300	2.4
Aberdeen Airport Main Rank	0	266	266	266	1.0
Aberdeen Airport Heliport Rank	0	1	1	1	1.0
Exchequer Row	0	0	0	0	0.0
Queen Street	0	2	2	2	1.0
Union Street at Summer Street	0	44	44	44	1.0
Rosemount Viaduct	3	5	8	8	1.6

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
Total for all locations	54	1607	1661	2845	1.8
Dee Street	6	9	15	12	1.3
Back Wynd	33	129	162	252	2.0
Chapel Street	9	179	188	368	2.1
Union Street Soul	0	97	97	171	1.8
Union Street Castlegate	6	186	192	371	2.0
St Andrew Street	0	1	1	1	1.0
Aberdeen Railway Station	0	550	550	1214	2.2
Aberdeen Airport Main Rank	0	298	298	298	1.0
Aberdeen Airport Heliport Rank	0	5	5	5	1.0
Exchequer Row	0	5	5	5	1.0
Queen Street	0	1	1	1	1.0
Union Street at Summer Street	0	146	146	146	1.0
Rosemount Viaduct	0	1	1	1	1.0

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
Total for all locations	42	1753	1795	3375	1.9
Dee Street	17	6	23	7	1.2
Back Wynd	15	183	198	360	2.0
Chapel Street	4	171	175	337	2.0
Union Street Soul	0	199	199	366	1.8
Union Street Castlegate	2	349	351	838	2.4
St Andrew Street	0	0	0	0	0.0
Aberdeen Railway Station	0	486	486	1104	2.3
Aberdeen Airport Main Rank	1	121	122	122	1.0
Aberdeen Airport Heliport Rank	0	0	0	0	0.0
Exchequer Row	3	7	10	10	1.4
Queen Street	0	3	3	3	1.0
Union Street at Summer Street	0	224	224	224	1.0
Rosemount Viaduct	0	4	4	4	1.0

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	131	4530	4661	8297	1.8
Dee Street	31	25	56	31	1.2
Back Wynd	65	420	485	778	1.9
Chapel Street	15	431	446	816	1.9
Union Street Soul	0	326	326	584	1.8
Union Street Castlegate	12	608	620	1328	2.2
St Andrew Street	1	2	3	2	1.0
Aberdeen Railway Station	0	1585	1585	3618	2.3
Aberdeen Airport Main Rank	1	685	686	686	1.0
Aberdeen Airport Heliport Rank	0	6	6	6	1.0
Exchequer Row	3	12	15	15	1.3
Queen Street	0	6	6	6	1.0
Union Street at Summer Street	0	414	414	414	1.0
Rosemount Viaduct	3	10	13	13	1.3

4 General public views

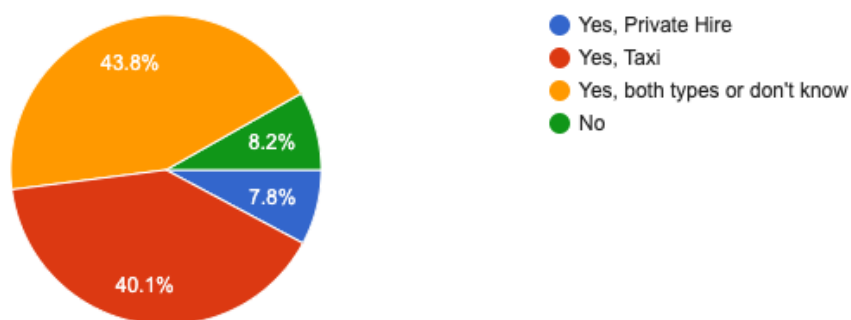
It is very important that the views of people within the area are obtained about the service provided by taxi and private hire. A key element which these surveys seek to discover is specifically if people have given up waiting for taxis at ranks (the most readily available measure of latent demand). 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.

An online survey was used to gather views of the public.

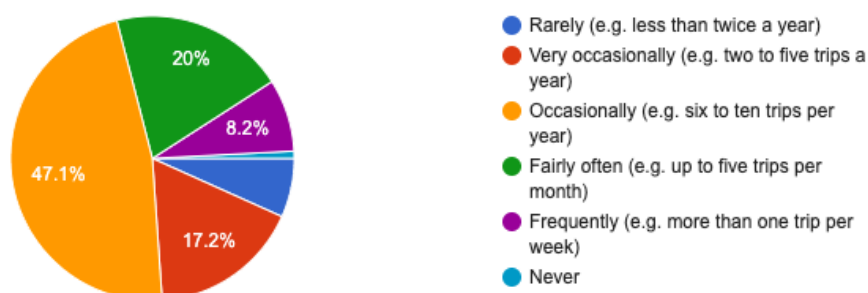
The survey obtained 1,059 responses.

The results from the survey are as follows:

In the last three months, have you made one or more trips by Taxi or Private Hire Car in Aberdeen and, if yes, was this a Taxi or Private Hire car?



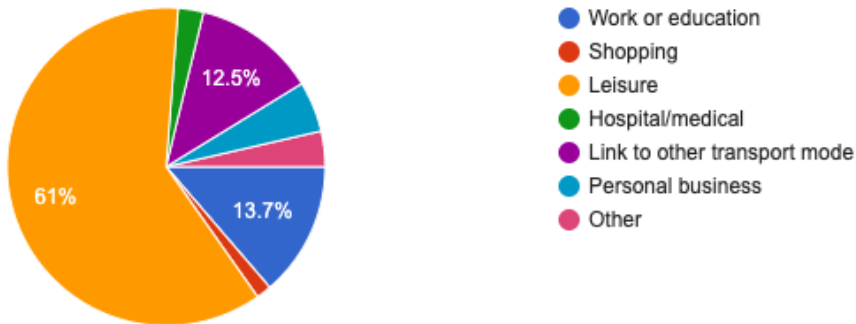
How frequently do you travel by Taxi, as opposed to Private Hire car?



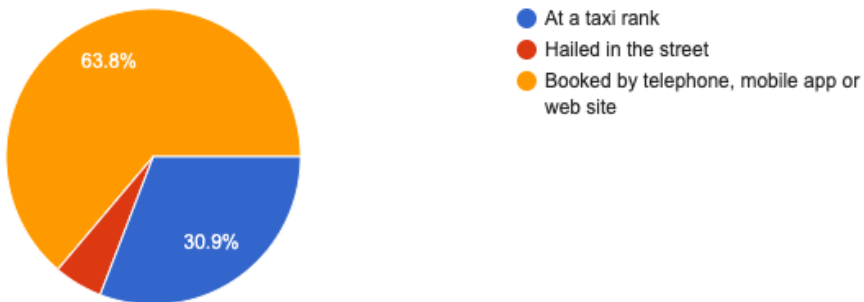
How frequently do you travel by Taxi, as opposed to Private Hire car?



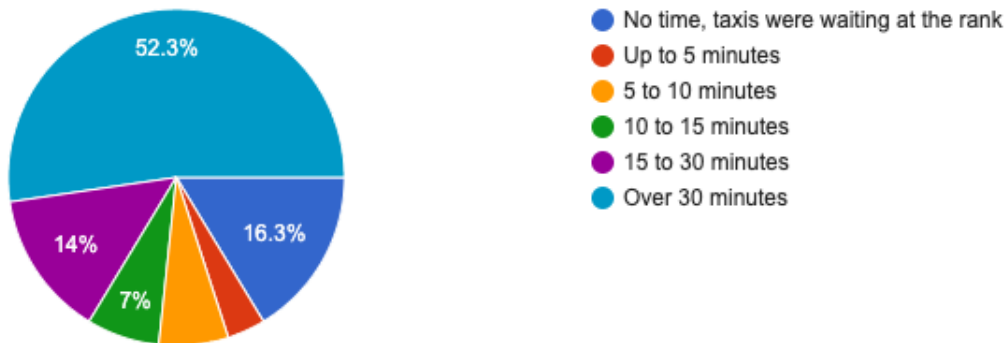
What was the purpose of your last trip by taxi?



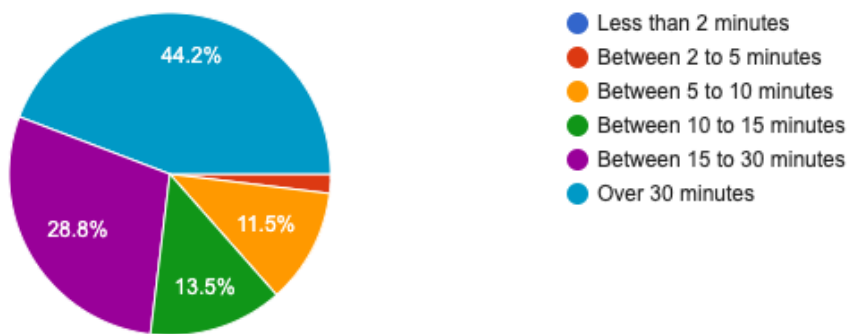
Regarding your last trip by Taxi or Private Hire Car, how did you obtain your Taxi or Private Hire Car?



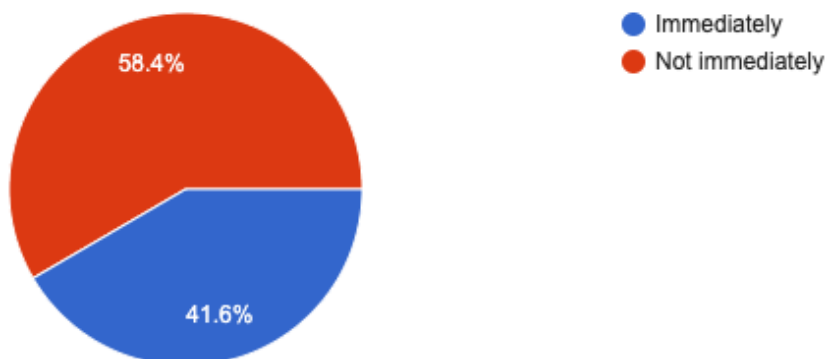
If your last trip was by taxi, hired from a rank – How long did you have to wait for a Taxi at the rank? (minutes)



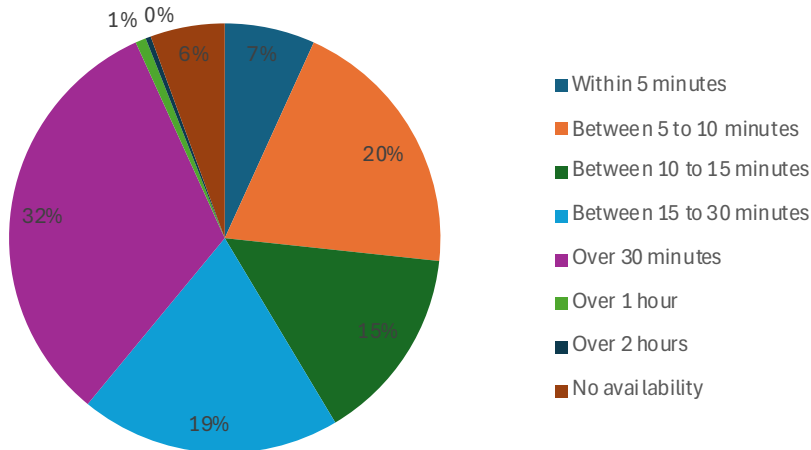
If hailed on the street- How long did it take you to hail a Taxi from the time you started looking for one? (minutes)



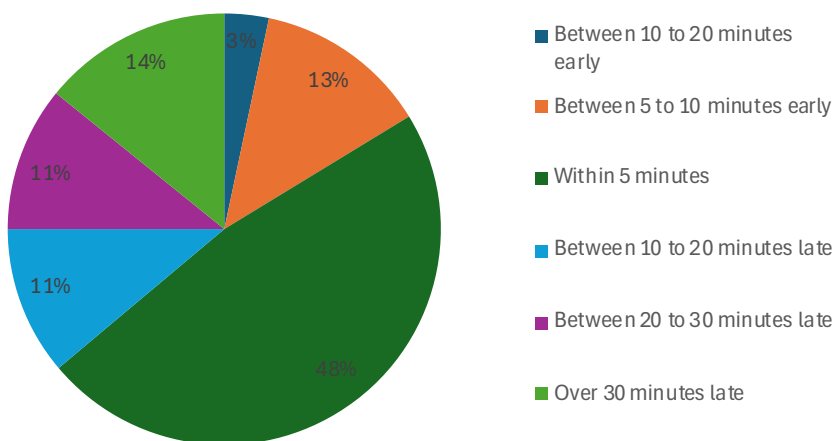
If hired by telephone, app or web site- Did you require the Taxi or Private Hire car immediately, or did you pre-book it for another time?



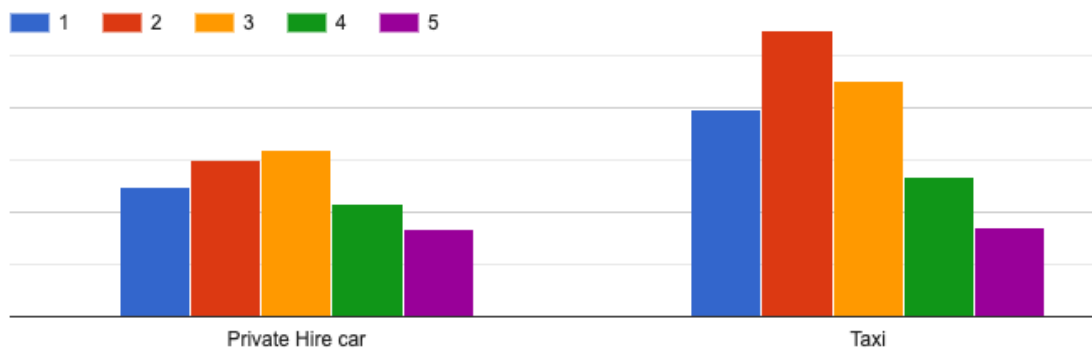
If you booked for immediate travel, how long did it take for the Taxi or Private Hire car to arrive? (minutes)



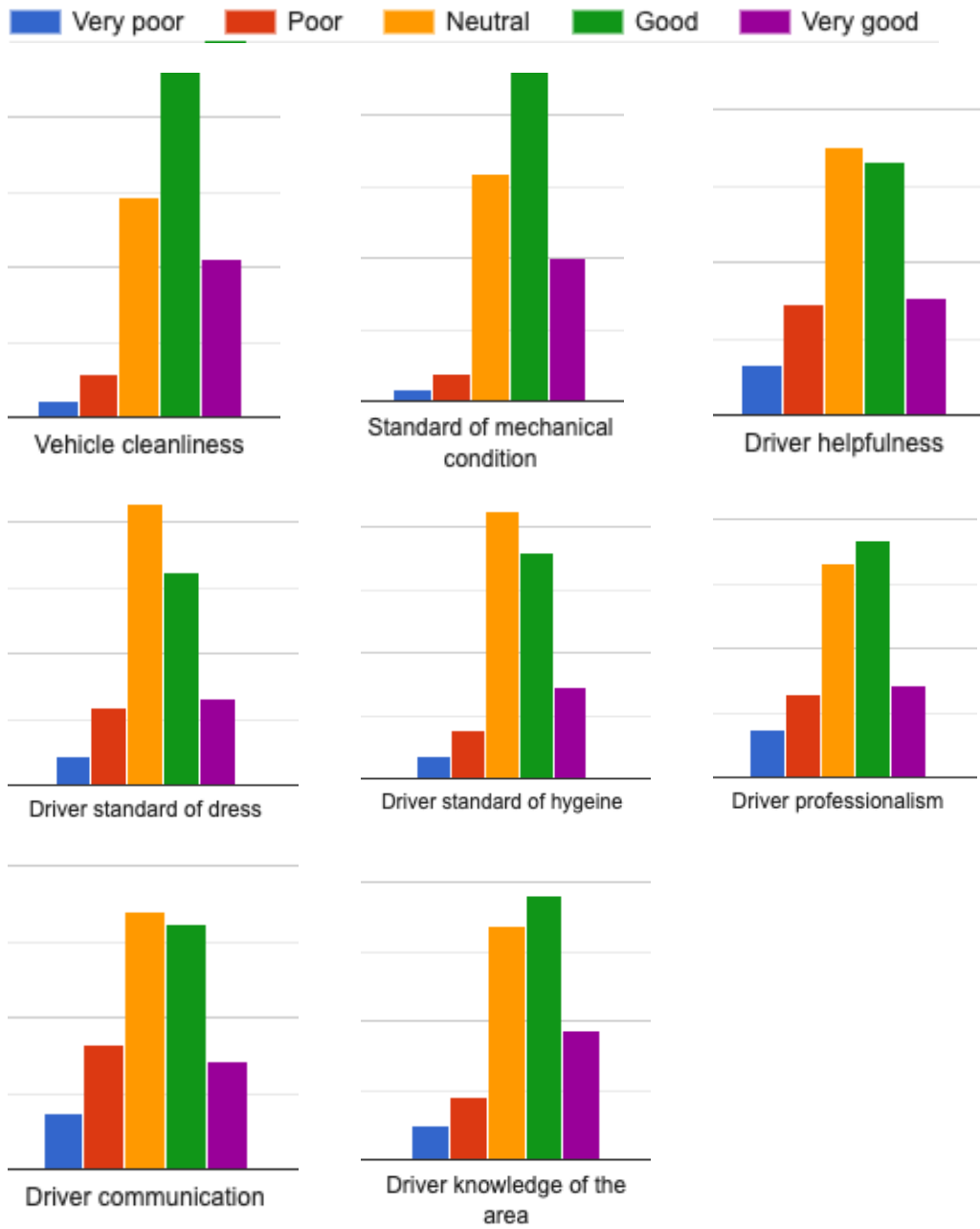
If pre-booked for another time, how close to the booked time did the Taxi or Private Hire car arrive?



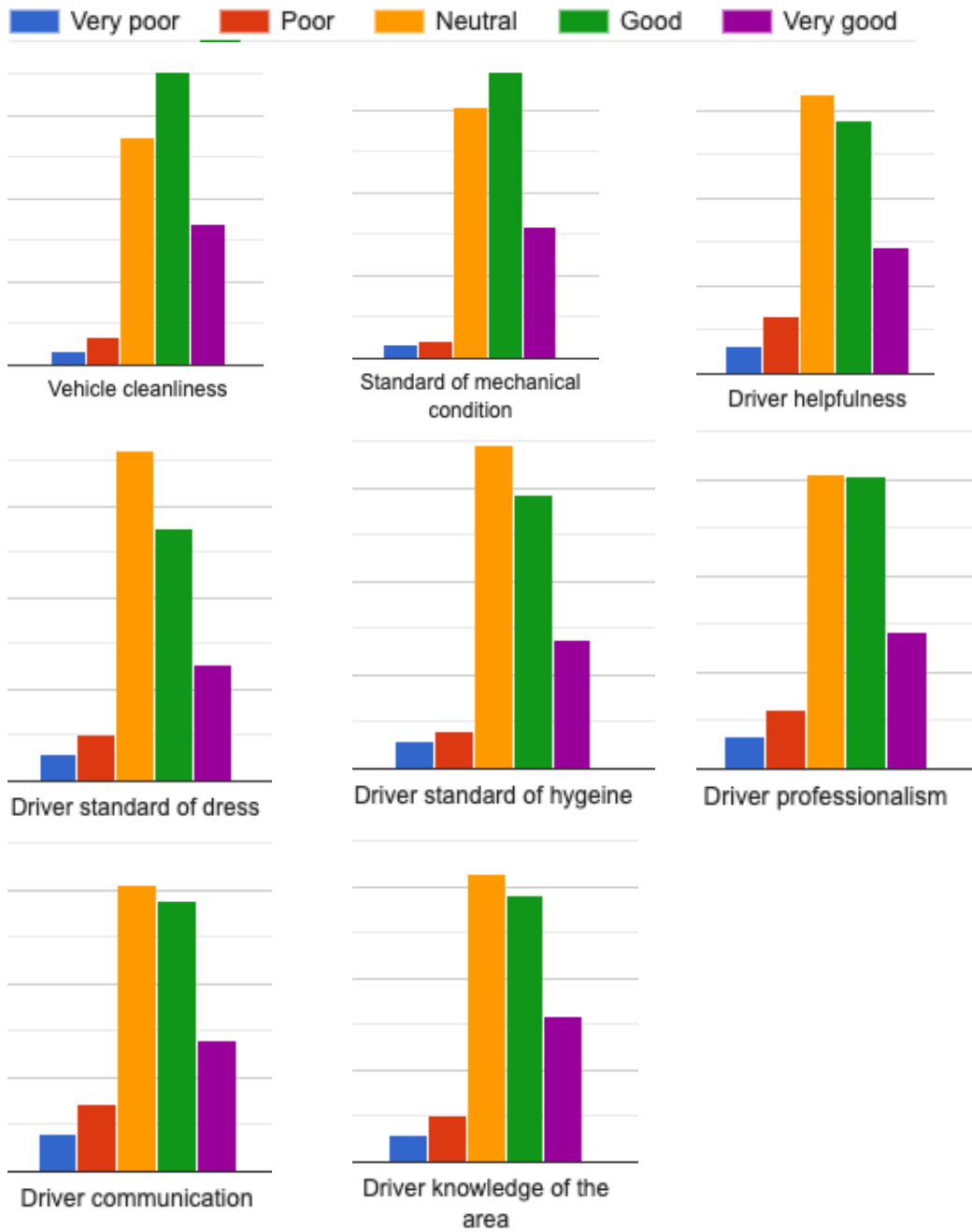
How did you rate your most recent trip by taxi or private hire car, in value for money with 1 very poor and 5 very good?



