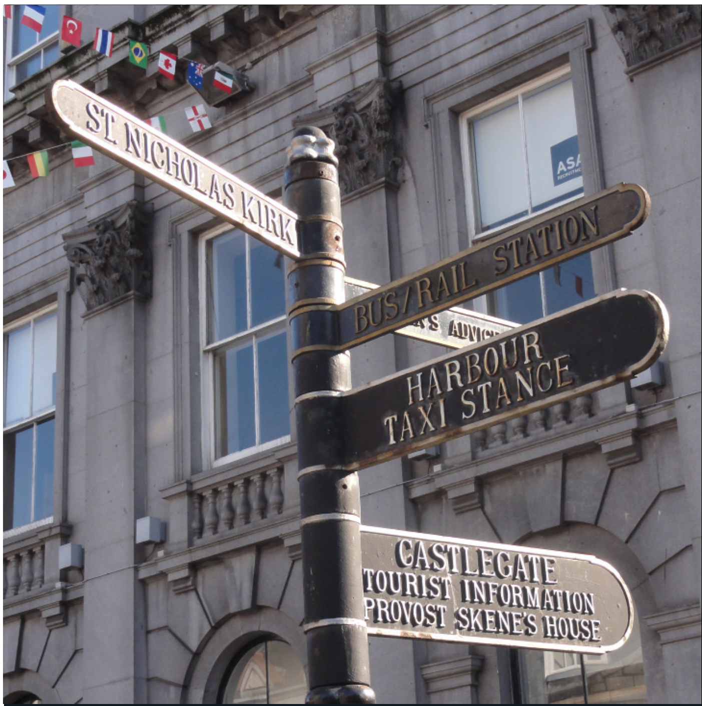
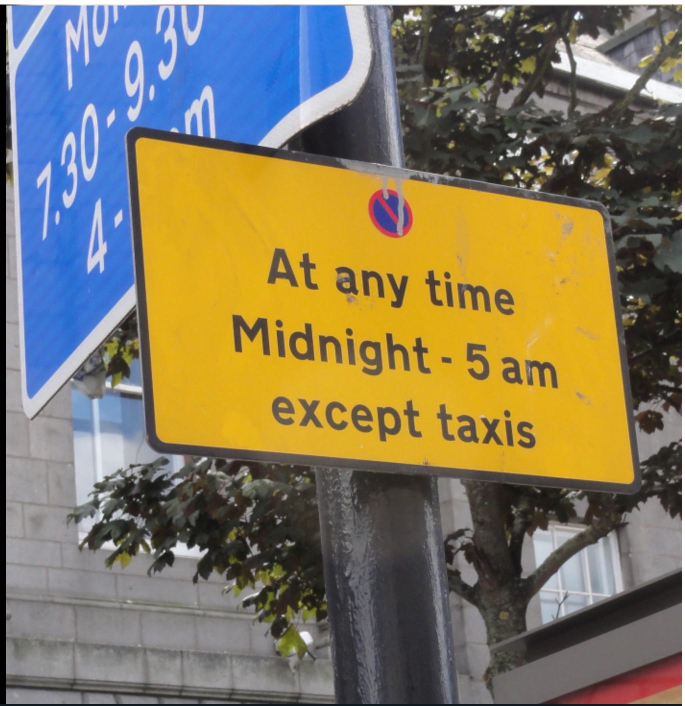


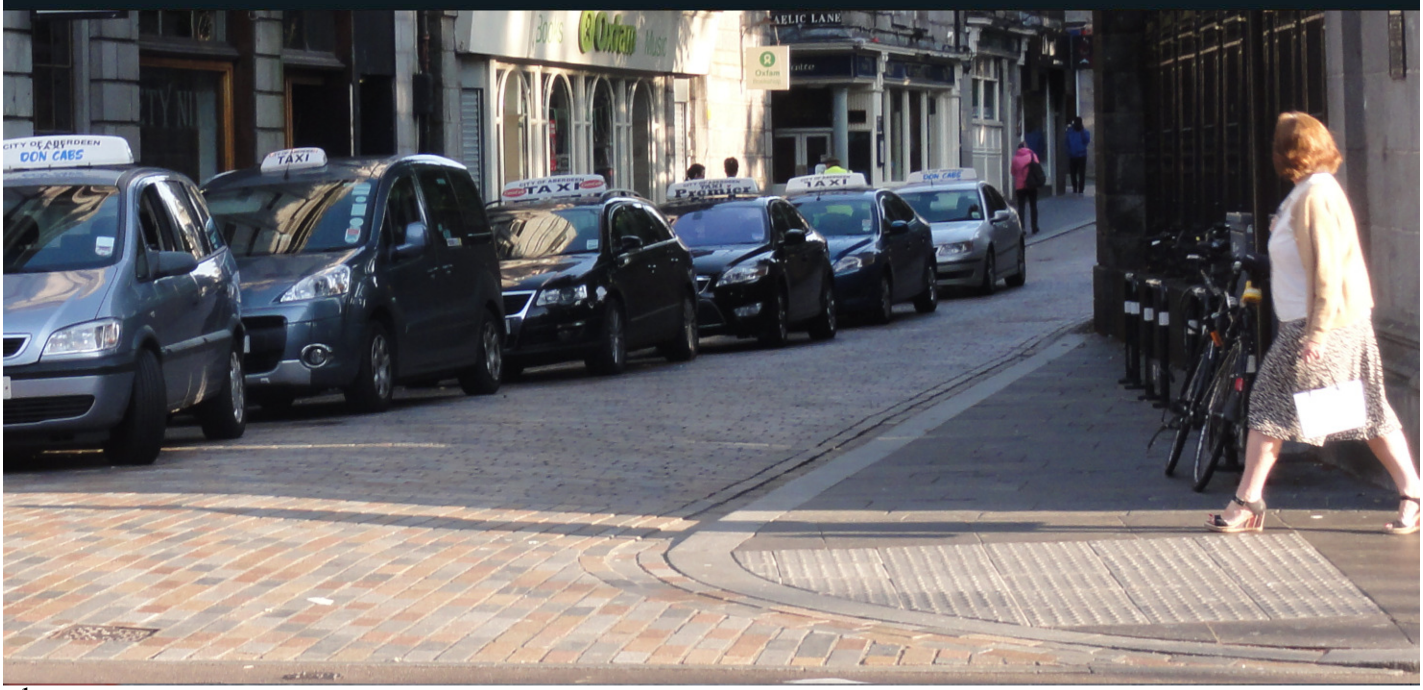


TRAFFIC + TRANSPORTATION

THE DATA COLLECTION SPECIALISTS

Aberdeen City Council
A survey on unmet taxi demand in Aberdeen
Draft Final Report

October 2014



Contents

CTS Traffic & Transportation Ltd.
Unit 14 Aqueduct Mill, Aqueduct Street, Preston, PR1 7JN
Tel: (01772) 251 400 Fax: (01772) 252 900
E-mail: enquiries@ctstraffic.co.uk Web-site: www.ctstraffic.co.uk

Data Quality Assurance:

Report by: Ian Millership
Date: 13/11/14

Checked by: Joe Maclaren
Date: 14/11/14

Executive summary

CTS Traffic and Transportation were appointed by Aberdeen City Council to undertake their survey on unmet taxi demand in Aberdeen on 15th July 2014. This report presents the results of all investigations undertaken to provide a database of robust information on which a decision can be taken by councillors in regard to the vehicle limitation policy applied in the City. All research was undertaken in line with the current Scottish Government Guidance Taxi and Private Hire Car Licensing: Best Practice for Licensing Authorities 2012 and under the Civic Government (Scotland) Act 1982 Section 10 (3). The current booked date for the final presentation of results to Council is 25 November 2014.

Following an inception meeting on 4th August 2014, a rank walk-round on 4th / 5th August, key stakeholder consultation between August and October, on street questions in September 2014, rank observation at the end of August / early September and trade surveys during September, all research was compiled into this comprehensive report and conclusions and recommendations drawn together.

Taxis are seen as an important part of the transport mix available to those in Aberdeen many who would not be able to travel without them. Following the 2011 survey a limit of 1,049 taxi vehicles was set on the sum of yellow and green plates. A policy is in place to see all taxi plates accessible by June 2017 (becoming the seventh Scottish authority to have such a fleet). Red (private hire) plates cannot be limited. Almost all Aberdeen taxi drivers can drive either taxi or private hire vehicles. In addition to the limit on taxi numbers, only green plate (Airport) vehicles can service the rank at the Airport unless invited otherwise, and Aberdeen Station requires a supplementary private permit from the station operator who currently limits these permits to 60 vehicles.

Driver numbers are currently some 30% higher than in 2003 when public records were first published and at their highest level. Taxi numbers grew 24% between 2006 and 2011 when there was no limit on their numbers. The current level of taxis per thousand population is over twice the Scottish average. Historically, Aberdeen has also had a very low proportion of private hire cars compared to taxis. Further, most vehicles are only used by one driver and most are self-employed. Many taxis work for companies although around 26% of the taxi fleet remain independent. Aberdeen fares are average both for Scottish and all UK comparisons. The overall occupancy of vehicles is also low compared to that observed in other locations meaning for a given number of passengers more vehicles are needed.

A representative 272 hours of rank surveys were undertaken using video methods. All active ranks were covered including the private ranks at the Airport, the railway station and one Sainsbury's store. In terms of average loaded vehicles per hour when operational the busiest location / period was at the Airport rank. The Union Street rank at Summer Street saw the second and third busiest periods – with all three seeing 66 or more loaded vehicle departures per hour on average. Nearly all rank performance statistics have very close matches between vehicle arrivals and departures meaning a susceptibility to any peaks leading to passenger queues.

There is wide variation in rank usage and demand in Aberdeen is very heavily peaked to the weekend night periods. There appears to be endemic waiting in these busy periods and although high volumes of passengers are being dealt with effectively the overall service level rarely rises above 'fair' when each rank is considered overall.

The observations were factored to identify usage over a typical week. Over 34,000 passengers use ranks in Aberdeen in 2014 from ranks. 26% of demand is from the railway station (private) rank, 20% from the Airport, 15% from Back Wynd and 12% from Chapel St. Summer St and the Graveyard rank in their shorter operating periods each see some 4% of total weekly demand. Since 2011 we estimate rank usage has grown by 7%. The pattern of usage of ranks remains similar to 2011 although Back Wynd was more dominant in 2011 and Castlegate also appears used less in 2014. Since 2014 only the Bridge Street rank has been removed although a raft of other 24 hour ranks identified in the 2011 survey as being redundant are in the process of being removed and few remain obvious to the public, and those that are remain resolutely unused by public or trade.

Review of the vehicles active found 35% of taxis, 46% of Airport and 20% of private hire cars observed in a sample. Further analysis suggested a high proportion of vehicles operate moderate length shifts with few out for long hours. Some issues with the arrangement of the night ranks – particularly the location of the Graveyard rank between other ranks which tend to cream off available vehicles – were noted. These two issues increase the potential for unmet demand to be seen as significant.

Aberdeen has good records kept for the night rank usage by marshals and comparison to this information demonstrated our observations at these times were being typical rather than at specific peak levels. The industry standard ISUD test suggested that the unmet demand observed is significant. This is a change from the 2011 results which appeared to represent a low in the usage of taxis by private contracts releasing more vehicles to service the public.

Some 411 people were interviewed in the streets including some at the Airport. Average level of taxi trips was 0.3 person trips per month – very low. 48% said they used ranks and 51% said they made phone bookings. People did not seem particularly well aware of the phone companies suggesting a perception of a large unified city taxi fleet.

On the contrary compared to companies, people knew the ranks well. Back Wynd was most popular followed by Chapel St, the railway station and Hadden St. Night ranks were less well known but this may be a result of the daytime nature of most on-street work.

There was general satisfaction with the service provided although most of those having an issue tended to have multiple issues. Of the small number of responses 38% said their problem was delay getting a taxi. When asked what would encourage them to use taxis more, after cost the next response was 11% saying were more available at ranks and 9% if more were available by phone. To set this in context 24% said vehicles were always at ranks when they needed them. 6% said they had given up waiting at ranks although those telling us how long they waited had an average of 34 minutes if waiting at a rank and 36 minutes if waiting for a telephone booking. Whilst only a small proportion replied (10%) they all expressed there to be a general lack of taxis most of the time with focus on evenings, weekends, school times and early mornings.

24% would support low emission vehicles and 17% a low emission zone for taxis.

A good response was obtained from key stakeholders. Key points included people feeling drivers were able to choose when they wanted to work. This led to too many vehicles in the day time at popular ranks, giving rise to over-ranking and its associated issues, but more queueing than would be preferable at peak times. There was an overall perception that service by taxis had worsened within the last year but no reason could be identified for this.

A letter / questionnaire consultation to the trade saw a 10% response – very good. The average working week was six days with 17% working seven days. The average working week was 52 hours and drivers had an average of 18 years' experience in the trade. A review of hours worked from the driver responses showed 55% would cover the 1300-2000 period reducing to 43% in the early hours of Sunday, 26/28% the early hours of Monday and Saturday and 12-15% the early hours of Tuesdays and Wednesdays.

The main issues affecting when drivers worked was traffic congestion, fitting in with family commitments and avoiding the night shift. 88% owned and drove their own vehicle with 29% independent from radio circuits. 42% said their main fares were from bookings compared to 34% from rank and 14% from hailing.

93% favoured retaining the limit and said this benefitted the public by keeping service quality high. There was an awareness that key queueing was in the early hours of Sunday morning and that driver choice of when to work was making this worse than it might otherwise be. There was also awareness of over-ranking in the daytime hours. Were the limit removed or more plates issued, 30% said they would leave and 35% said they would work longer to keep their income stable. Many felt more plates would simply add more vehicles to the over-ranking issue rather than to the times when people needed taxis. There was a feeling that queueing could be reduced were more drivers encouraged to service the night peaks but there was no guaranteed way suggested by anyone that this could be achieved.

Operators were often short of vehicles and unable to meet phone booking requests but were not seeing an increase in private hire who could service this and are not limited.

Taxis are a critical component of the current transport system and are well supported by city policy and highways. The fleet has great opportunity to service and influence visitors and regularly does so. The present fleet is almost one tier in terms of vehicles and drivers which is a significant benefit to the public. People in the area see a 'taxi' fleet serving them, not two distinct vehicle types as is the case in many other cities.

The capacity of the current fleet is restrained by the additional permits required to service three ranks. It is further reduced by high levels of single vehicle usage, a tendency to low occupancy of vehicles by passengers, and an apparent freedom for drivers to choose when to work without needing to work further or at times they did not feel comfortable working. There is further compounding by the fact that one night rank sees less vehicles because they pass other (preferred) ranks before reaching the Graveyard location. Unfortunately, none of these issues have resolutions within the gift of the committee to firmly resolve and therefore be able to reduce the unmet demand below the levels of significance identified.

An estimate of the available vehicles suggest there is 45% spare capacity in the fleet compared to demand – but no way to firmly release this into reduction of the queueing which dominates the estimate of significance of unmet demand.

The identification and confirmation of the significance of unmet demand precludes any consideration of retaining the status quo of the limit of 1,049. Two options are available – removal of the limit altogether, or issue of sufficient plates to seek to remove the significance of unmet demand. Our technical recommendation is that 30 further plates should be issued and their impact tested (using the marshal data) within a year of this decision being made.

Other recommendations are made within the detail of the final chapter of the Report.

1. Introduction

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 (3) and on the basis of the survey undertaken in 2011. This current Report provides the results from the 2014 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).

Study timetable

Aberdeen City Council ("the Council") appointed CTS Traffic and Transportation on 15th July 2014 to undertake this survey on unmet taxi demand in Aberdeen in line with our quotation dated 23rd June 2014.

An inception meeting was held on Monday 4th August 2014 to cover details of the study including discussion of available ranks, questionnaire content and proposed consultees. A walk-round survey of ranks, including that at the Airport, during Monday and Tuesday 4th / 5th August, unaccompanied, by the study taxi expert.

Stakeholder consultation was undertaken by email, letter and phone-calls as appropriate. On-street questionnaires were undertaken during early September 2014, together with the video observation of activity at ranks at the end of August / early September once schools had returned (to ensure the final reporting date of 25 November 2014 could be met). Sensitivity reviews of the impact of students on demand were undertaken using information from the regular monitoring of night ranks undertaken by the taxi marshals.

Trade consultation was undertaken by issuing a 2-page letter and questionnaire by email and post to all those within the Council trade contact list. A reasonable number of trade representatives and company representatives were contacted, met, emailed or phoned to encourage further response. Presentation of final results to Council will be on 25th November 2014. Further details of each part of the survey work are outlined below.

National background and definitions

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.

Review aims and objectives

In September 2011, the Council commissioned a taxi demand survey. That report concluded that there was no significant unmet demand in Aberdeen at that time. Having considered certain recommendations in the report the Council imposed a limit on the number of taxi licences in Aberdeen which is currently set at 1,049. The Council undertook to review the level of unmet demand and update the findings of the 2011 report, the aims and objectives of which are provided below from the Council brief (for clarity and comprehensiveness of this report).

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).

The study brief states "the Council has undertaken to review the level of unmet demand in the city". "The overall objective of this piece of work is to carry out a survey of demand for taxis in Aberdeen and to determine whether or not significant unmet demand for taxis exists. The findings of the 2011 Report should be referenced in pursuance of this objective and comparison should be made with the evidence arising from that Report. This survey should address the issues arising from the 2011 Report and focus on how well the fleet operates to meet the demand for taxis in Aberdeen."

Objectives

"In order to meet the Council's objectives, the following specific objectives must be met:

- To measure demand including latent and peaked demand for taxi services to the general public in order to determine whether there is any significant unmet demand in Aberdeen. Reference should be made to the operation of taxi ranks as well as the availability of taxis by street hire and by telephone booking. Any significant factors that impact on the availability of taxi services in Aberdeen should be identified;

- To assess and comment on the availability of taxis at peak times, e.g. between 7am and 9am on weekdays and during the evening at weekends;

- To assess and comment on the availability of taxis from travel hubs, e.g. Aberdeen railway station and Aberdeen airport;

- To determine public perception of the taxi service provided in Aberdeen taking account of the variety of user groups and other interested parties.

The survey findings must provide direct recommendations to the Council on the application of a limit on the number of taxis in the City. The findings of the survey are evaluated and reported in this Survey Report together with provision of an understandable explanation of what conclusions have been drawn from the evidence and why."

Report structure

This Report provides the following further chapters:

- Chapter 2 – current background of licensing statistics and policy
- Chapter 3 – results from the rank surveys
- Chapter 4 – results from the surveys undertaken with the public
- Chapter 5 – up to date stakeholder consultation
- Chapter 6 – results from consultation with the taxi licensing trade
- Chapter 7 – summary and conclusions of this review
- Chapter 8 – recommendations

Each of chapters 2 to 6 presents the results from the analysis undertaken to identify the facts behind the research and synthesis. Chapter 7 summarises the individual chapters and moves towards a synthesis of the data and conclusions based on looking at all elements of data collected 'in the round'.

2. Background to taxi licensing in Aberdeen

The Aberdeen City Council area

Aberdeen City currently has a population of about 220,000 with approximately 105,000 domestic and 8,000 non-domestic properties. Politically there are 13 multi-member electoral wards and a total of 43 elected councillors comprising the Council.

Whilst the Council includes a large urban population in the City itself, it also covers a more rural hinterland including Dyce, Cults and Peterculter, although there are other settlements quite close to the City yet outside the Council boundary (e.g. Portlethen and Westhill). Being on the East coast, the City is the focus for a number of roads, including the A90 (central Scotland to Peterhead), the A93 to western Scotland and the A96 to Inverness. The main rail services head south to both Edinburgh and Glasgow, with a regular London service, and a service north east to Inverness. A wide range of inter-urban, regional and local buses also focus on Aberdeen. There is an important airport hub for the city, located at Dyce, which services both the oil industry and more domestic routes, including many to the islands of Scotland as well as to English and international destinations, although the main services tend to be more business based than might be the case for other similar sized airports around the UK. There are a large number of oil industry offices in and around the City and one representative recently stated to a national newspaper "This is the centre for world oil", quoting there being over 900 companies servicing the energy sector with some 40,000 employees (as at June 2014).

The City includes two universities – Aberdeen and Robert Gordon – with a significant non-local student population of around 32,000, although recent developments have seen both campuses move away from the city centre into more suburban locations.

Background Council policy

Aberdeen has an active Council highway department who take responsibility for all ranks within the Council area. There is high pressure on road space and these ranks have to take their place within the various conflicting requirements with rank development ongoing. Taxis are seen as an active, valuable and important part of transport provision and included in overall policy considerations.

The Local Transport Strategy (LTS) is currently being reviewed but until the new version is published, the current version (LTS 2008 – 2012) remains relevant. The overall transport vision for Aberdeen is "a sustainable transport system that is fit for the 21st Century, accessible to all, supports a vibrant economy and minimise the impact on our environment".

There are five high level aims:
- Support and contribute to thriving economy for City and region
- Ensure a safe and secure transport system
- Minimise the environmental impact of transport on our community and the wider world
- Ensure that the transport system is integrated and accessible to all
- Ensure that our transport policies integrate with and support sustainable development, health and social inclusion policies.

A section specifically relating to taxis was included (although we only report below the general sections since many details have developed since the LTS):

"6.4.4 Taxis
The Council recognises the important gap in the transport network that taxis and Private Hire Cars (PHCs) can fill. Taxis provide a form of public transport 24 hours a day, anywhere in the City to everyone and are often more attractive to passengers, possibly due to luggage or shopping being carried, distance, perceived safety risks and weather conditions.

We recognise that there are peaks of unmet demand in taxi service provision and will continue to work with operators and users to develop the way that taxi services are provided to the public.

The important role that taxis and PHCs provide during late night/early morning periods, when public transport is less frequent or unavailable, is also recognised….An increasing proportion of taxis are wheelchair accessible within the City"

The new LTS should contain a current status report on taxis within the overall transport which could draw data from this report to inform.

Policy of restricting taxi vehicle licences
Aberdeen Council has a power to restrict the number of taxi vehicle licences it grants when it is satisfied there is no unmet demand for the services of taxis which is deemed to be significant. This power has been in this format since the introduction of the Civic Government (Scotland) Act, 1982.

Aberdeen last commissioned for an unmet demand survey to be completed in 2011. The results from this was that there was no significant unmet demand at that time and that a limit could be introduced on the number of taxi licences issued, which was set at 1,049 where it currently remains. This limit was set on 6 June 2012.

The issue of a limit on taxi vehicle numbers is made more complex by several other restrictions in place specifically in Aberdeen. Firstly, the principal rank at the Airport is mainly operated by a private operator, and that rank can only be serviced by a sub-fleet of green plated, Airport zoned vehicles within the overall taxi fleet.

In 2010 a decision was made to allow airport plated vehicles to pick up from central ranks but only at weekend nights. Further, the railway station rank can be serviced by any non-Airport taxi within the fleet, but must also purchase a separate permit which restricts the railway station fleet to another (less distinct) sub-set of the fleet (as the current railway operator restricts such licences). Finally, yellow plates are allowed to service the airport rank if the green light on approach to the rank is operated by those responsible for its actuation.