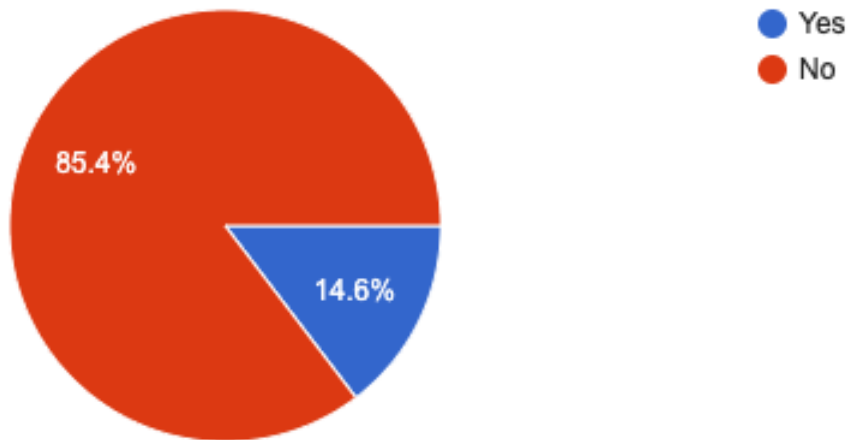
With respect to the standard of Taxis, in Aberdeen. How would you rate the following aspects:



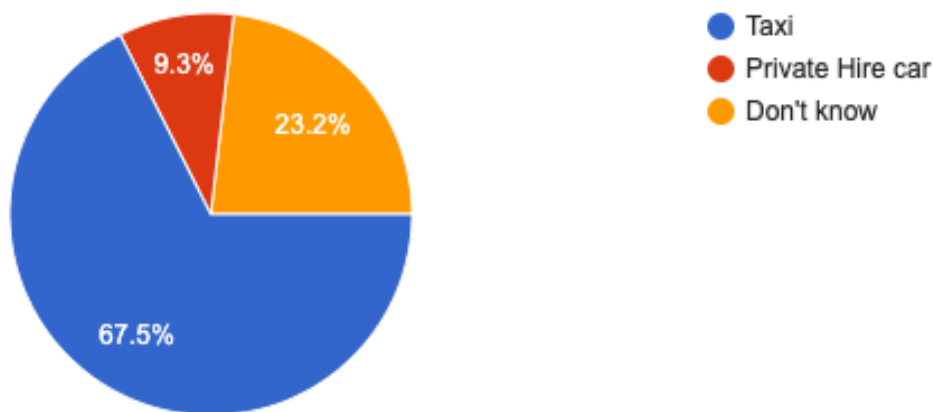
**With respect to the standard of Private Hire Cars, in Aberdeen.
How would you rate the following aspects:**



Have you encountered any difficulty in entering or exiting any particular type of Taxi or Private Hire car?



If yes, do you recall which type of vehicle this was?



Could you tell us a little more about the difficulty encountered?

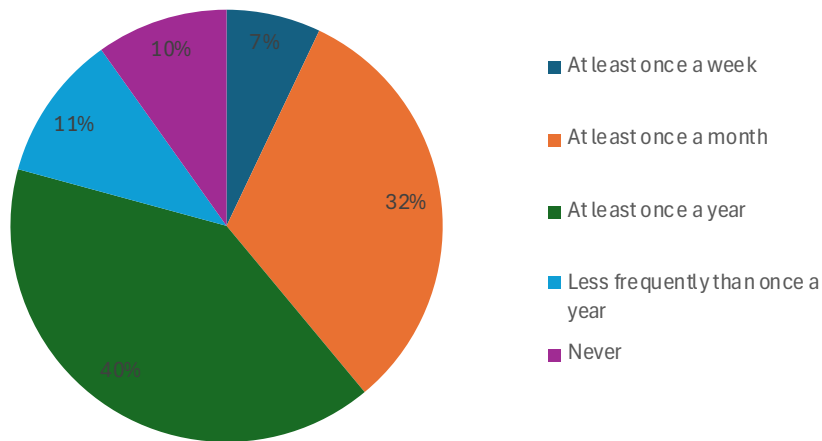
The most common responses were that larger / higher wheelchair accessible vehicles were difficult to get in and out of for some people with mobility impairments. Some vehicles are too small for tall people. Sliding doors were mentioned as difficult to close.

What is the principal factor which limits your use of Taxis in Aberdeen? i.e. the most influential factor.

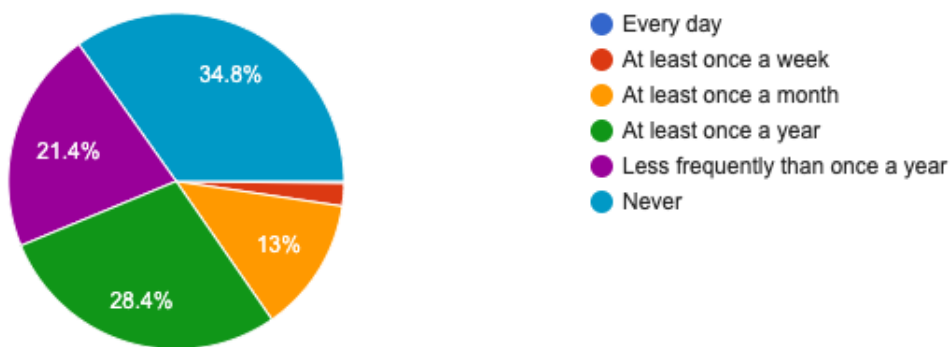
The most common limiting factors, in reducing order of frequency were:

- Waiting time / availability
- Cost
- Use a car
- Ranks are too far away
- Use the bus instead
- Prefer to use private hire cars
- Normally walk or cycle

How often do you obtain a taxi from a rank in Aberdeen?



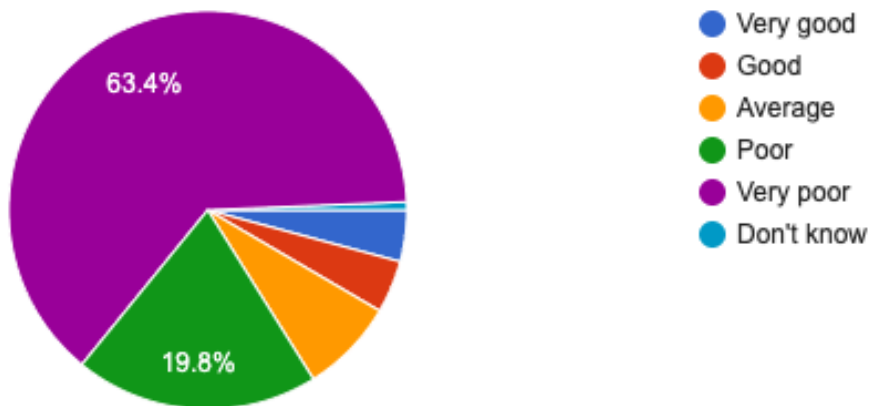
How often do you obtain a taxi by hailing (flagging down) a passing taxi. i.e. without booking or without approaching a taxi at a rank.



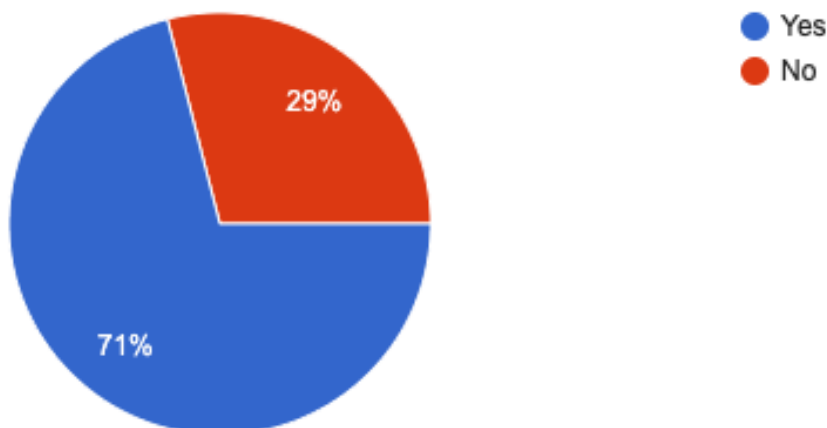
What method do you use most often to obtain a Taxi (NOT PRIVATE HIRE!)?



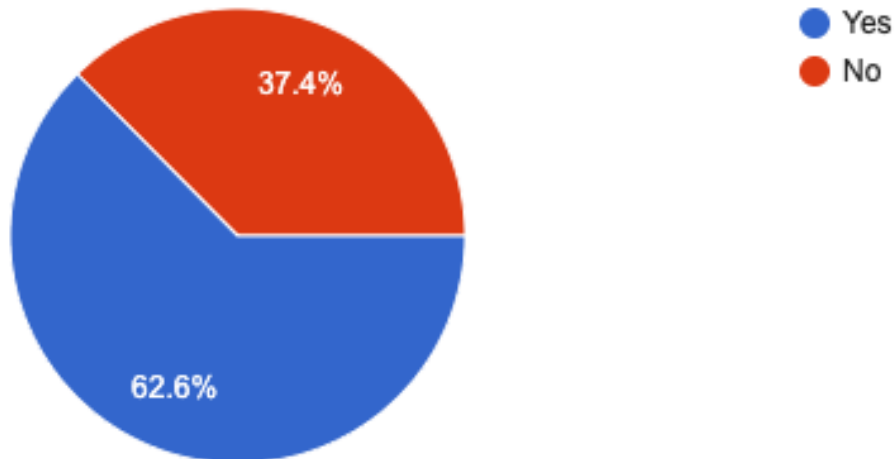
How would you assess the availability of Taxis in Aberdeen?



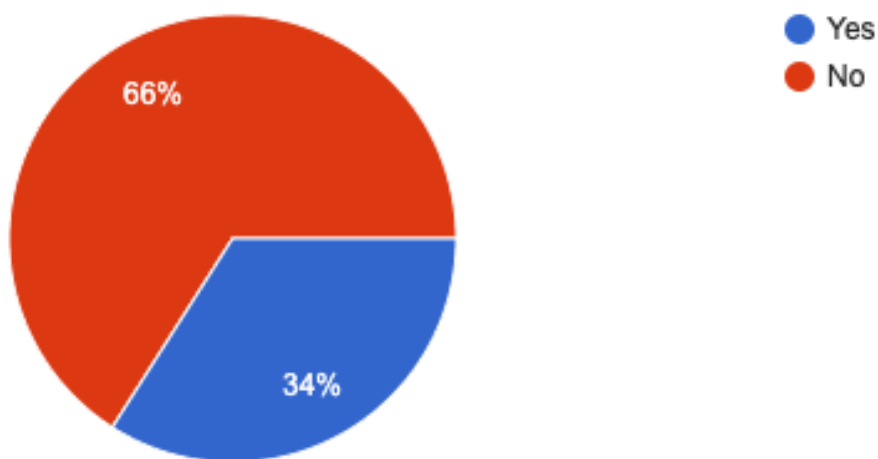
If the cost of Taxi fares was to increase by 10%, do you think this would lead to you using Taxis less frequently?



If the cost of Taxi fares was to decrease by 10%, do you think this would lead to you using Taxis more frequently?



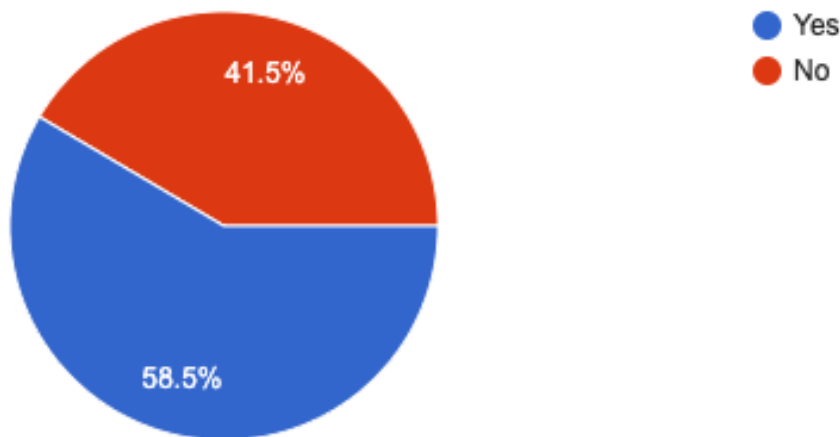
Are there any locations where you would like a new Taxi Rank?



Suggestions include the following:

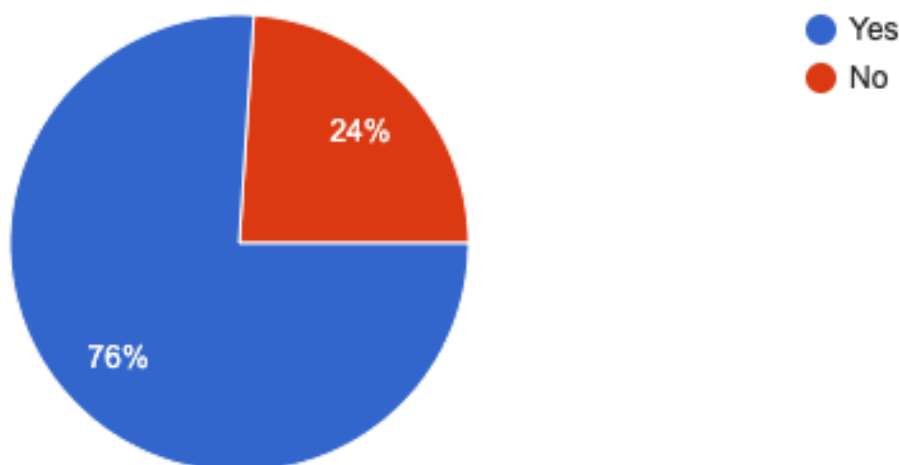
- Near the University
- Hadden Street
- Guild Street – For both bus and train passengers.
- Hospital
- Broad Street
- Albyn Place
- Market Street
- On Union Street, between Bridge Street and Bon Accord street.
- Bridge Street
- Justice Mill Lane
- Holburn Street, top end
- The beach
- Union Square

Are there any existing Taxi ranks that you would use more often if Taxis were more reliably found there?



Respondents identified all the existing ranks and some ranks which were discontinued or suspended. The ranks on Union Street, at night, were more commonly mentioned than other ranks.

Have you wanted to hire a Taxi in the last three months at a taxi rank or by hailing and given up or made alternative arrangements for travel because none were available?



Respondents who answered yes were asked where they tried to hire the taxi. This was intended to identify whether the attempt was at a rank or other location such as at home. Valid responses indicated that 66% of respondents had given up trying to hire a taxi by hailing or at a rank.

What features of Taxi services in Aberdeen that you feel are particularly good?

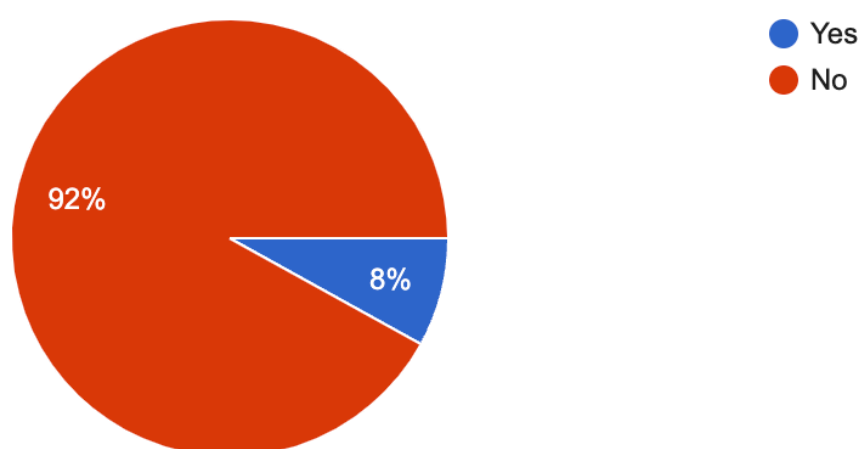
Most respondents did not identify any good features of Aberdeen taxis. However, amongst those who did, the most common features identified

were driver knowledge of Aberdeen, good quality vehicles and cleanliness of the vehicles.

What would encourage you to use Taxis more frequently?

The most common response was increased availability, the second most common response was cheaper prices. These two responses dominated the feedback. A response from a smaller proportion of respondents was willingness to accept short distance fares.

Do you, or anyone with you on a taxi journey, within the last 3 months, have a mobility or visual impairment or travel in a wheel chair?



What kind of impairment or disability is this?

Most respondents indicated a form of physical impairment which limited the ability to walk more than small distances. Some of these impairments limited the ability to move. Breathing impairments were common causes of limited ability to walk distances. Visual impairment was also listed as an impairment to mobility.

12% of respondents indicated that the person referred to was a wheelchair user.

Did this cause any difficulties when travelling? If yes, please describe.

90% of the respondents to the prior question provided further feedback. Of those who responded, 27% indicated that they had not faced problems with travelling, which related to the impairment or disability. The remainder identified a variety of difficulties.

The difficulties were related to the following factors, in order of diminishing frequency:

- Lack of available wheelchair accessible vehicles, or pre-booked for a wheelchair accessible vehicle and a non-wheelchair accessible vehicle was sent to fulfil the hire.
- Difficulty getting in and out of larger / higher wheelchair accessible vehicles.
- Difficulty getting into or out of smaller cars.
- Lack of driver help.

Did you face any difficulties hiring a suitable vehicle? If yes, please specify.

Most responses related to the waiting time for pre-booked hires to arrive / be available. This related to both wheelchair accessible vehicles (when specifically required) and general wait time for any licensed vehicle.

Are there any features of Taxi services in Aberdeen that you feel are UNSATISFACTORY? If so, please tell us what features.

The majority of responses related to lack of availability and cost of fares. Unwillingness to accept card payments was mentioned by multiple respondents.

What improvements to Taxi services in Aberdeen would you like to see?

The majority of respondents indicated increased availability and reliability (pre-booked hires arriving at the booked time).

Could you please select the option which most closely reflects your view of the level of availability of private hire cars in Aberdeen.

16% of respondents felt that there was sufficient availability at all times.

46% of respondents felt that there was sufficient availability during the day time on weekdays, but not at other times, including weekday nights and at weekends.

Around 12% didn't have an opinion or expressed other views about other aspects of licensed vehicle services in Aberdeen.

Around 26% felt that there were rarely or never sufficient availability of private hire cars.

Could you please select the option below which most closely reflects your view of the level of availability of taxis in Aberdeen.

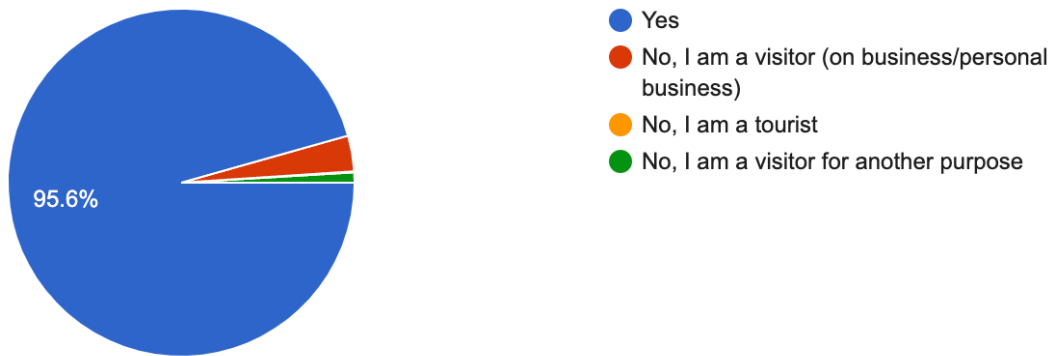
6% of respondents felt that there was sufficient availability at all times.

58% of respondents felt that there was sufficient availability during the day time on weekdays, but not at other times, including weekday nights and at weekends.

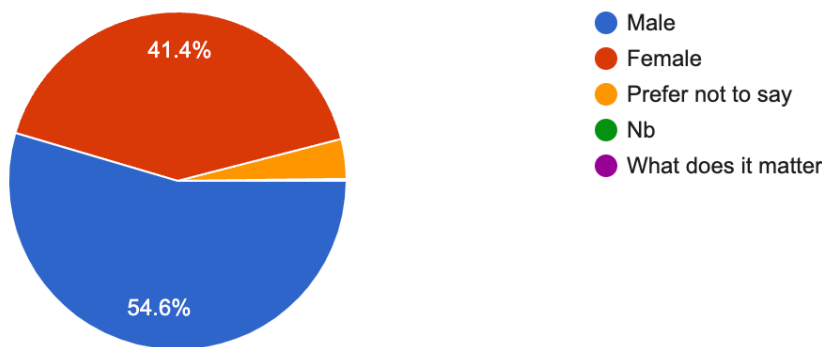
Around 4% didn't have an opinion or expressed other views about other aspects of licensed vehicle services in Aberdeen.

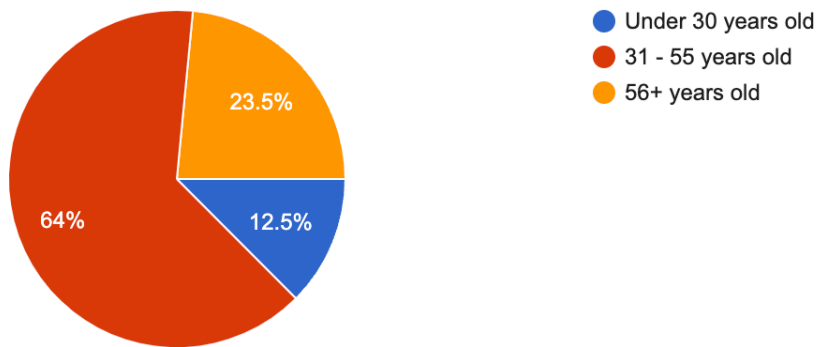
Around 32% felt that there were rarely or never sufficient availability of taxis.

Are you a permanent resident in Aberdeen?



Are you



What age range do you fall under?**Do you have any other comments, suggestions or points to make which are not covered in the earlier questions?**

This question invited responses which were not constrained to a specific question. There were 418 responses to this question.

The responses received were grouped and classified into a short range of topics.

The most common response related to a need for more taxis. These responses tended to focus on issues experienced with lack of available taxis at Aberdeen Airport, Railway Station and on Saturday night in particular. Around 34% of responses focused on this topic.

Around 20% of responses suggested that Uber would solve the issues of licensed vehicle availability. Some respondents suggested that Uber availability was being restricted by the Council or by existing licensed vehicle operators.

Around 18% of respondents suggested that the existing tests for driver licensing, including in particular, the knowledge component, should be relaxed. This would enable more drivers to become licensed.

The cost of using taxis was a topic which was raised by around 5% of respondents. They generally felt that taxi fares were too expensive, with some stating that Aberdeen fares were significantly more expensive than other parts of Scotland and elsewhere in the UK.

Around 5% of respondents mentioned that they felt that licensed vehicles provided good service.

Around 4% of respondents felt that licensed vehicles provided poor service. Poor reliability was a key issue, with some respondents providing examples of bookings which were not fulfilled. For example, licensed vehicles failing to arrive at the booked time. All the poor service comments related to pre-booked hires.

Around 2 % of respondents felt that they would prefer not to see a growth in Uber provision in Aberdeen, with some stating they would never use Uber.

Poor driver practices were mentioned by around 2% of respondents. These included examples of drivers not helping passengers with luggage or shopping and poor driving standards.

The following topics were also mentioned, in diminishing order of frequency.

- Dislike of some drivers only accepting cash, rather than card payments.
- Suggestions that drivers should be required to work during anti-social hours.
- Suggestions that more should be done to tackle anti-social behaviour at ranks and in licensed vehicles.
- Complaints about the charges levied by the airport.
- More female drivers desired.
- The knowledge test for drivers should be retained.
- Suggestion that a taxi app which covered all operators would be more convenient.
- Dislike of drivers complaining all the time.
- Lack of large vehicles with 6 or more seats.
- Expression of views that the existing trade is run by a monopoly of large operator(s).
- Complaints about drivers refusing to carry a pet in the vehicle.
- There should be priority for the elderly and disabled, when booking a licensed vehicle.
- The cap on taxi licences should be raised.
- The cost of licencing taxis should be reduced.
- The existing zones should be removed and allow Aberdeenshire taxis to work off the ranks in Aberdeen during peak periods.
- Taxis are a safe way to travel.
- Shelters at taxi ranks would be beneficial.
- Stagger pub and club closing times, to spread out the spike in demand.
- Taxis should be liveried with a common colour, to make them identifiable.
- Complaints that the cost of the same journey varies significantly each time the respondent travelled.
- WAV vehicles should be able to be specifically booked using the booking apps.

Comments on public responses

It is highly unusual for public responses in an unmet demand survey questionnaire, to comment on detailed licensing issues such as the knowledge test for aspiring licensed vehicle drivers. The high proportion

of respondents who indicated that they felt the licensing test requirements for drivers should be relaxed may be grounds for some suspicion that many of those respondents who provided these responses, were seeking to collectively influence the survey. Around 72% of those who felt the entrance requirements should be relaxed also indicated that they had given up waiting for a taxi at a rank.

A large proportion of respondents indicated that they felt more Uber availability would help to solve a lack of licensed vehicle availability. It is not unusual for responses to unmet demand surveys to express a desire for more Uber availability. However, in Aberdeen, the proportion of responses was significantly higher than normal. Around 79% of those respondents who expressed a desire for more Uber provision, also indicated that they had given up waiting for a taxi at a rank.

The most common topic in responses was to highlight shortages of supply of taxis at certain times and in certain locations. The Airport was the most common location mentioned. Shortages at the Railway Station at times was also identified by some respondents.

Most of the responses were received in December 2024. It would be anticipated that levels of demand for taxis, especially at night, would be higher during December, than at other times of the year and that this feature should be acknowledged, when analysing results.

The public consultation survey was advertised and promoted on the Aberdeen City Council social media outlets. That promotion indicated that the survey would run until the 5th of January 2025. It was anticipated that the survey would be closed at that time and the results processed. However, the resources to process the data were not available at the time and the survey was left open until resources were available to process the data. This approach was adopted in order to maximise the opportunity to obtain feedback through passive availability. Once the survey was closed and ready to be processed, a further 135 survey responses were received between 6th of January and the closure of the survey.

Results were processed using both the full data set and a reduced data set of data, which included only those responses received by the 5th of January. There were no significant differences between the data sets. With the full data set, the latent unmet demand was 66%. With the reduced data set, the latent unmet demand was 67%. The full data set results have been used in this report. The full data set data used to establish the level of latent demand, resulted in a slightly lower level than the reduced data set. However, the difference was a calculated ISUD value of 55.7 using the full data set and an ISUD value of 56.0 using the reduced data set. In either case, the value is below the threshold which indicates that the level of unmet demand is significant.

The lack of any significant variation in the public consultation responses suggests that there has been no individual person or organisation which has influenced the results. The high level of support for Uber may be a result of recent media coverage of the subject.

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 or email.

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

Supermarkets

No supermarkets indicated that there was any perceived issue with availability of licensed vehicles. When required, customers generally tended to call a private hire operator to arrange to be picked up. Some supermarkets had a freephone to call an operator to book a licensed vehicle. Service desk staff were not generally aware of how many people used licensed vehicles or how long they took to arrive.

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. Some hotels have relationships with private hire operators, who they phone to book a licensed vehicle. The relationship accords a degree of priority for bookings and they do not experience any shortage of availability.

Pubs, clubs and restaurants

A selection of pubs, clubs and restaurants 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 premises 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. Door staff were generally more aware of the level of availability. Some respondents were aware, from personal experience, that late on a Friday or Saturday night, there was a longer wait for a licensed vehicle, whether at a rank on Union Street, or when booked by telephone. Early in the evening, availability was much better.

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. After events, there were generally plenty taxis around to pick people up.

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

Hospitals

Aberdeen Royal Infirmary reception staff were not aware of any issues with availability. They didn't generally get involved with taxi travel and were not able to observe how many people used taxis to get to and from the hospital. They didn't receive comment or complaint from visitors or patients.

Police

Police were contacted for comment. However, no response was received.

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. Care homes were the most readily contactable and most able to provide comment. Responses from care homes indicated that they were normally able to book licensed vehicles whenever they needed them, without issue. Travel was generally booked in advance, though often had to be booked on the day for travel later the same day. Some respondents did comment that, based on their own experience and the experience of family members, there could be shortages of supply and delay booking a taxi late at night on Friday or Saturday night.

Rail and other transport operators

Stagecoach buses, railway station management and airport management were contacted. No responses were provided.

Tourism and business representatives

Feedback was received indicating that demand often exceeded supply. There was a perception that aspiring members of the licensed vehicle trades face obstacles to entry to the trade. It was felt that the shortage of supply presented a risk to aspirations for growth in the City. The key to addressing the shortage of supply was seen as removing barriers to entry to the trade.

Views were expressed that the preferred solution to solving the shortage of available licensed vehicles in Aberdeen was to enable more drivers and licensed vehicles to become licensed in Aberdeen.

Business representatives provided the results of an online survey which they had undertaken. The survey results indicated that there was widespread perception of a shortage of licensed vehicles at times of peak demand. These results were used to further support measures which would increase the number of licensed drivers and licensed vehicles available.

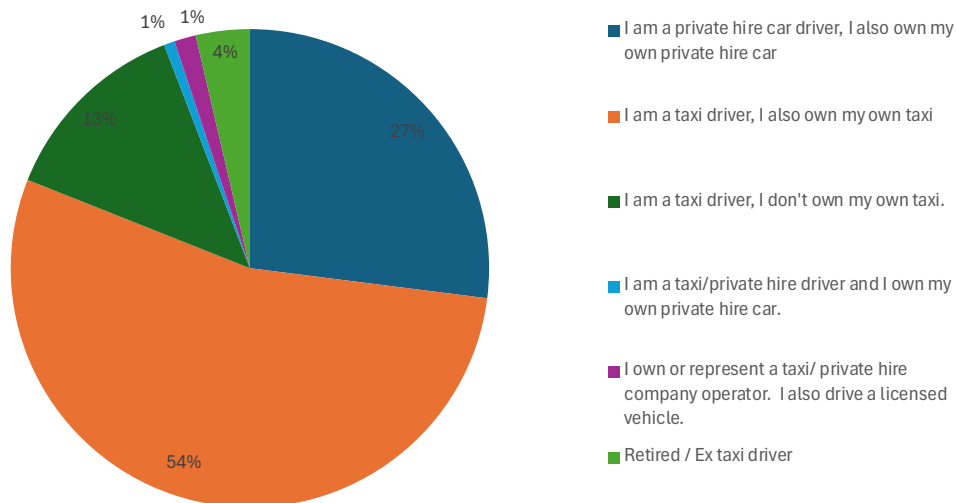
6 Trade stakeholder views

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.

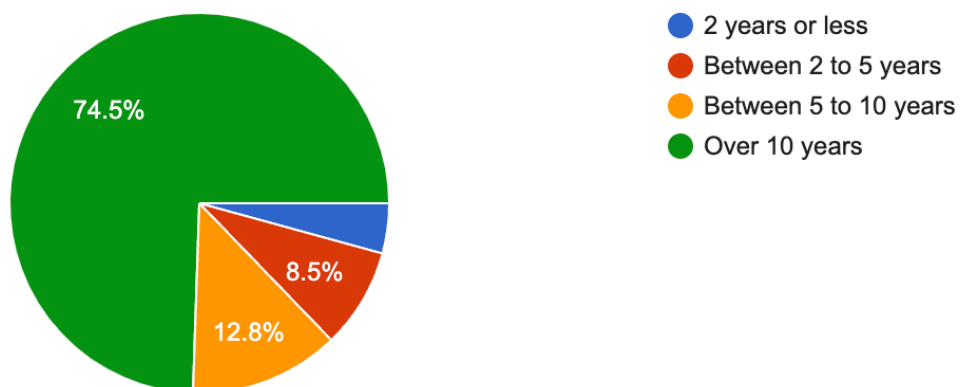
For this survey, a link to an online survey was distributed to the trade, directly through the Council. A total of 142 responses were received from the trade.

The responses to the survey are summarised as follows.

Which of the options presented best describes the nature of your involvement in the licensed vehicle trade in Aberdeen?

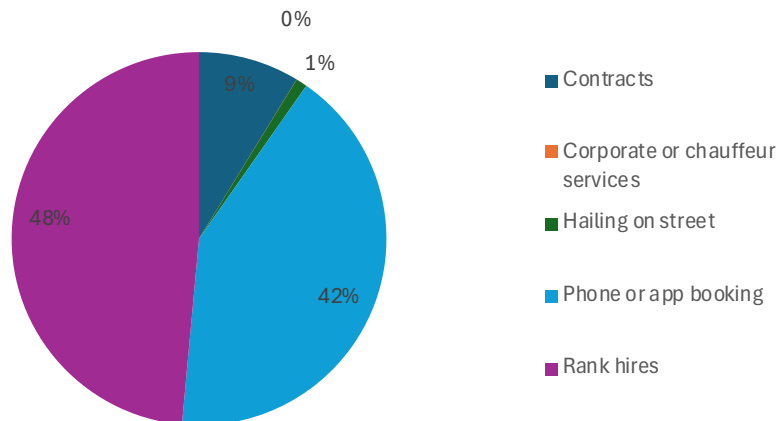


How long have you been involved in the licensed vehicle trade in Aberdeen? (number of years)

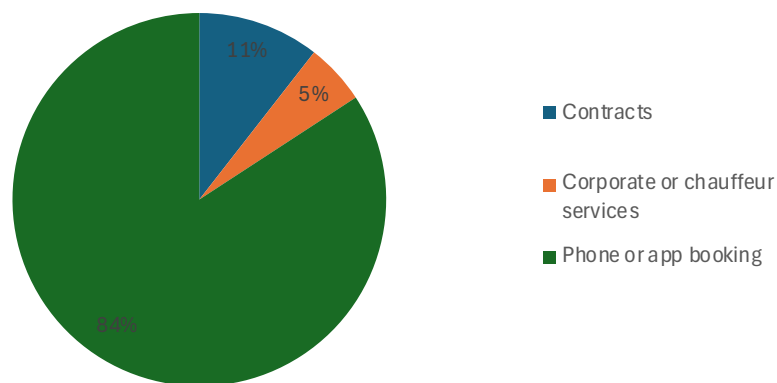


By which method do you most frequently get your fares? I.e. which is the most common

Primary hire type - Taxi drivers



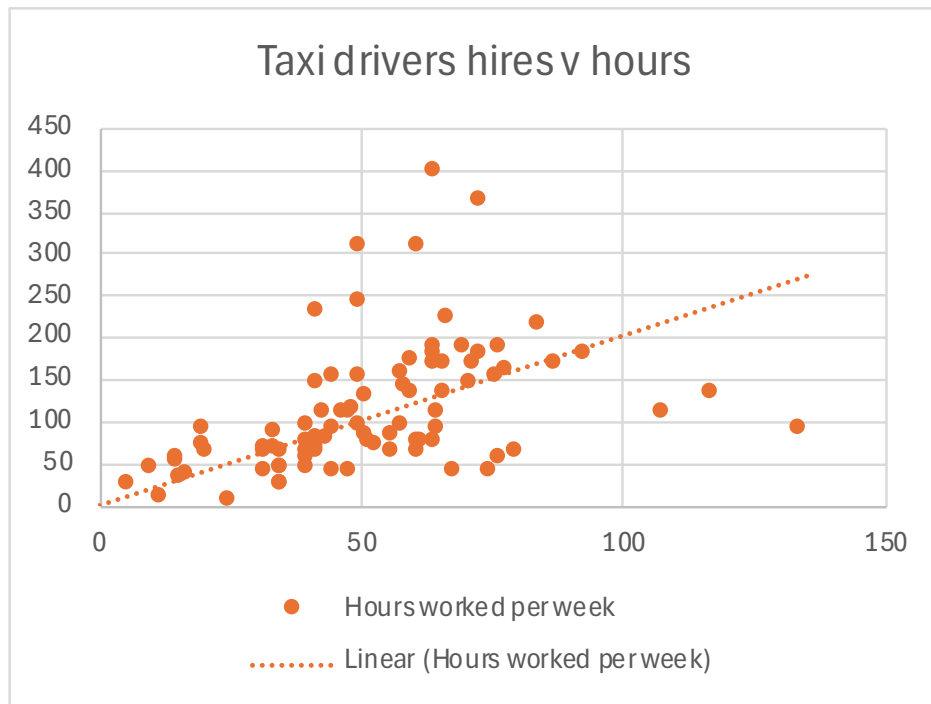
Primary hire type - Private hire drivers



Drivers were asked about how many hours that they worked and how many hires that they typically undertook. The responses were plotted with hires against the number of hours worked.

Typically, in trade surveys, some respondents will provide answers that they intend to skew results. For example, claiming to work excessive hours, or undertaking very few hires. Sometimes both.

These plots indicate the trend in responses and also highlight the outlier responses, which are intended to skew results.



Each scatter plot graph has a line of best fit, plotted amongst the data points. These lines of best fit indicate that the average hires per hour for taxi drivers are around 2 hires per hour and for private hire drivers, around 2.5 hires per hour.

Some respondents indicated that they undertake corporate and contract hires. Both types of hires tend to reduce the average number of hires per hour, as there may be only a handful of this type of hire per day.

Within the most extreme responses logged, some drivers claimed to be undertaking an average of 6 hires per hour. Based on results from similar surveys elsewhere and from the results of this survey, such high frequencies of hire are unlikely.

Even if the outliers are removed, the average number of hires per hour remains around the trend line values.

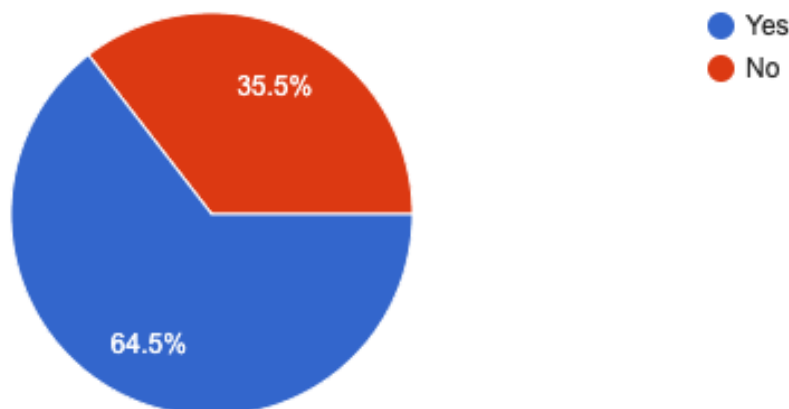
Aberdeen currently limits the number of taxis. Do you think this remains the correct policy for his area?

Most respondents felt that the limit is the correct policy.

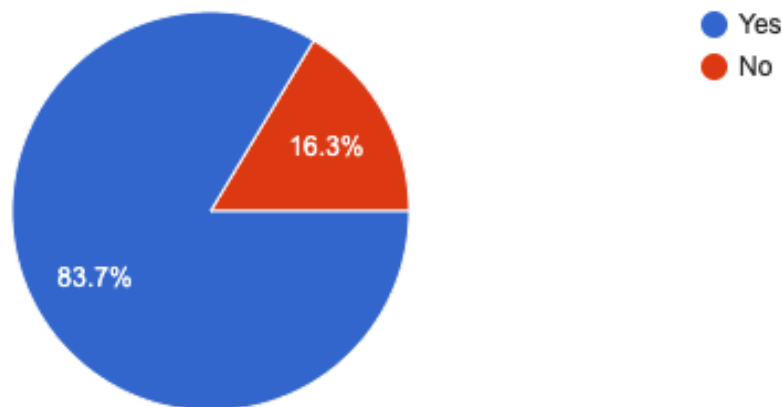
Some respondents expressed views that more taxis were needed, within the current limit.

Some felt that demand for taxis had dropped in recent years and this had led to reduced number of taxis.

Is the supply of taxis adequate to meet the needs of the public?



Is the supply of Private Hire Cars adequate to meet the needs of the public?



How do you think having a limit on the number of taxis benefits the public?

Responses to this question varied and many were not relevant to the question asked. Responses included the following relevant responses. These responses are representative examples, rather than including every response:

- Better regulated service and accountability
- The number is set at a level that provides the public with enough taxis per capita to meet demand
- Ensuring drivers can maintain an income to maintain the supply of drivers
- Allows taxi drivers to make a decent living and therefore provide excellent customer service to the public
- I believe it keeps the driver and vehicle standards up
- It ensures a good quality of vehicle
- If you flood the market then the standard of drivers drop and the customer suffers as has been seen in the past

Are there any factors which limit supply of taxis or private hire cars at certain times or in certain locations?

The following statements are representative of the responses received:

- Higher demand on Saturday night.
- Night time peak demand time, which is exacerbated by all licensed premises closing at the same time.
- Working anti social hours carries a higher risk of being attacked or abused, which means drivers are less willing to work these times.
- At the airport there can be shortages when multiple plane loads of passengers arrive at the same time.

- At the railway station, if two or more large trains arrive close together, demand can overwhelm availability of taxis at the rank.

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

- Responses are summarised as follows:
- Shelters against bad weather for waiting customers, coupled with better lighting and more CCTV to spot trouble from drunken people.
- More signage for the public
- Ranks should be better policed for illegal parking

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

Suggestions include the following:

- Union Terrace south bound
- Hadden Street
- Make existing Union Street ranks 24 hour ranks.
- Guild Street – For both bus and train passengers.
- Outside the hospital
- Marischal College
- Albyn Place
- Market Street
- On Union Street, between Bridge Street and Bon Accord street.
- After midnight Dee Street rank should be out on union street next to Burger King. Easy access for the public rather than walking to soul bar or back wynd rank.
- Bridge Street
- Justice Mill Lane
- Holburn Street, top end
- Beach Retail Park
- Union Square back car park

Are you aware of any times or locations where members of the public may face difficulties hiring a taxi?

The following statements are representative of responses:

- Peak times, especially Saturday nights.
- At the airport at busy times
- School run times

Are you aware of any times or locations where members of the public may face difficulties hiring a private hire car?

The majority of responses indicated that Saturday night was the period when the public may face the greatest difficulty.

And the final question, are there any other comments that you would like to make?

Comments and statements are summarised as follows, in descending order of popularity.

- Allow private hire to pick up from ranks during peak periods. This would help reduce queues
- WAV requirements discouraging new entrants to trade. WAV vehicles are more expensive than other vehicles, such as saloon cars.
- No incentive to work nights. Night time drivers face anti social behaviour and the fares are not sufficient to compensate for the risk and discomfort of working at night.
- CCTV in vehicles, to help combat anti social behaviour
- Easier contact channels with the Council
- Keep the knowledge test
- Booking office charges for drivers are high.
- WAV too expensive to operate. Some people have given up and changed to private hire to reduce costs.
- Anti-social behaviour an issue.
- Make all private hire cars taxis
- Peak period waiting not unusual or unique
- Remove knowledge test
- Staggered closing times for pubs and clubs, to spread the demand.,l
- Airport taxi operator needs to improve customer service.
- Allow all taxis to pick up from the airport, after dropping off at the airport.
- Allow deposit payment at start of journey, to offset risk of not being paid.
- Allow more private hire.
- Allow private hire operators to convert to taxi operators, if they have an electric vehicle (not WAV).
- Allow private hire to change to taxi without restrictions.
- Change WAV policy
- Cost of WAV vehicles limiting amount of taxis available
- Difficult to operate. No facilities such as toilets available for drivers working late at night.
- Encourage taxi sharing

- Increase fares to encourage late night working and improve quality
- Maintain standards.
- Need more WAV during daytime
- More yellow plates
- Need a recruitment drive for new drivers
- Drivers need to have local knowledge
- Need more private hire cars
- Need more taxis
- Never carry wheelchair users despite being forced to operate a WAV
- No major queues most of the time.
- No uber should be allowed and drivers should be allowed to charge a surcharge for carrying a wheelchair using passenger, to compensate for the additional time required
- Non owner rental costs high, over £200 per week to rent a taxi.
- Only December is busy
- Require drivers to work some weekend nights each month
- Retain cap
- Rising costs
- Rota system for taxi firms to require drivers to work Saturday nights
- WAV policy is outdated

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 average passenger delay was 32 seconds. This equates to an APD value of 0.53 minutes. **APD = 0.53**

PF There was a peak in demand on Saturday night, the level of demand compared with other periods was significantly higher. The level

of variation was sufficient to define the profile as highly peaked. **The PF value is 0.5.**

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 7.4%., **SSP value = 7.4**

GID The percentage of taxi users travelling in hours where the average passenger delay exceeds one minute was assessed. 14.1% of all passengers travelled in hours when the average passenger wait for all passengers exceeded one minute. **GID = 17.1**

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 = 1.66**

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

$ISUD = APD \times PF \times SSP \times GID \times SF \times LDF$

$ISUD = 0.53 \times 0.5 \times 7.4 \times 17.1 \times 1.0 \times 1.66 = 55.7$

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.**

It is acknowledged that feedback from the public and stakeholders indicates that the availability of taxis at the ranks or for hailing is perceived as low at peak times. However, much of the feedback

corroborates the rank observations which indicated that passenger waiting was more prevalent during the evenings than during the daytime. The average passenger waiting time observed at the ranks was lower than the periods which were mentioned by the public consultation survey.

8 Private Hire Car overprovision analysis

Background to statutory powers and guidance

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.

Guidance for assessing whether there is overprovision of private hire cars was published in October 2019. The guidance can be used to undertake an assessment of the level of provision of private hire cars, for the purpose of determining whether there was overprovision, in line with the provisions of subsections 3A, 3B and 3C of Section 10 of the Civic Government (Scotland) Act 1982.

The referenced 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.

A measure identified in the guidance is to seek booking records from private hire operators to determine the level of booking demand, availability of private hire cars to fulfil that demand, the hires fulfilled, any requests which could not be accepted and the number of hires per hour undertaken by private hire cars.

Licensing authorities have the power to obtain booking records from private hire booking offices to check booking records. However, this power is rarely exercised. It is also questionable whether booking data obtained under licensing powers could reasonably be used by a third party to assess overprovision. An alternative means of obtaining booking data is a simple request to operators. Some operators are willing to share data and others are less willing. Many operators in different licensing authority areas have both private hire cars and taxis working on their systems. Few differentiate between the different licensed vehicles as part of the booking records. So, for operators who do use both private hire cars and taxis on their booking systems, any records supplied can require significant additional processing to assess the level of pre-booked hire activity, differentiated by private hire cars and taxis.