Finally, like many other UK taxi fleets, the holder of a taxi drivers' licence in Aberdeen can drive either taxis or private hire cars, with the same standard applying to every driver irrespective of the vehicle they use to carry out their business. The same does not apply to the very small number of holders of private hire driver's licences who are restricted to driving private hire cars only.

This Report is undertaken within the context of these requirements. It also cross references with any previous data available (for 2011).

Background statistics
Information was obtained to demonstrate the current make-up of the licensed vehicle fleet in the Council area, including current vehicle trends. The table below also shows the historic level of vehicle numbers.

	Taxi vehicles (% AV)	**Private hire cars (%.AV)**	**Total licensed vehicle fleet (% AV)**	**Driver numbers**		
				td	**Phcd**	**Total**
Limit removed in 2006 and re-introduced in 2011						
1996(LTS)			918 (2)			
2001	912	102	1014	1217		
2003	873	129	1002	1175	4	1179
2005	915	172	1087	1243	4	1247
2006	927 (32)	174 (0)	1101	1249	2	1251
2007	939 (37)	175 (0)	1114	1286	2	1288
2007(LTS)			1120 (38)			
2008	980 (40)	207 (0)	1187	1346	2	1348
2009	979 (44)	219 (0)	1198	1386	2	1388
2010	992 (45)	207 (0)	1199	1441	2	1443
2011	1147(49)	201 (0)	1348	1469	2	1471
2012	1020(45)	207 (0)	1227	1431	9	1440
2014 (Co)	1049 (52)	273	1322	1529	9	1538

The table shows that taxi numbers were maintained at between 873 and 927 until the limit was removed in 2006. From then until 2011, there was 24% growth over five years (and a similar level in the private hire car fleet although the net growth in that fleet to 2011 was 16% if the 2009 peak is ignored).

This rapid growth led to a call for a new limit on taxi vehicles, which was set at 1,049 after the survey undertaken in 2011. At the present time about 147 are airport zone vehicles (green plates and matching roof signs). From 2003 to the current council statistics, driver numbers had grown by 30% - with current levels the highest on record.

There has been a 32% growth in private hire car numbers from 2012 to date although the current total fleet of licensed vehicles remains marginally lower than the historic high of 1348 in 2011 – although the taxi fleet number of 1147 was higher than what is now the formal limit.

Comparative information to other authorities

The Table below compares recent licensed vehicle numbers for Aberdeen with several other Scottish authorities. The table is listed with the highest provision of taxis per thousand of population (fourth column across) at the top of the table.

Area	**Popn (2013 000)**	**No of taxi (% AV)**	**Taxi per 1000 popn**	**No of PHC (% AV)**	**PHC per 1000 popn**	**Total veh**	**Total veh per 1000 popn**
Aberdeen	227	1049 (52)	4.5	207	0.9	1227	5.4
Dundee	148	633 (52)	4.3	190	1.3	823	5.6
Shetland Islands	23	89 (3)	3.8	59	2.5	148	6.4
Edinburgh	488	1316 (100)	2.7	954	2.0	2270	4.7
Glasgow	597	1425 (100)	2.4	2640	4.4	4065	6.8
Aberdeenshire	258	488 (7)	1.9	242	0.9	730	2.8
Average (all above)	**290**	**829**	**3.3**	**715**	**2.0**	**1544**	**5.3**
Scottish average		***328(47)***	***2.0***	***321(4)***	***1.9***	***650***	***3.9***

Note: Population values are 2013 estimates from the Gro-Scotland web site.
Ratios are calculated using exact figures to nearest 10 persons so may not exactly match rounding.
Vehicle numbers from latest 2012 Scottish taxis statistics.

The table above shows Aberdeen has far more taxis per thousand of population than any other Scottish licensing authority. The level for Dundee is very similar. The level of vehicles is over twice the Scottish average and almost twice the level for either Edinburgh or Glasgow.

In terms of private hire cars, however, Aberdeen has amongst the lowest levels of provision, less than a quarter of the level for Glasgow. This may be related to the fact that holders of taxi drivers' licences can equally operate taxi or private hire vehicles with no distinction in the standards applied to the driver. Discussion with some trade members (see later), as well as the historical statistics suggest this has long been a characteristic of the overall licensed vehicle trade in Aberdeen.

However, when compared at a total licensed vehicle level, Glasgow has 6.8 licensed vehicles per thousand of population, followed by the Shetlands at 6.4, Dundee at 5.6 and Aberdeen at 5.4. With some other authorities proportionately between the Shetlands and Aberdeen, the City is 7th largest in overall licensed vehicle number levels.

Vehicle Accessibility

In terms of the proportion of accessible vehicles the 2012 statistics suggest the average across Scotland, with several authorities' 100% accessible, is 47%. Aberdeen with 52% currently is above the average even allowing for the bias upwards due to the fully accessible fleets. Apart from Glasgow and Edinburgh, there are three other 100% AV taxi fleets (East Lothian, Midlothian and South Ayrshire) and one 99% AV fleet (Renfrewshire). The target is that Aberdeen will be 100% AV by June 2017.

These figures are held in the context of a decision in 1994 that all new grants of taxi vehicle licences from that time onwards must be fully AV style (to an Aberdeen City Council agreed specification). In 2006 when the vehicle limit was removed, this policy was reaffirmed although the issue of transfer of current vehicles to AV was only dealt with when the decision was made to give a date of June 2017 by which all taxi vehicles must be AV style.

Driver ratios

The current statistics suggest 1538 drivers for 1322 vehicles in the total licensed vehicle fleet (with any comparison at taxi level not appropriate due to the low number of private hire driver licences). This proportion of 1.16 suggests there is very little, if any double shifting of vehicles. Unlike other licensing authorities, the tradition of single owner-driver relationships in the fleet seems to be long established in Aberdeen – this was also confirmed with members of the trade (see below).

Fleet ownership structure

Many of the taxi fleet operate on telephone / radio booking systems, some of which are supplemented by private hire cars. From information received during the consultation, we understand there are two very large operating companies with approximately 400 vehicles each, seven with between 30 and 40 vehicles each and around 1,064 others registered as operators in order to undertake specific contracts.

From these figures, around 74% of the taxi fleet appear to be allied to these top nine companies. This leaves around 26% of the fleet principally operating as owner-drivers and independently – quite a low proportion.

Other information provided by various parts of the trade and other sources suggested there were a number of vehicles owned by people who did not drive them, but rented them, and at least one company who only acted as agents for individual owner-drivers, meaning the overall industry structure of the fleet is quite complex and diverse. This includes a high proportion of self-employed drivers even when they may appear to be part of a larger company.

Waiting list

When the limit was applied after the 2011 survey, a simple waiting list of those wanting a plate was established. Any license returned to the Council is offered to the person at the head of this list in turn until someone takes up the opportunity and provides an appropriate accessible vehicle. At the time of writing this report, the current waiting list was 159 persons and the last person to move from the list to obtaining a licence took some 16 months from the time they applied to the waiting list to getting a plate. There is no further detail on what proportion of this list remains current nor if those waiting would simply swop from a private hire car to a taxi, cease renting a vehicle, or if they would only own the vehicle and rent it to a driver.

Fares

The table below summarises Aberdeen Council taxi fares, as last set at the date shown, for each of the limited number zones. The quoted tariff 1, 2-mile fare and the other area values are from the October 2014 NPHA printed table.

<table>
<tr><td colspan="5">Date tariff set: 3 Mar 2014</td></tr>
<tr><td colspan="2">First 950 yards</td><td colspan="3">£2-40</td></tr>
<tr><td colspan="2">Per additional 180.5 yards</td><td colspan="3">20p</td></tr>
<tr><td colspan="2">Waiting time</td><td colspan="3">£23 per hour</td></tr>
<tr><td colspan="5">Extra charges:
1 – Extra £1 for all journeys 2200-0800 Monday to Thursday
2 – Extra £1 for all journeys 2200 Friday to 0800 Monday
3 – Extra £2 for all journeys 0200-0500 Saturday and Sunday
4 – Extra £1 for pre-booking
5 – Extra £1 for any journeys on Spring, May Day, Midsummer or Autumn holidays
6 – 50% surcharge on basic tariff from 2200 24 Dec to 0500 27 Dec and from 2200 31 Dec to 0500 3 January
7 – Extra £1 for all journeys commencing at Airport
8 – Extra 50p for all journeys commencing at Aberdeen station
9 - £50 fouling charge
10 – Extra 50% to basic tariff and surcharges (but excluding 4, 7 and 8) for where more than four passengers carried
11 – payment by debit or credit card +10%</td></tr>
<tr><td colspan="5">PHTM calculations for a 2 mile journey T1 (Oct 2014):</td></tr>
<tr><td>Av tariff 1 2 mile fare</td><td>£5-40</td><td></td><td>Place</td><td>218=</td></tr>
<tr><td>National</td><td>£5-62</td><td>-4%</td><td></td><td></td></tr>
<tr><td>Scotland</td><td>£5-27</td><td>+2%</td><td></td><td></td></tr>
</table>

Aberdeen currently lies 218th in the national fares table where the highest fare at £7-60 is 1st and the lowest fare (£2-80) 365th. 23 others have the same fare level including four other Scottish authorities. The present fare is 2% above the Scottish authorities' average but 4% below the national average. Fares are therefore generally average overall.

Previous study

The previous study to test the level and significance of unmet demand was undertaken in 2011. No significant unmet demand was identified following this survey and the decision followed to re-apply a limit to the number of taxi licences issued. The study focussed on the demand for taxis as well as setting the decision in the context of other matters impacting on demand such as rank operation.

The study included taxi rank observations (October 2011, 768 hours), on street pedestrian surveys and key stakeholder consultation (all during September / October 2011).

The Aberdeen ISUD index estimated from the study was 14.82, well within the threshold of 80 usually taken to identify significance of unmet demand observed. The study consultant however advised that the decision regarding a limit on vehicle numbers should be considered against a range of measures which in combination would enhance passenger services. This drew on the research undertaken to make the principal decision regarding levels of demand.

The study overall conclusion was that current demand for taxis was well catered for. Daytime supply seemed to service ranks well with limited evidence of delay to pre-booked or hailed journeys. Night time demand was peaked particularly at weekends, with highest levels of unmet demand on weekend nights particularly at the Union Street night-time ranks. There was also a note confirming that "responses to the economic downturn from 2008 impacted on oil industry spending from 2009 onwards as corporate transport was cut heavily with a focus on more shared taxis within the oil industry contacts."

A framework assessment was undertaken which concluded that there was little evidence that any harmful effects would arise from control being applied, but that the application of controls was unlikely to result in the positive impacts to the trade which had formed the call for introduction of such controls.

One of the principal benefits seen from introducing a limit on vehicle numbers was the following requirement to regular market review which would continue to provide quantifiable market information to the authority to continue to allow them to respond to issues arising regarding supply and optimisation of the fleet. An associated recommendation was that new taxi licences should remain restricted to only accessible vehicles (AV). Specific rank recommendations were made and are related in the rank section of this Report.

3. Results from rank surveys

The Table below shows the result of our review of the ranks available in the Aberdeen licensing area. Since the 2011 survey, the principal change has been the removal of one taxi rank and the proposed removal of several other ranks as advised in the 2011 report. Only one rank has either been added since 2011 or was omitted from data collection in 2011, with another of the Union Street night ranks also observed (not undertaken in 2011). Three other ranks not observed in 2011 were also identified but are believed to be included in the highway removal procedures. All ranks listed in the 2011 report were visited as part of our review, with notes made for those which were soon to be removed (or in some cases which had been overtaken by highway changes). Full detail is provided below. A new rank will be introduced to service Union Square in the near future, but this was not likely to be introduced before our survey work was undertaken.

During our research we did not find evidence of any other ranks within the Council area and understand our rank coverage is therefore comprehensive as required by the BPG. There are private ranks at Aberdeen Airport (Dyce) served by a separately plated set of vehicles (but within the 1049 cap), and at Aberdeen station (requiring a separate permit but taken from the plates otherwise able to service council ranks). Several supermarkets also have various levels of provision for taxi services to call, some of which is effectively a private rank (generally with no clear restriction on who can serve, though it may be related to a specific phone number allied to one company).

Rank / operating hours	**Spaces** (approx)	**Comments**
Central Aberdeen		
Back Wynd	15	Main daytime rank – very clearly signed at rank and from Union Street. Site visit found predomination of vehicles from one company. No sign of suggested disability space amendment recommended in 2011 study. Road one way towards Union St.
Chapel Street	7	Rank active on site visit – with more vehicles than capacity for – road one way towards Union St. Clearly signed and also from Union St.
Dee Street	6	On road one way away from Bridge Street. Still used and signed from Union Street.
Hadden Street	16	Rear of Aberdeen market – well used and signed, covers much of road in this location. Signed from Union Street.
George Street / St Andrew's Street	4	Not mentioned in 2011 study and not alerted to until after site visits. Revised after reconstruction work in area.

Night ranks (all on Union Street)		
Correction Wynd (Graveyard)	9	Central night rank with night rank signing
Bon Accord Street / Summer St	7	Western night rank with night rank signing, opposite rank below
Soul Bar	8	Western night rank on opposite side of road to above, with night rank signing, not covered in 2011.
Castlegate	4	Has night rank signing, located at eastern end of Union Street.
Private locations		
Railway Station	5	Within station forecourt and near parking. Restricted to those with permits from rail operating company (subject to change with new franchise).
Airport	8+4	Within transport interchange at airport – only for vehicles with airport plates.
Sainsbury's	?	Private rank observed in 2011.
Locations removed or to be removed		
Belmont St	?	On cast iron sign from Union Street but no sign of any rank and whole street has been re-paved.
Bridge St	7	Highways and site visit confirmed this has been removed.
Diamond St	2	One way away from Union Street – very narrow road but signed from Union Street and small plate on wall, but no clear road markings. Proposed for removal by Highways.
Exchequer Row	3	Signs remain on wall but nothing marked on ground – adjacent to Castlegate night rank and being removed by Highways.
Frederick St		Near Gala Bingo. On site visit plate was there but recent pavement works appeared to have extinguished rank. Highways proposing removal.
Justice Mill Lane	3	Clearly marked by wall signs including sign on main road pointing to rank and capacity sign – but proposed for removal by Highways.
Little Chapel St	2	Near Club Tropicana, marked by signs but no road linings, also has direction sign from Union Street though a long distance from it. Proposed for removal by Highways.
Rubislaw Place		Clearly marked both by signs and lining – but no apparent reason for location and is proposed by Highways for removal.
Union Row / Bon Accord Street		Signed from Union Street. Road markings very worn, road one way into Union Street but proposed by Highways for removal

Surveys were proposed during the tender stage of the project (as informed by the previous survey), and were modified after the inception meeting / site visits to take account of current expectation of times of use of ranks and informal rank locations, and the proposed removals by Highways. Observations at the airport were modified following discussion with the airport authorities to ensure we obtained typical information regarding use of the rank there.

The Table below shows the actual hours observed, using video methods with the recordings observed by trained staff, and analysed to provide details of the usage and waiting times for both passengers and vehicles. Passenger waiting time was kept to that which was true unmet demand, ie when passengers were waiting but no taxi vehicle was there. At all locations we were able to see all waiting vehicles so our estimates of time vehicles waited for passengers is accurate.

Further comparison is provided later in regard to how the 2014 hours compare to those undertaken in 2011 together with discussion of how demand has developed since that time. The sample observations were undertaken between 29 August and 1 September 2014, with some manual corroboration at other times as noted below. This was once the school summer holiday had ended to ensure typical observations. However, it was accepted that the full university term was not operational, and further sensitivity tests were undertaken in mid October after completion of the main work to identify the impact of the student population on rank operation. Statistics from the street marshals were also used to identify the variation over time for rank usage.

Location	**Day / date (all 2014)**	**Time observed**	**Total hours observed**
Central Aberdeen – 24 hour or day ranks			
Back Wynd	Friday 29th August	From 13:00	11
	Saturday 30th August	All day	24
	Sunday 31st August	All day	24
	Monday 1st September	Until 12:00	12
Chapel Street	Friday 29th August	From 13:00	11
	Saturday 30th August	All day	24
	Sunday 31st August	Until 23:00	23
Dee Street	Friday 29th August	12:00 to midnight	12
Hadden Street	Saturday 30th August	08:00 to midnight	16
George Street / St Andrew St	Saturday 30th August	09:00 to 22:00	13
Night Ranks (all Union Street)			
Graveyard (Correction Wynd)	Saturday 30th August	23:00 to 07:00	8
	Sunday 31st August	23:00 to 07:00	8
Summer St	Friday 29th August	23:00 to 06:00	7
	Saturday 30th August	23:00 to 06:00	7
Soul Bar	Saturday 30th August	23:00 to 07:00	8
	Sunday 31st August	23:00 to 06:00	7

Castlegate	Friday 29th August	23:00 to 07:00	8
Private Ranks			
Aberdeen Railway Station	Friday 29th August	12:00 to 03:00	15
Airport	Sunday 31st August	From 10:00	14
	Monday 1st September	Until 12:00	12
Sainsbury's	Friday 29th August	14:00 to 22:00	8
TOTAL HOURS			**272**

In the case of the ranks which transfer to the Union Street night ranks overnight, observations were left running to confirm how the changeover occurred and to avoid un-necessary movement of equipment. Similarly, observation of the night ranks began at 23:00 to ensure the changeover was properly captured in our review.

Full details of the observed volume of passenger and vehicle traffic will be included in **Appendix 1**. The Table below summarises the time periods observed at each locations as well as providing overall operational statistics for each location during each period of observation. At all locations we observed true vehicle waiting times by ensuring we could see both head and rear of vehicle queues. It should be noted that rank observations are recorded by days which tend to end at 05:00 the next morning. This means that, for the night ranks, the early Saturday morning observations are recorded as being for Friday, the early Sunday morning as Saturday and the early Monday morning as Sunday. For clarity we sometimes refer to the night rank observations using the term 'early hours of Saturday' (etc) which should be allied to the Friday (etc) references in the tables.

A detailed description of the observations by rank follows below.

For each rank, we conclude with an overall qualitative appreciation of the performance of the rank over the days observed:

- Poor – major issues with service to rank resulting in long passenger queues;
- Fair – rank deals with high volumes but sees some passenger queueing at times;
- Good – no passenger queueing observed but nothing else of note in way rank operates;
- Excellent – very high turnover with no passenger queueing and clear examples of drivers helping passengers use rank;
- Developing – rank of recent origin but clearly growing in use

Rank	Period (2014)	Total passengers observed	Total loaded vehicle departures	Passengers per loaded vehicle	Empty vehicle departures	% of vehicles leaving empty	No. of passengers having to wait for vehicle to arrive
Central Aberdeen – 24 hour or day ranks							
Back Wynd	Friday 29th August	855	608	1.4	25	4	159
	Saturday 30th August	1209	788	1.5	23	3	743
	Sunday 31st August	542	392	1.4	25	6	72
	Monday 1st September	109	92	1.2	9	9	22
Chapel St	Friday 29th August	536	373	1.4	65	15	78
	Saturday 30th August	715	462	1.5	46	9	42
	Sunday 31st August	176	134	1.3	56	29	15
Dee St	Friday 29th August	231	162	1.4	12	7	70
Hadden St	Saturday 30th August	312	172	1.8	21	11	241
St Andrew's St	Saturday 30th August	2	2	1.0	5	71	0
Night only ranks (all Union Street)(see note above re day terminology)							
Graveyard	Saturday 30th August	690	387	1.8	2	1	682
	Sunday 31st August	233	154	1.5	11	7	55
Summer St	Friday 29th August	694	447	1.6	14	3	322
	Saturday 30th August	541	467	1.2	4	1	537
Soul Bar	Saturday 30th August	449	289	1.6	3	1	438
	Sunday 31st August	96	63	1.5	5	7	5
Castlegate	Friday 29th August	278	157	1.8	20	11	0
Private Ranks							
Rail station	Friday 29th August	843	526	1.6	74	12	347
Airport	Sunday 31st August	898	762	1.2	16	2	192
	Monday 1st September	499	444	1.1	13	3	339
Sainsbury's	Friday 29th August	29	28	1.0	4	13	17

Overall comments on ranks

There were no identified occurrences of people using ranks in Aberdeen in wheelchairs although several people appeared to choose vehicle types when offered an option at a rank. No visibly disabled persons were observed either. It should be noted that the high volumes of waiting passengers restrict our 'comment' on ranks to rarely better than 'fair' as any queues restrict our use of the service level 'good'.

Results rank by rank

24-hour and day ranks

Back Wynd

This rank is located on the northern side of Union Street near to the Kirk of St Nicholas Graveyard. Access to the rank provides entry onto Union Street but entrance to the rank is from School Hill. There are 15 formal spaces provided and like all other daytime ranks located off Union Street it is replaced at midnight by one of the night ranks (in this case the Graveyard rank also known as being near Correction Wynd, on the same side of the road as this rank). The street is block paved and has been recently refurbished. Very little other traffic uses this route apart from delivery vehicles and those accessing disabled parking spaces.

The rank was surveyed from 13:00 on Friday 29th August 2014 until 12:00 on Monday 1st September 2014.

Friday observations

On the Friday, the rank saw 855 passengers leave in 608 vehicles, an average occupancy of just 1.4 passengers per vehicle. Just 4% of vehicles left the rank without passengers, very low. Some 159 of the passengers had to wait for a vehicle to arrive at the rank – some during all but one hour that the rank operated although this was a Friday afternoon. However, the longest wait by any person was nine minutes in the hour before operation transferred to Union Street. When averaged over all passengers, the average wait was 41 seconds.

During this period, the rank has two very different levels of usage. Average patronage from 13:00 through to 21:00 was just 60 persons per hour. In the three hours from 21:00 the average level of passengers was twice this at 120. Vehicle turnover is fairly fast with average wait times between three and six minutes although the longest recorded wait was some 15 minutes in the 20:00 hour.

There was a very small amount of usage of this rank by vehicles and passengers during its closed hours – but in effect the rank does close at midnight.

Saturday observations

On the Saturday a total of 1,209 persons left the rank in 788 vehicles – this set of observations covered the full operation of the rank. This remains a relatively low occupancy of 1.5 persons per vehicle. A very low 3% of vehicles left without passengers. 743 people had to wait for a vehicle to arrive – again covering all but one of the hours that the rank operated.

One passenger waited half an hour in the 14:00 hour. When averaged over all passengers the average wait experienced was just over four minutes.
The comparison between the two periods of operation is more marked on the Saturday than the Friday. On the Saturday, average passenger flows up till 18:00 are 32 passengers per hour. The six hours from then till the rank closed saw an average of 129 persons per hour – with a maximum passenger flow of some 154 in the hour from 21:00 onwards.

Vehicle wait times for passengers were low, from less than a minute to a maximum of ten minutes, although before 10:00 vehicles were observed waiting up to half an hour for a fare. Once again there were just a handful of passengers during the closed hours.

Sunday observations
Again, a full Sunday was observed, during which 542 people left in 392 vehicles, again a low occupancy of 1.4 persons per vehicle. A marginally higher 6% of vehicles left the rank without passengers. 72 people arrived when no vehicle was available to take them immediately. The longest wait was 13 minutes in the 17:00 hour (when all four of those waiting more than ten minutes were observed). Averaged over the whole day of observations, average waiting time was just 34 seconds.