In recent years, LVSA have used public consultation and trade consultation feedback to assess levels of private hire car activity, rather than rely on the goodwill of booking office operators.

Overview of private hire car activity

Many people have preconceptions that all private hire cars undertake public facing hires. For example, working through booking offices and undertaking hires for immediate travel booked by telephone or via an app. However, some private hire cars rarely or never undertake this type of hire work. Some private hire cars undertake less public facing hires, such as corporate hires and contract hires and do not undertake public facing hires. Other private hire cars undertake a mixture of contract work and public facing pre-booked hires. Consequently, one must be cautious regarding relating the total number of pre-booked hires to the total number of private hire cars licensed.

In Aberdeen, the public facing 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.

The majority of taxis operate on the systems of the private hire operators. Some of those which derive hires from the booking systems, also wait on

taxi ranks between bookings and hence derive some hires by direct hire at the ranks.

Drivers are self-employed and largely 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.

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.

Assessment of the level of provision

The overall level of provision of private hire vehicles per 1,000 population for Aberdeen is ranked 16 out of 32 local authorities in Scotland. However, as discussed earlier, private hire bookings are shared between private hire cars and taxis and not all private hire cars undertake public facing hires.

The rate of hourly hires for private hire vehicles is higher than for taxis. If there was overprovision of private hire cars, one would expect the opposite to be true. This is one indicator that there is no overprovision of private hire cars.

A significant proportion of pre-booked hires are fulfilled by taxis. This dilutes the number of hires available to be assigned to private hire cars.

This is a further indication that there is no overprovision of private hire cars.

Members of the public have complained of frequent delays for booked hires for immediate travel. This is an indicator that, at times, demand for private hire cars exceeds demand. This is a strong indicator that there is no overprovision of private hire cars in Aberdeen.

Taking the evidence from the trade, the public and stakeholders into account, there appears to be a shortage of private hire cars to service public facing hire demand in Aberdeen. Consequently, it is concluded that **there is no overprovision of private hire cars in Aberdeen.**

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 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 through to midnight.

Dee Street

Land use characteristics on the vicinity	The tail of the rank is at the junction with union street. The rank is on a one way street leading away from 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 could potentially generate 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 low 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.

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 rarely used throughout the period of the survey.

Union Street - 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.

Union Street - 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.

Union Street - 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. Bollards 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 could require the taxi to be moved to place the ramp between bollards. 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. There is no difference in height between pedestrian and vehicle space. There is a visual distinction between surfaces.
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. 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 coinciding with train arrival times.
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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 occasionally attended by taxis.
Other remarks	There was very little hire activity observed at the rank.

Exchequer Row

Land use characteristics on the vicinity	The rank lies on Exchequer Row, near the junction with Castle Street. Taxis queue to the right side of the road. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to licensed premises could potentially generate 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 right side of the vehicle to the kerb. This presents no difficulties for able bodied passengers for boarding. Side loading wheelchair accessible taxis may need to move to a different position to deploy the boarding ramp from the left side door. 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. The road is cobbled and taxis face up a hill. These features can impose additional challenges for boarding passengers in wheelchairs.
Kerb height and distinction	Kerbs along the rank are low. Kerb stones are dark grey and are a similar colour to the road surface and pavement surface. Lack of visual distinction may be an issue for some visually impaired people. However, the kerb height, whilst low, is distinct enough to be detectable by tactile methods.
Lighting	The street is well lit.
CCTV coverage	The rank location is covered by Council CCTV cameras and CCTV from adjacent business premises.
Visibility from other localities	The rank location is visible from Castle Street. The locality is generally busy with passing pedestrians. The presence of other people may help passengers feel safe at this rank.
Signage	The rank itself is signed as a taxi stand. Signage indicates that the rank is in 24 hour operation.
Markings	There are no 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	There are posted signs indicating hours of operation. .

Effective hours of operation	There is a nearby rank on Castle Street which attracts more passengers than the Exchequer Row rank. Hence, the Exchequer Row rank is not established as a night time rank. The rank was used occasionally at various times.
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Queen Street

Land use characteristics on the vicinity	The rank lies on Queen Street, near the junction with Broad Street. The local buildings within 200 metres contain a mixture of shops, offices, licensed premises and residential properties. The proximity to offices has the potential to generate demand during daytime.
Pavement width	The pavement is wide enough to enable pedestrians to pass intending passengers waiting for taxis or boarding taxis.
Shelter available	There is no shelter available.
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. Most side loading wheelchair accessible taxis have the loading ramp to the left side of the vehicle. Therefore, if a wheelchair user were wishing to hire a side loading wheelchair accessible taxi, the vehicle would need to move to a different location with the left side to the pavement. 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, flush with the road surface. Kerb stones are light coloured and a different 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	There is limited visibility of the rank from Broad Street. The locality is generally busy with passing pedestrians during the day. However, at night there are fewer people around..
Signage	The rank itself is clearly signed
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.
Effective hours of operation	The rank was rarely attended by taxis.

Rosemount Viaduct

Land use characteristics on the vicinity	The rank lies on Rosemount Viaduct, near His Majesty's Theatre. The local buildings within 200 metres contain a limited number of shops and residential properties, together with the theatre. The proximity to the theatre is likely to generate demand at the end of performances..
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. 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 low. Kerb stones are dark grey / brown whin stone and are a different colour to the road 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 a Council CCTV camera.
Visibility from other localities	The rank location is highly visible from along Rosemount Viaduct. The locality is generally busy with passing pedestrians and traffic during the daytime. At night, there are fewer pedestrians, but relatively high traffic volume on the road. The presence of passing traffic may help passengers feel safe at this rank.
Signage	The rank itself is not sign posted. There was no posted operating times..
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.
Effective hours of operation	The rank was rarely attended by taxis.

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. 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.

In some 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, or suggestions from members of the public or the trade.

Locations which are on a route to an established rank offer the greatest probability of becoming an established rank. For example, the ranks on Chapel Street and Back Wynd are the principal public ranks which operate during the daytime. Additional rank locations which could be passed by

taxis travelling to these two ranks may be more likely to become established as daytime ranks. At night, the ranks on Union Street are the active ranks and locations on routes back to these ranks are the most likely to become established.

Taxis travelling back to the established ranks may pass other rank locations, to check in case there are any waiting passengers. The more often taxis obtain hires at other ranks, the more likely it is that those ranks will become established and more taxis will wait at these ranks or pass these ranks.

Rank locations which cannot readily be passed, en-route to an established rank, are less likely to be visited. Any locations which are out of the way, such as located along a dead end road, or where there is no through route, are less likely to become established, unless there is a major generator of demand nearby. In other locations in the UK, there are examples of such locations hosting viable and busy ranks. However, these locations are generally close to demand generators, such as multiple night time economy venues. As such, any drivers traveling to such ranks, have a reasonable expectation of obtaining a hire, based on prior experience.

The popularity of pre-booked hires amongst the public, either by telephone or mobile app, further reduces the probability of non-central rank locations becoming established.

Consultation with the trade and members of the public resulted in some suggested locations for new ranks. These were:

Locations suggested for new ranks have been evaluated as follows:

- The beach
- Beach Retail Park
- Near the University
- Union Square
- Guild Street – For both bus and train passengers.
- Market Street
- Marischal College
- Broad Street
- Union Terrace
- Bridge Street
- Hadden Street
- Albyn Place
- Holburn Street, top end
- Justice Mill Lane
- Outside the hospital
- Make existing Union Street ranks 24 hour ranks.

- On Union Street, between Bridge Street and Bon Accord street.
- After midnight Dee Street rank should be out on union street next to Burger King. Easy access for the public rather than walking to soul bar or back wynd rank.

The Beach / Beach Retail Park

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. 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. A rank is more likely to be attended during day time in the summer, when the beach front premises are busiest. It is likely that anyone requiring the services of a licensed vehicle, at any time of day, would attempt to book a hire by telephone or app. The beach is not on a natural return route to established ranks, from many locations around Aberdeen

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 / Market Street

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 and primarily serves railway related demand rather than retail related demand.

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.

A rank in the vicinity, which was useable by all taxis, not just those with permits to operate at the railway station, may be likely to attract some users. There is limited scope for installation of a new rank on the

roadways around the Railway Station and Union Square shopping. Potentially, a rank facility could be established in the Union car park. This would require the cooperation of the property owners.

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. Historically, the space has been used in the past as an informal waiting location, by taxis. The location is on a route back to the daytime and night time ranks in the City centre and could potentially become a viable taxi rank.

There 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.

Marischal College / Broad Street

There is an existing rank on Queen Street. It is unlikely that an additional rank in this locality would become established ahead of the existing rank on Queen Street.

Union Terrace

There are some loading spaces on Union Terrace, towards the Union Street end of the road. Some, or all of these spaces could be re-designated as taxi rank space. Union Terrace is located between the existing ranks on Back Wynd and Chapel Street. The closest of the existing loading spaces is located approximately 40 metres from Union Street. The set back distance from Union Street could limit the effectiveness of a new rank in this location. Otherwise, the pavement space and lighting are suitable for a new rank and the location could be on routes to existing ranks.

Bridge Street

Bridge Street would offer a location close to Union Street and nearby retail and licensed premises. However, there is limited road space available to allocate as a taxi rank. There could be sufficient demand to establish a rank and the location could be on routes to existing ranks. However, the available road space does not lend itself to re-designation as taxi rank space.

Hadden Street

Prior to redevelopment of adjacent buildings, there was a rank on Hadden Street. This may be suitable for re-establishing a rank in the future.

Albyn Place

Sections of Albyn Place, which are closest to Union Street, would not readily accommodate a taxi rank. There are driveways and car park entrances which are likely to limit potential implementation of a taxi rank. Further from Union Street, there is more road space, which could potentially be used as taxi rank space.

A rank on Albyn Place, further from Union Street, is likely to be on potential routes back to the central ranks. However, it is unlikely that nearby premises would generate sufficient demand to establish and sustain a new rank.

Holburn Street

Holburn Street, between Union Street and Union Grove is a busy roadway and does not lend itself to accommodating a taxi rank. However, Holburn Street, south of Union Grove, currently has a part time bus lane on the north bound side of the road. There are peak period loading restrictions during the morning and evening peak periods. Over night, between 6:00 pm and 8:00 am there are no stopping or waiting restrictions. This location would lend itself to accommodating an evening and night time rank. The location has a wide pavement, is close to several licensed premises. A rank in this location would be suitable for people seeking to travel to the south and west, from central Aberdeen. A rank in this

location would also be readily passed by taxis returning from hires to locations west and south of central Aberdeen. The part time bus lane at this location is commonly occupied by parked vehicles overnight. In such locations, vehicles parking in a part time taxi rank can present obstacles to establishing a rank.

This location could be suitable for a new rank.

Justice Mill Lane

Whilst there are several licensed premises which are accessed via Justice Mill Lane, the road is not a main route. There are parking spaces along the roadside which could be re-designated as rank space. Pavement width is variable along the road. However, at the Holburn Street end of Justice Mill Lane, there are existing parking spaces, adjacent to wide pavements, which would be suitable for re-designation as rank space.

Daytime demand is limited and unlikely to sustain a taxi rank in this location. Night time demand is likely to be higher.

A rank in this location would be likely to face westbound. However, it is likely that a high proportion of taxis approaching the rank would approach from the west. They would then either need to pass the rank and turn around, or pull on to the rank, with right side to the pavement.

There is lighting and CCTV covering the Western end of Justice Mill Lane. This location could be a suitable location for a new rank.

Hospital

Hospitals are major generators of public transport demand, including licensed vehicle demand. At many hospitals, most licensed vehicle demand is fulfilled by pre-booked hires. Some hospitals do have taxi ranks within the hospital grounds. Such ranks are often relatively busy. Most of the hospital campus is owned and maintained by the hospital. As such, any rank would need to be agreed with and accommodated by the hospital. A rank near to the main hospital entrance would normally be the best location. However, the layout doesn't necessarily lend itself to accommodating a rank near the entrance. Other locations within the campus may need to be explored, if a new rank is to be considered.

The hospital is not located within a single building. There are different buildings within the campus and pre-booked hires tend to be picked up from specific buildings. Many people may find this arrangement more suitable than walking to a rank located elsewhere within the campus.

Union Street proposals

Various proposals address the use of Union Street. One proposal is for the rank spaces on Union Street to be operated 24 hours per day. The ranks are currently part time and outside of the taxi rank operating hours,

the road space at each of the Union Street night time ranks is used as bus lanes. If the ranks were used during the daytime, this would disrupt the use of bus lanes and disrupt traffic flow along Union Street. A detailed traffic assessment would be required, to assess the level of impact that operating the taxi ranks 24 hours, would have.

The distance between the rank outside Soul Bar and the rank on Castlegate, is around 800 metres. A rank on each side of Union Street, between Soul Bar and Castlegate, would reduce walking distance to a rank, for many people. However, taxis are unlikely to drive past any passengers waiting at the Summer Street or Soul bar ranks on Union Street, to travel to a new rank further east. Similarly, taxis from the east are unlikely to travel past passengers waiting at the Castlegate rank on Union Street, to reach a central rank along Union Street. Therefore, more central ranks are more likely to be serviced by taxis travelling to Union Street, from the north or south. For example, via Union Terrace or Bridge Street.

Suggestions have been made for additional ranks on Union Street between Bridge Street and Bon Accord Street and near Dee Street.

The distance to Dee Street, from the head of the Soul Bar rank, is approximately 190 metres. This is likely to be too close to the Soul Bar rank to enable both locations to operate effectively as taxi ranks.

A location midway between Soul Bar and Castlegate would be likely to be more effective. In the past, there was a rank on Union Street at Correction Wynd. This rank has been closed, but is due to reopen later this year. Once the Correction Wynd rank reopens, this is likely to fulfil any need for an intermediate rank.

11 Summary, synthesis and study conclusions

Rank observations

The activity at the ranks broadly followed a common profile for a city. There was a drop in rank activity on Thursday night, which was unusual for a city centre. There was a modest increase on Friday night and a large increase on Saturday night. The profile is consistent with a taxi fleet which is heavily engaged with fulfilling prebooked hires, which can take precedence over rank hires.

Feedback from the public indicated that they tended to favour pre-booked hires rather than rank hires.

Passenger waiting was observed at the taxi ranks. Wating was more prevalent at night rather than during the day. Passenger wating was largely concentrated on Friday and Saturday nights.

Persistent passenger queues formed at the ranks on Union Street on Friday and Saturday nights. However, the average wait time was less than 5 minutes. Public and stakeholder consultation feedback frequently mentioned lack of availability of licensed vehicles, including both private hire cars and taxis. Mentions of lack of availability in particular at night and at the airport and Railway Station, were particularly notable.

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.

Public consultation

Feedback from the public regarding the services provided by taxis and private hire cars focussed on issues with services. Notwithstanding the issues identified, several positive features of Aberdeen taxis were identified.

Lack of availability at night was the prevalent issue identified. Comments related to availability included those expressing a desire for more Uber licensed vehicles to be operating and for the licensing requirements for new drivers to be relaxed, to facilitate more drivers becoming licensed. In particular, there were calls for the 'knowledge test' to be suspended. It is highly unusual for members of the public to comment on detailed licensing matters such as the knowledge test for drivers. As such, this suggests that there may have been some attempt to skew the results of the survey by ensuring that a large number of responses were in favour of relaxing the licensing requirements.

Lack of reliability was identified as a particular issue throughout the public consultation. This issue related to pre-booked hires not being fulfilled, rather than rank based hires.

Key stakeholder views

Lack of availability at peak times and at the airport and Railway Station were common issues identified by stakeholders. When taxis were available, the quality of service, driver knowledge and helpfulness, were generally felt to be good.

Wheelchair users generally use a regular supplier and book any required trips. Wheelchair users also suffer from poor reliability of pre-booked hires. However, for many, their regular providers are reliable.

Trade views

Most taxis are operated by owner drivers. A large proportion of taxi drivers obtain the majority of hires from pre-booked hires.

Respondents were mostly people with lengthy experience working in the licensed vehicle trades.

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 drives 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.

Appendix A – Rank Survey Results

Total Passengers

Hour beginning	Dee Street	Back Wynd	Chapel Street	Union Street Soul	Union Street Castlegate	St Andrew Street	Aberdeen Railway Station	Aberdeen Airport Main Rank	Aberdeen Airport Heliport Rank	Exchequer Row	Queen Street	Union Street at Summer Street	Rosemount Viaduct
Thursday 07:00	0	0	0	0	0	0	69	0	0	0	0	0	0
Thursday 08:00	0	0	0	0	0	0	69	9	0	0	0	0	0
Thursday 09:00	0	0	1	0	0	0	80	20	0	0	0	0	0
Thursday 10:00	2	2	0	0	0	0	71	20	0	0	0	0	0
Thursday 11:00	1	3	0	0	0	1	90	12	1	0	0	0	1
Thursday 12:00	3	23	2	0	0	0	78	6	0	0	0	0	0
Thursday 13:00	1	27	5	0	0	0	98	33	0	0	0	0	0
Thursday 14:00	1	12	4	0	0	0	95	29	0	0	1	0	2
Thursday 15:00	2	13	3	0	0	0	64	15	0	0	0	0	0
Thursday 16:00	0	7	2	0	0	0	79	21	0	0	0	0	1
Thursday 17:00	1	7	3	0	0	0	106	21	0	0	1	0	0
Thursday 18:00	0	9	10	2	0	0	87	12	0	0	0	0	0
Thursday 19:00	0	13	7	1	0	0	99	21	0	0	0	0	0
Thursday 20:00	0	23	19	0	0	0	88	15	0	0	0	0	0
Thursday 21:00	1	13	23	2	2	0	33	12	0	0	0	0	4
Thursday 22:00	0	4	14	0	1	0	55	12	0	0	0	0	0
Thursday 23:00	0	10	10	1	3	0	32	1	0	0	0	2	0
Friday 00:00	0	0	2	21	13	0	7	7	0	0	0	11	0
Friday 01:00	0	0	4	5	13	0	0	0	0	0	0	22	0
Friday 02:00	0	0	2	15	30	0	0	0	0	0	0	5	0
Friday 03:00	0	0	0	0	34	0	0	0	0	0	0	4	0
Friday 04:00	0	0	0	0	12	0	0	0	0	0	0	0	0
Friday 05:00	0	0	0	0	6	0	0	0	0	0	0	0	0
Friday 06:00	0	0	0	0	5	0	0	0	0	0	0	0	0
Friday 07:00	0	0	0	0	0	0	65	1	0	0	0	0	0
Friday 08:00	0	0	0	0	0	0	63	16	0	0	0	0	0
Friday 09:00	1	0	0	0	0	0	73	33	0	0	0	0	0
Friday 10:00	1	0	0	0	0	0	54	30	0	0	0	0	0
Friday 11:00	2	0	0	0	0	0	67	18	0	0	0	0	0
Friday 12:00	1	11	3	0	0	0	63	24	1	0	0	0	0
Friday 13:00	3	31	3	0	0	0	111	21	0	0	0	0	0
Friday 14:00	2	28	0	0	0	0	86	16	0	0	0	0	0
Friday 15:00	0	11	2	0	0	1	71	12	1	0	0	0	0
Friday 16:00	0	4	3	0	0	0	70	20	0	0	0	0	0
Friday 17:00	0	10	1	0	0	0	92	28	0	0	1	0	0
Friday 18:00	0	30	31	0	0	0	70	21	0	1	0	0	0
Friday 19:00	0	11	46	0	0	0	88	12	0	0	0	0	0
Friday 20:00	0	10	31	0	3	0	90	9	3	1	0	0	0
Friday 21:00	0	21	43	4	2	0	51	18	0	0	0	0	0
Friday 22:00	0	28	82	1	5	0	56	9	0	1	0	0	0
Friday 23:00	0	21	86	13	14	0	36	5	0	0	0	0	0
Saturday 00:00	0	8	33	47	72	0	8	5	0	0	0	32	0
Saturday 01:00	0	4	0	34	78	0	0	0	0	0	0	39	1
Saturday 02:00	0	10	4	28	39	0	0	0	0	0	0	45	0
Saturday 03:00	2	10	0	39	55	0	0	0	0	1	0	27	0
Saturday 04:00	0	4	0	5	62	0	0	0	0	0	0	3	0
Saturday 05:00	0	0	0	0	35	0	0	0	0	1	0	0	0
Saturday 06:00	0	0	0	0	6	0	0	0	0	0	0	0	0
Saturday 07:00	0	0	0	0	0	0	24	0	0	0	0	0	0
Saturday 08:00	0	0	0	0	0	0	40	5	0	0	0	0	0
Saturday 09:00	0	0	0	0	0	0	61	4	0	0	0	0	0
Saturday 10:00	1	0	0	0	0	0	94	15	0	0	0	0	0
Saturday 11:00	0	0	0	0	0	0	108	19	0	0	0	0	0
Saturday 12:00	0	8	1	0	0	0	54	11	0	0	0	0	0
Saturday 13:00	0	13	2	0	0	0	44	1	0	0	0	0	0
Saturday 14:00	1	14	4	0	0	0	75	1	0	0	1	0	0
Saturday 15:00	0	18	17	0	0	0	53	7	0	1	0	0	0
Saturday 16:00	0	5	13	0	0	0	69	6	0	0	0	0	0
Saturday 17:00	0	12	20	0	1	0	91	11	0	1	0	0	0
Saturday 18:00	0	19	23	0	0	0	81	0	0	0	0	1	0
Saturday 19:00	0	15	24	0	0	0	88	6	0	0	0	0	2
Saturday 20:00	0	9	16	0	9	0	69	12	0	0	0	0	0
Saturday 21:00	0	10	38	4	17	0	64	9	0	1	0	0	0
Saturday 22:00	0	21	74	4	33	0	46	9	0	1	0	0	0
Saturday 23:00	3	27	58	9	50	0	23	3	0	0	2	1	0
Sunday 00:00	0	27	27	69	90	0	15	3	0	1	0	48	1
Sunday 01:00	0	88	12	95	113	0	5	0	0	0	0	55	0
Sunday 02:00	2	30	8	88	132	0	0	0	0	0	0	64	0
Sunday 03:00	0	40	0	97	191	0	0	0	0	4	0	43	1
Sunday 04:00	0	4	0	0	132	0	0	0	0	0	0	12	0
Sunday 05:00	0	0	0	0	65	0	0	0	0	1	0	0	0
Sunday 06:00	0	0	0	0	5	0	0	0	0	0	0	0	0

Total taxis departing empty

Hour beginning	Dee Street	Back Wynd	Chapel Street	Union Street Soul	Union Street Castlegate	St Andrew Street	Aberdeen Railway Station	Aberdeen Airport Main Rank	Aberdeen Airport Heliport Rank	Exchequer Row	Queen Street	Union Street at Summer Street	Rosemount Viaduct
Thursday 07:00	0	0	0	0	0	0	69	0	0	0	0	0	0
Thursday 08:00	0	0	0	0	0	0	69	9	0	0	0	0	0
Thursday 09:00	0	0	1	0	0	0	80	20	0	0	0	0	0
Thursday 10:00	2	2	0	0	0	0	71	20	0	0	0	0	0
Thursday 11:00	1	3	0	0	0	1	90	12	1	0	0	0	1
Thursday 12:00	3	23	2	0	0	0	78	6	0	0	0	0	0
Thursday 13:00	1	27	5	0	0	0	98	33	0	0	0	0	0
Thursday 14:00	1	12	4	0	0	0	95	29	0	0	1	0	2
Thursday 15:00	2	13	3	0	0	0	64	15	0	0	0	0	0
Thursday 16:00	0	7	2	0	0	0	79	21	0	0	0	0	1
Thursday 17:00	1	7	3	0	0	0	106	21	0	0	1	0	0
Thursday 18:00	0	9	10	2	0	0	87	12	0	0	0	0	0
Thursday 19:00	0	13	7	1	0	0	99	21	0	0	0	0	0
Thursday 20:00	0	23	19	0	0	0	88	15	0	0	0	0	0
Thursday 21:00	1	13	23	2	2	0	33	12	0	0	0	0	4
Thursday 22:00	0	4	14	0	1	0	55	12	0	0	0	0	0
Thursday 23:00	0	10	10	1	3	0	32	1	0	0	0	2	0
Friday 00:00	0	0	2	21	13	0	7	7	0	0	0	11	0
Friday 01:00	0	0	4	5	13	0	0	0	0	0	0	22	0
Friday 02:00	0	0	2	15	30	0	0	0	0	0	0	5	0
Friday 03:00	0	0	0	0	34	0	0	0	0	0	0	4	0
Friday 04:00	0	0	0	0	12	0	0	0	0	0	0	0	0
Friday 05:00	0	0	0	0	6	0	0	0	0	0	0	0	0
Friday 06:00	0	0	0	0	5	0	0	0	0	0	0	0	0
Friday 07:00	0	0	0	0	0	0	65	1	0	0	0	0	0
Friday 08:00	0	0	0	0	0	0	63	16	0	0	0	0	0
Friday 09:00	1	0	0	0	0	0	73	33	0	0	0	0	0
Friday 10:00	1	0	0	0	0	0	54	30	0	0	0	0	0
Friday 11:00	2	0	0	0	0	0	67	18	0	0	0	0	0
Friday 12:00	1	11	3	0	0	0	63	24	1	0	0	0	0
Friday 13:00	3	31	3	0	0	0	111	21	0	0	0	0	0
Friday 14:00	2	28	0	0	0	0	86	16	0	0	0	0	0
Friday 15:00	0	11	2	0	0	1	71	12	1	0	0	0	0
Friday 16:00	0	4	3	0	0	0	70	20	0	0	0	0	0
Friday 17:00	0	10	1	0	0	0	92	28	0	0	1	0	0
Friday 18:00	0	30	31	0	0	0	70	21	0	1	0	0	0
Friday 19:00	0	11	46	0	0	0	88	12	0	0	0	0	0
Friday 20:00	0	10	31	0	3	0	90	9	3	1	0	0	0
Friday 21:00	0	21	43	4	2	0	51	18	0	0	0	0	0
Friday 22:00	0	28	82	1	5	0	56	9	0	1	0	0	0
Friday 23:00	0	21	86	13	14	0	36	5	0	0	0	0	0
Saturday 00:00	0	8	33	47	72	0	8	5	0	0	0	32	0
Saturday 01:00	0	4	0	34	78	0	0	0	0	0	0	39	1
Saturday 02:00	0	10	4	28	39	0	0	0	0	0	0	45	0
Saturday 03:00	2	10	0	39	55	0	0	0	0	1	0	27	0
Saturday 04:00	0	4	0	5	62	0	0	0	0	0	0	3	0
Saturday 05:00	0	0	0	0	35	0	0	0	0	1	0	0	0
Saturday 06:00	0	0	0	0	6	0	0	0	0	0	0	0	0
Saturday 07:00	0	0	0	0	0	0	24	0	0	0	0	0	0
Saturday 08:00	0	0	0	0	0	0	40	5	0	0	0	0	0
Saturday 09:00	0	0	0	0	0	0	61	4	0	0	0	0	0
Saturday 10:00	1	0	0	0	0	0	94	15	0	0	0	0	0
Saturday 11:00	0	0	0	0	0	0	108	19	0	0	0	0	0
Saturday 12:00	0	8	1	0	0	0	54	11	0	0	0	0	0
Saturday 13:00	0	13	2	0	0	0	44	1	0	0	0	0	0
Saturday 14:00	1	14	4	0	0	0	75	1	0	0	1	0	0
Saturday 15:00	0	18	17	0	0	0	53	7	0	1	0	0	0
Saturday 16:00	0	5	13	0	0	0	69	6	0	0	0	0	0
Saturday 17:00	0	12	20	0	1	0	91	11	0	1	0	0	0
Saturday 18:00	0	19	23	0	0	0	81	0	0	0	0	1	0
Saturday 19:00	0	15	24	0	0	0	88	6	0	0	0	0	2
Saturday 20:00	0	9	16	0	9	0	69	12	0	0	0	0	0
Saturday 21:00	0	10	38	4	17	0	64	9	0	1	0	0	0
Saturday 22:00	0	21	74	4	33	0	46	9	0	1	0	0	0
Saturday 23:00	3	27	58	9	50	0	23	3	0	0	2	1	0
Sunday 00:00	0	27	27	69	90	0	15	3	0	1	0	48	1
Sunday 01:00	0	88	12	95	113	0	5	0	0	0	0	55	0
Sunday 02:00	2	30	8	88	132	0	0	0	0	0	0	64	0
Sunday 03:00	0	40	0	97	191	0	0	0	0	4	0	43	1
Sunday 04:00	0	4	0	0	132	0	0	0	0	0	0	12	0
Sunday 05:00	0	0	0	0	65	0	0	0	0	1	0	0	0
Sunday 06:00	0	0	0	0	5	0	0	0	0	0	0	0	0

Total number of taxis departing with passengers

Hour beginning	Dee Street	Back Wynd	Chapel Street	Union Street Soul	Union Street Castlegate	St Andrew Street	Aberdeen Railway Station	Aberdeen Airport Main Rank	Aberdeen Airport Helpport Rank	Exchequer Row	Queen Street	Union Street at Summer Street	Rosemount Viaduct
Thursday 07:00	0	0	0	0	0	0	33	0	0	0	0	0	0
Thursday 08:00	0	0	0	0	0	0	30	9	0	0	0	0	0
Thursday 09:00	0	0	1	0	0	0	33	20	0	0	0	0	0
Thursday 10:00	2	2	0	0	0	0	32	20	0	0	0	0	0
Thursday 11:00	1	2	0	0	0	1	33	12	1	0	0	0	0
Thursday 12:00	2	17	2	0	0	0	31	6	0	0	0	0	0
Thursday 13:00	1	18	3	0	0	0	41	33	0	0	0	0	0
Thursday 14:00	1	9	3	0	0	0	39	29	0	0	1	0	1
Thursday 15:00	1	10	2	0	0	0	27	15	0	0	0	0	0
Thursday 16:00	0	5	2	0	0	0	34	21	0	0	0	0	0
Thursday 17:00	1	5	3	0	0	0	40	21	0	0	1	0	0
Thursday 18:00	0	6	6	2	0	0	35	12	0	0	0	0	0
Thursday 19:00	0	8	4	1	0	0	39	21	0	0	0	0	0
Thursday 20:00	0	10	14	0	0	0	38	15	0	0	0	0	0
Thursday 21:00	1	6	18	1	1	0	18	12	0	0	0	0	4
Thursday 22:00	0	3	11	0	1	0	26	12	0	0	0	0	0
Thursday 23:00	0	7	8	1	3	0	14	1	0	0	0	2	0
Friday 00:00	0	0	1	11	8	0	6	7	0	0	0	11	0
Friday 01:00	0	0	2	4	9	0	0	0	0	0	0	22	0
Friday 02:00	0	0	1	10	22	0	0	0	0	0	0	5	0
Friday 03:00	0	0	0	0	19	0	0	0	0	0	0	4	0
Friday 04:00	0	0	0	0	5	0	0	0	0	0	0	0	0
Friday 05:00	0	0	0	0	4	0	0	0	0	0	0	0	0
Friday 06:00	0	0	0	0	1	0	0	0	0	0	0	0	0
Friday 07:00	0	0	0	0	0	0	31	1	0	0	0	0	0
Friday 08:00	0	0	0	0	0	0	28	16	0	0	0	0	0
Friday 09:00	1	0	0	0	0	0	30	33	0	0	0	0	0
Friday 10:00	1	0	0	0	0	0	29	30	0	0	0	0	0
Friday 11:00	2	0	0	0	0	0	26	18	0	0	0	0	0
Friday 12:00	1	8	2	0	0	0	26	24	1	0	0	0	0
Friday 13:00	2	12	2	0	0	0	45	21	0	0	0	0	0
Friday 14:00	1	14	0	0	0	0	38	16	0	0	0	0	0
Friday 15:00	0	6	2	0	0	1	32	12	1	0	0	0	0
Friday 16:00	0	3	2	0	0	0	32	20	0	0	0	0	0
Friday 17:00	0	6	1	0	0	0	41	28	0	0	1	0	0
Friday 18:00	0	14	17	0	0	0	30	21	0	1	0	0	0
Friday 19:00	0	5	20	0	0	0	39	12	0	0	0	0	0
Friday 20:00	0	7	16	0	2	0	41	9	3	1	0	0	0
Friday 21:00	0	9	21	2	1	0	28	18	0	0	0	0	0
Friday 22:00	0	16	37	1	2	0	29	9	0	1	0	0	0
Friday 23:00	0	10	40	9	13	0	18	5	0	0	0	0	0
Saturday 00:00	0	5	16	27	39	0	7	5	0	0	0	32	0
Saturday 01:00	0	3	0	19	37	0	0	0	0	0	0	39	1
Saturday 02:00	0	5	3	16	20	0	0	0	0	0	0	45	0
Saturday 03:00	1	5	0	21	28	0	0	0	0	1	0	27	0
Saturday 04:00	0	1	0	2	23	0	0	0	0	0	0	3	0
Saturday 05:00	0	0	0	0	18	0	0	0	0	1	0	0	0
Saturday 06:00	0	0	0	0	3	0	0	0	0	0	0	0	0
Saturday 07:00	0	0	0	0	0	0	12	0	0	0	0	0	0
Saturday 08:00	0	0	0	0	0	0	16	5	0	0	0	0	0
Saturday 09:00	0	0	0	0	0	0	24	4	0	0	0	0	0
Saturday 10:00	1	0	0	0	0	0	35	15	0	0	0	0	0
Saturday 11:00	0	0	0	0	0	0	39	19	0	0	0	0	0
Saturday 12:00	0	5	1	0	0	0	23	11	0	0	0	0	0
Saturday 13:00	0	8	2	0	0	0	22	0	0	0	0	0	0
Saturday 14:00	1	7	4	0	0	0	30	1	0	0	1	0	0
Saturday 15:00	0	8	9	0	0	0	24	7	0	0	0	0	0
Saturday 16:00	0	3	7	0	0	0	33	6	0	0	0	0	0
Saturday 17:00	0	7	11	0	1	0	39	11	0	0	0	0	0
Saturday 18:00	0	10	13	0	0	0	36	0	0	0	0	1	0
Saturday 19:00	0	8	12	0	0	0	39	6	0	0	0	0	2
Saturday 20:00	0	6	9	0	6	0	32	12	0	0	0	0	0
Saturday 21:00	0	8	17	1	9	0	33	9	0	1	0	0	0
Saturday 22:00	0	10	34	2	17	0	22	9	0	1	0	0	0
Saturday 23:00	3	11	29	5	26	0	13	3	0	0	2	1	0
Sunday 00:00	0	12	13	41	43	0	11	3	0	1	0	48	1
Sunday 01:00	0	41	6	51	52	0	3	0	0	0	0	55	0
Sunday 02:00	1	17	4	52	58	0	0	0	0	0	0	64	0
Sunday 03:00	0	20	0	47	62	0	0	0	0	4	0	43	1
Sunday 04:00	0	2	0	0	46	0	0	0	0	0	0	12	0
Sunday 05:00	0	0	0	0	25	0	0	0	0	0	0	0	0
Sunday 06:00	0	0	0	0	4	0	0	0	0	0	0	0	0

Total number of taxis departing the ranks

Hour beginning	Dee Street	Back Wynd	Chapel Street	Union Street Soul	Union Street Castlegate	St Andrew Street	Aberdeen Railway Station	Aberdeen Airport Main Rank	Aberdeen Airport Heliport Rank	Exchequer Row	Queen Street	Union Street at Summer Street	Rosemount Viaduct
Thursday 07:00	0	0	0	0	0	0	33	0	0	0	0	0	0
Thursday 08:00	0	0	0	0	0	0	30	9	0	0	0	0	0
Thursday 09:00	0	0	1	0	0	0	33	20	0	0	0	0	0
Thursday 10:00	2	5	0	0	0	0	32	20	0	0	0	0	0
Thursday 11:00	1	2	0	0	0	1	33	12	1	0	0	0	1
Thursday 12:00	2	17	2	0	0	0	31	6	0	0	0	0	0
Thursday 13:00	1	18	3	0	0	0	41	33	0	0	0	0	0
Thursday 14:00	1	9	3	0	0	1	39	29	0	0	1	0	2
Thursday 15:00	1	10	2	0	0	0	27	15	0	0	0	0	0
Thursday 16:00	0	6	2	0	0	0	34	21	0	0	0	0	1
Thursday 17:00	1	5	3	0	0	0	40	21	0	0	1	0	0
Thursday 18:00	1	7	6	2	0	0	35	12	0	0	0	0	0
Thursday 19:00	2	11	5	1	0	0	39	21	0	0	0	0	0
Thursday 20:00	1	11	14	0	0	0	38	15	0	0	0	0	0
Thursday 21:00	4	6	18	1	1	0	18	12	0	0	0	0	4
Thursday 22:00	1	5	12	0	1	0	26	12	0	0	0	0	0
Thursday 23:00	0	11	8	1	3	0	14	1	0	0	0	2	0
Friday 00:00	0	2	1	11	8	0	6	7	0	0	0	11	0
Friday 01:00	0	0	2	4	9	0	0	0	0	0	0	22	0
Friday 02:00	0	0	1	10	23	0	0	0	0	0	0	5	0
Friday 03:00	0	0	0	0	20	0	0	0	0	0	0	4	0
Friday 04:00	0	0	0	0	5	0	0	0	0	0	0	0	0
Friday 05:00	0	0	0	0	6	0	0	0	0	0	0	0	0
Friday 06:00	0	0	0	0	1	0	0	0	0	0	0	0	0
Friday 07:00	0	0	2	0	0	0	31	1	0	0	0	0	0
Friday 08:00	0	0	0	0	0	0	28	16	0	0	0	0	0
Friday 09:00	2	0	0	0	0	0	30	33	0	0	0	0	0
Friday 10:00	1	0	0	0	0	0	29	30	0	0	0	0	0
Friday 11:00	2	0	0	0	0	0	26	18	0	0	0	0	0
Friday 12:00	1	9	3	0	0	0	26	24	1	0	0	0	0
Friday 13:00	2	15	3	0	0	0	45	21	0	0	0	0	0
Friday 14:00	2	18	2	0	0	0	38	16	0	0	0	0	0
Friday 15:00	1	9	2	0	0	1	32	12	1	0	0	0	0
Friday 16:00	1	4	2	0	0	0	32	20	0	0	0	0	0
Friday 17:00	0	7	2	0	0	0	41	28	0	0	1	0	0
Friday 18:00	0	20	18	0	0	0	30	21	0	1	0	0	0
Friday 19:00	0	6	20	0	0	0	39	12	0	0	0	0	0
Friday 20:00	0	7	16	0	2	0	41	9	3	1	0	0	0
Friday 21:00	2	10	22	2	1	0	28	18	0	0	0	0	0
Friday 22:00	0	16	37	1	2	0	29	9	0	1	0	0	0
Friday 23:00	0	15	40	9	13	0	18	5	0	0	0	0	0
Saturday 00:00	0	7	16	27	39	0	7	5	0	0	0	32	0
Saturday 01:00	0	5	0	19	37	0	0	0	0	0	0	39	1
Saturday 02:00	0	7	3	16	22	0	0	0	0	0	0	45	0
Saturday 03:00	1	6	0	21	29	0	0	0	0	1	0	27	0
Saturday 04:00	0	1	0	2	23	0	0	0	0	0	0	3	0
Saturday 05:00	0	0	0	0	19	0	0	0	0	1	0	0	0
Saturday 06:00	0	0	0	0	5	0	0	0	0	0	0	0	0
Saturday 07:00	0	0	0	0	0	0	12	0	0	0	0	0	0
Saturday 08:00	0	0	0	0	0	0	16	5	0	0	0	0	0
Saturday 09:00	0	0	0	0	0	0	24	4	0	0	0	0	0
Saturday 10:00	1	0	0	0	0	0	35	15	0	0	0	0	0
Saturday 11:00	1	0	0	0	0	0	39	19	0	0	0	0	0
Saturday 12:00	1	5	1	0	0	0	23	11	0	0	0	0	0
Saturday 13:00	1	10	2	0	0	0	22	1	0	0	0	0	0
Saturday 14:00	5	8	4	0	0	0	30	1	0	0	1	0	0
Saturday 15:00	3	8	10	0	0	0	24	7	0	1	0	0	0
Saturday 16:00	0	3	9	0	0	0	33	6	0	0	0	0	0
Saturday 17:00	0	7	11	0	1	0	39	11	0	1	0	0	0
Saturday 18:00	0	11	13	0	0	0	36	0	0	0	0	1	0
Saturday 19:00	0	8	12	0	0	0	39	6	0	0	0	0	2
Saturday 20:00	1	7	10	0	6	0	32	12	0	0	0	0	0
Saturday 21:00	1	8	17	1	9	0	33	9	0	1	0	0	0
Saturday 22:00	2	16	34	2	17	0	22	9	0	1	0	0	0
Saturday 23:00	4	11	29	5	28	0	13	3	0	0	2	1	0
Sunday 00:00	2	12	13	41	43	0	11	3	0	1	0	48	1
Sunday 01:00	0	41	6	51	52	0	3	0	0	0	0	55	0
Sunday 02:00	1	18	4	52	58	0	0	0	0	0	0	64	0
Sunday 03:00	0	23	0	47	62	0	0	0	0	4	0	43	1
Sunday 04:00	0	2	0	0	46	0	0	0	0	0	0	12	0
Sunday 05:00	0	0	0	0	25	0	0	0	0	1	0	0	0
Sunday 06:00	0	0	0	0	4	0	0	0	0	0	0	0	0

Percentage of all taxis which leave the rank empty

Hour beginning	Dee Street	Back Wynd	Chapel Street	Union Street Soul	Union Street Castlegate	St Andrew Street	Aberdeen Railway Station	Aberdeen Airport Main Rank	Aberdeen Airport Heliport Rank	Exchequer Row	Queen Street	Union Street at Summer Street	Rosemount Viaduct
Thursday 07:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 08:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 09:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 10:00	0%	60%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 11:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Thursday 12:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 13:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 14:00	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	50%
Thursday 15:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 16:00	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Thursday 17:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 18:00	100%	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 19:00	100%	27%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 20:00	100%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 21:00	75%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 22:00	100%	40%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Thursday 23:00	0%	36%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 00:00	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 01:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 02:00	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 03:00	0%	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 04:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 05:00	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 06:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 07:00	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 08:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 09:00	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 10:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 11:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 12:00	0%	11%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 13:00	0%	20%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 14:00	50%	22%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 15:00	100%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 16:00	100%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 17:00	0%	14%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 18:00	0%	30%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 19:00	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 20:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 21:00	100%	10%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 22:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Friday 23:00	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 00:00	0%	29%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 01:00	0%	40%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 02:00	0%	29%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 03:00	0%	17%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 04:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 05:00	0%	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 06:00	0%	0%	0%	0%	40%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 07:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 08:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 09:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 10:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 11:00	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 12:00	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 13:00	100%	20%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
Saturday 14:00	80%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 15:00	100%	0%	10%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%
Saturday 16:00	0%	0%	22%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 17:00	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%
Saturday 18:00	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 19:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 20:00	100%	14%	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 21:00	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 22:00	100%	38%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saturday 23:00	25%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%
Sunday 00:00	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Sunday 01:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Sunday 02:00	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Sunday 03:00	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Sunday 04:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Sunday 05:00	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%
Sunday 06:00	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	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	0	0%
Thursday 09:00	43	43%
Thursday 10:00	3	3%
Thursday 11:00	0	0%
Thursday 12:00	18	16%
Thursday 13:00	0	0%
Thursday 14:00	29	20%
Thursday 15:00	11	11%
Thursday 16:00	28	25%
Thursday 17:00	0	0%
Thursday 18:00	0	0%
Thursday 19:00	0	0%
Thursday 20:00	39	27%
Thursday 21:00	10	11%
Thursday 22:00	17	20%
Thursday 23:00	12	20%
Friday 00:00	19	31%
Friday 01:00	3	7%
Friday 02:00	11	21%
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	0	0%
Friday 09:00	59	55%
Friday 10:00	8	9%
Friday 11:00	0	0%
Friday 12:00	0	0%
Friday 13:00	4	2%
Friday 14:00	0	0%
Friday 15:00	0	0%
Friday 16:00	31	32%
Friday 17:00	42	32%
Friday 18:00	0	0%
Friday 19:00	12	8%
Friday 20:00	0	0%
Friday 21:00	6	4%
Friday 22:00	27	15%
Friday 23:00	4	2%
Saturday 00:00	153	75%
Saturday 01:00	158	101%
Saturday 02:00	37	29%
Saturday 03:00	57	43%
Saturday 04:00	9	12%
Saturday 05:00	1	3%
Saturday 06:00	0	0%
Saturday 07:00	0	0%
Saturday 08:00	0	0%
Saturday 09:00	0	0%
Saturday 10:00	12	11%
Saturday 11:00	0	0%
Saturday 12:00	0	0%
Saturday 13:00	0	0%
Saturday 14:00	0	0%
Saturday 15:00	0	0%
Saturday 16:00	0	0%
Saturday 17:00	0	0%
Saturday 18:00	0	0%
Saturday 19:00	0	0%
Saturday 20:00	4	3%
Saturday 21:00	0	0%
Saturday 22:00	11	6%
Saturday 23:00	0	0%
Sunday 00:00	180	64%
Sunday 01:00	273	74%
Sunday 02:00	228	70%
Sunday 03:00	206	55%
Sunday 04:00	19	13%
Sunday 05:00	27	41%
Sunday 06:00	0	0%

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ABERDEEN CITY COUNCIL

COMMITTEE	Licensing Committee
DATE	19 February 2025
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Sexual Entertainment Venue Licensing
REPORT NUMBER	CORS/25/041
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Alan Thomson
REPORT AUTHOR	Sandy Munro
TERMS OF REFERENCE	16.3

1. PURPOSE OF REPORT

- 1.1 To review the position in relation to Sexual Entertainment Venue (SEV) licences and determine whether a formal review process is required.