During the Sunday passenger flows were more even through the day, and much lower – between four and 47 people with the two busiest hours in the run up to the rank closing. The only usage of the rank in the closed period was those who had arrived before the rank closed.

Average vehicle waiting times were longer – between five and 25 minutes. Maximum vehicle waiting times at the rank included one period when a vehicle waited 63 minutes, with many long waits before lunchtime of around half an hour.

Monday observations
On the part of the Monday observed, just 109 passengers left in 92 vehicles – with a very low occupancy of just 1.2 passengers per vehicle. 9% of all vehicles left without passengers. 22 people had to wait for a vehicle to arrive with a longest wait of seven minutes in the 11:00 hour. Averaged over all passengers the wait was 49 seconds.

With the lower passenger numbers, average vehicle waits ranged from two to 30 minutes. Vehicle longest waits ranged from 15 minutes up to 53 minutes – much less active than the other days observed.

During the hours observed the average number of passengers per hour was just 16 – with a range from three to 31 – the busiest hour being the last one observed.

Summary
This rank has an enormous variation in passenger usage. It sees very high and very low passenger numbers and quite a lot of passenger waiting – though there are high vehicle wait times also experienced. Overall service to this rank is **fair.**

Chapel Street
Similarly to Back Wynd, this rank is on the northern side of Union Street, with access to the rank either via Rose Street and Thistle Street or from Chapel Street. Vehicles can only leave in the direction of Union Street. This rank is towards the western end of Union Street. It has seven spaces but on our site visit was over-subscribed which means using parking spaces within the street. The road contains a high volume of other general traffic but does have two lanes in places, and the rank itself is located at the side of these two lanes. Again, this rank is replaced by the night ranks from midnight onwards (with both the Summer Street and Soul Bar ranks being nearby).

This rank was surveyed from 13:00 on Friday 29th August 2014 through to 23:00 on Sunday 31st August 2014.

Friday observations
On the half of the Friday observed a total of 536 people left in 373 vehicles, again a fairly low occupancy of 1.4 persons per vehicle. 15% of vehicles serving the rank left empty. 78 people had to wait for a vehicle to arrive – their average wait over all passengers being 30 seconds. Some people waited in most hours the rank operated. The longest wait was nine minutes in the 16:00 hour.

The variation between daytime and night flows at this rank is even more marked than at Back Wynd. From 1300 to 18:00 there was an average of 16 passengers per hour. In the two busiest hours before the rank operation transferred to Union Street there was an average of 130 people per hour.

Vehicles tended to wait between two and 14 minutes – with the longest recorded vehicle wait being 28 minutes around 14:00. The rank appeared to take a while to transfer over to Union Street, with some usage also in the 01:00 hour (but very marginal).

Saturday observations
On the Saturday some 715 people left the rank in 462 vehicles – covering a full day of operation. The occupancy was marginally higher at 1.5 passengers per vehicle. A lower 9% of vehicles left empty although the number waiting for a vehicle to arrive was also lower at 42. The longest passenger wait on the Saturday was 21 minutes, although queues only occurred in eight of the operational hours. The average wait over all passengers was just 18 seconds.

The disparity between daytime and night passenger flows was again high – average daytime passenger numbers were 14 compared to an average of 116 for the last three hours before operation transferred to Union Street. Again a very small number of people used the rank in its closed hours but the transfer to Union Street on the Saturday was much more prompt.

Vehicle wait times were between an average of two and 25 minutes. One vehicle waited 55 minutes although more typical daytime waits were around 20 minutes. This reduced after 18:00 to five to nine minutes.

Sunday observations
The rank was observed for most of Sunday until it closed. Some 176 passengers left in 134 vehicles – a lower occupancy of 1.3 per vehicle. A much higher 29% of vehicles left without passengers. 15 people had to wait for a vehicle to arrive – spread between six different hours. The longest wait was eight minutes. When averaged over all the passengers using this location during this day the average wait was just 18 seconds.

During the day passenger flows were very low – never more than 15 in any hour. The highest passenger flow was 36 in the 22:00 hour. There was hardly any use of the rank in the hour before its operation ceased. Average vehicle wait times were between 11 and 29 minutes with the longest vehicle wait recorded being 44 minutes.

Summary
Service to this rank, with less demand than the first two ranks, is **fair.**

Dee Street
The Dee Street rank is also at the western end of Union Street, although more towards the centre. It is located south of Union Street and vehicles directly access the rank from Union Street but cannot then return directly to Union Street. It is in two sections, the first part from Union Street has two spaces, with the second section beyond Langstane Place having a further four spaces. It is also replaced by the night ranks from midnight, again being near both the Summer Street and Soul Bar locations.

Dee Street rank was observed on Friday 29th August from 12:00 until midnight. During this period it saw 231 people leaving in 162 vehicles – a low occupancy of 1.4 persons. 7% of vehicles left empty and 70 people had to wait for a vehicle to arrive. These waits occurred in nine of the hour recorded with a longest wait of 19 minutes in the 21:00 hour. This averaged 1 minute 26 seconds per person over the operation of the rank.

Similarly to the other ranks so far considered, the daytime average usage was just four passengers per hour. The three busiest hours saw an average of 50 people per hour. Overall service to this location is also **fair.**

Hadden Street
This rank is located towards the eastern end of Union Street and to the south near to Aberdeen Market. Unlike the other three ranks it is located in a road parallel to Union Street which feeds onto Market Street which itself joins Union Street. As well as servicing the Market, it is also on the main walking route from the railway station towards Union Street and the Council offices. Much of this section of Hadden Street is given over to the rank, providing some 16 spaces, although other traffic can use this section of road. It also ceases to operate when the night ranks are in operation and is nearest to the Graveyard night rank.

It was observed on Saturday 30th August 2014 from 08:00 through to midnight. During this day some 312 people used it leaving in 172 vehicles – with the highest observed occupancy for the survey of 1.8 persons per vehicle (also observed at Graveyard Rank an at Castlegate). 11% of vehicles left the rank without passengers. 241 people had to wait for a vehicle to arrive, with the longest wait being 32 minutes in the 14:00 hour. When averaged over all passengers the wait time is 5 minutes 37 seconds.

Average daytime passenger numbers were just eight persons per hour (08:00 to 17:00) but rose to 48 per hour in the last three hours before the rank operation moved to Union Street.

Vehicle waits were very low after 12:00 and even before the longest recorded vehicle wait was 18 minutes. This tends to suggest there is less service by vehicles to this rank than at others. Overall service to this rank seems **fair.**

George Street / St Andrew's Street

This rank was not mentioned in 2011 and the area has seen significant redevelopment since that time in any event. It is located in the north of the city centre, near to John Lewis and the Hilton Garden Inn hotel. The rank is on the western side of the St Andrew's Street / George Street junction on St Andrew's Street's northern pavement. It has four spaces. Unlike the other ranks, it is not affected by the Union Street night rank provision being some distance from Union Street. (This may be the rank mentioned in the September 2013 licensing committee report.)

This rank was observed on Saturday 30th August 2014 from 09:00 to 22:00 during which time just two passengers used the rank – with 71% of vehicles serving the rank leaving empty. However, no passenger ever arrived when there was no vehicle there – perhaps suggesting people only use the rank when a vehicle happens to be there. Vehicles did not tend to wait here, confirming this possibility that the usage was more incidental.

Overall, this rank appears to be 'developing'.

Night only ranks

There are a set of four night only ranks located on Union Street to encourage people waiting for taxis to be on the main street rather than in side streets – which improves safety and enhances the ability of the vehicles to service passengers without having too much diversion to get to the ranks. All operate from midnight to 05:00 with two marshals at each rank and a floating supervisor on Fridays and Saturdays (into the early hours of Saturday and Sunday mornings). The marshals have worked these two nights since 2007 and also provide a service on some key holiday dates when more people are expected at the ranks. They usually remain at the ranks until they are clear of passengers. They have back-up from the police and from a team of Street Angels operating in the central Aberdeen area. The marshals maintain a record of the number of vehicles and people servicing each rank and also record the maximum waiting time observed in each half hour (see further discussion later).

Graveyard
This rank is on the north side of Union Street near the Back Wynd daytime rank and effectively in the central part of Union Street. It was observed on Saturday 30th August 2014 and Sunday 31st August 2014 from 23:00 until 07:00 the next morning in both cases. Further observations were planned for the Friday evening but were lost due to equipment issues.

Saturday
On the Saturday / early hours of Sunday morning the rank saw 690 passengers leave in 387 vehicles. The occupancy matched the highest level recorded of 1.8 passengers per vehicle. Just 1% of vehicles left empty.

Some 682 passengers – nearly all – had to wait for a vehicle to arrive. The longest recorded passenger wait was 35 minutes and nearly all waits were over 10 minutes, apart from in the first two hours. People still waited at the rank in the 05:00 and 06:00 hours after it had formally ceased operating – including some people who walked away after waiting. The average wait shared over all passengers was over 25 minutes.

The highest passenger flow was 153 persons in the 02:00 hour, with 126 in both hours either side of this.

The key issue with this rank appeared to be that very few vehicles passed by – with nearly all vehicles that came through to this point stopping to take away passengers. Many arrived by a u-turn into the rank.

Sunday
The Sunday saw a much lower level of usage – 233 passengers leaving in 154 vehicles, a lower average occupancy of 1.5 per vehicle. 7% of vehicles left empty and just 55 people had to wait for a vehicle to arrive. The longest wait was 13 minutes and the average wait over all was 1 minute 34 seconds.

Hourly passenger flows were much lower – ranging from two to 61 with the rank effectively quiet after 04:00.

Summary
Overall service to this rank is **poor**

Summer Street
This rank is on the north side of Union Street towards the western end. It is marginally closer to the centre of Union Street than Chapel Street rank. It was observed on Friday 29th August 2014 from 23:00 to 06:00 and again on Saturday 30th August 2014 for the same time period.

Friday
The early hours of Saturday saw a total of 694 passengers leave in 447 vehicles – just a few more than at the Graveyard rank on the early hours of Sunday. Average occupancy was 1.6 – with 3% of vehicles leaving empty. 322 people had to wait for a vehicle to arrive although the longest wait was just seven minutes. The average passenger wait over all using the rank was 1 minute 26 seconds.

The peak passenger flow was 182 people in the 01:00 hour, with other flows between 68 and 162. The rank became quiet after 05:00 (when it formally ceased to operate).

Saturday
The rank saw 541 passengers leave in 467 vehicles – a very low occupancy of 1.2 passengers per vehicle. Just 1% of vehicles left empty and almost all passengers ended up waiting for a vehicle to arrive. However, the longest wait was seven minutes, and most waits were less than five minutes. The average passenger waiting time over all passengers was 2 minutes 42 seconds.

The highest passenger total in any hour was 137 – in the first hour used. Other flows ranged from 113 down to 54 although this latter total was in the hour after the rank was supposed to close, although there were no passengers after that time.

Summary
The overall service is **fair** although this rank appears to see much better service levels than the Graveyard rank.

Soul Bar
This rank is on the south side of Union Street but also at the western end of the route. It is almost opposite the Summer Street rank. It was observed on Saturday 30th August 2014 from 23:00 to 07:00 and again on the Sunday 31st from 23:00 to 06:00.

Saturday
The early hours of Sunday morning saw some 449 passengers leave in 289 vehicles, an average occupancy of 1.6. Just 1% of vehicles left empty and nearly all passengers had to wait (438). The longest recorded passenger wait was 37 minutes and apart from in the first two hours, all waited more than ten minutes. Shared over all passengers the average wait was over 18 minutes.

The highest passenger departure level was 115 in the first full hour of operation although the rank seemed to start working before midnight. Passenger flows fell after midnight although the rank was still operating in the 06:00 hour with some 12 people using it then – all still having to wait for vehicles to arrive.

Sunday
The early hours of Monday morning saw a total of 96 people leave in 63 vehicles. 7% of vehicles left empty. Just five people had to wait for a vehicle to arrive with the longest wait being eight minutes – all other waits being five minutes or less. The average wait time shared over all passengers was just seven seconds.

Unlike other nights and sites, vehicles waited here on average between three and ten minutes with a vehicle observed to wait 15 minutes.

Summary
This rank has **fair** service although does seem to be much less used than the first two.

Castlegate
This rank is on the south side of Union Street but at the far eastern end of the route. It was observed on Friday 29th August 2014 from 23:00 through to07:00 in the early hours of Saturday morning. During these hours it saw 278 passengers leaving in 157 vehicles. This matched the highest occupancy of 1.8 passengers per vehicle. No passengers ever arrived when there were no vehicles here waiting to serve them. 11% of vehicles left empty.

Passenger flows were low compared to other night sites – from 10 to 60 in any hour with the peak being at 03:00. The rank was also used through to 06:00. Vehicles had had average waits up to seven minutes here. Overall service to this rank is **good.**

Private ranks
Aberdeen Railway Station
The railway station in Aberdeen is serviced by a rank within the station forecourt. Some parking is also provided within this area, and entrance and exit is through a very limited access tunnel controlled by traffic lights linked with the nearby junction. Any taxi wishing to service passengers at the station from this rank must obtain a separate permit from the current franchise operator, First Group. These arrangements may be revised after April 2015 as the franchise has now passed to Abellio rather than First Group.

First Group confirmed that they currently issue 60 permits per year for service to this rank. All vehicles must be Aberdeen licensed taxis. These permits are shared between two taxi associations – the Rail Taxis Association and the Aberdeen Rail Taxi Drivers Association. We understand both associations have lists of members who would like a permit if one became free. The associations share the operation by one group operating the day shift and the other the night shift.

Any licensed vehicle is allowed to enter the station forecourt to set down passengers, but only those with permits are allowed to take passengers from the marked rank.

The rank is well-marked and very close to the passenger exit from the station. There are also several waiting spaces marked and the taxi bays are the closest spaces in this small car park area. The rank was observed from 12:00 on Friday 29th August until 03:00 on the Saturday morning by which time all trains had arrived for that day.

The rank saw some 843 passengers leaving in 526 vehicles during the time observed. Occupancy is 1.6 persons per vehicle and 12% were observed leaving empty (these may have been other vehicles which set down, or vehicles leaving once passenger queues had dissipated as train arrivals are not high frequency and often once a set of passenger has left there are unlikely to be more passengers). Some 347 people had to wait for a vehicle to arrive – with a longest wait of 18 minutes at 18:00 and again at midnight. Averaged over all passengers the wait was 2 minutes 46 seconds.

Flows varied from 29 to 91 in any hour with the peaks following the first London train arrival and at 21:00. There are passenger flows in each and every hour, with passenger queues at 13:00 and from 17:00 to the end of the station operation. There were no passengers after the midnight hour.

Average vehicle waiting times tend to be low – with the longest recorded wait being 53 minutes in the 19:00 hour, most being much less (no more than 17 minutes).

Overall service to the station is **fair**

Airport

The taxi provision at Aberdeen Airport is provided by one taxi company servicing a rank with a long waiting shelter. About eight or nine vehicles can wait alongside this shelter together with a further holding area a short distance away. Only service buses and taxis have access to the section of road which contains the taxi rank and several bus stops. The service also requires each taxi to have an Airport zone plate and such vehicles have a green plate and a roof sign making it clear they are Airport zone vehicles.

Other licensed vehicles can set down at the airport, or collect pre-booked passengers, but only from within the slightly more distant car park area. There is a green light system whereby other Aberdeen taxis who have arrived at the Airport can service the rank if the passenger queue wait is longer than 15 minutes – this is facilitated by a green light on the access to the rank area being switched on when queues get to this level in an attempt to ensure passengers do not have to wait too long for such vehicles.

Following discussion with the Airport, the rank was observed from 10:00 on Sunday 31st August through to 12:00 on Monday 1st September.

Sunday
On the Sunday, the rank saw 898 passengers leave in 762 vehicles, a very low occupancy of 1.2 per vehicle. 2% of vehicles left empty. 192 people had to wait for a vehicle to arrive. Only six waited longer than five minutes. The longest wait was 15 minutes – suggesting the 'green light' may not have been needed during these observations. Averaged over all passengers the wait was 31 seconds.

Flows varied from 29 to 112, with the highest level at 21:00. The area became quiet at midnight. Vehicles waited from four to 38 minutes with the longest wait observed of 49 minutes in the 13:00 hour.

Monday
Observations were made until 12:00 on the Monday. In these seven hours when there were passengers some 499 people arrived and left in 444 vehicles – a very low occupancy of 1.1 suggesting business style arrivals with very few passengers sharing. 4% of vehicles left empty and 339 people had to wait – with the longest wait being nine minutes. Averaged over all passengers the net wait was 1 minute 44 seconds – longer than on the Sunday. Again this suggests the green light might not have been used.

Vehicles waited between less than a minute and 16 minutes with a similar longest vehicle wait of 37 minutes. The highest two passenger flows were 154 and 155 in the 09:00 and 10:00 hours – typifying business arrivals.

Summary
Overall service to the airport rank is **fair**

Sainsbury's
This rank is within the Sainsbury's car park, and was observed on Friday 29th August from 14:00 to 22:00. In this period just 29 people left in 28 vehicles with almost a single person occupancy level – very low. 13% of vehicles left empty and 17 had to wait for a vehicle to arrive. The longest wait was 21 minutes at 16:00 with another wait of 20 minutes at 17:00. This was in accordance with store comments about difficulty of obtaining vehicles at this time (mainly believed to occur due to traffic congestion in this area). The average wait is 6 minutes 48 seconds – more akin to people making private hire bookings than use of a rank.

Passenger flows were nine in each hour apart from 17:00 when there were just two passengers. Vehicles waits for passengers were between one and eight minutes suggesting that the rank was used sometimes by vehicles to wait. The longest observed vehicle wait was 18 minutes.

Overall service to this rank is **poor** although demand is very low.

Abuse of ranks
Instances were recorded of other vehicles using ranks in Aberdeen. Although there were some private vehicles occasionally using ranks to pick up, set down or sometimes wait, the instances were very small and did not appear to have any major impact on rank operation at any location.

Comparison of overall supply and demand

The Table below provides a slightly different summary of supply and demand, comparing average vehicle arrivals per hour with average loaded departures per hour, ie seeing how supply and demand match on average.

Rank	Period	No of hours rank operated	Average vehicle arrivals per hour	Average loaded departures per hour	Overall judgment of service provided
Central Aberdeen – 24 hour or day ranks					
Back Wynd	Friday 29th August	12	53	51	Fair
	Saturday 30th August	20	41	39	
	Sunday 31st August	19	22	21	
	Monday 1st September	7	14	13	
Chapel St	Friday 29th August	13	34	29	Fair
	Saturday 30th August	22	23	21	
	Sunday 31st August	18	11	7	
Dee St	Friday 29th August	12	15	14	Fair
Hadden St	Saturday 30th August	16	12	11	Fair
St Andrew's St	Saturday 30th August	2	1	1	Developing
Night only ranks (all Union Street)					
Graveyard	Saturday 30th August	8	49	48	Poor
	Sunday 31st August	5	33	31	
Summer St	Friday 29th August	7	66	64	Fair
	Saturday 30th August	7	67	67	
Soul Bar	Saturday 30th August	8	37	36	Fair
	Sunday 31st August	6	11	11	
Castlegate	Friday 29th August	8	22	20	Good
Private Ranks					
Rail station	Friday 29th August	13	46	40	Fair
Airport	Sunday 31st August	15	52	51	Fair
	Monday 1st September	6	76	74	
Sainsbury's	Friday 29th August	3	10	9	Poor

The table above shows that apart from St Andrew's Street and the Sainsbury's rank all current Aberdeen ranks see high average levels of usage, although there is wide variation between the peaks and lows of usage. The top three ranks all have average usage per hour of 66 loaded vehicles or more – with the Airport being the busiest on the Monday with an average of 76 per hour. Summer Street night rank has the next two busiest averages after the Airport being marginally busier in the earlier hours of Sunday than those of Saturday, but not by much.

The fourth to eleventh busiest ranks range from 53 loaded vehicle departures per hour (Back Wynd Friday) to 33 per hour (Graveyard Sunday(early hours of Monday morning). The other day of observation at the Airport and the railway station are fifth and sixth respectively in this ranking.

The wide variations of usage are typified by Back Wynd having the fourth, eighth, fourteenth and sixteenth average levels of loaded departures in the four days observed. Much of the week is more likely to see the 14 loaded departures per hour average than the 53 per hour seen in the Friday afternoon / night observations.

Nearly all levels of vehicle departures are very close to the number of vehicles presenting themselves for service – suggesting that peaks are very likely to result in queueing.

Because of the amount of queueing observed, only one rank can have better than 'fair' service although it is very clear that high volumes of passengers are being dealt with effectively – though waits appear endemic in the busy periods.

Total demand in a typical week

The table below calculates a typical week from the observations undertaken in 2014. Ranks or pick-up locations are listed in descending order of passenger usage in 2014.

Rank	Estimate passengers 2011 survey	Comparison for data available both years	Passengers per week, 2014 survey
Aberdeen Station	u/k	n/a	8,852 (26%)
Airport	u/k	n/a	6,836 (20%)
Back Wynd	3,819 (29%)	4,970 (35%)	4,970 (15%)
Chapel St	3,660 (27%)	4,107 (28%)	4,107 (12%)
Hadden St	2,255 (17%)	2,434 (17%)	2,434 (7%)
Dee St	1,787 (13%)	2,218 (15%)	2,218 (7%)
Summer St	No record	n/a	1,506 (4%)
Graveyard	No record	n/a	1,406 (4%)
Soul Bar	Not observed	n/a	770 (2%)
Castlegate	1,593 (12%)	695 (5%)	695 (2%)
Sainsbury's	No record	n/a	283 (1%)
St Andrew's St	Not existing	n/a	18 (0.0%)
Bridge St	313 (2%)	removed	Removed
Total	***13,427***	***14,424 (+7%)***	***34,095***

The table shows that, when estimates are made using our observations, the station rank sees the highest proportion of passengers in Aberdeen. This is followed by the Airport. Both have limited numbers of vehicles available to service them – ironically the highest usage is limited to service by just 60 plates.

The busiest City rank is Back Wynd with 15% of demand, followed in turn by each of the other daytime ranks. The top two night ranks see around 4% of demand each, with the other two seeing about 2% each. However, the volume of these four ranks is squeezed into two or three nights of just five hours at each site – making a huge peak demand.

Compared to the information available from 2011, patronage from the ranks for which data is presented shows a 7% growth to 2014 (14,424 passengers compared to 13,427). Comparing like for like, proportions for 2011 and 2014 ranks were very similar apart from the Castlegate rank which appears much less utilised in 2014 than in 2011, apparently at the expense of the Back Wynd rank. The removed Bridge Street saw just 2% of passenger flows in 2011 from the number of sites included.

The major difference between 2011 and 2014 totals is no detailed patronage information is available for the station, airport or Sainsbury's in 2011, nor does there appear to be information included for the Summer Street and Graveyard ranks which were observed but do not appear to have equivalent operational information included.