2. RECOMMENDATION(S)

That the Committee:-

- 2.1 Consider the current policy in relation to Sexual Entertainment Venue licences and determine whether a formal review process is required.

3. CURRENT SITUATION

- 3.1 The current SEV policy is attached as Appendix 1.
- 3.2 The Committee resolved on 3 December 2019 to licence SEVs, with the policy statement being approved on 14 December 2021 and coming into effect on 1 March 2022.
- 3.3 Whilst there have been no notable incidents regarding SEVs during the operation of the policy, Members may wish to conduct a formal review to establish that the policy remains fit for purpose and to ensure details such as the numerical limit of premises remains at the appropriate level.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	N/A			Yes
Compliance	N/A			Yes
Operational	N/A			Yes
Financial	N/A			Yes
Reputational	N/A			Yes
Environment / Climate	N/A			Yes

8. OUTCOMES

The proposals in this report have no impact on the Council Delivery Plan.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Alan Thomson, Chief Officer, Governance on 21 January 2025
Data Protection Impact Assessment	Not required.
Other	N/A

10. BACKGROUND PAPERS

10.1 None

11. APPENDICES

11.1 Appendix 1 – Current SEV Policy

12. REPORT AUTHOR CONTACT DETAILS

Name	Sandy Munro
Title	Solicitor
Email Address	AleMunro@aberdeencity.gov.uk

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Sexual Entertainment Venue Licensing Policy

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1. Definitions

“**1982 Act**” means the Civic Government (Scotland) Act 1982;

“**Building Standards**” means the Council’s building standards and team;

“**CCTV**” means closed circuit television;

“**Civic Licensing Standards Officer**” as defined in section 45G of the 1982 Act;

“**Councillors Code of Conduct**” means the code of conduct published by the Standard Commission for Scotland;

“**Aberdeen City Council**”, “**the Council**” or “**Local Authority**” means Aberdeen City Council, a Local Authority in terms of the Local Government (Scotland) Act 1994 having its principal place of business at Marischal College, Broad Street, Aberdeen, AB10 1AB;

“**Information Commissioner’s Office**” means the Information Commissioner’s Office having its head office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF;

“**Licensing Committee**” or “**Committee**” means Aberdeen City Council’s licensing committee;

“**Regulations**” means the UK General Data Protection Regulation (EU 2016/679) and any such amendments;

“**Scottish Fire and Rescue Services**” is a body corporate established under the Police and Fire Reform (Scotland) Act 2012 and having its registered headquarters at Westburn Drive, Cambuslang, G72 7NA;

“**Scottish Government’s Equally Safe Strategy**” means Scotland’s strategy for preventing and eradicating violence against women and girls;

“**Sex Shop**” has the meaning given under Schedule 2 of the 1982 Act;

“**SEVs**” means sexual entertainment venue

“**S.I.A**” means Security Industry Authority;

“**Sexual Entertainment Venue Policy**” or “**Policy**” means the Licensing Committee’s sexual entertainment policy as required under Schedule 2 of the 1982 Act;

“**Standards Commission for Scotland**” means the Standards Commission for Scotland having its registered address at Scottish Parliament, Edinburgh, EH99 1SP;

“**Performer**” means a person who provides sexual entertainment within a venue;

“**Police Scotland**” means the police service of Scotland having its headquarters at Tulliallan Castle, Kincardine.

2. Introduction

Under section 45C of the 1982 Act the Local Authority is required to produce a Sexual Entertainment Venue Policy where it has passed a resolution to licence SEVs. The Licensing Committee's Policy identifies the Committee's approach to the regulation of SEVs and the processes to be followed relating to applications for licences of this kind. This Policy provides guidance for potential applicants, existing licence holders and members of the public on the licensing of SEVs.

It must be made clear from the outset that the Committee does not take a moral stance on SEVs in adopting this Policy. It is the Committee's role to regulate such venues in accordance with the law. It should be noted that the definition of a SEV is defined in law and not by the Committee. The 1982 Act defines a SEV at section 45A (2) as any premises at which sexual entertainment is provided before a live audience for (or with a view to) the financial gain of the organiser.

This definition is extremely complex and at sections 45A (3) and (4) of the 1982 Act it provides that for the purposes of the definition of a SEV, the following further definitions apply:

A "Sexual Entertainment Venue" (SEV) means: "Premises" *'includes any building, vehicle, vessel or stall, but not a private dwelling to which the public is not admitted'*.(Section 45A(3)(b)of the Act)

The following premises are sexual entertainment venues: *'any premises at which sexual entertainment is provided before a live audience for (or with the view to) the financial gain of the organiser.'* (Section 45A(2) of the Act)

- (a) "Sexual Entertainment"
- (b) "Display of Nudity"
- (c) "Audience"
- (d) "Organiser"
- (e) "Financial Gain"

The following premises are not sexual entertainment venues:

- a) Sex shops and sex cinemas (which are separately defined in Schedule 2 of the 1982 Act)
- b) Premises which provide relevant entertainment on an infrequent basis, further explained in Appendix 2 under "Occasional Use".

‘audience’ includes an audience of one;

‘financial gain’ includes financial gain arising directly or indirectly from the provision of sexual entertainment;

‘organiser’ means either the person who is responsible for the management of the premises or the organisation or management of the sexual entertainment or where that person exercises that responsibility on behalf of another person (whether by virtue of a contract of employment or otherwise), that other person;

‘premises’ includes any vehicle, vessel or stall but does not include any private dwelling to which the public is not admitted;

‘sexual entertainment’ means any live performance or any live display of nudity which is of such a nature, ignoring financial gain, must be reasonably assumed to be provided solely or principally for the purpose of sexually stimulating any member of the audience; and

“display of nudity” means: in the case of a woman, the showing of (to any extent and by any means) her nipples, pubic area, genitals or anus; and, in the case of a man, the showing of (to any extent and by any means) his pubic area, genitals and anus.

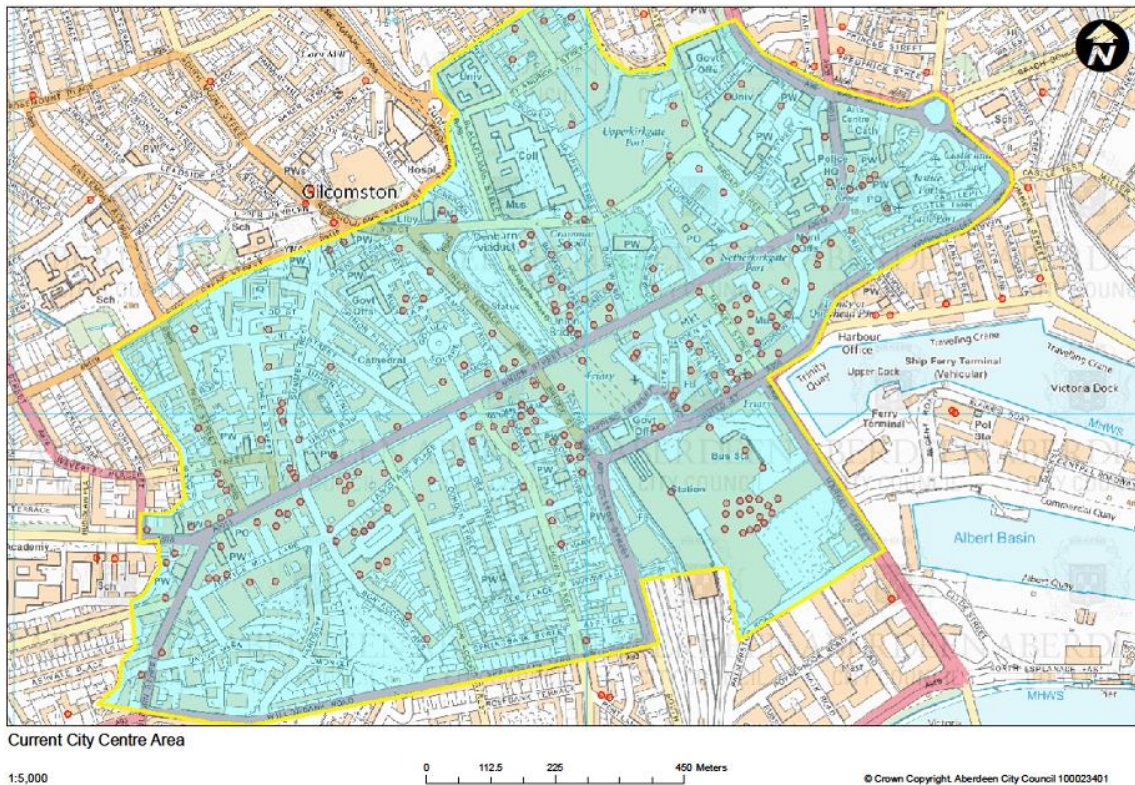
3. Locality

The Committee considers that the character of the relevant locality, the use to which premises in the vicinity are put, and the layout, character or condition of the venue in respect of which the application is made, are relevant considerations when determining the grant of a SEV licence.

(a) With reference to paragraph 9(7) of Schedule 2 of the 1982 Act, “relevant locality” means: a. In relation to the premises, the locality where they are situated;

(b) In relation to a vehicle, vessel or stall, any locality where it is desired to use it as a SEV.

The Committee have decided that there are two localities. The first locality is the City Centre highlighted in blue in the map below and the second locality is Outwith City Centre, comprising all areas outwith the city centre boundary but within the Local Authority area.



Appropriate Number of SEVs in a Relevant Locality

As set out within paragraph 9(5)(c) of Schedule 2 of the 1982 Act, the Council may refuse an application for a SEV if it is satisfied that the number of SEVs in the relevant locality at the time the particular application is made is equal to or exceeds the number which the local authority consider is appropriate for that locality. The Committee can determine that the appropriate number for a locality is nil.

The Committee considers the appropriate upper limit for the City Centre Locality to be six premises.

The Committee considers the appropriate upper limit for the Outwith City Centre Locality to be zero premises.

Character & Vicinity of Relevant Locality

In considering whether the granting, renewal or variation of the licence would be inappropriate given the vicinity in which the SEV premises operates, the Committee shall consider the existing character and function of the area. Due regard will be given to the following:

- (a) Whether the premises are situated in a residential area
- (b) Whether there are any schools and other places of education near the vicinity of the premises

- (c) Whether there are any places of worship in that vicinity
- (d) Whether there are other relevant businesses or charities operating in the area e.g. homelessness shelters, women's refuges, supported accommodation, recovery units
- (e) Whether there are certain landmarks or facilities in the vicinity (e.g. historic buildings, sports facilities, cultural facilities, family leisure facilities, play areas or parks, youth facilities, retail shopping areas, and places used for celebration or commemoration
- (f) Whether there have been incidents involving anti-social behaviour, sexual assaults or more minor harassment reported in that area
- (g) Whether there have been incidents of human trafficking or exploitation in that area

The Committee will consider relevant locality on a case by case basis, taking into account the particular circumstances of each application.

Suitability of Premises

Under the 1982 Act the Committee has the discretion to refuse applications relating to SEVs if it is considered that the granting or renewal of the licence would be unsuitable, having regard to the layout, character or condition of the premises, vehicle, vessel or stall in respect of which the application is made.

It is expected that when an application for a SEV licence is made, that the applicant will be able to demonstrate that the immediate vicinity, layout, character and/or condition of the premises is appropriate to the relevant entertainment proposed at the premises.

The Sensitive Premises Presumption

The presumption of refusal will be regarded as being enhanced if the proposed SEV is within 750 metres of the following Sensitive Premises:

- 1) schools, play areas, nurseries, parks, swimming pools and other sports facilities
- 2) cinemas, theatres and concert halls
- 3) libraries and museums
- 4) premises likely to be frequented by people under 18 or families
- 5) public buildings including Council offices
- 6) retail shopping areas
- 7) residential areas (including care and nursing homes and other elderly accommodation)
- 8) places of worship, celebration or commemoration
- 9) community centres
- 10) services (including businesses and charities) focussed on supporting women, children and young people, such as women's refuges

- 11) services (including businesses and charities) focussed on supporting homeless people, people with substance abuse issues, mental health issues, or other vulnerable people
- 12) historic buildings or tourist attractions
- 13) roads, footpaths and other access routes to any of the above
- 14) medical centres (including hospitals and GP surgeries)

In determining whether or not the Sensitive Premises Presumption applies, the Council will also have regard to:

- (a) Whether any SEVs are already operating, or have operated, in the Relevant Locality (whether under a SEV Licence, under the 'Occasional Exemption', or with a Waiver);
- (b) Whether there have been reports to the Police or Home Office of incidents within the Relevant Locality (whether or not leading to prosecution or conviction) of human trafficking or exploitation, or breaches of immigration laws by the Applicant or anyone else concerned with the proposed SEV;
- (c) Whether there have been reports to the Police of incidents within 50 metres of the proposed SEV (whether or not leading to prosecution or conviction) of crime (including sexual assaults or minor harassment) or anti-social behaviour;
- (d) The existing character and function of the area in which the SEV is to be located; and
- (e) The views of residents and other relevant interested persons as far as is possible.

The Sensitive Premises Presumption is a rebuttable presumption. Each application will be determined on its own merits.

4. Preventing Nuisance, Crime and Disorder

The Licensing Committee is committed to improving the quality of life for the people of the City by adopting and enforcing policies designed to increase community safety and reduce threats of nuisance, crime and disorder.

In terms of this licensing objective the Committee considers there to be a number of relevant factors, including but not limited to:

- Illegal substances
- Violent behaviour
- Anti- social behaviour
- Vulnerability
- Noise nuisance
- Human trafficking

In order to combat the risks, the Committee will seek to operate a partnership approach with licence holders, applicants and partner agencies such as in particular, Police Scotland and Environmental Health:

What the Committee will do:

- Apply appropriate conditions to licences to mitigate potential nuisance, crime or disorder.
- Ensure all policies are kept up to date and fit for purpose
- Work closely with all stakeholders to ensure all relevant information is kept up to date and accessible
- Endorse initiatives designed to prevent nuisance, crime and disorder
- Consider the review of licences where a breach of the licensing objective cannot be rectified by other means

What the Committee will expect of Licence Holders:

- Effective and responsible management of premises including evidence of written procedures for preventing and managing incidents
- Up to date training and supervision of staff
- Provision of effective CCTV in and around premises
- Provision of external lighting and security measures
- Co-operation with police and Civic Licensing Officers
- Accurate and up to date record keeping
- Adequate control of entry and exit of the premises
- Supervision of anyone outside, such as smokers or those queuing to enter

What the Committee will expect of Partner Agencies

- Provision of all relevant up to date information as the Committee requires
- Involvement in mediation/intervention procedures to rectify any problem areas
- Involvement in Licence Review as a last resort

5. Securing Public Safety

The Licensing Committee is committed to ensuring the safety of persons within licensed premises as well as those in the surrounding area.

When considering this Licensing Objective, a number of factors should be considered including, but not limited to:

- Layout and maintenance of premises
- Disabled access and facilities
- Vulnerability of patrons and staff

Again, the Committee will look to operate a partnership approach with all stakeholders in order to ensure that public safety is not compromised by the operation of licensed premises.

What the Committee will do:

- Promote education and awareness of potential risks
- Apply additional licence conditions where appropriate for the purposes of this licensing objective
- Facilitate effective communication between all relevant parties
- Disseminate relevant information from partner agencies as widely as possible
- Review licences as a last resort

What the Committee will expect of Licence Holders/Applicants

- Appropriate layout of premises
- High standards of maintenance of premises
- Functioning CCTV systems of the required specification
- Accurate disability access statements
- Clear and accurate signage in and around premises
- Designation of a “safe space” within the premises in which vulnerable persons can be provided with assistance
- Regular maintenance and testing of security and operating systems
- Clear policies on conduct of staff, performers and customers

What the Committee will expect of partner Agencies

- Co-operative approach
- Effective communication and the sharing of up to date relevant information
- Involvement in a licence review as a last resort

6. Protecting Children and Young People from Harm

The Committee considers SEVs could potentially expose children and young people to harm as a result of them coming into contact with activities intended for adults only if not properly regulated.

What the Committee will do:

- Promote education and awareness of potential risks
- Apply additional licence conditions where appropriate for the purposes of this licensing objective
- Facilitate effective communication between all relevant parties
- Disseminate relevant information from partner agencies as widely as possible
- Review licences as a last resort

What the Committee will expect of Licence Holders/Applicants

- Robust policies on age verification
- Discrete exterior to premises
- Accurate record keeping for staff and performers

What the Committee will expect of partner Agencies

- Co-operative approach
- Effective communication and the sharing of up to date relevant information
- Involvement in a licence review as a last resort

7. Reducing Violence against women

Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls was first published by the Scottish Government in 2014 and updated in 2016 and 2018. It sets out a definition of violence against women and girls which includes 'commercial sexual exploitation, including prostitution, lap dancing, stripping, pornography and human trafficking'. Whilst recognising the conflict between this definition and the licensing of SEV, the Scottish Government seeks to ensure that such activities take place in safe and regulated environments. As detailed under the Securing Public Safety objective, the Committee is committed to taking appropriate and necessary action where the safety of customers visiting and staff and performers working in licensed SEVs has been compromised. However, it remains primarily the responsibility of the SEV licence holder to provide a safe and secure environment for members of staff, performers and the public.

What the Committee will do:

- Scrutinise applications to ensure an applicant is fit and proper to hold the licence
- Promote education and awareness of potential risks
- Apply additional licence conditions where appropriate for the purposes of this licensing objective
- Facilitate effective communication between all relevant parties
- Disseminate relevant information from partner agencies as widely as possible
- Review licences as a last resort

What the Committee will expect of Licence Holders/Applicants

- Robust policies to mitigate against any violence, physical or emotional, against women occurring in the venue
- Clear signage as to required conduct of customers
- Adequate procedures to resolve any incidents which may result in violence against women
- Suitable working conditions for any women employed or performing within the premises

What the Board will expect of partner Agencies

- Co-operative approach
- Effective communication and the sharing of up to date relevant information
- Involvement in a licence review as a last resort

8. Waivers

The Committee can grant a Waiver if they consider that to require a Licence would be unreasonable or inappropriate. The Committee will take into account:

- Any objections or representations
- This Licensing Policy Statement
- Scottish Government Guidance
- Any other relevant considerations.

The Committee will consider each Application on its own merits but is of the opinion that waivers will only be granted in exceptional circumstances.

9. Occasional Use (“The 4 in a year Exemption”)

Premises can be used for Sexual Entertainment for a proposed event, such as a Stag or Hen Party involving a Stripper, if the Premises have not been used for Sexual Entertainment on more than 3 previous occasions in the past 12 months.

Each occasion can last no more than 24 hours. If Premises operate as a Sexual Entertainment Venue for more than a 24 hour period, each period of 24 hours (and any part of a period of 24 hours) is to be treated as a separate occasion.

The rule applies to a rolling year, not the calendar year running from 1st January to 31st December.

You are advised to inform the Council that you are using the 4-in-a-year exemption, by writing to the Licensing Office Licensing@aberdeencity.gov.uk in advance . There is no fee for applying for an exemption.

10. Licensing Conditions

Any SEV Licence will have the following Standard Conditions applied. SEV licences may also be subject to additional conditions as determined by the Council, known as Special Conditions.

Standard Conditions

External Appearance of the Venue and Public Displays of Information

The Licence holder shall ensure:

1. That there is to be no advertisement or promotional material used by the venue on the exterior of the venue that is unsuitable to be viewed by children, for example, by way of sexually provocative imagery. The licence holder shall ensure that any exterior signage is discreet and must not display any imagery or wording that suggests or indicates relevant sexual entertainment takes place within the venue. Any external displays or advertising within the Council area may only be displayed with the prior written approval of the Council.
2. The interior of the venue must not be visible to persons outside.
3. That all charges for products and services shall be displayed in prominent areas within the venue.
4. That an appropriate code of conduct for customers is displayed in prominent areas within the venue, and at each customer table and in the bar area.
5. Performers at the venue should always be covered by a jacket when they are outside the venue at any time it is open and when they are intending to perform within the venue that night/morning/afternoon.
6. That the use of any cruising cars or any other vehicles by the venue to solicit customers or to transport customers to or from the venue is prohibited.
7. The licence must be prominently displayed at all times so as to be easily read by all persons using the venue.

Control of Entry to the Venue

8. No person under the age of 18 years shall be permitted admission to the venue at any time it is being used under this licence.
9. No person under the age of 18 years shall work at the venue as a performer.
10. The Challenge 25 proof of age scheme shall be operated at the venue whereby any person suspected of being under 25 years of age shall be required to produce identification proving they are over 18 years of age. The only acceptable forms of identification are recognised photographic identification cards, such as a driving licence or passport.
11. The venue shall maintain a refusals log, retained for one year, whereby on any occasion where a person is refused entry it shall be recorded and available upon request by Police Scotland or an authorised officer of the Council.
12. A person who holds a licence granted under section 8 of the Private Security Act 2001 must be positioned at every entrance to the venue from 1am (on any day when the venue is open at that time) until whichever is the earlier: The time at which the venue next closes or such other time as the Committee may specify.

13. That any person who appears to be intoxicated or presents as being under the influence of drugs shall not be permitted entrance to the venue.
14. That a policy of random searches of persons entering the venue is operated at all times when the venue is open to customers.
15. Any person found to be in possession of illegal drugs upon entry shall be prevented entry to the venue.
16. Reasonable steps must be taken to ensure that any person found using illegal drugs in the venue shall be appropriately removed from the venue.