Review of plate activity

A sample was taken of the activity of plates during one of the rank survey days. This was to identify how many vehicles were active behind the level of service observed, and to show the length of period they were active during that day. Observations were undertaken along Union Street from 14:00 to 15:00, 20:30 to 21:30, 23:00 to 01:00 and from 01:30 to 03:30. Two hours were sampled near the airport from 16:00 to 18:00.

During this sample period some 940 different vehicle observations were made. At total of 144 observations were made of 'green' airport plates, 661 'yellow' (taxi) plates and 78 red (private hire car). 50 observations were discarded (being either unreadable from the viewing point, recorded as 'B' or as 'W' (and most likely out of town vehicles).

Of the 902 'yellow' taxi plates, 317 different vehicles were observed (35%). Of the 147 airport plates, 46% were observed and 20% of the private hire cars. In terms of frequency, one yellow plate was seen ten times, two 8 times, four 7 times, seven 6 times, 14 5 times, 21 4 times, 35 3 times, 73 twice and 160 on just one occasion.

The most frequent green plate vehicle was seen four times (five vehicles) followed by 11 vehicles seen three times. Red plates were seen much less often – only one being seen four times, two three times and 13 twice.

Of all the yellow plates observed, 31% were seen in the early hours sample, 25% in the late afternoon (near airport) sample, 22% in the hour before midnight, 12% mid-evening, and 10% around lunch time.

Further analysis was undertaken to see how long vehicles were observed for during the day. For the yellow plates, none were seen in all five periods. Just six (2%) were seen in four of the five periods. 10% were seen in three periods and 24% in two. Some 64% were only observed in one single period – suggesting a very high proportion of vehicles tend to operate for one moderate length shift only.

Initial summary of current operation

The Aberdeen taxi demand picture is very complex. The relatively low weekday daytime demand at many ranks contrasts with weekends where demand is very high. The positioning of the Graveyard rank particularly seems to make it very hard to serve with vehicles. Most vehicles approaching this rank from common Aberdeen destinations are intercepted by queues at the other Union Street ranks before they can get to this location – even in some cases by much lower flows.

Another general point is the very low occupancy of taxis from ranks overall – no site saw over 1.8 passengers per vehicle on average –and in many cases occupancy was close to use by single passengers. This means a higher level of vehicles are needed than might otherwise be the case were larger groups using vehicles.

The effective availability of vehicles to meet public demand is reduced by two further matters that seem to be a part of Aberdeen taxi operation. Firstly, there is a historically low level of sharing of vehicles – which means that when one driver is not working the vehicle is not available either. Secondly, drivers appear to be making clear choices of when to work – not unreasonable – but some of these choices are not related to known demand which means passengers ending up waiting for the available vehicles to service them.

Finally, there have also been historically low levels of private hire cars in the overall market for licensed vehicles in Aberdeen. This means a high proportion of booked demand is actually undertaken by taxi vehicles who when undertaking such bookings are not available to service ranks. However, this generally is a benefit to the public who rarely understand the distinction between licensed vehicle types and could otherwise end up making choices which left them uninsured for their journey.

Validation of rank observations

The night ranks are the subject of marshalling in during the early hours of Saturday and Sunday mornings. More recently, data has been collected by rank including some estimate of queueing and totals of passengers served. Some of this information was provided to us and has been used to validate our observations and understand how typical our period of observation was.

Comparison was made to the average of 35 recent weekend data sets from the marshals. Our surveyed weekend (the four night ranks only and for the hours covered by the marshals only) saw 90% of the average number of passengers leaving ranks, but 96% of the average number of taxis serving these ranks. This suggests our rank observations are relatively typical and generally appropriate for use in this report.

In fact, our weekend observations were 70% of the peak recorded marshal weekend (part of which was the weekend at the end of April 2014), at which time queueing would be expected to be worse – although no transport system can expect to provide for the peak of peaks.

The marshal data also summarises queue times and confirms that these vary even within a night between ranks – with the worst queues tending to be the early hours of Saturday morning and mostly at the Graveyard rank followed by Summer Street, although even this pattern can change.

Our observations found the worst queues at the Graveyard in the early hours of Sunday morning, followed by the same period at the Soul Bar rank, although our overall estimates suggest in total our early hours of Saturday morning were in fact busier than our early hours of Sunday – but resulted in less queuing even though there were also marginally less taxis that night.

Further, comparison to the latest two weeks (11/12 Oct and 18/19 Oct) of marshal data shows our weekend to be very close to the average of these two weeks (although the marshal data is missing information for the Graveyard in the early hours of Saturday due to heavy rain which meant the records were lost and so the total for that day would have been increased by the poor weather even further) (our data 97% of the average people and 5% more taxis than the average). The highest of these two weekends saw our data 86% of this peak in people terms and 92% of taxi vehicles). Interestingly, on one weekend the queues were similar to our weekend (on early hours of Sunday and at both Graveyard and Soul Bar, with the worst at the Graveyard rank), whereas the previous weekend saw main issues at the Graveyard rank but only in the early hours of Saturday rather than Sunday. Again, this validates our data as being 'typical' and demonstrates how variable the demand can be even in the peaks.

In summary, comparison to the marshal data confirms our observations are suitable for the purposes of this survey, and are 'typical', and also suggest the marshal data, with small amounts of revision to reporting practice, could be a very powerful tool to help monitor service to the public and any impacts of changes to policy on this level of service.

Our review of the marshal data also confirms that waiting times of over 30 minutes in more than one time period are regularly a part of the experience of those using the night ranks although there are also nights when this may not occur – in other words, demand in Aberdeen is not only categorised by high peaks but also by variability of these peaks – which may make it hard for drivers to predict when they need to work.

Application of the ISUD index
The industry standard index of significant unmet demand (ISUD) has been used and developed since the initial Government guidance that limits could only apply if there was no significant unmet demand for the service of taxi vehicles. Initially developed by a university, it was then adopted by one of the consultant groups undertaking surveys, developed further by them in the light of various court challenges, and most recently adopted as an 'industry standard' test utilised by most current practitioners of unmet demand studies.

Our understanding of the application of ISUD in Scotland is that it is used in all demand surveys we have identified, and that alongside confirmation or otherwise of the significance of unmet demand, the data collected can also be used to determine the appropriate number of plates if the present level leads to either more or less demand than the current number of plates appear to be able to support. Whilst most tests of demand find there is no significant unmet demand and no need for any change of plate limit policy, Edinburgh in 2009 identified significant unmet demand through its survey and determined that 30 further plates were needed to reduce the potential level of significant demand. A further 20 were issued following appeals but the limit remained in place, and the latest 2013 test found there was no significant unmet demand there. A recommendation was made that night fares be increased to encourage more drivers to work at the peak time (presumably to try to stem development of unmet demand that could be tending towards becoming significant), and six monthly review was advised.

In the case of Aberdeen, the private rail station rank as well as the Airport and the Sainsbury's ranks should be excluded from the ISUD calculations as these are locations out of the Council control. For the sake of clarity at this point, this demand at private locations has, however been taken into account in the overall report, just not in the specific ISUD index calculation at this point.

The ISUD calculations draw from various elements of the work, reflecting statistics which seek to capture components of 'significant unmet demand' although principal inputs are from the rank surveys, factored to produce a typical week of observations based on the knowledge available to us.

The index has two elements which can negate the need for use of the index by setting the value to zero. The first test relates to if there are any daytime hours (Monday to Friday 1000 to 1800) where people are observed to queue for taxis. There are 7.5% of such hours in the typical week constructed from the data.

The other index that could be zero – proportion of passengers in hours in which waits occurred which was over 1 minute – of which there are 22% again in the typical week. This is a prime driver of the significance of the unmet demand identified.

The seasonality index is 1.0 since the surveys were undertaken once School holidays were over.

The area exhibits “peaked” demand, so this factor is normally set to 0.5. In effect there is relatively little rank demand apart from the peak (as noted above) and we have therefore reduced this factor to 0.2 to reflect this.

Average passenger delay in minutes is 5.45 minutes, yet another driver in the derivation of the significance of unmet demand.

From the public attitude work, the latent demand factor is 4.3%, assuming all who did not give an answer had not ever given up waiting. This provides a factor of 1.043.

The ISUD index for the full survey is 188 and must be seen in the context of the very high disparity between day to day flows and the weekend peaks although the peak factor has been modified to take account of this. From the individual components above it is the high proportion of passengers travelling in the hours with average waiting times over a minute, as well as the high average waiting times, that are the key components pushing the factor beyond the level of 80 which is counted to suggest unmet demand is significant.

The 2011 estimated ISUD index was 14.82, although no detail of the components making this up is recorded in either the 2011 report or its available appendices. This was based on broadly similar data sets, with a 7% increase in patronage between 2011 and now.

From our research (and comments in the 2011 report) it appears that the 2011 survey was undertaken at a relative low point in demand for taxis in Aberdeen resulting from cut-backs in use of taxis on account by the oil industry around that time. This meant that more vehicles were available to service the public at ranks which would have reduced the incidence of queueing and the level of the index calculated. Other information from our current research suggests that the current extent of queueing has only developed over the last year to eighteen months (from experience of one of the marshals). This seems to confirm the growth in the ISUD index between 2011 and 2014 is a true reflection of events and the current situation. Many others have told us that more drivers now choose when they work (see trade consultation section).

4. Public Consultation results

A nineteen question survey was undertaken with 411 persons in the Council area (448 were obtained in 2011). Surveys were undertaken within the main central area, at the Airport (51), in the rail station precinct (50) and near the bus station (50). The Table below summarises the overall responses.

<table>
<tr><th rowspan="2">Question</th><th rowspan="2">Response</th><th colspan="3">%</th></tr>
<tr><th>Av</th><th>City</th><th>Apt</th></tr>
<tr><td>Have you used a taxi in the last three months in the Aberdeen City council area?</td><td>Yes</td><td>18</td><td>16</td><td>33</td></tr>
<tr><td rowspan="8">How often do you use a taxi within this area?</td><td>Almost daily</td><td>2</td><td colspan="2" rowspan="8">n/a</td></tr>
<tr><td>Once a week</td><td>6</td></tr>
<tr><td>A few times a month</td><td>43</td></tr>
<tr><td>Once a month</td><td>16</td></tr>
<tr><td>Less than once a month</td><td>33</td></tr>
<tr><td>Trips per person per month</td><td>1.8</td></tr>
<tr><td>% responding</td><td>15</td></tr>
<tr><td>Trips modified for response</td><td>0.3</td></tr>
<tr><td rowspan="8">How do you normally get a taxi within this area?</td><td></td><td>Av</td><td>City</td><td>Apt</td></tr>
<tr><td>At a taxi rank</td><td>48</td><td>52</td><td>35</td></tr>
<tr><td>Hail in the street</td><td>1</td><td>2</td><td>0</td></tr>
<tr><td>Telephone a taxi company</td><td>51</td><td>46</td><td>65</td></tr>
<tr><td>Use a Freephone</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>Use my mobile or smart phone</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>Other</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>% responding</td><td>19</td><td>16</td><td>39</td></tr>
<tr><td>If you book a taxi by phone, please tell us the three companies you phone most</td><td colspan="4">Please see response in text</td></tr>
<tr><td>Please tell me the ranks you are aware of in the Aberdeen City Council area and for each if you use them</td><td colspan="4">Please see response in text</td></tr>
<tr><td>Is there any location in the Aberdeen City council area where you would like to see a rank, and if it was there and vehicles were available, would you use it?</td><td colspan="4">Please see response in text</td></tr>
</table>

		Av
Have you had any problem with the taxis in Aberdeen? (indicate as many as apply)	Total problems cited	47
	By no of people=	27
	Design of vehicle	17
	Driver issues	17
	Position of ranks	9
	Delay in getting a taxi	38
	Cleanliness	4
	Other – "too high"	9
	Other	6
What would encourage you to use taxis or use them more often	People responding	53
	No of responses	64
	Nothing	0
	Better vehicles	2
	More taxis I could phone for	9
	Better drivers	3
	More taxis I could hail or get at a rank	11
	Cheaper	62
	Other	13
Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?	% who responded	14
	No	95
	Yes - I need a wheelchair accessible vehicle	0
	Yes – someone I know needs a wheelchair accessible vehicle	2
	Yes– I need an adapted vehicle but not a accessible	3
	Yes – someone I knows needs an adapted vehicle but not accessible	0
	Other	0
Have you ever given up waiting for a taxi at a rank anywhere in the Aberdeen city council area?	No	67
Are there any particular times of day or days of the week when you find it hard to get a taxi in Aberdeen?	*Please see response in text*	

Do you have regular access to a car?	Yes	54		
		Av	City	Apt
Do you live in this area?	Yes	71	74	49
Would you be more inclined to use a taxi if it were a low emissions vehicle, i.e. better for the environment and for public health?		24		
Would you support a designated zone within the city of Aberdeen where only low emission vehicles were permitted in order to improve air quality?	No	83		
Thinking about your recent taxi journeys in Aberdeen, approximately how long did it take for the taxi to arrive?	At a rank	See response in summary		
	By hailing			
	By phone			
Have you ever given up trying to arrange a taxi journey by phone in Aberdeen?	Yes	45		
Gender	Male	42		
Age	Under 30 (15-29)	26		
	31-55	47		
	Over 55	27		

On average, of those interviewed in the streets of Aberdeen, just 18% said they had used a taxi in the last three months. This is a very low value compared to most other places. In general, considering the overall response there seems to be very little interest in taxi services by people on the streets of Aberdeen.

Whilst we were warned of some survey fatigue in general in Aberdeen arising from the high level of on-street questionnaires being undertaken, the reticence to answer is of concern. Because of the low response, we have not undertaken a general split between those responding in various parts of the City as the responses would not be robust. Part of the issue is that just over half the Airport sample were from outside Aberdeen whilst for the sample undertaken in the City Centre 26% were from outside the City.

People told us how often they used a licensed vehicle. The most frequent response was a few times a month (43% of respondents). Just 2% of those answering this question said ‘almost daily’. Overall, the response to this question was low, with just 15% willing to respond. For those responding, the average trips per person per month is 1.8; quite low; when allowing for non-response (assuming these people do not use taxis at all), the value overall of trips per person per month falls to a very low 0.3.

19% of people told us how they obtained licensed vehicles. The split was almost equal between use of ranks (48%) and phone (51%) with just 1% saying they hailed taxis. No-one claimed to use freephones or mobile phones. This compares to 44% rank, 24% hail and 32% pre-booked in 2011. This suggests a large swop from hailing to pre-booking. This may relate to the success of the marshal system in encouraging people to wait at the central ranks, although the rank usage percentage has not increased significantly since 2011 and marshals have been around for some while.

We investigated further the companies that people said they contacted. Just 41 people gave answers. Two said they did not use companies as this increased the cost. Two people said they used 'various' companies. Two others gave other non-specific answers.

Two people named three companies and eight named two. In total there were 45 specific mentions of companies. 58% said one company whilst 36% said another. 6% named three other separate companies. This is not particularly good knowledge of the company structure – and suggests that people tend to mainly perceive the fleet as one large taxi fleet.

People were asked which ranks they knew about and which they used. 58 people (14%) of those interviewed told us the ranks they knew and / or used. Compared to other questions there was a relatively good knowledge of a range of ranks. 31% named three locations, a further 31% named two, 17% named four and 21% named just a single location.

Ten actual ranks were named with several other (minor) references to colloquial names such as 'opposite BHS'. Four ranks obtained over 10% of mentions. The most quoted, and used rank was Back Wynd, with 32% of mentions (27% of mentions said they used it). Next most popular was Chapel St (18%), the railway station (12%) and Hadden Street (11%). 8% said the Airport, 6% Dee Street. Night ranks were only mentioned by 3% - perhaps confirming that our public interviews mainly focussed on those around during the daytime and not capturing a large volume of those mainly out at night. The St Andrews Street rank obtained 0.5% of mentions.

People were asked about new rank locations. 20 people responded of whom two gave two locations. The most popular location with 29% of responses was 'Castlegate', followed by the bus station (14%) and at the hospital (10%). None of these are significant and suggest the current rank coverage remains appropriate and generally sufficient.

Just 27 people – 9% of those interviewed – said they had issues with the taxi service. This suggests general satisfaction. However, those that had issues generally had more than one issue – with one person citing five issues, two citing four, four citing 3 and two citing two issues. 18 people gave one issue only.

The most frequently quoted issue was delay in getting a taxi – accounting for 38% of the issues quoted. Vehicle design and driver issues came second equal with 17% of the mentions made each. 9% of people said they had an issue with vehicle height – presumably use of larger vehicles. Cleanliness was the least mentioned issue (4%).

As is usual, more gave reasons they would make more use of taxis. 53 people – 13% of those interviewed told us what might make them make more use of taxis. They gave 65 responses – with two people giving three responses, eight giving two and the remainder giving a single reason.

When the reasons given people would use more taxis are analysed, the largest response is if they were cheaper (63%) – a typical response around licensing authorities. The next largest reason, 11% of mentions, is if more were available at ranks, and 9% said if there were more they could phone for. A range of other single reasons were given accounting for the remaining reasons – with just one person saying nothing would make them use taxis or use them more. Whilst this is overall a negligible response, there does appear to be an issue of need for more availability of taxis in general.

Just 14% responded to the question about if they, or anyone they knew, needed adapted vehicles. 95% did not. For those responding other than of no need, 2% knew someone that needed a AV and 3% themselves needed an adapted vehicle but not AV. This is not a significant response.

Car access was relatively high at 54%. 71% lived in the Aberdeen City council area – relatively low – which might also account for some of the lack of interest in local taxi services. However, at the Airport, 51% were from outside Aberdeen whilst for the city sample, 26% were from outside the city boundaries.

Of those responding to the question about low emission taxi vehicles, 24% would be more inclined to use a low emission vehicle. Less would support a low emission zone (17%). Both questions were responded to by 12-13% of those interviewed, not a high proportion.

People were asked how long it had taken on recent Aberdeen taxi journeys for vehicles to arrive. 34 people told us how long it took at a rank- with 24% saying vehicles were always there. 6% said they had given up waiting at a rank and 3% said they only waited if vehicles were there. Of those who did wait, the wait time quoted ranged from five minutes to two hours with an average of 34 minutes.

None quoted wait times for hailing a taxi. For those phoning, 11 people responded. Of these 18% said the vehicle arrived promptly. The remainder gave wait times again from five minutes to two hours with the average response time from those quoted being 36 minutes – slightly more than waiting at a rank.

People were asked if they had ever given up waiting for a taxi at a rank anywhere in Aberdeen. Of the 13% of interviewees who responded to this question, a third said they had given up waiting at a rank. This provides an effective latent demand factor of 4.3%. The locations this occurred were reviewed (although only 17 people gave a specific answer). Of these responses, the highest proportion did not give a detailed location (28%), 24% said the railway station, 12% each said Back Wynd and Union Street and the remaining answers (6% each) included Chapel Street and 'city centre supermarkets'.

People were also asked if they had given up trying to book a taxi by phone, and if so why. The response was relatively low – just 8% of those interviewed, but of this 45% said they had. Of the sixteen specific responses, 63% said they either did not get an answer to the call or that when answered they were told there were no taxis available.

A further question sought specific times people found it hard to get a taxi in Aberdeen in general. Whilst there was a focus on evenings and weekends, others mentioned school times and early mornings. Overall, there seemed to be a general lack of taxis most times for those who were willing to quote their experience – but admittedly just 9% of those interviewed.

42% of those interviewed were male whilst 26% were under 30, 47% between 31 and 55 and 27% over 55.

5. Stakeholder Consultation

The following key stakeholders were contacted in line with the DfT Best Practice Guidance 2010:

- Supermarkets
- Hotels
- Restaurants and night venues
- Oil industry
- The Airport
- Hospitals
- Police
- Disability representatives
- Elected members
- Other council contacts
- Rail and other transport operators

Specific comments have been aggregated below to provide an overall appreciation of the current situation, although in some cases comments are specific to the needs of a particular stakeholder. It should be noted that the comments contained in this Chapter are the views of those consulted, and not that of the authors of this Report. **Appendix 2** provides further details of those consulted. In all cases, our consultation is not statutory and there is no compulsion on any stakeholder to make any response, although we will make every effort to give stakeholders opportunity to respond, even if encouraging them to say they have no comment.

The licensed vehicle trade consultation is the subject of the following chapter.

All key stakeholder consultation was undertaken between the middle of August 2014 and the end of September 2014. Opportunity was given for response in writing or by phone. The method by which people responded is recorded in **Appendix 2**.

For most key stakeholders, the following key questions were asked:

- What are your operating days and hours?
- Can your customers / clients get taxis home ok?
- Do you arrange for any form of dedicated taxi service?
- Is there a nearby rank used by customers?
- Are there any positive or negative comments you have received regarding private hire or taxi services for your customers / clients?
- More specific questions were asked of police and disability stakeholders, as well as to hospitals and parish / town councils

Most consultation was undertaken either by email exchange or telephone conversation, or by letter if necessary. The exact method of contact / response is recorded in **Appendix 2.**

Supermarkets
Eight supermarkets were contacted. During the time available for this study, four did not respond. Three of those that responded had a Freephone for customers, although one of these no longer worked and customer services would call a taxi for a customer if needed. The other store would also call for customers if asked. Three of the stores had no positive or negative comments. One store, where there was also a rank provided outside, said they had issues with obtaining any taxis between 16:00 and 18:00 for their customers.

Three shopping centres in central Aberdeen were contacted. In the time available for this study just one responded. They currently had no Freephone facility but their customers went to the railway station rank to obtain taxis. They also advised us that the council are installing a rank near to their centre in the near future. It was not clear if this would supplant use of the station rank or not. There were no issues raised about the service provided.

Hotels
The chair of the Aberdeen Hotels organisation told us there were not too many examples of good service to their customers – more poor ones. They said there were not enough taxis on the road especially in late evenings. They were aware of common queueing at the Airport rank. They felt a further rank was needed at the Airport. Most hotels had their own nominated taxi company supplier which was generally used for customers.

Restaurants / Night venues
A representative of the Aberdeen City and Shire Licensed Trade Association told us their biggest gripe was a serious shortage of taxis on weekend evenings and into the early morning hours. All day Sunday can also be an issue. They felt that a good many of the drivers either did not choose to work nor want the hassle of working those hours.

They felt that special events and day time activities were well catered for but would like to see weekend working mandatory to anyone granted a license (which is not possible). They have no issues with the current position of the taxi ranks.

They consider that having Airport taxis picking up in the city has led to continual backlogs at the Airport rank – which was concerning as it did not give visitors a good first impression and they wonder if use of shire taxis to fill that backlog might be a remedy.

Oil industry

Ten different oil related companies were contacted. During the time available, two did not respond at all. Two said they could not respond due to privacy of those working for them meaning we had to know who we wanted to speak with. One company did not know if they used taxis or not. Five said the company did use taxis – but one confirmed this was arranged individually by those wanting them. Four others booked them via reception – one with a good contract with a taxi company; two said they had no issues and just one said they had regular issues getting taxis for people in the evening peak. It did not prove possible to obtain any contacts with corporate account holders although the impression was that less held such contracts than previously had been the case.