Conduct of Performers and Rules relating to Performances of Sexual Entertainment

17. The licence holder shall ensure there is a written code of conduct for performers who work in the venue and staff who are employed in the venue. This must include explaining the conditions of the SEV licence to all staff and performers and also that their activities will be recorded on CCTV.
18. The licence holder must also provide an information pack to all performers and staff which should include at least the following information:
 - a. A copy of the SEV licence;
 - b. Details of how to report a crime to Police Scotland;
 - c. Details of unions, trade organisations or other bodies that represent the interests of performers;
 - d. A copy of the code of conduct referred to in condition 17 above;
 - e. A copy of the code of conduct for customers referred to in condition 4 above; and
 - f. Price lists for drinks and separately sexual entertainment.
19. There must be no topless nudity by performers in public areas of the venue with the exception of topless performances within any performance area within the venue.
20. Performers must replace their tops at the end of each private performance and at the end of any stage performance.
21. Performances of sexual entertainment may only take place in designated areas of the venue as detailed in the licence.
22. There shall be no photography permitted by customers, owner, licence holder, staff or performers in the venue.
23. Customers must remain seated for the duration of a performance with the exception of requiring the toilet or using the bar within the venue.
24. Performers shall not arrange to meet, or have further contact with, customers outside of the venue when working.

The Protection of Performers and the Prevention of Crime in the Venue

25. Performers must be provided with secure and private changing facilities so that no customers in the venue can access these facilities.
26. All entrances to private areas within the venue to which members of the public are not permitted access shall have clear signage stating that access is restricted.
27. Any exterior smoking area for use by performers shall be kept secure and separate to any public smoking area.
28. The licence holder shall implement a written policy to ensure the safety of performers when leaving the venue following any period of work.
29. Private booths must not be fully enclosed.
30. There must be a minimum of one member of security staff present on any floor where a performance of sexual entertainment is taking place and one member of security staff at the entrance to the venue, at all times when the venue is open to the public.
31. There shall be no alterations to the layout plan of the venue without a variation of the licence.

Record Keeping and Management

32. All performers and staff shall be required to provide to the manager of the venue, valid identification prior to first performing or working at the venue. Valid forms of identification are recognised photographic identification such as passport or driving licence.
33. All performers and staff shall be eligible to work in the UK and proof of eligibility records shall be kept securely and confidentially in the venue. Management shall ensure that such records are regularly checked to ensure compliance, and these should be provided to Police Scotland or an authorised officer of the Council on request.
34. Accurate payment and remuneration records must be maintained for one year and made available upon request to Police Scotland or an authorised officer of the Council.
35. A fully operational CCTV system must be used within the venue which complies with the Data Protection Act 2018 Act and Regulations, covering all areas of the venue to which the public have access, including entrances, exits, private booths and bar area. The CCTV must be fitted and maintained in full working order in accordance with the guidance provided by the Information Commissioner's Office and to the satisfaction of Police Scotland.
36. CCTV footage must be made available to Police Scotland and authorised officers of the Council on request.
37. Throughout the SEV licensed hours a member of staff fully trained on the operation of CCTV must be present in the venue.

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LICENSING COMMITTEE INFORMATION SHEET

19 February 2025

Public Application

TYPE OF APPLICATION: SHORT TERM LET LICENCE APPLICATION
NEW HOST-SECONDARY LETTING

APPLICANT: UCHENNA NNAMANI

PROPERTY MANAGER: ED&P PROPERTY LTD

ADDRESS: 2 WOODCROFT ROAD, ABERDEEN

INFORMATION NOTE

- Application Submitted 31/07/2024
- Determination Date 30/04/2025

This Short Term Let licence application is on the agenda of the Licensing Committee for the reason that 8 representations/objections were submitted to the Private Sector Housing Team.

If, after consideration of the representations/objections, the Committee is minded to grant the Short Term Let licence, it may do so since at the time of drafting this report, the necessary upgrading works and certification have been completed.

DESCRIPTION

The property at 2 Woodcroft Road, Aberdeen, is the subject of this new Short Term Let licence application and its accommodation comprises of a detached house, with 3 bedrooms, 1 bathroom, kitchen, dining room, living room and toilet. The applicant wishes to accommodate a maximum of 6 guests, which is acceptable in terms of space and layout. The location of the premises is shown on the plan attached as Appendix A.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- Aberdeen City Council's Planning Team
- A public Notice of Short Term Let Application was displayed outside the building, alerting the public to the licence application.

REPRESENTATIONS/OBJECTIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- Aberdeen City Council's Planning Team – no objections
- One objection letter from Joanne Ross (Attached as Appendix B)

- One objection letter from Tamara Howarth (Attached as Appendix C)
- One objection letter from Steve and Sally King (Attached as Appendix D)
- One objection letter from Gail, John, Emma & Milly Noble (Attached as Appendix E)
- One objection letter from Forbes Murray (Attached as Appendix F)
- One representation letter from Henry Bob-Manuel (Attached as Appendix G)
- One representation letter from Charles O'Martins (Attached as Appendix H)
- One representation letter from Martin Orakwe (Attached as Appendix I)
- One representation letter from applicant Uchenna Nnamani (Attached as Appendix J)

The objections/representations were received within the statutory time period therefore the Council must consider.

COMMITTEE GUIDELINES/POLICY

All applications for Short Term Let licences are dealt with in accordance with the Scottish Government's document:

[Short term lets - licensing scheme part 2: supplementary guidance for licensing authorities, letting agencies and platforms](#)

GROUND FOR REFUSAL

This application is being dealt with under the provisions of '[Civic Government \(Scotland\) Act 1982 \(Licensing of Short Term Lets\) Order 2022](#)' (the 2022 Order)

Available [grounds of refusal](#) are as follows:

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 under section 7(6) of this Act, 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

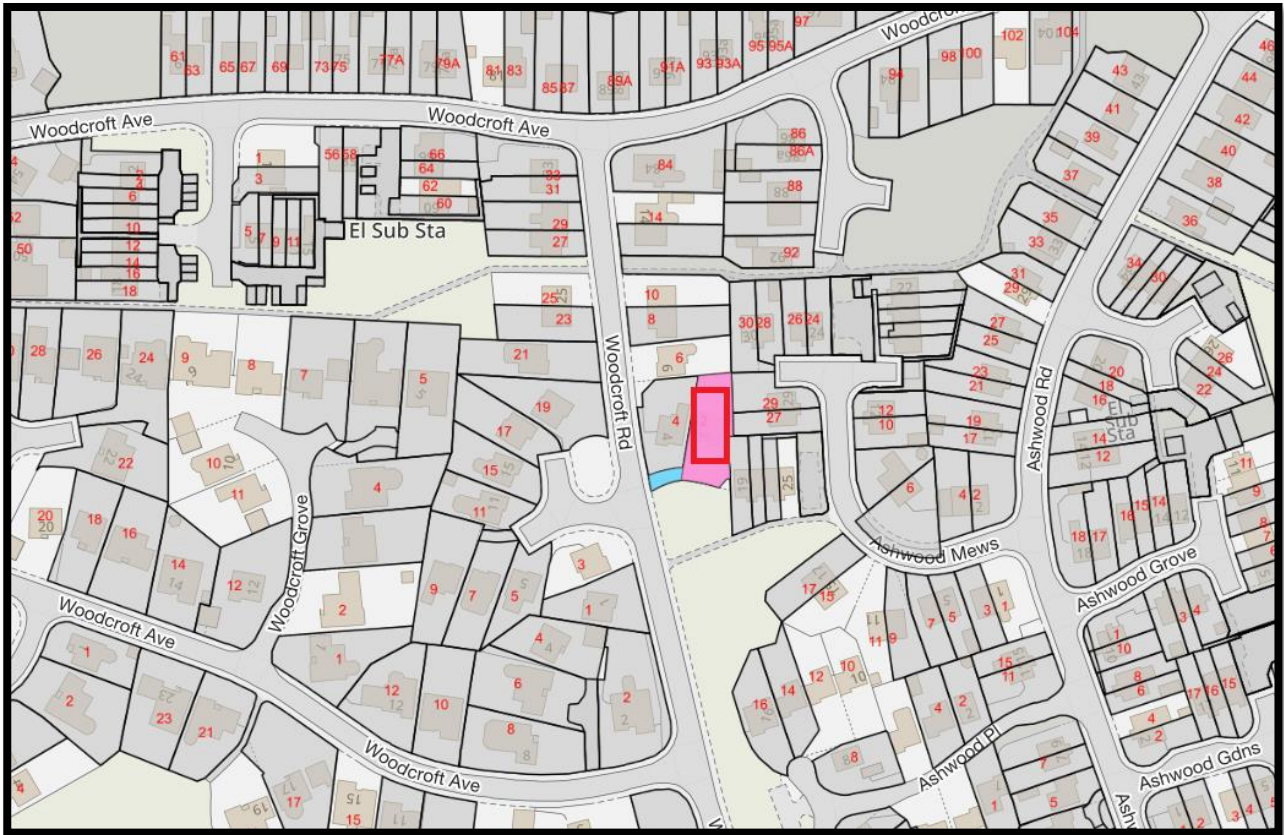
(v)public order or public safety; or

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

OTHER CONSIDERATIONS

- Landlord Registration is not a requirement of Short Term Let licensing.
- The Council's Community Safety Team has no record of anti-social behaviour complaints in respect of 2 Woodcroft Road, Aberdeen.
- The applicant was requested to re-display the Notice. The Notice was re-displayed for the statutory 21 day time period.
- There no Granted Short Term Let licences at Woodcroft Road.
- The property is currently unlicensed. As the applicant is a new operator, the property cannot operate as a Short Term Let until the Licence application is determined.

'A'



'B'

From: Ross, Joanne Lynsey
Sent: 07 August 2024 20:49
To: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>
Subject: Objection

Hello

I am emailing to convey my objection to the application for short term letting at 2 Woodcroft Road, Aberdeen, AB22 8DU - reference HSTL635173769.

I am unsure of the nature of short term lets and whether this will differ from the tenants this property has had over the last 9 years or so. Nevertheless, my concerns stem from the poor management and maintenance of this property while people have been renting it over that time. Neighbours have been impacted by noise on occasions caused the tenants. More recently, neighbours have been impacted by illegal drug use by tenants on the property - this being undertaken by the most recent renting tenants on a daily basis from as early as 7am over the last 4 years approximately. Furthermore, neighbours have been impacted by the owner of the property who has not maintained the property adequately. This includes severely overgrown hedges and tree growing multiple feet beyond boundaries into neighbour's properties. This has had a financial impact on myself and others who have had to pay for services to remove bushes and dangerous broken tree branches overhanging my property.

As mentioned, I am not fully familiar with the nature or where term lets but if this means that there would be a higher turnover of renting residents in this property, I believe my current concerns would still be applicable and perhaps increased.

Kind regards

A large black rectangular redaction box covering the signature area.

'C'

Mr & Mrs Howarth

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Private Sector Housing

Business Hub 11
Second Floor West
Marischal College
Broad Street
Aberdeen
AB10 1AB

18 August 2024

Objection to Notice of Application for a Licence for a Short Term Let

Address: 2 Woodcroft Road, Bridge of Don, Aberdeen, AB22 8DU
Application Reference: HSTL63517369
Name of Applicant: Uchenna Nnamani

We refer to the above matter.

We, as a family of five, write to object to application for a licence for a short term let. Our objection is based on the following grounds found within the Guidance Notes for Objections/Representations Civic Government (Scotland) Act 1982 Section 5 (3)(c)(d):

(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.

The location, character and the condition of the premises is not suitable for a short term let because it is situated within the residential area. This is a quiet residential area with close neighbourhood.

Every household has children. This is a close community where the community members know each other and share same values in terms of respecting our surroundings.

The nature and extent of the proposed activity is not suitable for a small community where the community members live busy lives and share the same routine. This is a quiet residential area where the community members lead busy and quiet lives. Short term let is likely to be disturbing, as there will be various people checking in and out at various times of day and night. There is likely to be disturbances by noise from the property in question.


Public order and public safety will be compromised. There will be various people, unknown to our neighbourhood frequently checking in and out in the property in question. There will be increased traffic, hence pollution and noise at various times of day and night. At present, in our neighbourhood families have the same routine. Families need peace and quiet in a safe neighbourhood, which we strongly believe will be compromised if permission for short term let will be granted.

We believe that there is other good reason for refusing the application. A few weeks ago we have already been disturbed by a verbal altercation at the address in question. A gentleman has arrived in a vehicle at the address. He started to speak to a gentleman who does various works at the address every day. We do not know the name of the person; however we think that he is the applicant. The conversation between them two became heated and loud and ended up with shouting. We could hear this behind closed windows. This was not a particularly pleasant experience as it was loud and we did not know what was going on.

We believe that the reasons for refusal satisfy the requirements of Civic Government (Scotland) Act 1982 Section 5 (3)(c)(d).

We are respectfully asking to consider the aforementioned grounds for objection and do not grant Licence for short term let.

Yours faithfully,



Tamara Howarth
Allan Howarth
Jake, Emma and Kelly Howarth

'D'

From: Steve King
Sent: 20 August 2024 20:40
To: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>
Subject: Objection to Short Term Let Application at No2 Woodcroft Road

Private Sector Housing
Business Hub 11
Second Floor West
Marischal College
Broad Street
Aberdeen
AB10 1AB
20 August 2024

Objection to Notice of Application for a Licence for a Short Term Let

Address: 2 Woodcroft Road, Bridge of Don, Aberdeen, AB22 8DU
Application Reference: HSTL63517369
Name of Applicant: Uchenna Nnamani

Dear Sir/Madam

We hereby object to the application for a short term let at the above property and in accordance with Appendix A to this email.

We consider that this will have a detrimental impact on the living conditions of close neighbours such as ourselves.

We believe that there will be increased antisocial behaviour, increased noise, disruption and intrusion by a frequent turnover of strangers as well as a loss of community and security.

It is expected that the all hours arrival and departure based on travel arrangements, will be disturbing, especially at night with the associated noise level and bearing in mind that noise travels clearly and a long way at night.

The nature of short term (holiday) lets on a substantial property with a garden will lead to larger groups and an unusual level of garden activities including parties, BBQ's, outdoor music, etc. There will be the associated noise without any regard to neighbours since frankly, they don't care, having no investment in the area and good relations with neighbours. Here today, gone tomorrow!

This is an area of quiet suburban housing, where neighbours and families know each other with children regularly walking unaccompanied along Woodcroft Road to attend school. The presence of strangers will represent a level of increased insecurity and reduction in safety.

Removing a house from any area for short term letting starts to impact on the sense of community and a reduction in that. There is an active level of community with neighbours chatting to each other in the street as we meet and also an Ashwood/Woodcroft Facebook group and a Nextdoor Oldmachar Neighbours group.

The needs of the community must take priority over one property owners financial interests. There are other means for an owner to manage an empty property of this kind with front door access. There is another property in Woodcroft Road that is on a long term let (last occupiers were there 7 years and current occupants are anticipating some years (as yet unspecified). We have been able to chat to them and welcome them as a part of this community.

We respectfully request that this application be rejected in its entirety.

If the committee feel unwilling to accept the arguments above then please consider applying strict conditions that are enforceable and WILL BE enforced such as occupancy levels and a minimum let of 7days, outdoor nighttime activities etc. to limit noise, nuisance etc. and potentially the type of strangers willing to use this property for their convenience and no one else. There are hotels and bed & breakfast accommodations which are an appropriate solution for very short duration stays.

Yours Sincerely

Steve & Sally King



Appendix A

**Civic Government (Scotland) Act 1982 (Licensing of Short Term Lets) Order 2022
Guidance Notes for Objections/Representations
Making an Objection or representation to a Licence**

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;

'E'

Mr & Mrs Noble

26th Aug 2024

Private Sector Housing

Business Hub 11
Second Floor West
Marischal College
Broad Street
Aberdeen
AB10 1AB

Objection to Notice of Application for a Licence for a Short Term Let

Address: 2 Woodcroft Road, Bridge of Don, Aberdeen, AB22 8DU
Application Reference: HSTL63517369
Name of Applicant: Uchenna Nnamani

We refer to the above matter.

We, as a family, write to object to application for a licence for a short term let. Our objection is based on the following grounds found within the Guidance Notes for Objections/Representations Civic Government (Scotland) Act 1982 Section 5 (3)(c)(d):

(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.

The location, character and the condition of the premises is not suitable for a short term let because it is situated within the residential area. This is a quiet residential area with a close neighbourhood. Majority of the homeowners have family, and many have young children. The community members know each other and share many similar values in terms of respecting our surroundings.

This is a quiet residential area where the community members lead busy and quiet lives. A short term let is likely to be disturbing, as there will be various people checking in and out at various times of day and night. There is likely to be disturbances by noise from the property in question.

Public order and public safety will be compromised. There will be various people, unknown to our neighbourhood frequently checking in and out in the property in question. There will be increased traffic, hence pollution and noise at various times of day and night. Families need peace and quiet in a safe neighbourhood, for their children to play safely which we strongly believe will be compromised if permission for short term let will be granted.

We believe that there is other good reason for refusing the application. A few weeks ago, we were aware of disturbances with the owner and trades people that caused unnecessary stress and uncertainty in the street.

We believe that the reasons for refusal satisfy the requirements of Civic Government (Scotland) Act 1982 Section 5 (3)(c)(d).

We are respectfully asking to consider the aforementioned grounds for objection and do not grant Licence for short term let.

Yours faithfully,

Gail, John, Emma and Milly Noble

'F'

From: Forbes Murray
Sent: 27 August 2024 18:13
To: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>
Subject: Short Term Letting of 2 Woodcroft Toad Bridge of Don Abdn.

Ref No. HSTL635173769

Hello,

I would like to object to the short term letting of the house in the subject box above.

This is a residential area in an estate for families.

It is not a resort or handy for the beach or city.

I do not want strangers coming in and out of the area with a different mind set to the residence, For example, they could be in a holiday mood, particularly in the evening.

Where as the local people would be quieting down for work or school the next day they would not.

I do not mind anybody investing in a project or running a business from a house, but not if it impacts on the neighbours or my life style.

I do not want that.

I hope you will look at this objection to the application with the residence in mind first.

Is there going to be an extension of the notice, as it was not readable for at least 10 days ?

Cheers Forbes



From: Henry Bob-Manuel
Sent: Thursday, August 22, 2024 9:49 AM
To: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>
Subject: Representation in support for the STL Application 2 Woodcroft Road. AB22 8DU (Ref: HSTL635173769)

Dear Council Licensing Committee,

Please take this email as our support for the above STL licence application (Ref: HSTL635173769).

As a family of six(6) persons who are homeowners in the neighbourhood living within 200 meters of the proposed short term let property for 10 years (since August 2014), we envisage big benefits for having a more affordable accomodation for friends and family who visit Aberdeen.

In this modern era, the council should encourage dynamic and creative initiatives from property owners, especially when it will bring positive benefit to the community and the council at large.

A STL for 2 Woodcroft Road will:

1. Generate revenue to the local economy - waste disposal companies, utilities, broadband, etc.
2. Generate jobs for the community - cleaning companies, property maintenance, etc.
3. Encourage tourism in the area, thereby benefiting the local economy.

Also, the use of the property for STL is the most effective use of an empty property without impacting on the local character or local amenities.

I and my family humbly request the Council's licensing committee to approve the above STL licence application.

Thanks.

Kind Regards,

Henry Bob-Manuel (Home Owner)



'H'

From: charles nnamdi omartins

Sent: 29 August 2024 09:34

To: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>

Subject: Representation supporting the STL Application 2 Woodcroft Road. AB22 8DU (Ref: HSTL635173769)

Good Morning Sir/Ma

Please accept this my email as our support for the above -mentioned STL licence application (Ref: HSTL635173769).

We are a family of 5 and we do have friends and family members visiting us. The absence of a good family-focused short stay accommodation in the Bridge of Don area puts myself and my family through the inconvenience of driving long distances to pick them up in order to spend time with them.

I am aware of friends, residents of Bridge of Don, that always experience similar issues accommodating visiting friends and families.

So, a local Short Term Let is a welcome development to the Bridge of Don community and I encourage the council to grant this STL licence application.

Kind regards,

Charles O'Martins





From: Martin Orakwe
Sent: 21 August 2024 21:35
To: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>
Cc: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>
Subject: Support for the STL Application 2 Woodcroft Road AB22 8DU

Hi,

I am emailing to convey our support for the above STL licence application (Ref: HSTL635173769).

We are a family of 5 and we do have friends and extended family members visiting us, who stay in hotel in town. Such puts under the obligations of picking them daily to spend time with my family.

It will be nice to have a decent and affordable family-focused apartment, that is close by, for our visitors to stay. Rather than staying in a faraway hotel in town.

Such will remove the need/stress for us to constantly go and pick them from their hotel in town and also reduce our carbon footprint. Every little helps towards contributing to the net-zero carbon emission target of the UK government.

Kind regards,
Martin Orakwe,



STL APPLICATION – 2 WOODCROFT ROAD (Ref: HSTL635173769)

The Licencing Committee,
Aberdeen City Council,
Marischal College,
Broad Street,
Aberdeen. AB10 1AB
Your Ref: **HSTL635173769**

Dear sir/madam,

LETTER OF SUPPORT: STL APPLICATION (2 WOODCROFT ROAD. AB22 8DU)

Below are my responses to the objections that has been received against my application. I have also commented on the representation of support for my application for STL.

In addition, I will like to bring to the knowledge of the Licensing Committee that:

- a) I had responsibly lived in the property, with my wife and 2 kids for 5 years, from January 2013 till December 2017.
- b) Since moving out of the property, I have rented the property for over 6 years with no complain, against the tenant, from any of the neighbours.
- c) I, proactively, considered the neighbours while planning to use the property for short term lets. There is no evidence or forceable risk that the use of the property for STL will negatively impact my neighbours.
 - a. The property has a private road and a gated compound that can accommodate up to 6 cars. As such, using my property for STL will not increase traffic in the area, nor add to the street parking in the area.
 - b. The STL licence has been limited to maximum of 6 occupants at any one time. This limit was chosen to keep the property within the same use class (under Scottish planning laws) so that my STL operations will not negatively impact the local amenities.
 - c. I will be using authorized STL booking platforms (AirBnB, Booking.com and Verbo). These platforms vet guests above the minimum requirements for tenants. So no foreseeable adverse impact on the law and order of the neighbourhood.
- d) To ensure the risk of noise from my property, I have researched and intend on investing in noise monitoring (<https://www.minut.com/features/outdoor-noise-monitoring>) of the immediate surrounding of the house. This will provide objective evidence of the impact of my STL on my neighbours. The Aberdeen City Council can use this as a pilot study on the noise around STLs. I am happy to provide the data to the council. `

1. Objections by Mr & Mrs Howarth of # Woodcroft Road. AB22 8DU (Dated: 18th August 2024)

The objection by Mr. & Mrs. Howarth relates mainly to the character of the area and the possible compromise to public order & safety. These issues are dealt under other legislation (e.g. planning & development legislations; Public Order Act; various Public Safety Laws; etc). These aspects of Mr. & Mrs. Howarth's objection do not form valid grounds for the refusal of my SLT application. As such, should neither be given any weight nor any consideration in the decision process of the Licensing Committee.