Other evidence

There is other reported evidence of the current buoyancy of the economy of Aberdeen. This is an important context to the current situation of demand and supply of taxis in the area. A Guardian press cutting from 18 June 2014 was identified. This began with the following quote:
"the taxi driver swings his brand-new BMW out of Aberdeen train station. Behind him the sleek glass-fronted £250m Union Square shopping centre, with its Apple store and Hugo Boss shop, glistens in the afternoon sunshine. 'Welcome to the oil capital of Europe' he says with a smile". The article goes on to suggest Aberdeen can feel like a world of its own. It quotes a councillor saying "this is the centre for world oil, not just the North Sea with over 900 companies serving the energy sector in Aberdeen employing around 40,000 people".

At the end of the article, there is comment about concerns for the continuation of the industry, and a stark reference to many city residents having to use food banks given the high cost of living which applies to everyone, irrespective of their resources.

The article also suggests that the very strong regulation of this market by the private rail company has led to the ability of these yellow plates to invest in vehicles given their high return from a very regulated operation.

Airport

Two airport representatives explained their current view of the present airport operation. They told us that 15:00 Sunday to 15:00 Monday tended to cover their busiest period for arrivals and hence usage of the rank. They told us that 65% of their passengers were on business - a very high level, related to the oil industry in this area.

They confirmed there is an 8-9 space rank for vehicles with a long shelter for passengers. This is supplemented by another holding area for other vehicles. Only green plate, green roof sign, Airport zone taxis can service this rank. There is an exception if passenger queues are over 15 minutes long, when a green light can be illuminated to allow other taxis from the general Aberdeen fleet to service the rank. One company has the main contract for servicing the airport demand, though all vehicles must be City

Airport zone plated. Other taxis can set down and pick up pre-booked journeys but only from the main car park area. The company with the contract also has a further contract for provision of executive vehicles servicing much of the business market.

The Airport was keen to allow data collection and wish to work with the Council to understand how current restrictions benefit the present operation.

Hospitals
An attempt was made to contact various hospital sites in Aberdeen via the Grampian NHS but none responded during the course of this study.

Police
A representative who is one of two who deal with licensing matters told us that the police position about the current policy of restricting taxi licences is neutral.

The police have observed that during periods of high demand an increase in the availability of taxi vehicles would be beneficial to customers and would assist in getting people enjoying the night time economy of the city centre back home quickly and safely. However, they felt that a number of drivers might be electing not to work at those generally unsociable hours, rather than there being per-se any shortage of actual vehicles.

The representative said that the Taxi Consultation Group trade representatives often said designated stances (taxi ranks) are not large enough to fit all vehicles. Police Scotland do not therefore offer any recommendation in respect of whether the number of licences for taxis should be increased or not.

Disability representatives
Several organisations or individuals providing assistance to those needing adapted transport were contacted. Many did not respond during the time allowed for our study.

A representative from the Scottish Accessible Transport organisation sought other information from members, but did not receive any further information other than their own personal response. They told us the main issues were disability awareness by drivers and the problems caused by the present high demand for transport in Aberdeen. They felt more could be done to give more information about likely taxi availability to potential customers.

They also felt drivers needed to tell the passenger more about the journey when people had needs that meant they needed more information than usual passengers might. There was a particular issue with booking offices not passing on to drivers key information about travellers' needs, such as if a person was visually or audibly impaired. Many problems that arise relate to a lack of understanding of particular needs by drivers.

Another representative who until six months ago ran groups for people with learning disabilities, dementia, mental health problems, told us that accessible vehicles were almost always available when they sought one for a client with a particular need. Availability was guaranteed if you were able to book a day or more in advance.

The representative said their clients' experience of taxis was generally good. The standard of service and sensitivity to a variety of needs was generally very positive. There was variation in how good drivers were at communicating with particular needs, but the overall level and standard was good. There were perhaps only two instances in ten years when they had to submit a complaint to a taxi firm – and both cases were well dealt with by the company involved. This was out of a good few hundred taxi bookings made in that period. The only issue regularly raised was that people thought taxis were expensive.

Elected Members

Ten local and two national elected members were contacted. Most chose not to respond in the time available for this study. One MSP replied to say they would let the opportunity to comment pass. Another MP asked their office to respond. They told us a straw poll in their office appeared to show there are no problems getting taxis in Aberdeen. The younger staff looking for taxis in the early hours commented that queues can be long although many had benefitted from a recent provision of a waiting room for one company where people can sit and wait for their taxi. They pointed out there were complaints regarding lack of taxis 'some years ago' but said they had not received any similar complaints for some considerable time. They felt the taxi companies would be best placed to say if they needed more staff.

Another MP had received a complaint about someone who had missed a flight when a booked taxi did not turn up – and when there was no answer to the booking line when they called to try to see where the taxi was. The grievance was compounded by the booking company saying they were just agents and not responsible for the failure of the driver to fulfil the booking, but also not then being willing to identify the driver who they said the contract actually was with. This arose from their claiming only to be agents for a group of self-employed drivers. This issue is related to private hire and is not per se a taxi demand issue but has been reported to clarify why this is not totally relevant to our specific survey.

Other Council representatives

Highways representatives explained to us that the ranks recommended for removal in the 2011 report would be removed shortly – apart from one which had already been removed (noted in the rank chapter). The proposed new rank servicing the Union Square development is moving forward, although a proposal for a rank on Upper Kirkgate has been withdrawn with the new major development proposed in that area. A new rank on Broad Street adjacent to the Town House is several years from implementation.

Highways advised us they are aware of over-ranking by taxis at Back Wynd during the daytime – impacting on disabled parking facilities there. Chapel Street is also over-ranked during the day impacting on general parking. At night the principal over-ranking by vehicles occurs at St Nicholas Kirk which has impact on bus stops and the Back Wynd junction.

There are known to be queues of passengers waiting for vehicles principally at the night time ranks on Union Street.

The team leader of the public transport unit provided us a background to the current public transport offer in the City. The public transport network is relatively extensive and covers the majority of neighbourhoods. This is close to achieving the City target of all properties being with a 400m walk of a bus stop. The bulk of services operate every 20 minutes or better although low patronage in some areas does mean lower frequencies are possible. Areas with services every half hour or less frequently are Airyhall, Craigiebuckler, Beach, Footdee and Leggart.

Evening services are reduced and less frequent with most either half hourly or hourly – with Airyhall and Craigiebuckler without any service. In the week last services are as early as 23:00, before the last trains arrive at Aberdeen station and before cinema film ends and pub closing times. There is effectively no public transport between midnight and 05:00 in the early hours of Monday to Friday mornings.

At weekends there are night buses between midnight and 03:30 in the early hours of Saturday and Sunday mornings only. These cover most of the city, but on a less detailed network than daytime services, meaning many people have longer distances from bus stops to home.

In summary, bus service provision means that people are dependent exclusively on taxis for some areas of the city, from midnight to 05:00 Monday to Friday mornings, and if they wish a more local service than the public transport offer provides. Late train, cinema, pub and club users are all particularly dependent on taxi services.

Although current bus patronage is increasing, private car remains the dominant choice for many journeys in Aberdeen. Mode split to the bus has fallen between 2006 and 2012 from 17% to 14% despite significant attempts to improve modal split towards the bus. The proportion travelling to work and education by bus in Aberdeen for the 2011 census is lower than the proportions for Edinburgh (26%), Glasgow (23%) and Dundee (18%) with Aberdeen at 16%. There has been more increase in walking and cycling than for other modes.

The public transport team are also aware that there are elderly and disabled residents who find it difficult or impossible to use local bus services arising from their reduced mobility. The city is continuing to consider how to link transport provision to health and social care with an attempt to develop community transport solutions – although inevitably such groups are also dependent on taxis more than others.

The public transport network focusses on radial routes passing through the city centre, with no orbital routes, giving another area of journeys where public transport is focussed on taxi provision or car dependency. Another recent issue militating against the bus is traffic commissioner punctuality targets which mean timetables are set to worst case traffic timings, which mean people experience sitting waiting for the bus to move on quite frequently – which may again tip people towards taxis.

The Public Transport Unit needs around 200 vehicles per day to service school and social transport journeys – many of which are taxis. 17 different taxi operators have contracts with the council although many do not currently undertake any specific work. Others are unable to source any more vehicles to take any further work. The two largest taxi companies have chosen not to undertake City council contracts at the present time.

The Unit does have difficulty obtaining enough vehicles to service the contracts it has – although this also relates to a shortage of larger bus vehicles as well as taxis, relating to the overall buoyant transport situation in Aberdeen at the present time. This difficulty does mean the Unit are reticent to increase standards of vehicles required – such as requiring all car style vehicles to be licensed as either taxi or private hire cars.

Enforcement

The Council licensing enforcement section told us the complaints and representations they received about the taxi service:

- A shortage of taxis, or refusal to accept any bookings, between 14:30 and 17:00;
- More recently complaints of inability to book taxis at any time of day;
- Lack of AV style vehicles;
- There is anecdotal evidence many vehicles have long term contracts including for schools;
- The limit appears to be restraining vehicle supply when most needed by the public;
- The issue is compounded by drivers choosing to work when they prefer to work even if this means quieter periods have too many vehicles.

Rail Operators

Although we contacted the two rail taxi associations, neither responded during the time available for this Study. The rail operator provided facilities for our surveys to occur, and contact details for trade representatives, and advised us how the permit system worked, but did not give any further comment about the operation or any concerns they had.

Nationally available rail statistics provide an estimate of usage of each station on the national rail network, with the largest station in passenger usage being ranked as 1st. Aberdeen lies 132nd and Dyce 631st in the latest available data (for the rail year ending 31 March 2013). Comparing the last three years' data, Aberdeen has seen 13% growth whilst Dyce has seen 31% growth. Aberdeen first passed the 3 million passenger entries and exits level in 2011/12 and in the last year available had some 3,338,072 entries and exits per year. Dyce had 759,898. In essence, this implies just over 1.5 million people leave the station each year – or about 4,000 per day or 32,000 per week. Our estimated taxi usage is therefore 28% of all passengers leaving the station.

6. Licensed Vehicle Trade Consultation

Trade consultation

A DfT Best Practice Guidance compliant consultation was undertaken with a wider set of trade representatives, covering operators, taxi and private hire drivers and vehicle owners (both taxi and private hire). Each respondent was provided with an explanatory letter and questionnaire, and the results were collated and summarised below. This element of the survey was not undertaken until all the rank surveys had been satisfactorily completed to ensure there was no opportunity for the trade to become aware of when the rank surveys were occurring. This is important as there have been cases where foreknowledge of the rank surveys has allowed the trade to plan more supply and therefore invalidate the rank reviews – although our surveys are carefully designed to minimise such opportunity.

Our letter / questionnaire was issued directly by the Council to a potential 1,529 respondents comprising all drivers.

A total of 147 trade responded – a response rate of 10%. 80% said they were from the taxi trade and 20% from private hire. Total days worked ranged from two to seven, with an average being six days. 38% worked six days and 36% worked five days. 17% worked seven days.

This equated to an average of 52 hours per week, again with a range from 0 to 95. The average experience in the trade was 18 years, but again with a range of two months to 48 years.

A review of the hours people say they work demonstrates that the main cover for the 0000-0500 period at weekends comes from those operating as taxis, with just 11% of those saying they operate as private hire saying they worked at this time. From the responses made, 43% of taxi drivers operate at this time on a Saturday compared to 26/28% on Sunday and Friday and 12/15% on Mondays and Tuesdays (when demand is much lower). For the main daytime 0500-1300 the typical day sees half the fleet active, rising to nearer 55% for 1300-2000 and 40% for 2000-0000.

106 of the respondents told us what affected their choice of shift. The most dominant thing affecting when they worked was 'traffic' or 'traffic congestion' with some telling us they avoided times when it was hard to move about (20%). 19% said they chose shifts to fit their family commitments. 8% said they avoided nights because of the behaviour of night customers (this had been 15% in 2011) whilst 4% said they chose to work nights for various reasons.

88% owned and drove their own vehicle. Just 5% said someone else drove their vehicle at other times. 71% operated on some form of radio circuit with 29% therefore independent.

105 respondents told us the ranks which they used. Of these, 25% said they served 'all' ranks but did not define what 'all' meant. The rank quoted most was Back Wynd, by 40% of those responding. Chapel Street was mentioned by 36%, the station and Dee Street each by 17%, Hadden Street by 15% and the night ranks by 14%. Union Row and Dyce station were each mentioned by 2%, as was Sainsbury's. One person mentioned the St Andrew's Street rank, and another talked about 'zones' (Kirkhill, Dyce and Topend).

Most comments about ranks were that more were needed, or that they should be more adequately signed. Some appreciated the marshals whilst others said their services should begin earlier. Details of other comments made (other than about ranks) follow below.

Respondents were asked by what method they most frequently obtained fares. Many responded with more than one method so there were some 250 total responses.. Of these different responses, 42% said phone bookings, 34% said rank pick-ups, 14% said hailing, 8% said private contracts and just 2% had school contracts.

Of those responding, 93% favoured retaining the limit on vehicle numbers, and just 10 (7%) did not agree.

In terms of benefits to passengers of retention of the current limit, many views were given including people taking the opportunity to say they thought there was no benefit. For those suggesting a benefit most focussed on the sharing of work between a given number of vehicles reduced uncertainty and allowed the quality of service to be kept higher than it would otherwise be. Many suggested the only shortages were in the early hours of Sunday morning and that the rest of the time there was over-ranking.

People took the opportunity to make other comments, but mainly that they felt there were too many vehicles and only issues in a few hours that might be resolved by perhaps allowing private hire cars to pick up at these times (a rare suggestion from the taxi trade). Many accepted that people chose not to service the more difficult hours. The main conclusion was that if more plates were added, most would work longer hours, worsening the levels of over-ranking and further decreasing the remuneration made – probably without improving the late night shortages. There were quite a few very strong feelings against any extra plates.

In the question about reactions to any plate increase, the next largest reaction after 'work longer hours' (35%), was that 30% would leave the trade altogether. Some expressed that they would be very surprised if this occurred but did not say otherwise how they might respond.

Discussion was also held with five of the largest operators of taxi companies in Aberdeen. Several feel the current cap on numbers does not reflect market demand, or was unjustified. One told us they felt the various market barriers – including the limit on vehicle numbers – had created a very unhealthy situation.

One felt there was a shortage of taxis in rush hours and also that many drivers refused short journeys. One felt all drivers can get vehicles when they want to work – the real issue is a shortage of drivers. It was suggested that most drivers worked daytimes only – with one operator reporting that those willing to work fell to 65% by 17:00, 30% at 21:00, 40% at midnight and just 20% during the rest of the night, a pattern confirmed by another operator who said normal hours were 0600-1400. Another operator said it was hard to get drivers willing to work 07:30 to 09:30, 15:00 to 18:00 and 22:00 to 06:00 and that their phone bookings suffered as a result (in one case September saw a 28% shortfall of lost bookings, three other companies said they were acutely aware of their lost bookings).

One said there was only one year affected by the recession – 2010 – when account work fell significantly (but they felt then the public were better able to obtain taxis). One reported they were aware of long city centre rank queues particularly in the early hours of Sunday morning.

One operator felt removal of any limit on numbers would not provide any more drivers and was concerned there might be a 30% reduction in taxis when the AV stipulation finally applied to all vehicles.

Another operator felt most drivers would say things were o.k. as they would feel that removal of the limit would "cut their own throats"

One operator gave a personal view was that the limit "had led to a cartel of two companies and a set of very safe and secure independent drivers who did not provide good service overall".

Two respondents were concerned that having the same conditions for both hackney carriage and private hire drivers is reducing the overall number of drivers available (particularly the knowledge test they felt was not relevant to private hire); another supported the current standard

We spoke with the local union representative for Unite. They told us that - many would welcome removal of the restriction on vehicle numbers particularly companies whose revenues would then increase (through rents). They felt there needed to be a focus on what is best for customers first and then for the trade;

They told us that the taxi trade has little competition as there are very few 24-hour buses, with issues compounded by there being little daytime demand at ranks with most taxis working from offices then.

They confirmed that the end of the month is always the busiest weekend; clubs shut at 03:00 but the Casino remains open longer and extends the times queues occur there. Everyone knows the Graveyard rank will have the longest passenger queues but most drivers however prefer to service any queue at Castlegate rather than passing them and proceeding to the Graveyard rank.

They told us that the other two west end ranks tend to act similarly in restraining vehicles arriving at the Graveyard from that end of Union St. Most queues occurred in 8 hours of a 168 hour week, and demand drops significantly when students are not about.

They did not feel unmet demand was significant overall and that the busyness of the peaks related to the current status of the oil industry.

7. Summary and conclusions

Policy Background

Taxis are seen as important within the latest Local Transport Strategy (LTS) and are expected to be included specifically in the revised version as this is produced. It is acknowledged that they provide elements of transport that would otherwise be missing to those in Aberdeen. City Highways are active in reviewing, revising and developing ranks although the principal policy of the night ranks was developed just in advance of the 2011 survey and is now well-established including usage of marshals on the busiest nights.

Aberdeen set a limit of 1,049 taxis on 6 June 2012 following the 2011 survey. Taxis are split between yellow plate and green plate – the latter being Airport zone vehicles which alone can service the main airport rank unless the operator there applies the 'green light' that allows yellow plates to assist in moving queues. The Airport rank is on private land and is also allied to one company who operate it on the Airport behalf. A further private rank requiring a supplementary permit exists at Aberdeen Station – this rank also has a limited number of permits set by the rail operator. It is highly likely that this limited set of vehicles rarely service ranks other than the station rank although there is nothing to prevent them doing so.

A policy is in place which will see all Aberdeen taxis accessible vehicles by June 2017.

Almost all Aberdeen taxi drivers can drive either taxi or private hire vehicles. There is a very small number of private hire car only drivers who can only drive those vehicles.

General Background

Taxi growth of 24% occurred over the five years from 2006 when there was no limit on vehicle numbers. Driver numbers have risen by 30% since 2003 and are currently at their highest recorded level.

Aberdeen has over twice the Scottish average level of taxis per thousand of population. This provides Aberdeen with a far higher level than any other Scottish licensing authority. Aberdeen has always had a very low level of provision of private hire cars. Taken together, these statistics provide Aberdeen with the seventh highest level of total licensed vehicles per thousand of population in Scotland (for comparative figures at 2013).

At present Aberdeen is also above average for the proportion of AV style vehicles in the fleet – at 52% - although it is progressing to a 100% AV fleet which will make it the seventh Scottish authority to have such a fleet.

There is little evidence in statistics that there is any double-shifting by drivers of vehicles with most vehicles having one single driver using that vehicle. About 26% of the taxi fleet are independently operated although the rest are grouped into nine companies, with two very large companies.
Most drivers tend to be self-employed although there are a number of vehicles owned but not driven by their owners resulting in an equal number of renting drivers.

Fare levels place Aberdeen 218th equal where the highest fare ranks 1st and the lowest 365th. Compared to the Scottish average fare, Aberdeen is 2% higher but 4% below the national average reported by the National Private Hire Association (NPHA). This means Aberdeen fares are average.

Rank Surveys

Since 2011, one rank (Bridge Street) has been removed. All of the ranks identified as redundant in the 2011 survey are in the process of being formally removed. A rank has been put in place in St Andrew St. One other new rank is proposed to service the recent Union Square development.

A representative 272 hours of rank surveys were undertaken using video methods. All observations included all waiting time by vehicles for passengers. During these observations no passengers were observed using wheel chairs to access vehicles at ranks. There was very little abuse of ranks by other vehicles.

In terms of average loaded vehicle departures the busiest location / period observed was the private Airport rank. The Summer Street night rank has second and third place for two of the periods observed there. All these three location / periods have 66 or more loaded vehicle departures per hour on average within the period observed.

Nearly all rank performance statistics have very close vehicle arrival and departure numbers matches suggesting any increased flows will quickly lead to passenger queues as demand exceeds supply.

There is wide variation in rank usage typified by Back Wynd having the fourth, eighth, fourteenth and sixteenth highest levels of average usage over the four days observed.

Our surveys noted endemic waiting in the busy periods from late on Friday nights through into the early hours of Saturday morning, and from late on Saturday night through into the early hours of Sunday morning. The overall impact of the peak queueing means only one rank was identified as having better than 'fair' service overall although high volumes of passengers are generally being dealt with effectively at the peak times.

A typical week is estimated to see over 34,000 passengers use ranks in Aberdeen in 2014. 26% of demand is estimated to originate from the station rank, 20% from the Airport rank, 15% from Back Wynd and 12% from Chapel St. The two other daytime ranks at Hadden St and Dee St both see some 7% each of demand. Summer Street and the Graveyard the night ranks each see around 4% of weekly demand, with the other two night ranks seeing 2% each. The private Sainsbury's rank sees just 1% and the St Andrews St rank sees some use but is clearly still very much developing.

Based on information available from both 2011 and 2014, rank usage has grown by 7% in the three years. Split of patronage between the ranks remains generally similar although Castlegate appears less used now, with much more dominance by Back Wynd in 2014.

A review of plates observed at specific sample hours saw 35% of the yellow plate fleet, 46% of the airport fleet and 20% of the private hire cars during the sampled hours. The most frequent yellow plate was observed ten times, with the most frequent green plate seen four times, as was one of the private hire cars.

Of the separate yellow plates observed, 31% were seen in the early hours, 25% in the late afternoon Airport sample, 22% late evening, 12% early evening and 10% around lunch time.

Further analysis of the information collected demonstrated most were only seen during one of the five sampled periods. This suggests a high proportion of vehicles operating for moderate length shifts. Just 2% were seen in four of the five periods, 10% in three periods and 24% in two.

From the above information the picture of current demand for taxis in Aberdeen is shown to be very complex. Demand varies widely at each rank and some issues arise from the current rank arrangements. Overall average vehicle occupancies are also very low, increasing the number of vehicles needed to move a given volume of passengers.

The rank observations were compared to information provided by the marshals who service the night ranks in the early hours of Saturday and Sunday mornings each week. The comparison confirms our observations are suitable for the purposes of this survey, being 'typical' rather than towards high peak levels.

Application of the ISUD index found a value exceeding the standard cut-off beyond which the unmet demand observed is deemed to be significant. This estimate was based on production of a 'typical week' of observations. The value is also higher than the 2011 study which we believe caught a 'low' in the usage of taxis by the oil industry on private contracts. Other evidence (from a variety of sources) tends to confirm that service at ranks has worsened since 2011. Further discussion follows in the synthesis section of this Chapter.

Public Consultation

411 people answered a nineteen question survey in the Aberdeen area. 50 were undertaken at the Airport. Over half those interviewed at the airport were from outside Aberdeen whilst for the remaining sample 26% were from outside Aberdeen. Together with possible survey fatigue (arising from lots of people being asked questions about various issues in the central area over recent months), there was little interest in talking about taxi services within our sample. Just 18% said they had used a taxi in the last three months and very few of those who had not used a taxi appeared willing to answer other questions.

Average level of taxi trips per month was 1.8 trips per person, reducing to 0.3 assuming non-respondents were non-users – very low. Just 2% of those responding used taxis daily.

In terms of how people got taxis, there was an almost even split between use of ranks (48%) and phone (51%) with just 1% saying they hailed them. Compared to 2011 there appears to be a large drop in hailing which generally appears to have transferred to pre-booking. Response to which companies were used suggested not particularly good knowledge of companies with two dominant and suggests the overall fleet is more perceived as one large taxi fleet than that of separate operators.

There was a relatively good knowledge of the active ranks. Back Wynd was mentioned most, followed by Chapel St, the railway station and Hadden St. Night ranks were only mentioned by 3% although this has to be taken in the context that, as is usual, most of the public interviews were undertaken during the main shopping period rather than late at night. In terms of new ranks there were no significant responses suggesting the current coverage is appropriate and sufficient for present need.

Although the responses regarding issues with the service suggested general satisfaction, those that had issues tended to have more than one issue. Of the small number of responses, 38% had issues with delay getting a taxi. As is usual, an increased number told us matters that would encourage them to use taxis or use them more. The usual response of more use if cheaper dominated as normal. The next highest response was 11% saying if more were available at ranks, and 9% if more could be obtained by phone, suggesting there is some issue with supply.

The question about AV usage did not obtain a significant response.

24% would be more inclined to use a low emission vehicle but less would support a low emission zone (17%).

24% of respondents said vehicles were always there at ranks when they needed them. 3% would only take vehicles from ranks if there were vehicles waiting, and 6% said they had given up waiting at ranks. It is not clear if some of these were the redundant ranks or not. For those waiting, the average quoted wait was 34 minutes, high. For those phoning, the quoted average wait was slightly longer at 36 minutes, with 18% saying the vehicle arrived promptly.

The answers to the distinct question regarding giving up waiting at a rank, allowing for non-response, provided an effective latent demand factor of 4.3% for Aberdeen. The largest response was giving up waiting at the station (24%), 12% at Back Wynd, 12% at Union St, 6% at Chapel St and 6% at supermarkets. From the relatively low response regarding giving up in response to phone bookings, 63% said they either did not get any answer or were told no vehicles were available. 45% overall had given up trying to book by phone (higher than the 33% response for ranks).

Although less than one in ten gave an answer, those responding suggested there tended to be a general lack of taxis most of the time, with particular focus on evenings, weekends, school times and early mornings.

Although the overall responses to these interviews were generally low and showed little interest, the sample obtained seemed reasonable and does highlight some concerns – the consistency with other evidence is noted below in the synthesis section.

Stakeholder Consultation

A wide range of key stakeholders were contacted most often by phone or email. A good response was obtained.

Half the supermarkets responded. Half of these had active Freephones, a further one now called people if asked as their Freephone was no longer in use, and another had a rank outside. The supermarket with the rank outside had issues in customers not being served in the evening peak – believed to be related to traffic issues. One of the three shopping centres contacted told us the main place people went to get taxis was to the railway station rank, with no issues raised about the service received there.

Hotels felt there was generally a shortage of taxis but that most worked through companies and phone calls for customers. Restaurants and night venues felt the main taxi shortages were on weekend evenings particularly into the early morning hours – but felt it was because drivers were choosing when they worked.

Oil industry responses tended to suggest there were no issues – but most now said obtaining taxis was an individual rather than corporate matter.

A recent press cutting suggested a high quality taxi vehicle served the correspondent with a driver very up-beat on the current situation, although the article also drew the contrast between rich and poor and some concerns about future development of the oil industry as resources reduced. This seemed to confirm the potential for taxi drivers to do well and choose when they worked.

The airport were very keen to work with the Council to ensure taxi services provided were the best possible – and were aware there might be need for change to the current system to improve matters overall. Their rank was felt very important as it was used by a high level of business customers whose impressions of the city were provided by this experience. Other stakeholders confirmed this.

The police felt many drivers were choosing when to work. They were also aware there were felt to be too few ranks in the day time. On balance, their view on numbers of vehicles was neutral as they would like to see more operating at night, but not to the extent of worsening congestion issues in the daytime.

Service to those with disabilities was felt to be very good with only better training being seen as a potential improvement.

There was some response from politicians but none felt there were any shortages. Some staff mentioned the benefit of a recently opened early morning waiting room which they appreciated. Another issue was raised about responsibility for poor service, which in one case seemed to be hard to identify anyone actually responsible for an expensive taxi no-show.

Highways had concerns about daytime over-ranking at Back Wynd and Chapel St, and at the Graveyard rank on quieter nights. They confirmed new ranks are being considered related to development and that the Union Square rank would be in place in the near future.

A representative told us that bus services leave large gaps in public service most nights and in many areas even where a night service operates. This makes a good proportion of the housing areas of Aberdeen very dependent for night transport on taxis. Despite improved buses, people with disabilities are also often dependent on taxi services. They felt the buoyant transport situation meant it was hard to get enough vehicles to service their contracts for transport – although this applied to larger vehicles as well as taxis.

Enforcement received complaints about taxi shortages in peak hours and more recently at most times of day. The issues are compounded by drivers choosing when to work and choosing contracts rather than public service.

Apart from confirming the high level of restriction on the rail rank (just 60 permits split over two shifts), there was no comment about the service provided. Since 2011 rail patronage at Aberdeen has risen 11% (similar to the 7% growth seen in rank usage)

Trade Consultation

A letter of explanation and a single page questionnaire was issued to1,529 persons to which 147 responses were received –a 10% response rate.

The average working week was six days although 17% worked seven days. Average working week was 52 hours and experience some 18 years in the trade.

Review of the periods actually worked showed most cover for the early hours at weekends was from those operating taxis rather than private hire. Overall fleet activity levels were 50% 0500-1300, 55% 1300-2000, 40% 2000-0000. The early hour period saw 43% of the fleet in the early hours of Sunday compared to 26/28% Monday/Saturday and just 12-15% the early hours of Tuesdays and Wednesdays.

The main quoted issue affecting when people worked was traffic congestion, followed by fitting in with family commitments (19%), avoiding the night shift (8%, but reduced from 15% of 2011), although 4% chose to work the night shift.

A high 88% owned and drove their own vehicle with 29% not using any radio circuit. Rank usage focussed on Back Wynd, Chapel St, the station and Dee St. Many wanted more daytime rank spaces. 42% said their main fares came from bookings, 34% rank and 14% hailed.

93% favoured retaining the limit. Reasons in favour focussed on this policy encouraging current service qualities to be maintained by earnings being shared out between a known number and that it kept people served by those with good knowledge of the area. Comments were made that the main shortages were early Sunday morning but that there was more over-ranking through the week. 35% would increase their hours were more plates issue to keep their income the same. 30% would leave the trade. Many were concerned extra plates would worsen over-ranking issues. Many however confirmed that they felt if more drivers worked when queues were known to exist these could be reduced or even removed. None suggested how this might occur.

Comments from the larger operators focussed on a shortage of drivers and a suggestion more vehicles might not increase the number working at times they were needed. One operator told us the proportion of those on their books willing to work at various times. The level of available vehicles was at 65% by 17:00, 30% by 21:00, 40% at midnight and 20% for the rest of the night. This approximately matches our survey results of 50% working 05:00-13:00, 55% 13:00-20:00, 40% 20:00 to midnight and the range from 12 to 43 for the early morning shift. Companies were generally finding it hard to service all the phone calls made to them.

A union representative said there needed to be a focus on the passenger, but that overall they did not think there was a shortage of vehicles. They felt there was need to improve operation between the night ranks and somehow encourage more to work at nights. They were well aware of the high variation between demand during the week and at the peaks and felt the highest flows were in just eight of 168 hours of the week. There was, however, support from within the trade for increased vehicle numbers although this was higher in the company arena than in the independent arena.

Conclusion

Taxis in Aberdeen are a critical component of the current transport system and provide services either not provided by others or with a better service in terms of immediacy of departure and minimisation of distance to and from origin and destination for passengers – as well as providing the option of a highly personalised service to meet the passengers' need. They are well supported by both city policy and highways representatives. The fleet also has great opportunity to service and influence visitors – particularly those arriving at the Airport and railway stations.

The present fleet is almost one-tier both in terms of vehicles and drivers, with private hire cars being a small proportion of the vehicle fleet, and nearly all drivers required to meet one standard (including a knowledge test for all). This is very positive and should be maintained and benefits the public by ensuring high standards and a minimum of confusion. People in the area tend to think of all vehicles serving them as 'taxis' whether they get them at ranks, flag them or book them.

The future of the industry includes the aim of all taxi vehicles becoming accessible style by June 2017, taking Aberdeen into the currently six strong group of Scottish authorities who are 100% AV. The present level of 52% of the fleet is higher than the Scottish average at present and any new vehicles would have to be of this style.

In terms of other issues arising from the survey, 24% of people would be inclined to use a low emission vehicle and a lower 17% would support a low emission zone – neither of which are negligible but nor are the responses significant in support terms. This could give further options for restraining any future growth were the limit to be removed.

Present policy sees a relatively complex set of restrictions within the otherwise generous sized fleet compared to levels of population. The most straight forward restriction is on the overall number of taxi plates – set at 1,049 in June 2012 (over two years ago). Within this level there are two zones, with green plates only able to service the Airport rank unless specific waiting times exceed 15 minutes – although from 2010 these vehicles could also service the night ranks. This restriction is complicated by the airport rank being on Airport (private) land and subject to an agreement with one company to operate the facility.

The final complication is that the Aberdeen railway station rank is also on private land –with a very tight restriction of just 60 vehicles able to service this location even more complicated by these being split between two companies each operating a different shift. With this rank producing the overall busiest location in passenger numbers we would not expect many of these vehicles to be generally available at other ranks and despite a lack of complaint this location does see regular passenger waiting times through the week – although this is partly related to the frequency of train arrivals which is not particularly high (but brings in large volumes specifically when London trains arrive).

It is interesting to note that the publicly available onward travel information available on the station concourse (referencing Traintaxi web site) does effectively advertise telephone bookings with companies who do not have licences to service the main rank at the station although this is out of the influence of the Council.

The public are generally not aware of these additional restrictions and their views on service cover the overall taxi service (including that provided by companies) which can cause issue for the licensing section in terms of matters they can influence if issues are raised.

These issues are brought into focus by our estimates that the two private ranks are the top two locations where people get taxis at ranks in Aberdeen and therefore the places where peoples' views of taxis will tend to be formed. People told us that 24% found vehicles available at ranks when they needed them – but 3% only used ranks if vehicles were waiting – and 6% had given up waiting at ranks although the specific latent demand factor for Aberdeen was 4.3% allowing for non-response and focussing specifically on answers definitely related to ranks.

The ability of the fleet to meet demand is restrained by two matters. Very few Aberdeen vehicles are used by more than one driver. Further, average occupancy of vehicles by passengers tends to be low compared to other areas. Overall, this doubly reduces the available capacity for a given fleet size.

Our evidence suggests that drivers have plenty of scope of when they wish to work and that these choices are impacting on the levels of service available – which do not match demand particularly well overall. There is also evidence that the standard of the current fleet is high suggesting that people are currently able to sustain this – although this has not led to as much investment in AV style vehicles as is perhaps preferred. A recent national press article made much of the high standard of vehicle which they obtained to travel from the rank at the railway station.

Since 2011, there appears to have been growth at comparable ranks of some 7% in departing loaded vehicle numbers. Comparison of the public face to face discussions suggests a drop in hailing and an increase in people booking vehicles (which because of the nature of the current industry are highly likely to be taxis although they could be serviced by private hire cars), although usage of ranks has also slightly increased between the two surveys.

Other sources suggest hailing may remain quite important (from the driver survey 14% said they got fares from hailing). As a marker, railway station total patronage increased about 11% in a similar period to that between the two surveys.

Evidence from both the driver survey and discussion with operators confirms that a high proportion of drivers tend to work in daytime hours, although the figures also show an increase in those working in the early hours of Sunday but less so for Saturday, although all three weekend early mornings see much higher service levels than those periods mid-week – as would be expected.

This included comments from operators and stakeholders that there were shortages of vehicles in the morning peak periods. Some thought this might relate to drivers servicing contracts at this time.

There are claims that the choice of when to work might explain some of the issues with unmet demand during periods when queues were observed in our survey. Around 8% of drivers said they chose not to work the weekend early morning hours – although this level has reduced from the 15% who gave that opinion in 2011. This was balanced by 4% who chose to work these hours.

Even within the night demand it is clear there are issues with how specific ranks are serviced. This particularly impacts on the Graveyard rank, which any vehicle travelling to usually have to pass one or two other ranks before reaching it. It is not therefore a surprise that the worst passenger waits occur at this location, although this can occur either in the early hours of Saturday or the early hours of Sunday dependent on the weekend. Some suggest that better management of vehicles could therefore balance out the delays between the ranks although there is also an element of drivers choosing preferred ranks given different clientele at each of the four ranks.

Whilst it is accepted that demand does vary significantly between day in day out and the early hour peaks, our survey also found passenger queues during some less peak periods, as well as evidence of a shortage of vehicles servicing radio systems at various times (although the issue of why private hire car usage has not increased more to fill this gap is a separate though related issue). Whilst some could be attributed to traffic congestion (particularly in weektime evenings), and some to drivers choosing when to work, our overall conclusion is that even if these issues could be solved there would remain a gap between demand and supply best resolved by further plates.

Even making due allowance for the high level of peaks in Aberdeen, the industry standard ISUD index exceeds the cut-off level at which unmet demand can be defined as 'significant'. On that basis, it would be hard to defend the current limit unless significant explanation was available to account for why this did not mean more vehicles were required – explanation which would need a lot more research than would practically be possible to collect – e.g. detailed information on congestion and its specific impact, more detailed driver logs of when they worked and how willing they would be to change, feasibility of change to the layout of ranks along Union Street at night.

Our discussions below seek to identify if the ISUD conclusion is supported by other evidence, or if a case can be made that the observed high levels of unmet demand could be resolved by actions apart from issuing more plates. Unlike many other locations, good data is collected by the marshals each weekend which could be utilised to test the impact of any changes on a relatively short term and cost effective basis.

Other matters to be included in the decision are the comments from companies that they are unable to get drivers when they need them, and that they are regularly unable to meet the level of telephone demand they receive. It must be pointed out, however, that such bookings could be made by private hire cars, which do not have a limit on their numbers (and cannot at present have), and which could expand to meet this demand, but have not (although there has been an increase in these recently). A number of the companies told us they had increased their proportion of private hire cars recently, and one company had set up almost exclusively using private hire cars rather than taxis.

Evidence from the companies about shortages of vehicles overall is matched by key stakeholders who find it hard to get taxis when they need them – but again much of this relates to booked journeys which could be undertaken by private hire cars and has to be taken in this context. Adding new taxi plates should principally feed the rank market.

In order to test if remedial changes might obviate the need for more plates, a review of the highest passenger flows found 24 examples of flows of over 100 passengers. In two cases, one of which was the second highest overall flow, no passenger queues developed. Only the queues at the Graveyard rank produced long waits both in longest time waited and in average time in an hour. The flows involved were the 5th, 12th equal and 13th highest suggesting queues could be reduced if vehicles were available.

Our viewing of this rank in the early hours of Sunday morning suggested few vehicles made it this far which accords with other comments received that the Castlegate rank tends to both be preferred as well as being on the route of many arriving vehicles. Whilst this might even out queues, it would not remove them unless more vehicles could be persuaded to service this period – although the variability shown in the marshal data suggests it might be hard to identify periods when extra vehicles would be needed to any accuracy.

As is standard for these studies, if significant unmet demand is identified, it is necessary to estimate the number of additional vehicles which would be required to reduce the level of significance of unmet demand to the point it would not be considered significant. From our research, this was most recently undertaken in a similar survey in Edinburgh in 2009 when a further 30 plates were identified as being necessary.

To identify the potential level of extra vehicles needed, the worst queue observed was at the Graveyard at 02:00 in the early hours of Sunday. The passengers left in some 87 vehicle departures. If it is assumed one vehicle can undertake three trips per hour at this time, this suggests need for a further 30 vehicles, which if available in other hours would also reduce other queues. It is accepted, however, that addition of 30 yellow plates would not and could not guarantee if any would service that specific need.

However, at the same time similar levels of demand were being catered for at the Summer St rank with much less queueing – with maximum queues of just four minutes, although there was slightly more queueing in one of these hours at the Soul St rank where maximum waits of 14 minutes occurred and averages of 8.5 minutes. One potential option is to use the marshals to encourage sharing of vehicles between the four night ranks when queues were developing to share out the queues between the different locations. This could readily be tested by the impact on the statistics which are recorded each night. However, we acknowledge there is no compulsion for drivers to follow direction of the marshals and that there are safety concerns about expanding the duties of the marshals whose prime aim is to oversee the queues and ensure public safety whilst queueing.

In other places there have been attempts to encourage vehicles and drivers to service hours where there are queues. Some have tried using higher fares at peak times, although this has generally not worked as well as might be expected – although it has been suggested in the most recently reported Edinburgh study as a recommendation. More successful schemes usually involve the presence of marshals and the police – and there is some evidence that the current situation in the early hours would be much worse if there no marshals available. Whilst many drivers told us they felt there would be enough vehicles if people chose to work, there were no suggestions as to what might make people work those hours and there are no restrictions the committee can put in place to achieve this directly.

A very successful scheme was applied some years ago in Wolverhampton, West Midlands. This saw the expansion of night bus services involving stewards travelling on the buses to improve behaviour and safety, which resulted in more taxis being prepared to service the remaining passenger queues who tended to be passengers more suited to travel in small vehicles. This would need liaison with the bus companies and may need subsidy to develop but may be worth considering given the high volumes involved (and a review of what the current night buses achieve and miss).

However, again this is not directly in the power of the committee to undertake.

We have undertaken another view of how much demand and supply currently match in Aberdeen. The driver survey suggested each driver on average works for 52 hours. As many taxis work on booking circuits it is difficult to split this between ranks and bookings so the total hours available (for all forms of obtaining taxis or private hire cars) when multiplied by the current number of vehicles is 68,744 available hours (assuming all quoted hours are fully available to passengers). If it is assumed a vehicle can undertake two trips per hour, this equates to some 137,488 potentially available journeys in a week.

From the demand side, we observed a typical week to see 23,976 vehicle hirings. Expanding this to the total including hailing and bookings (using the public attitude values), we estimate total demand for taxis and private hire cars (but excluding contracts) to be some 49,950 journeys per week. If a further 50% is allowed for contracts, the 74,925 demand could be met by 137,488 available journeys – leaving around 45% spare capacity in the current fleet. This suggests significant scope for the present fleet to meet observed unmet demand but does not explain why such a mismatch is occurring given that many are aware of the times demand is not fully being met.

In conclusion, the ISUD index and other evidence suggest there is currently high unmet demand for the service of taxis in Aberdeen, and that the level of this unmet demand is significant. But it also appears there is a mismatch between times of provision of supply compared to demand.

However, there are other remedial actions which have been considered alongside the need to issue more licences - further discussion of the potential options available and actions required follow. The key is to find a balance which will encourage better meeting of public need – but there is a structural issue in the fact that the options directly available to the committee are limited by the extent of their powers – whilst it remains clear there is need for action under the present responsibility of the committee to protect the public in their use of taxis.

Potential remedial actions and their practicality

Several trade members have suggested there are sufficient vehicles – there just needs to be encouragement for more to work at busy times and for some solution to operational issues with at least one night rank. An option could be to use the marshal data which is provided every week as a cost effective and rapid monitoring tool to test the impact of various remediation options. This would meet the encouragement from the the 1997 Coyle v Glasgow court case that unmet demand should be "kept under review by an official who had information to judge whether demand had increased since the matter was last considered". Further "it is clear that the respondents are entitled to set an optimal number for taxi licences … but the committee must review the position when they consider any individual applications".

The most immediate remediation option could be to encourage liaison between marshals to encourage taxis to share out their visits between ranks with longer queues to try to reduce the maximum and average levels of delay at ranks or at least to share this out. A principal action would be to move vehicles on from Castlegate to the Graveyard to reduce the queues at the latter location when necessary. This could improve safety at the Graveyard rank by reducing queues and may well encourage more drivers to service the rank if its reputation was therefore improved. This is beyond the ability of the committee to influence and would need a revision of the remit and possibly training / resourcing of the marshals.

The other option would be to discuss the statistics and performance issues with the trade and to encourage them that were they to service more the times when higher waiting was experienced then the need for more vehicles could be averted – this could be actioned through the taxi consultation group. However, this is militated against by the need to take urgent action to improve service to the public and once again the fact that this would not guarantee any change.

In summary, we believe that the current situation of supply and demand for taxis in Aberdeen needs urgent action to improve the service to the public – particularly that provided from mid-afternoon Friday through to the early hours of Sunday morning.

It appears that several structural issues related to both supply and demand conspire together to bring unmet demand to a significant level. Demand is highly peaked and is also very variable particularly at the peaks. Supply appears to be restrained by the level of remuneration possible at times when drivers prefer to work, the issues related to meeting peak demand (and its variability and therefore uncertainty about the levels of supply needed). The key drivers determining the significance of the unmet demand are the high proportion of people having to wait in hours when average queues are over a minute, and the relatively high average wait time over the survey. The number of half hour periods in the marshal data with queues of 20 minutes or more would be a good proxy for identifying overall improvement in this.

Whilst there are potential solutions many are not within the control of the committee which makes the tools available relatively restrained, as discussed further below.

8. Recommendations

Limits on the number of taxi vehicles

At the present time there is significant demand for the service of taxis in Aberdeen which is unmet. Section 10(3) of the Civic Government (Scotland) Act 1982 (and its English counterpart Section 16 of the 1985 Transport Act) clearly states "the grant of a taxi licence may be refused by a licensing authority for the purpose of limiting the number of taxis in respect of which licences are granted by them if, but only if, they are satisfied that there is no significant demand for the services of taxis in their area which is unmet". With the limit of 1,049 and the results of this current study it is clear the committee cannot be so satisfied. Further, the evidence clearly shows urgent action is needed to improve the service to the public to ensure safety particularly of those travelling when taxis are the principal service to get people home.

Whilst Section 10(3) gives no further stipulation about what should be done if significant demand which is unmet is identified other than making it clear licences can no longer be refused at the current limit, there is further guidance in the BPG of April 2012. This makes it clear that the Scottish Government considers local authorities best placed to make the appropriate policy choices for their area (BPG para 5.32). In the case of any challenge the council must be satisfied there is no such significant demand which is unmet (5.31). Annex A of the BPG provides further guidance and lays out the scope of a demand survey (which this survey has followed in full). It also makes it clear that the licensing authority must ensure that the limit is set at the correct level (a matter taken to be established initially by the undertaking of a survey).

There are a number of factors which need to be taken as read:
1 – All new taxis must be AV
2 – No current change to the two zone system
3 – no current change to the subsidiary limits on airport or station permits (out of council control)
4 – nothing can be done to stipulate when any new plates would operate
5 – nothing can be done to stipulate when current plates operate or how
6 – issues regarding the shortage of vehicles able to service telephone demand are valid considerations but suggest a wider issue of market failure given that this demand could be met by private hire car growth
7 – any issue of new plates will not be immediately available to the public and there will be an impact on council resources dependent on the size of response to any plate issue
8 – there can be no guarantee of any new plates appearing from any issue of potential plates

There are other current factors which we consider good practice and which should be maintained when reviewing options:
9 – the current high proportion of taxis compared to private hire cars should be encouraged
10 – the present high standard of driver (applying to drivers of either taxi or private hire car) should be retained for all drivers
11 – there is positive benefit to the public and economy from monitoring of the issues and developments which this survey has provide opportunity for

There are two principal options available to the committee. The option of retaining the status quo, retaining the current limit, is not one of them as the committee can no longer be satisfied there is no significant demand which is unmet. In other words, with the strong evidence of significant unmet demand, the current vehicle limit no longer remains applicable.