Mr. & Mrs. Howarth further presented their *belief* that there are other good reasons to deny my STL application. However, they both failed to present any of these good/tangible reasons. Rather, they presented an incident that is covered under other legislations. The mentioned incident has been successfully dealt under the appropriate Scottish laws by the Scottish Police [REDACTED]. No disturbance to the neighbours emanated as a result of this incident.

STL APPLICATION – 2 WOODCROFT ROAD (Ref: HSTL635173769)

This objection by Mr. & Mrs. Howarth should be disregarded as it falls short of an objection as defined in the Scottish government Guidance Notes for Objections/Representations.

2. Objections by Gail & John Noble of [REDACTED] Woodcroft Road. AB22 8DU (Dated: 26th August 2024)

The objection by Gail & John Noble refers mainly to the character of the area and the possible compromise to public order & safety. These issues are dealt under other legislation (e.g. planning & development legislations; Public Order Act; various Public Safety Laws; etc). This aspect of Gail & John Noble's objection do not form valid grounds for the refusal of my SLT application. As such, should neither be given any weight nor any consideration in the decision process of the Licensing Committee.

Gail & John Noble further presented their *belief* that there are other good reasons to deny my STL application. However, they both failed to present any of these good/tangible reasons. Rather, they presented an incident that is covered under other legislations. The mentioned incident has been successfully dealt under the appropriate Scottish laws by the Scottish Police [REDACTED]. No disturbance to the neighbours emanated as a result of this incident.

This objection by Gail & John Noble should be disregarded as it falls short of an objection as defined in the Scottish government Guidance Notes for Objections/Representations.

3. Objections by Steve & Sally King of [REDACTED] Woodcroft Road. AB22 8DU (Dated: 20th August 2024)

The objection by Steve & Sally King constitutes mainly of character of the area, unfounded fear of antisocial behaviour and the possible compromise to community living. These issues are dealt under other legislation (e.g. planning & development legislations; the Anti-Social Behaviour, Crime and Policing Act 2014; Public Order Act; etc). This aspect of Steve & Sally King's objection do not form valid grounds for the refusal of my SLT application. As such, should neither be given any weight nor any consideration in the decision process of the Licensing Committee.

Steve & Sally King further presented false claims of an active online community for the neighbours – citing Facebook group and nextdoor.com. This claim is no true, as membership of these groups (if they exists) was never extended to myself while I was there. Neither was any of my tenants giving the opportunity to be a member of such group.

Furthermore, nextdoor.com does not seem to vet their members and membership of a group for an area does not relate to residence of that area – anyone can join nextdoor.com group for any geographical area.

Finally, having a virtual community is not recognized by UK laws as legal entities. So, any evidence of the existence of such groups are not to be entertained as part of an objection to my STL application.

This objection by Steve & Sally King should be disregarded as it falls short of an objection as defined in the Scottish government Guidance Notes for Objections/Representations.

4. Objections by JRoss of [REDACTED] AB22 8XS (Dated: 7th August 2024)

The objections by JRoss should not be given any positive considerations, as it does fall short of the recommendations given in the Scottish government Guidance Notes for Objections/Representations.

The statements by JRoss were lies and misinformation:

- a) The property was only rented for 6 years prior to my STL licence. Not 9 years as claimed by JRoss.
- b) No complaints or reports has been made against the past tenants of the property. Enclosed is an email from the managing estate agent on this topic.
- c) JRoss referred to the poor management and maintenance of the property. Without providing an example of such, this statement of JRoss is ambiguous and is not acceptable under the Scottish government Guidance Notes for Objections/Representations.

Furthermore, the use/abuse of drug are covered under other legislations (e.g. Misuse of Drugs Act 1971; Medicine Act 1968; The Drugs Act 2005; etc). As such, the objections by JRoss should neither be given any weight, nor given any positive considerations in deciding my STL applications.

5. Objections by Forbes of unknown address (Dated: 27th August 2024)

I humbly request the Licensing Committee to disregard this objection as it did not comply with the guidance of the Scottish government Guidance Notes for Objections/Representations. The objection is anonymous, as nobody can identify the entity that submitted the objection, based on the contents of the objection.

If, however, the Licensing Committee wishes to consider this objection in deciding my application, I wish to bring to the attention that the objection by Forbes did not prove any of the relevant grounds for refusal applies to my STL application.

Furthermore, some contents of this objection are frivolous, while the rest falls under other legislations (planning and development). Thus, this objection is not admissible in reviewing my STL application.

In conclusion, my above responses to the objections have demonstrated that the use of my property for STL fully complies with the relevant laws and has proactively implemented all measures to mitigate any foreseeable material impact on my neighbours.

The representations, received in support of my STL application, provided a clear economic, environmental and social benefits of having a short term lets at my property.

I look forward to hearing the good news about my STL application.

Yours sincerely,



Uchenna Nnamani

Encl: Email from Vaniah UK Ltd, dated 20th August 2024



Re: FW: Objection

1 message

To: [Redacted] at Vaniah [Redacted]

Tue, Aug 20, 2024 at 12:45 PM

Hi Uchenna

I have seen the email below stating one of the condition of the objection as below;

Neighbours have been impacted by noise on occasions caused the tenants. More recently, neighbours have been impacted by illegal drug use by tenants on the property - this being undertaken by the most recent renting tenants on a daily basis from as early as 7am over the last 4 years approximately.

This is untrue. We have never received any form of notification from the Council regarding any form of anti social behaviour at this property in over 6 years of Managing the property. All tenants have been well behaved and took care of the property with utmost dedication and attention to detail.

I find it strange that false claims as such would be used as a basis for this objection, especially where there is no verified evidence of such.

Best Regards

[Redacted] LLB B,L LLM
Executive Director

Vaniah Ltd
Hilton Convention Centre
13 Smithfield Road
Aberdeen
AB24 4NR

Tel:01224900177

website: www.vaniahproperties.co.uk

Scottish Register of Letting Agents Number: LARN1808010



On 2024-08-20 10:38, [Redacted] wrote:

Hi [Redacted]

Has there been any report of antisocial behaviour of drug use by the previous tenants of 2 Woodcroft road?

The objection below presented this as ground.

Regards,
Uchenna Nnamani MSc CEng MICE MStructE MBA
Director (Operations)
[REDACTED]

ED&P Property Ltd
30 Stoneleigh Close
Luton
LU3 3XE

Telephone: [REDACTED]
Email: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 07 August 2024 20:49
To: ShortTermLets <ShortTermLets@aberdeencity.gov.uk>
Subject: Objection

Hello

I am emailing to convey my objection to the application for short term letting at 2 Woodcroft Road, Aberdeen, AB22 8DU - reference HSTL635173769.

I am unsure of the nature of short term lets and whether this will differ from the tenants this property has had over the last 9 years or so. Nevertheless, my concerns stem from the poor management and maintenance of this property while people have been renting it over that time. Neighbours have been impacted by noise on occasions caused the tenants. More recently, neighbours have been impacted by illegal drug use by tenants on the property - this being undertaken by the most recent renting tenants on a daily basis from as early as 7am over the last 4 years approximately. Furthermore, neighbours have been impacted by the owner of the property who has not maintained the property adequately. This includes severely overgrown hedges and tree growing multiple feet beyond boundaries into neighbour's properties. This has had a financial impact on myself and others who have had to pay for services to remove bushes and dangerous broken tree branches overhanging my property.

As mentioned, I am not fully familiar with the nature or where term lets but if this means that there would be a higher turnover of renting residents in this property, I believe my current concerns would still be applicable and perhaps increased.

Kind regards

[REDACTED]

LICENSING COMMITTEE INFORMATION SHEET

19 February 2025

Public Application

TYPE OF APPLICATION: SHORT TERM LET LICENCE APPLICATION
NEW HOST-SECONDARY LETTING

APPLICANT: ALLAN CRUICKSHANK

PROPERTY MANAGER: ALLAN CRUICKSHANK

ADDRESS: 63 BOTHWELL ROAD, ABERDEEN

INFORMATION NOTE

- Application Submitted 24/07/2024
- Determination Date 23/04/2025

This Short Term Let licence application is on the agenda of the Licensing Committee for the reason that 1 representation/objection was submitted to the Private Sector Housing Team.

If, after consideration of the representation/objection, the Committee is minded to grant the Short Term Let licence, it may do so under delegated powers since at the time of drafting this information note, the necessary certification has not been completed.

DESCRIPTION

The property at 63 Bothwell Road, Aberdeen, is the subject of this new Short Term Let licence application and its accommodation comprises of a self contained flat, with 1 bedroom, bathroom, kitchen and living room. The applicant wishes to accommodate a maximum of 2 guests, which is acceptable in terms of space and layout. The location of the premises is shown on the plan attached as Appendix A.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- Aberdeen City Council's Planning Team
- A public Notice of Short Term Let Application was displayed outside the building, alerting the public to the licence application.

REPRESENTATIONS/OBJECTIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- Aberdeen City Council's Planning Team – no objections
- One objection letter from Neil and Jackie Stewart (Attached as Appendix B)

The objection was received within the statutory time period therefore the Council must consider.

COMMITTEE GUIDELINES/POLICY

All applications for Short Term Let licences are dealt with in accordance with the Scottish Government's document:

[Short term lets - licensing scheme part 2: supplementary guidance for licensing authorities, letting agencies and platforms](#)

GROUNDINGS FOR REFUSAL

This application is being dealt with under the provisions of '[Civic Government \(Scotland\) Act 1982 \(Licensing of Short Term Lets\) Order 2022](#)' (the 2022 Order)

Available [grounds of refusal](#) are as follows:

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 under section 7(6) of this Act, 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

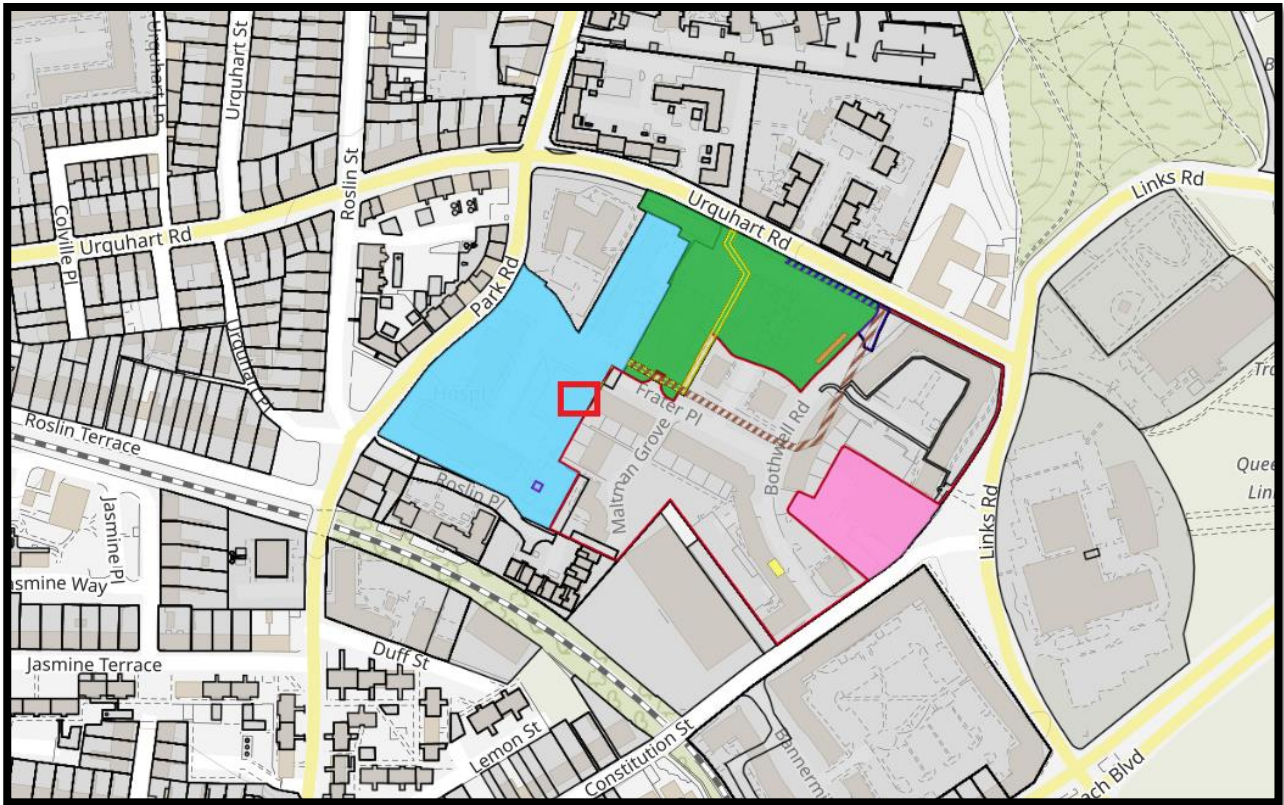
(v) public order or public safety; or

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

OTHER CONSIDERATIONS

- Landlord Registration is not a requirement of Short Term Let licensing.
- The Council's Community Safety Team has no record of anti-social behaviour complaints in respect of 63 Bothwell Road, Aberdeen.
- There are 3 Granted Short Term Let licences at Bothwell Road (No.29,34 and 48).
- The property is currently unlicensed. As the applicant is a new operator, the property cannot operate as a Short Term Let until the Licence application is determined.

'A'



'B'

Neil & Jackie Stewart



11th August 2024

Aberdeen City Council
Private Sector Housing Unit
Early Intervention & Community Empowerment
Business Hub 11, 2nd Floor West
Marischal College, Aberdeen

Dear Sir/Madam

Short-Term Let Application – 63 Bothwell Road, Aberdeen

I am writing with regard to the above, which I saw from a notice posted on our street.

We would like to place on record an objection to this application. We've lived on Bothwell Road (as an owner) for over 13 years. These flats are mainly occupied by professional couples and young families. Clearly, our concerns here would stem from "Air B & B" type party scenarios for short term lets, over weekends etc. In particular, for the upper level properties with balconies, the loud voices and music echoes around the entire scheme. The bedrooms in these flats are also mainly on the same side as the balconies.

Just today, a flat in the very same block where the application is for, had loud techno music and shouting from late Saturday evening until 7am on Sunday morning. We were woken up several times through the night, including at 4:30am by 5 young males shouting outside in the street, having left the "party". This was very out of character for this street.

A little bit of searching around showed us that Town and County already appear to be leasing out a flat in the same block on a short-term basis (no 57). This can be viewed on their website at the following address - <https://townandcountryapartments.co.uk/luxury-apartments/city-centre?view=property&id=19:bothwell-road>

As you will see, the site appears to allow you to rent the property for a few days at a time.

I work [REDACTED] and would be happy to discuss in person, if that's helpful.

Thanks very much,



Neil and Jackie Stewart



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LICENSING COMMITTEE INFORMATION SHEET 19 FEBRUARY 2025

TYPE OF APPLICATION: Application for the Grant of a Late Hours Catering Licence
APPLICANT: BKUK Group Ltd
Location: Centrepont Retail Park, Berryden

DESCRIPTION

- Application submitted 21/10/2024
- Determination Date 20/07/2025

An application has been submitted for a Late Hours Catering Licence with a closing time of 05:00 Monday to Sunday.

This is out-with committee policy for Late Hours Catering Licences which has a maximum closing time of midnight Monday to Sunday for all premises out-with the City Centre and Beach Area (except 24 Hour Superstores and Petrol Stations).

The premises in question is out-with the City Centre.

CONSULTEES

- Environmental Health
- Police Scotland

OBJECTIONS/REPRESENTATIONS

Licensing

COMMITTEE GUIDELINES/POLICY

Maximum Terminal Hour would be midnight

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

19 FEBRUARY 2025

TYPE OF APPLICATION: Application for the Grant of a Street Trader Licence

LICENCE HOLDER: Emma Williamson

Location: Golf Road East Side, 114m South from Pittodrie Street in Car Park

DESCRIPTION

- Application submitted 16/07/2024
- Determination Date 15/04/2025

Ms Williamson has submitted an application for the grant of a Street Trader Licence to sell hot food, as well as hot and cold drinks. The Committee has before it an email from the Estate Team, dated 5 August 2024, outlining their objections to the licence being granted. Their concerns are based on the fact that the land in question is reserved for strategic purposes, and the Council has no current plans to lease the space or permit street traders within the area at this time.

The application was deferred by the committee at its meeting of 09/10/2024 to allow further discussions between ACC Estates and Ms Williamson. To date no resolution has been forthcoming.

CONSULTEES

- Environmental Health
- ACC Estates
- Roads
- Police Scotland
- Ward Councillors (hot food applications only)

OBJECTIONS/REPRESENTATIONS

Estate Team

COMMITTEE GUIDELINES/POLICY

N/A

GROUND 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.

Good afternoon

The area of land in question is being held for strategic purposes, and the Council are not looking to lease any space or have street traders within this parcel of land at this time.

Kind regards

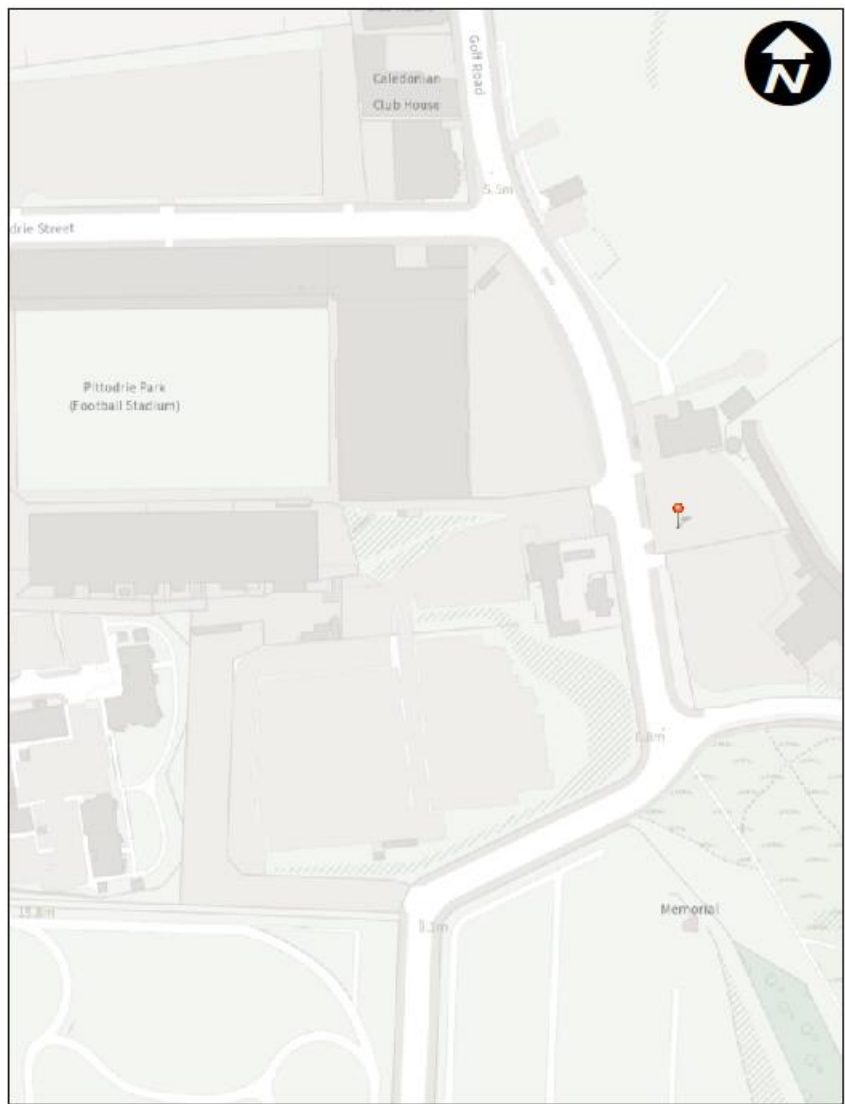
Alana

Alana Morrison | Technical Clerical Officer

Aberdeen City Council | Estates Team | Corporate Landlord | Resources

Marischal College | Second Floor South | Broad Street | Aberdeen | AB10 1AB

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LICENSING COMMITTEE INFORMATION SHEET 19 FEBRUARY 2025

Exemption from Policy – Street Knowledge Test
Applicant: - Kashif Iftikhar

INFORMATION NOTE

Mr Iftikhar is seeking an exemption from the Committee Policy that states that an applicant for a Taxi Driver or Private Hire Car Driver licence must pass the street knowledge test.

The test aims to ensure that all taxi and private hire drivers have a knowledge of the city including the layout of its roads and the location of landmarks.

Mr Iftikhar has previously sat the street knowledge test on 12 separate occasions but did not pass.

It should be noted that on 27/09/2022 Mr Iftikhar offered a sum of money of £700-£800 to the Enforcement Officer who was invigilating the test, to be passed and again on 08/11/2022 Mr Iftikhar again offered the same sum to the Civic Licensing Standards Officer who was invigilating that test, to be passed.

Both offers were immediately refused.

It should be further noted that Mr Iftikhars exams of 08/11/2022 and 15/10/2024 were not marked as he was noted using his mobile phone to look up answers during the tests.

Mr Iftikhar has failed all 4 sections of the test on every occasion he has sat it except one (on 12/09/2023).

Mr Iftikhar previously applied to the committee for the same exemption on 03 May 2023 which the committee determined to refuse.

The Committee has before it an email from Mr Iftikhar indicating the grounds under which he is seeking the exemption.

Should the Committee be minded to grant the exemption Mr Iftikhar is aware that he will be required to submit an application for the Grant of a Taxi Driver or Private Hire Car Driver Licence as he is not currently the holder of such a licence.

COMMITTEE GUIDELINES/POLICY

Licensing Committee policy states that all applicants for a Taxi or Private Hire Car Driver licence must pass the street knowledge test prior to applying for the licence.

Sat 19/10/2024 13:58

Dear license committee,

I hope this message finds you well. I am writing to request your support in obtaining a taxi license from the Aberdeen City License Committee.

Due to personal circumstances, I am currently unemployed. I believe that working as a taxi driver would be a suitable opportunity for me, especially since I have over 15 years of experience in the hospitality industry, 3 years as a delivery driver in Aberdeen, and 6 months training with Rainbow Taxi. I have also communicated with the Job Centre about pursuing a taxi license, as I believe it will provide me with a more stable income.

Unfortunately, I have struggled with the knowledge test, particularly in understanding street signs and navigation. I have held my driving license for 13 years without any points or penalties. Given my background and the urgent need to provide for my family, I humbly request that the committee consider granting me a taxi license without requiring the test.

I am committed to ensuring a good quality of life for my family and children and believe this opportunity will help us greatly.

Thank you for considering my request. I appreciate your support.

Sincerely,
[Kashif iftikhar]

Exempt information as described in paragraph(s) 14 of Schedule 7A of the Local Government (Scotland) Act 1973.

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