Option 1 – complete removal of limit on yellow plates.
The benefit of this option would be that, within current confines, the market would determine the level of vehicles needed. This option would allow anyone seeing an opportunity to serve public need to take part in meeting this need – subject to their meeting the criteria not only for the new vehicle but also for being able to drive that vehicle if they were not already a driver.

Taxi operating companies might see an increased level of revenue from more vehicles seeking to use their radio / network facilities although there is currently no restraint on people obtaining private hire car vehicle licences to meet these needs so it is not clear that new plates will be added and join these companies.

The public and key stakeholders should see an increased level of service from any increase in plates which should therefore have a positive economic effect by allowing people to more easily undertake the tasks they required taxis to assist them with, for example reducing inefficiency for companies whose work might be delayed by staff waiting for taxis.

However, there is no guarantee that the new vehicles will focus on meeting observed unmet demand and in fact there is no guarantee that any new vehicles will actually present themselves particularly with the requirement for the new vehicles to be accessible to the Aberdeen City set standard (see below), although it is acknowledged that the current waiting list is of a significant number (as noted above). Further, it is not usual with this option for any monitoring to occur as there no longer remains any need to be satisfied there is no significant demand which is unmet.

One restraint on overall growth is that any new vehicle would need to be AV which implies a high entry cost than were a wider range of vehicles to be acceptable – although we also found some cases of people investing in high cost saloon vehicles. This apparent negative would provide the benefit of restraining growth levels and also increasing the level of AV vehicles available in the fleet much earlier than the 2017 date by which all vehicles must be AV.

It might also reduce the eventual level of any issue implied to public demand in 2017 if significant numbers of rank operating vehicles transfer to private hire cars rather than purchasing an AV vehicle at that time.

It would also tend to lead to some private hire cars joining the taxi fleet (so that they could use ranks or be hailed occasionally) and to some of those renting plates being able to have their own vehicle (so they wre more in control of costs). Whilst there are positives to these changes, such movements may also reduce the impact of the new taxis on overall demand as they may not actually provide any active new vehicles.

There could be an impact on over-ranking during the daytime as it is not possible to stipulate when new plates are used. This might take police and highway enforcement time and have impacts on congestion around ranks. This is a key reason the police response is 'neutral'. We have several examples – albeit from English authorities – who re-applied a limit as congestion impacts outweighed any benefit from extra licences (eg Watford, Chesterfield).

There could also be an impact on current independent drivers who may see new entrants joining at times when they felt they would most likely obtain business – with the independents suffering most as they can only obtain fares from ranks or hailing. From the driver questionnaire there could be a 30% reduction in current drivers/vehicles but a 35% increase in hours worked by those still choosing to remain. This potentially means a slight increase in overall hours available from the current fleet.

There is, however, no specific means of confirming where people will actually operate, or when, nor how many would actually choose to invest in the industry apart from the impacts of the quality criteria that are already in place. In the worst case, no more vehicles might operate at the required times and revenue at other times would be further diluted, reducing the chance for investment by those presently in the trade. Interestingly, the experience from the 2006 removal of the limit showed little growth in numbers in the first year (2006 to 2007) and just 4% from 2007 to 2008. With no monitoring it is not clear if the unmet demand reduced its significance or not.

In other areas which have removed limits (and in fact from Aberdeen when this first occurred) unrestrained growth has tended to have more negative impact than positive –with a reduced focus on passenger service as drivers attempt to maximise revenue from known sources. This has included impacts on other key services such as the police or highways which has diverted resources from more positive goals. In some areas it took a long time for overall public benefit to occur but the short term losses to externalities were more significant.

The issue with having no limit at all is that there is no guarantee when increases of vehicles might occur in the future and the length of time taken were it felt important (as it was in 2010 which led to the undertaking of the 2011 survey) to return a limit can be significant and would then require a full demand survey to identify there was no significant demand which was unmet before such a decision could again be made.

It is also likely that there would be a strong trade reaction to this change in policy which would reduce focus on passengers during that reaction period (which in some places has been up to ten years, but in other places has been very short) and may lead to some of those with the most significant experience leaving the trade, again to the detriment of the public.

In summary, this option perversely has the opportunity to allow for most increase in service but also the most opportunity for seeing problems and issues from such an increase (which would imply costs imposed on other public and private bodies). The option would also be most difficult to reverse were issues to arise. Nor is there any requirement for review, although a choice could be made to undertake regular update reviews.

We would not recommend this option as being the most advantageous overall to the public, nor the best in terms of having a committee which must have ready information about the current level of service provided to the public by the taxi trade.

Option 2 – issue plates to remove significance of unmet demand

Our estimates from the rank operation data suggest that an increase of 30 plates should solve the currently identified major queues and reduce average waiting times so that the observed unmet demand would no longer be significant. This option was taken by Edinburgh in 2009.

A key benefit to the public of this option would be retention of the good will of the current trade as well as the opportunity for them to review the evidence available and revise their working patterns to further reduce the significance of the unmet demand.

With this option it would be important to ensure that the impact of the new licences (and any other change that might have occurred such as more vehicles choosing to service the peaks) was reviewed so that the committee had enough information to judge whether the significant demand that was unmet had been extinguished. The committee could issue more plates at any future time were evidence of significant unmet demand forthcoming – or could in fact completely remove the limit were there to be no improvement of passenger service identified at all.

The option to use the marshal data to instigate a more regular review of the impact of changed policy on public service is the best way forward and the most comprehensive and cost-effective. This would need the records to be reported to the licensing section regularly, and for a review format to be confirmed / developed which allowed prompt reporting of the statistics.

We would recommend the first such test be reported to the committee one year after any decision to add further plates was made. This would provide sufficient time for the new plates to be issued and their impacts to become obvious.

This option ensures that the issue of passenger service at ranks in Aberdeen remains in the forefront of the minds of the committee and in our experience offers the best potential to see improved service to the public in Aberdeen and is therefore our recommended option.

We accept, however, that similarly to the full removal of the limit option, there is no guarantee of where new vehicles would actually work. The main difference is that this option includes the necessary undertaking of a review and the potential for further action, whilst it does not preclude full removal of the present cap if the extra plates either do not materialise, or if they do not have the desired impact. It also ensures that the committee has a clear focus on ensuring it remains sufficiently aware of the status of unmet demand in the licensing area.

Whilst some have suggested that there could be a targeting of the new plates by issuing a new 'white' plate which was only valid servicing demand during the hours on early Saturday and early Sunday mornings when the night ranks were available, there are significant concerns about the viability of this. Firstly, the new vehicles would have to be accessible vehicles meaning high entry cost with reduced ability to recoup costs given the limited time period they could operate. Secondly, there are concerns about how such vehicles would be enforced (there are concerns about the claim this could be administered by the trade itself).

Further recommendations (not part of choice of Options 1 or 2)

Independent Review

It would be prudent to allow for a full review of demand to occur – usually no more than three years from the date of the rank surveys which form the back bone of this report (ie new rank work during late August / early September 2017). This would set that report within three months of the start of the fully AV taxi fleet so we would recommend surveys in mid to late October 2017, which would also ensure typical student demand was also included within the future survey.

From experience, repeat of a full survey in less than three years is problematic principally because some key elements – notably the on street surveys – suffer if people are approached too often – with the three year gap tending to be about right. Further, the review of marshal data provides a more comprehensive and cost-effective on-going demonstration about the key parameters which are driving the currently identified significant demand which is unmet.

Rank provision
Present rank provision is excellent and will be supplemented by new ranks at Union Square in the near future and others related to new developments as they move forward. The planned removal of redundant ranks should be supported and complete as soon as possible. This may provide the option of increasing some space at the principal daytime ranks as other roadspace is released to other uses. Were the option of full delimitation taken, the issue of extra rank space might become urgent.

Any option to improve daytime signing of ranks should be taken advantage of although the committee can only encourage other relevant parties to take action.

As far as possible, there should be encouragement for the St Andrew St rank to continue to grow in usage, including signing where possible, as well as encouraging the trade to establish a presence of vehicles there as such a presence will engender faster growth.

Our review suggests that either encouragement of vehicles to service the Graveyard rank in some way, or possibly revision of the Castlegate rank (perhaps onto the out of town side of the road, if practically possible) would be of benefit. These considerations could only be undertaken within the confines of the Trade Group and would require continued discussion with highways in regard to the potential for change in this respect.

Other policies
It would be worth the licensing staff checking with Edinburgh City Council colleagues if the revision to night fares there has occurred and if so, what impact it has had. Were this to show a positive impact on driver servicing of peak demand, it may be worth considering for Aberdeen in the context of other recent work on fares in Aberdeen.

Discussion with other key stakeholders
Opportunity of the data from this study should be taken to open discussion with the Airport in regard to how current policy can ensure the best possible service to those arriving at the airport and needing the service of taxis. The Airport rank and its service is critical to continued development in Aberdeen and the open-ness of the airport authority to work with the Council to ensure the best service is provided should be taken advantage of. The recently announced potential change in ownership, and recent developments in charging for taxi arrivals are good reasons why some liaison between licensing and the Airport should be sought.

Discussion should be entered into with the new franchise holders of the Scotrail franchise to seek to encourage and improve the service to the rank at the station. Although we found evidence of significant queues there, and severe restraint in only 60 licences being available, further split by time of day, there was little evidence of passenger disquiet. The new franchise is an option to seek improvement, and again this rank is a very important advert for the City and must have service in line with this.

Other considerations

Adding some key stakeholders such as hotel, supermarket, shopping centre and industry who could provide regular feedback on the standards of service being provided to their customers to the TCG should be considered. As some of our evidence has come from these sources, their involvement in a taxi service development forum could be very helpful in ensuring the right direction was being taken by policy impacts. There is no statutory requirement for such bodies to take part and their involvement would always be a matter of their feeling they were achieving something.

Appendix 1 – Rank Observation Details

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Back Wynd Friday	29/08/2014	13	44	39	37	2	5%	39	00:04:57	00:04:51	00:12:00	00:00:07	00:01:00	5	0	0	00:01:00
Back Wynd Friday	29/08/2014	14	43	53	42	1	2%	43	00:04:43	00:04:44	00:12:00	00:00:03	00:01:30	2	0	0	00:02:00
Back Wynd Friday	29/08/2014	15	39	44	38	2	5%	40	00:05:18	00:05:09	00:10:00	00:00:34	00:03:07	8	0	0	00:05:00
Back Wynd Friday	29/08/2014	16	38	49	38	2	5%	40	00:04:22	00:04:23	00:08:00	00:00:57	00:04:00	10	3	0	00:06:00
Back Wynd Friday	29/08/2014	17	52	75	50	2	4%	52	00:03:17	00:03:18	00:09:00	00:02:00	00:04:10	24	10	0	00:06:00
Back Wynd Friday	29/08/2014	18	61	84	58	0	0%	58	00:03:14	00:03:14	00:08:00	00:01:15	00:03:35	29	0	0	00:05:00
Back Wynd Friday	29/08/2014	19	53	80	55	0	0%	55	00:03:40	00:03:40	00:10:00	00:00:15	00:01:49	11	0	0	00:04:00
Back Wynd Friday	29/08/2014	20	42	57	41	0	0%	41	00:06:35	00:06:35	00:15:00	00:00:00	00:00:00	0	0	0	00:00:00
Back Wynd Friday	29/08/2014	21	67	104	64	1	2%	65	00:03:12	00:03:11	00:08:00	00:00:02	00:02:00	2	0	0	00:02:00
Back Wynd Friday	29/08/2014	22	92	127	86	6	7%	92	00:02:36	00:02:40	00:06:00	00:00:02	00:01:40	3	0	0	00:02:00
Back Wynd Friday	29/08/2014	23	91	126	89	8	8%	97	00:00:43	00:00:41	00:04:00	00:01:44	00:04:40	29	23	0	00:09:00
Back Wynd Friday	30/08/2014	0	9	15	9	0	0%	9	00:12:13	00:12:13	00:16:00	00:00:00	00:00:00				
Back Wynd Friday	30/08/2014	1	1	0	0	1	100%	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00				
Back Wynd Friday	30/08/2014	0	0	0	0	0	0%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00				
Back Wynd Friday	30/08/2014	3	1	2	1	0	0%	1	00:01:00	00:01:00	00:01:00	00:00:00	00:00:00				
Back Wynd Friday			**633**	**855**	**608**	**25**	**4%**	**633**						**123**	**36**	**0**	**00:09:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Back Wynd-Saturday	30/08/2014	5	1	1	1	0	0%	1	00:00:00	00:00:00	00:00:00						
Back Wynd-Saturday	30/08/2014	6	12	8	8	3	27%	11	00:10:10	00:08:46	00:17:00						
Back Wynd-Saturday	30/08/2014	7	15	8	7	6	46%	13	00:14:08	00:19:15	00:30:00						
Back Wynd-Saturday	30/08/2014	8	9	6	6	4	40%	10	00:08:53	00:09:40	00:30:00						
Back Wynd-Saturday	30/08/2014	9	16	16	15	3	17%	18	00:03:37	00:02:41	00:19:00	00:03:20	00:05:27	5	6	0	00:10:00
Back Wynd-Saturday	30/08/2014	10	18	21	15	1	6%	16	00:09:40	00:09:38	00:26:00						
Back Wynd-Saturday	30/08/2014	11	24	38	24	1	4%	25	00:03:27	00:03:26	00:10:00	00:00:47	00:02:43	11	0	0	00:05:00
Back Wynd-Saturday	30/08/2014	12	27	38	28	0	0%	28	00:02:37	00:02:37	00:07:00	00:03:26	00:07:51	3	15	3	00:13:00
Back Wynd-Saturday	30/08/2014	13	23	36	23	0	0%	23	00:00:07	00:00:07	00:02:00	00:09:46	00:09:46	7	11	17	00:17:00
Back Wynd-Saturday	30/08/2014	14	27	44	27	0	0%	27	00:00:13	00:00:13	00:01:00	00:15:00	00:15:00	13	0	24	00:30:00
Back Wynd-Saturday	30/08/2014	15	49	68	49	0	0%	49	00:00:46	00:00:46	00:03:00	00:04:21	00:04:59	38	23	1	00:11:00
Back Wynd-Saturday	30/08/2014	16	46	72	46	0	0%	46	00:00:18	00:00:18	00:01:00	00:08:36	00:09:02	29	23	28	00:23:00
Back Wynd-Saturday	30/08/2014	17	45	66	44	1	2%	45	00:00:16	00:00:16	00:01:00	00:12:54	00:12:54	0	17	53	00:19:00
Back Wynd-Saturday	30/08/2014	18	75	108	72	0	0%	72	00:00:10	00:00:10	00:03:00	00:04:44	00:05:29	52	17	6	00:16:00
Back Wynd-Saturday	30/08/2014	19	64	106	66	1	1%	67	00:01:06	00:01:04	00:04:00	00:04:26	00:08:52	12	21	27	00:14:00
Back Wynd-Saturday	30/08/2014	20	80	118	77	1	1%	78	00:00:26	00:00:25	00:02:00	00:02:34	00:03:48	62	13	0	00:09:00
Back Wynd-Saturday	30/08/2014	21	91	154	89	0	0%	89	00:00:39	00:00:39	00:03:00	00:01:43	00:02:46	89	2	0	00:06:00
Back Wynd-Saturday	30/08/2014	22	99	152	101	0	0%	101	00:01:44	00:01:44	00:07:00	00:00:09	00:01:09	20	0	0	00:02:00
Back Wynd-Saturday	30/08/2014	23	82	137	84	0	0%	84	00:00:24	00:00:24	00:04:00	00:03:19	00:05:08	55	25	15	00:16:00
Back Wynd-Saturday	31/08/2014	0	7	10	5	2	29%	7	00:13:17	00:18:24	00:25:00	00:00:00	00:00:00				
Back Wynd-Saturday	31/08/2014	0	0	0	0	0	0%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00				
Back Wynd-Saturday	31/08/2014	0	0	0	0	0	0%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00				
Back Wynd-Saturday	31/08/2014	3	1	2	1	0	0%	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00				
Back Wynd-Saturday			**811**	**1209**	**788**	**23**	**3%**	**811**						**396**	**173**	**174**	**00:30:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Back Wynd-Sunday	31/08/2014	6	4	5	4	0	0%	4	00:00:00	00:00:00	00:00:00	00:04:12	00:05:15	3	1	0	00:10:00
Back Wynd-Sunday	31/08/2014	7	20	19	14	3	18%	17	00:05:48	00:05:12	00:13:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	8	11	3	3	7	70%	10	00:24:54	00:33:30	01:03:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	9	7	9	9	0	0%	9	00:19:25	00:20:20	00:30:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	10	11	10	8	3	27%	11	00:10:10	00:10:00	00:24:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	11	9	9	9	1	10%	10	00:22:06	00:22:22	00:34:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	12	19	16	15	1	6%	16	00:14:47	00:14:50	00:28:00	00:00:07	00:02:00	1	0	0	00:02:00
Back Wynd-Sunday	31/08/2014	13	19	21	16	1	6%	17	00:14:15	00:14:43	00:23:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	14	23	36	28	1	3%	29	00:05:28	00:05:24	00:17:00	00:00:06	00:02:00	2	0	0	00:02:00
Back Wynd-Sunday	31/08/2014	15	28	39	26	1	4%	27	00:06:21	00:06:22	00:17:00	00:00:20	00:02:36	5	0	0	00:04:00
Back Wynd-Sunday	31/08/2014	16	30	43	30	1	3%	31	00:06:38	00:06:39	00:15:00	00:00:50	00:03:27	9	2	0	00:06:00
Back Wynd-Sunday	31/08/2014	17	35	43	31	1	3%	32	00:01:08	00:01:08	00:07:00	00:03:55	00:04:44	23	7	4	00:13:00
Back Wynd-Sunday	31/08/2014	18	32	43	30	1	3%	31	00:06:52	00:07:03	00:19:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	19	27	33	25	1	4%	26	00:10:37	00:10:41	00:20:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	20	20	32	20	0	0%	20	00:15:12	00:15:12	00:24:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	21	34	55	34	0	0%	34	00:04:45	00:04:43	00:16:00	00:01:06	00:04:41	8	5	0	00:08:00
Back Wynd-Sunday	31/08/2014	22	40	59	41	2	5%	43	00:05:55	00:06:01	00:13:00	00:00:00	00:00:00				
Back Wynd-Sunday	31/08/2014	23	47	58	43	1	2%	44	00:05:05	00:05:00	00:09:00	00:00:06	00:03:00	2	0	0	00:03:00
Back Wynd-Sunday	01/09/2014	0	1	9	6	0	0%	6	00:03:00	00:03:00	00:03:00	00:00:00	00:00:00				
Back Wynd-Sunday			**417**	**542**	**392**	**25**	**6%**	**417**						**53**	**15**	**4**	**00:13:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Back Wynd-Monday	01/09/2014	4	1	0	0	0	0%	0	00:12:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	00:00:00
Back Wynd-Monday	01/09/2014	5	5	3	3	1	25%	4	00:29:24	00:29:24	00:53:00	00:00:00	00:00:00	0	0	0	00:00:00
Back Wynd-Monday	01/09/2014	6	12	9	8	2	20%	10	00:23:10	00:25:06	00:41:00	00:00:00	00:00:00	0	0	0	00:00:00
Back Wynd-Monday	01/09/2014	7	9	12	10	2	17%	12	00:08:53	00:08:37	00:15:00	00:00:00	00:00:00	0	0	0	00:00:00
Back Wynd-Monday	01/09/2014	8	22	24	20	0	0%	20	00:02:35	00:02:35	00:21:00	00:02:12	00:03:47	11	3	0	00:07:00
Back Wynd-Monday	01/09/2014	9	17	16	15	1	6%	16	00:16:00	00:16:30	00:27:00	00:00:00	00:00:00	0	0	0	00:00:00
Back Wynd-Monday	01/09/2014	10	15	14	11	2	15%	13	00:18:40	00:20:41	00:33:00	00:00:00	00:00:00	0	0	0	00:00:00
Back Wynd-Monday	01/09/2014	11	20	31	25	1	4%	26	00:07:27	00:07:22	00:21:00	00:01:09	00:04:30	7	1	0	00:07:00
Back Wynd-Monday			**101**	**109**	**92**	**9**	**9%**	**101**						**18**	**4**	**0**	**00:07:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Chapel St-Friday	29/08/2014	13	15	7	7	7	50%	14	00:09:48	00:13:34	00:27:00	00:00:00	00:00:00				
Chapel St-Friday	29/08/2014	14	19	9	8	7	47%	15	00:14:06	00:08:53	00:28:00	00:01:13	00:03:40	3	0	0	00:05:00
Chapel St-Friday	29/08/2014	15	16	14	10	9	47%	19	00:02:48	00:02:00	00:04:00	00:00:08	00:02:00	1	0	0	00:02:00
Chapel St-Friday	29/08/2014	16	21	29	22	1	4%	23	00:02:02	00:02:00	00:06:00	00:02:25	00:06:49	3	8	0	00:09:00
Chapel St-Friday	29/08/2014	17	21	19	13	7	35%	20	00:03:45	00:02:27	00:11:00	00:03:42	00:04:50	6	7	0	00:07:00
Chapel St-Friday	29/08/2014	18	35	44	24	7	23%	31	00:04:13	00:04:10	00:12:00	00:00:17	00:02:00	6	0	0	00:03:00
Chapel St-Friday	29/08/2014	19	31	43	27	3	10%	30	00:05:09	00:05:00	00:10:00	00:00:22	00:02:00	8	0	0	00:03:00
Chapel St-Friday	29/08/2014	20	35	41	32	9	22%	41	00:03:53	00:02:53	00:12:00	00:01:04	00:03:27	11	2	0	00:08:00
Chapel St-Friday	29/08/2014	21	45	58	41	4	9%	45	00:04:41	00:04:33	00:15:00	00:00:08	00:01:20	6	0	0	00:03:00
Chapel St-Friday	29/08/2014	22	87	126	81	3	4%	84	00:01:35	00:01:34	00:05:00	00:00:00	00:00:00	0	0	0	00:00:00
Chapel St-Friday	29/08/2014	23	104	132	97	4	4%	101	00:02:19	00:02:15	00:09:00	00:00:17	00:02:10	17	0	0	00:03:00
Chapel St-Friday	30/08/2014	0	8	12	10	4	29%	14	00:01:00	00:00:50	00:01:00	00:00:00	00:00:00				
Chapel St-Friday	30/08/2014	1	1	2	1	0	0%	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00				
Chapel St-Friday			**438**	**536**	**373**	**65**	**15%**	**438**						**61**	**17**	**0**	**00:09:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Chapel St-Saturday	30/08/2014	5	8	14	6	0	0%	6	00:04:15	00:02:50	00:06:00						
Chapel St-Saturday	30/08/2014	6	9	6	4	5	56%	9	00:16:46	00:06:45	00:09:00						
Chapel St-Saturday	30/08/2014	7	8	1	1	6	86%	7	00:17:30	00:19:00	00:23:00						
Chapel St-Saturday	30/08/2014	8	9	4	4	4	50%	8	00:25:00	00:36:36	00:55:00						
Chapel St-Saturday	30/08/2014	9	6	8	6	3	33%	9	00:13:20	00:03:40	00:09:00						
Chapel St-Saturday	30/08/2014	10	10	10	7	4	36%	11	00:04:36	00:04:17	00:14:00	00:05:43	00:10:30	1	3	2	00:16:00
Chapel St-Saturday	30/08/2014	11	11	8	7	2	22%	9	00:12:10	00:12:22	00:34:00	00:00:17	00:02:00	1	0	0	00:02:00
Chapel St-Saturday	30/08/2014	12	6	13	6	2	25%	8	00:02:50	00:03:12	00:13:00	00:04:36	00:12:00	1	2	2	00:21:00
Chapel St-Saturday	30/08/2014	13	15	16	12	2	14%	14	00:03:40	00:03:50	00:12:00	00:02:41	00:04:18	7	3	0	00:09:00
Chapel St-Saturday	30/08/2014	14	13	19	9	3	25%	12	00:05:09	00:04:12	00:09:00	00:00:25	00:04:00	2	0	0	00:04:00
Chapel St-Saturday	30/08/2014	15	17	15	14	2	13%	16	00:08:38	00:09:16	00:16:00						
Chapel St-Saturday	30/08/2014	16	22	31	17	3	15%	20	00:11:10	00:11:34	00:23:00	00:00:06	00:01:00	3	0	0	00:01:00
Chapel St-Saturday	30/08/2014	17	21	35	26	0	0%	26	00:05:34	00:05:34	00:22:00	00:01:07	00:03:54	10	1	0	00:06:00
Chapel St-Saturday	30/08/2014	18	48	60	41	3	7%	44	00:02:47	00:02:44	00:07:00						
Chapel St-Saturday	30/08/2014	19	36	59	38	2	5%	40	00:03:18	00:03:15	00:07:00						
Chapel St-Saturday	30/08/2014	20	50	60	43	3	7%	46	00:03:54	00:03:45	00:08:00						
Chapel St-Saturday	30/08/2014	21	58	85	60	0	0%	60	00:03:57	00:03:57	00:09:00	00:00:05	00:02:00	4	0	0	00:03:00
Chapel St-Saturday	30/08/2014	22	68	92	65	1	2%	66	00:02:46	00:02:44	00:07:00						
Chapel St-Saturday	30/08/2014	23	89	172	91	0	0%	91	00:01:09	00:01:09	00:05:00						
Chapel St-Saturday	01/09/2014	0	2	4	3	1	25%	4	00:00:30	00:00:00	00:00:00						
Chapel St-Saturday	01/09/2014	1	1	2	1	0	0%	1	00:02:00	00:02:00	00:02:00						
Chapel St-Saturday	01/09/2014	2	1	1	1	0	0%	1	00:00:00	00:00:00	00:00:00						
Chapel St-Saturday			**508**	**715**	**462**	**46**	**9%**	**508**						**29**	**9**	**4**	**00:21:00**

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Chapel St-Sunday	31/08/2014	5	0	0	0	0	0%	0	00:00:00	00:00:00	00:00:00	00:04:00	00:04:00	1	0	0	00:04:00
Chapel St-Sunday	31/08/2014	6	4	2	2	0	0%	2	00:11:00	00:11:00	00:27:00	00:02:00	00:02:00	1	0	0	00:02:00
Chapel St-Sunday	31/08/2014	7	7	5	5	1	17%	6	00:16:51	00:14:00	00:27:00						
Chapel St-Sunday	31/08/2014	8	8	1	1	8	89%	9	00:11:37	00:23:00	00:23:00						
Chapel St-Sunday	31/08/2014	9	7	3	2	7	78%	9	00:22:25	00:19:00	00:19:00						
Chapel St-Sunday	31/08/2014	10	10	9	6	2	25%	8	00:09:12	00:10:22	00:27:00	00:03:26	00:05:10	3	3	0	00:08:00
Chapel St-Sunday	31/08/2014	11	8	5	5	3	38%	8	00:18:15	00:17:36	00:32:00						
Chapel St-Sunday	31/08/2014	12	7	5	5	3	38%	8	00:29:25	00:35:45	00:44:00						
Chapel St-Sunday	31/08/2014	13	14	8	8	5	38%	13	00:12:47	00:15:20	00:31:00						
Chapel St-Sunday	31/08/2014	14	5	9	6	1	14%	7	00:25:48	00:27:15	00:35:00						
Chapel St-Sunday	31/08/2014	15	17	15	11	4	27%	15	00:10:38	00:12:13	00:36:00						
Chapel St-Sunday	31/08/2014	16	6	6	6	1	14%	7	00:20:10	00:22:12	00:31:00						
Chapel St-Sunday	31/08/2014	17	5	7	6	0	0%	6	00:09:00	00:09:00	00:21:00						
Chapel St-Sunday	31/08/2014	18	12	8	7	3	30%	10	00:08:30	00:09:33	00:18:00						
Chapel St-Sunday	31/08/2014	19	19	25	16	2	11%	18	00:10:00	00:09:49	00:31:00	00:00:21	00:03:00	3	0	0	00:04:00
Chapel St-Sunday	31/08/2014	20	14	13	11	3	21%	14	00:19:17	00:24:06	00:41:00						
Chapel St-Sunday	31/08/2014	21	18	16	13	5	28%	18	00:08:13	00:08:12	00:16:00	00:00:07	00:02:00	1	0	0	00:02:00
Chapel St-Sunday	31/08/2014	22	25	36	22	2	8%	24	00:04:38	00:04:13	00:14:00	00:00:11	00:01:40	3	0	0	00:02:00
Chapel St-Sunday	31/08/2014	23	4	3	2	6	75%	8	00:08:15	00:00:00	00:00:00						
Chapel St-Sunday			**190**	**176**	**134**	**56**	**29%**	**190**						**12**	**3**	**0**	**00:08:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Dee St - Friday	29/08/2014	12	7	5	5	2	29%	7	00:04:51	00:03:48	00:07:00	00:00:12	00:01:00	1	0	0	00:01:00
Dee St - Friday	29/08/2014	13	4	2	2	2	50%	4	00:00:45	00:00:30	00:01:00	00:04:30	00:09:00	0	1	0	00:09:00
Dee St - Friday	29/08/2014	14	2	1	1	1	50%	2	00:04:30	00:04:00	00:04:00						
Dee St - Friday	29/08/2014	15	2	3	2	0	0%	2	00:00:30	00:00:30	00:01:00	00:07:00	00:07:00	1	2	0	00:10:00
Dee St - Friday	29/08/2014	16	4	3	3	0	0%	3	00:05:30	00:05:30	00:12:00	00:02:20	00:07:00	0	1	0	00:07:00
Dee St - Friday	29/08/2014	17	7	9	8	0	0%	8	00:01:34	00:01:34	00:07:00	00:02:13	00:04:00	4	1	0	00:09:00
Dee St - Friday	29/08/2014	18	11	13	9	1	10%	10	00:02:16	00:02:18	00:08:00	00:00:50	00:02:45	4	0	0	00:04:00
Dee St - Friday	29/08/2014	19	15	17	13	0	0%	13	00:07:32	00:07:32	00:15:00	00:00:17	00:02:30	2	0	0	00:04:00
Dee St - Friday	29/08/2014	20	19	25	19	1	5%	20	00:07:37	00:07:49	00:15:00	00:00:19	00:01:20	6	0	0	00:02:00
Dee St - Friday	29/08/2014	21	36	48	31	3	9%	34	00:03:51	00:04:01	00:13:00	00:01:03	00:03:11	15	0	1	00:19:00
Dee St - Friday	29/08/2014	22	31	50	31	0	0%	31	00:04:40	00:04:40	00:14:00	00:00:02	00:01:00	2	0	0	00:01:00
Dee St - Friday	29/08/2014	23	36	55	38	2	5%	40	00:01:43	00:01:38	00:08:00	00:03:37	00:06:51	14	4	11	00:12:00
Dee St - Friday			**174**	**231**	**162**	**12**	**7%**	**174**						**49**	**9**	**12**	**00:19:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Hadden St-Saturday	30/08/2014	7	2	0	0	0	0%	0	00:07:30	00:00:00	00:00:00						
Hadden St-Saturday	30/08/2014	8	5	5	2	4	67%	6	00:15:36	00:13:30	00:18:00						
Hadden St-Saturday	30/08/2014	9	5	2	2	3	60%	5	00:03:48	00:00:30	00:01:00	00:02:00	00:04:00	1	0	0	00:04:00
Hadden St-Saturday	30/08/2014	10	10	4	3	4	57%	7	00:08:48	00:05:00	00:08:00						
Hadden St-Saturday	30/08/2014	11	3	1	1	6	86%	7	00:09:40	00:12:00	00:12:00						
Hadden St-Saturday	30/08/2014	12	4	4	3	1	25%	4	00:02:45	00:02:40	00:06:00	00:02:45	00:05:30	1	1	0	00:10:00
Hadden St-Saturday	30/08/2014	13	6	16	6	0	0%	6	00:00:10	00:00:10	00:01:00	00:01:13	00:03:40	6	0	0	00:05:00
Hadden St-Saturday	30/08/2014	14	7	16	7	0	0%	7	00:00:00	00:00:00	00:00:00	00:11:00	00:11:00	10	1	6	00:32:00
Hadden St-Saturday	30/08/2014	15	10	13	9	1	10%	10	00:00:18	00:00:13	00:02:00	00:04:00	00:05:00	4	4	0	00:10:00
Hadden St-Saturday	30/08/2014	16	5	7	4	1	20%	5	00:03:12	00:01:30	00:03:00	00:09:24	00:15:40	0	0	6	00:17:00
Hadden St-Saturday	30/08/2014	17	10	12	10	0	0%	10	00:00:48	00:00:48	00:03:00	00:03:35	00:08:36	2	0	3	00:15:00
Hadden St-Saturday	30/08/2014	18	15	29	14	0	0%	14	00:00:40	00:00:40	00:05:00	00:06:48	00:07:04	9	9	7	00:15:00
Hadden St-Saturday	30/08/2014	19	15	29	16	0	0%	16	00:00:04	00:00:04	00:01:00	00:09:06	00:09:22	14	9	11	00:27:00
Hadden St-Saturday	30/08/2014	20	21	29	18	0	0%	18	00:01:54	00:01:54	00:11:00	00:02:44	00:03:30	18	0	0	00:05:00
Hadden St-Saturday	30/08/2014	21	22	41	24	0	0%	24	00:00:13	00:00:13	00:01:00	00:02:27	00:04:19	19	3	3	00:13:00
Hadden St-Saturday	30/08/2014	22	24	45	24	1	4%	25	00:00:30	00:00:23	00:03:00	00:05:44	00:06:46	21	10	8	00:19:00
Hadden St-Saturday	30/08/2014	23	29	59	29	0	0%	29	00:00:06	00:00:06	00:01:00	00:08:08	00:08:08	13	31	11	00:18:00
Hadden St-Saturday			**193**	**312**	**172**	**21**	**11%**	**193**						**118**	**68**	**55**	**0.02222**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
St Andrew's St-Saturday	30/08/2014	9	1	0	0	1	100%	1	00:01:00	00:00:00	00:00:00						
St Andrew's St-Saturday	30/08/2014	10	0	0	0	0	0%	0	00:00:00	00:00:00	00:00:00						
St Andrew's St-Saturday	30/08/2014	11	0	0	0	0	0%	0	00:00:00	00:00:00	00:00:00						
St Andrew's St-Saturday	30/08/2014	12	0	0	0	0	0%	0	00:00:00	00:00:00	00:00:00						
St Andrew's St-Saturday	30/08/2014	13	0	0	0	0	0%	0	00:00:00	00:00:00	00:00:00						
St Andrew's St-Saturday	30/08/2014	14	1	0	0	1	100%	1	00:01:00	00:00:00	00:00:00						
St Andrew's St-Saturday	30/08/2014	15	3	1	1	2	67%	3	00:02:40	00:04:00	00:04:00						
St Andrew's St-Saturday	30/08/2014	16	1	0	0	1	100%	1	00:03:00	00:00:00	00:00:00						
St Andrew's St-Saturday	30/08/2014	17	1	1	1	0	0%	1	00:04:00	00:04:00	00:04:00						
St Andrew's St-Saturday			**7**	**2**	**2**	**5**	**71%**	**7**									

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St Graveyard-Saturday	30/08/2014	23	12	18	10	2	17%	12	00:01:00	00:00:36	00:03:00	00:09:20	00:12:06	5	11	11	00:24:00
Union St Graveyard-Saturday	31/08/2014	0	68	121	68	0	0%	68	00:00:19	00:00:19	00:01:00	00:18:17	00:18:17	3	34	131	00:30:00
Union St Graveyard-Saturday	31/08/2014	1	76	126	76	0	0%	76	00:00:10	00:00:10	00:01:00	00:27:38	00:27:38	0	0	128	00:31:00
Union St Graveyard-Saturday	31/08/2014	2	87	153	87	0	0%	87	00:00:13	00:00:13	00:01:00	00:29:21	00:29:21	0	0	162	00:35:00
Union St Graveyard-Saturday	31/08/2014	3	74	126	73	0	0%	73	00:00:14	00:00:14	00:01:00	00:30:09	00:30:09	0	0	91	00:34:00
Union St Graveyard-Saturday	31/08/2014	4	47	98	48	0	0%	48	00:00:12	00:00:12	00:01:00	00:21:52	00:21:52	0	0	80	00:27:00
Union St Graveyard-Saturday	31/08/2014	5	20	38	20	0	0%	20	00:00:06	00:00:06	00:01:00	00:27:02	00:27:02	0	0	23	00:35:00
Union St Graveyard-Saturday	31/08/2014	6	5	10	5	0	0%	5	00:00:12	00:00:12	00:01:00	00:10:40	00:10:40	2	0	1	00:30:00
Union St Graveyard-Sat			**389**	**690**	**387**	**2**	**1%**	**389**						**10**	**45**	**627**	**00:35:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St Graveyard-Sunday	31/08/2014	23	8	6	5	2	29%	7	00:03:22	00:03:10	00:05:00						
Union St Graveyard-Sunday	01/09/2014	0	61	78	53	3	5%	56	00:02:50	00:02:36	00:11:00	00:00:16	00:04:24	2	3	0	00:06:00
Union St Graveyard-Sunday	01/09/2014	1	45	56	40	5	11%	45	00:06:57	00:06:47	00:13:00						
Union St Graveyard-Sunday	01/09/2014	2	33	70	39	0	0%	39	00:03:14	00:03:14	00:10:00	00:03:25	00:06:50	11	17	9	00:13:00
Union St Graveyard-Sunday	01/09/2014	3	16	22	16	0	0%	16	00:00:22	00:00:22	00:01:00	00:04:50	00:06:41	6	2	5	00:13:00
Union St Graveyard-Sunday	01/09/2014	4	2	1	1	1	50%	2	00:01:30	00:00:00	00:00:00						
Union St Graveyard-Sunday			**165**	**233**	**154**	**11**	**7%**	**165**						**19**	**22**	**14**	**00:13:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St Summer St-Friday	29/08/2014	23	5	9	4	1	20%	5	00:00:24	00:00:30	00:01:00	00:00:13	00:01:00	2	0	0	00:01:00
Union St Summer St-Friday	30/08/2014	0	84	120	81	2	2%	83	00:01:08	00:01:07	00:03:00	00:00:09	00:01:07	16	0	0	00:02:00
Union St Summer St-Friday	30/08/2014	1	122	182	117	4	3%	121	00:00:46	00:00:47	00:03:00	00:02:13	00:03:48	96	10	0	00:06:00
Union St Summer St-Friday	30/08/2014	2	109	162	106	3	3%	109	00:01:01	00:01:00	00:03:00	00:00:35	00:02:10	44	0	0	00:04:00
Union St Summer St-Friday	30/08/2014	3	99	147	98	2	2%	100	00:00:43	00:00:43	00:03:00	00:02:08	00:03:23	93	0	0	00:05:00
Union St Summer St-Friday	30/08/2014	4	40	68	37	2	5%	39	00:00:18	00:00:17	00:01:00	00:02:20	00:02:48	60	1	0	00:07:00
Union St Summer St-Friday	30/08/2014	5	2	6	4	0	0%	4	00:00:00	00:00:00	00:00:00						
Union St Summer St-Friday			**461**	**694**	**447**	**14**	**3%**	**461**						**311**	**11**	**0**	**00:07:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St Summer St-Sat	30/08/2014	22	1	0	0	1	100%	1	00:01:00	00:00:00	00:00:00						
Union St Summer St-Sat	30/08/2014	23	8	11	7	2	22%	9	00:00:30	00:00:25	00:02:00	00:03:03	00:03:46	12	1	0	00:07:00
Union St Summer St-Sat	31/08/2014	0	101	137	101	0	0%	101	00:00:30	00:00:30	00:02:00	00:02:00	00:02:00	136	0	0	00:04:00
Union St Summer St-Sat	31/08/2014	1	102	104	102	0	0%	102	00:00:30	00:00:30	00:01:00	00:02:55	00:02:55	105	0	0	00:04:00
Union St Summer St-Sat	31/08/2014	2	104	113	104	0	0%	104	00:00:38	00:00:38	00:02:00	00:02:39	00:02:39	109	0	0	00:04:00
Union St Summer St-Sat	31/08/2014	3	58	60	58	0	0%	58	00:00:27	00:00:27	00:01:00	00:03:22	00:03:22	59	1	0	00:06:00
Union St Summer St-Sat	31/08/2014	4	58	62	58	0	0%	58	00:00:17	00:00:17	00:01:00	00:02:45	00:02:45	65	0	0	00:05:00
Union St Summer St-Sat	31/08/2014	5	38	54	37	1	3%	38	00:00:18	00:00:17	00:01:00	00:03:21	00:03:25	46	3	0	00:06:00
Union St Summer St-Sat			**470**	**541**	**467**	**4**	**1%**	**471**						**532**	**5**	**0**	**0.00486**

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Union St Soul Bar-Saturday	30/08/2014	23	16	25	15	1	6%	16	00:00:22	00:00:16	00:01:00	00:05:21	00:07:15	8	19	4	00:14:00
Union St Soul Bar-Saturday	31/08/2014	0	75	115	74	1	1%	75	00:00:15	00:00:15	00:01:00	00:08:34	00:08:34	8	76	22	00:14:00
Union St Soul Bar-Saturday	31/08/2014	1	42	74	42	0	0%	42	00:00:12	00:00:12	00:01:00	00:21:33	00:21:33	0	9	103	00:29:00
Union St Soul Bar-Saturday	31/08/2014	2	57	86	56	1	2%	57	00:00:22	00:00:22	00:02:00	00:24:25	00:24:25	0	0	57	00:28:00
Union St Soul Bar-Saturday	31/08/2014	3	31	41	31	0	0%	31	00:00:23	00:00:23	00:02:00	00:25:11	00:25:11	0	0	31	00:32:00
Union St Soul Bar-Saturday	31/08/2014	4	33	49	33	0	0%	33	00:00:12	00:00:12	00:01:00	00:27:44	00:27:44	0	0	57	00:37:00
Union St Soul Bar-Saturday	31/08/2014	5	30	47	30	0	0%	30	00:00:24	00:00:24	00:01:00	00:19:04	00:19:04	0	3	36	00:27:00
Union St Soul Bar-Saturday	31/08/2014	6	8	12	8	0	0%	8	00:00:15	00:00:15	00:01:00	00:09:12	00:09:12	2	0	3	00:16:00
Union St Soul Bar-Saturday			**292**	**449**	**289**	**3**	**1%**	**292**						**18**	**107**	**313**	**00:37:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St Soul Bar-Sunday	31/08/2014	23	4	6	4	0	0%	4	00:00:30	00:00:30	00:01:00						
Union St Soul Bar-Sunday	01/09/2014	0	20	29	18	0	0%	18	00:03:06	00:03:06	00:08:00	00:00:08	00:01:00	4	0	0	00:01:00
Union St Soul Bar-Sunday	01/09/2014	1	24	31	20	1	5%	21	00:06:12	00:06:05	00:15:00						
Union St Soul Bar-Sunday	01/09/2014	2	5	12	8	1	11%	9	00:04:00	00:04:00	00:09:00	00:00:40	00:08:00	0	1	0	00:08:00
Union St Soul Bar-Sunday	01/09/2014	3	7	9	7	0	0%	7	00:09:42	00:09:42	00:14:00						
Union St Soul Bar-Sunday	01/09/2014	4	8	9	6	2	25%	8	00:10:45	00:07:24	00:13:00						
Union St Soul Bar-Sunday	01/09/2014	5	0	0	0	1	100%	1	00:00:00	00:00:00	00:00:00						
Union St Soul Bar-Sunday			**68**	**96**	**63**	**5**	**7%**	**68**						**4**	**1**	**0**	**00:08:00**

Survey	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Union St Castlegate-Friday	29/08/2014	23	10	17	9	1	10%	10	00:00:18	00:00:20	00:02:00						
Union St Castlegate-Friday	30/08/2014	0	23	34	21	2	9%	23	00:00:07	00:00:05	00:01:00						
Union St Castlegate-Friday	30/08/2014	1	32	51	32	0	0%	32	00:00:28	00:00:28	00:04:00						
Union St Castlegate-Friday	30/08/2014	2	26	35	19	7	27%	26	00:01:09	00:01:18	00:07:00						
Union St Castlegate-Friday	30/08/2014	3	30	60	28	2	7%	30	00:00:30	00:00:30	00:02:00						
Union St Castlegate-Friday	30/08/2014	4	28	41	27	1	4%	28	00:00:10	00:00:11	00:02:00						
Union St Castlegate-Friday	30/08/2014	5	22	30	18	3	14%	21	00:01:30	00:01:23	00:06:00						
Union St Castlegate-Friday	30/08/2014	6	6	10	3	4	57%	7	00:06:50	00:09:20	00:14:00						
Union St Castlegate-Friday			**177**	**278**	**157**	**20**	**11%**	**177**									

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Railway Station-Friday	29/08/2014	12	39	29	21	8	28%	29	00:14:36	00:14:12	00:24:00						
Railway Station-Friday	29/08/2014	13	62	87	60	8	12%	68	00:03:02	00:03:00	00:09:00	00:00:15	00:03:40	6	0	0	00:05:00
Railway Station-Friday	29/08/2014	14	51	47	33	16	33%	49	00:06:50	00:07:15	00:15:00						
Railway Station-Friday	29/08/2014	15	47	67	40	9	18%	49	00:08:31	00:08:49	00:17:00						
Railway Station-Friday	29/08/2014	16	45	65	38	7	16%	45	00:07:04	00:06:41	00:11:00						
Railway Station-Friday	29/08/2014	17	52	68	50	6	11%	56	00:00:16	00:00:15	00:02:00	00:07:39	00:08:41	7	38	15	00:14:00
Railway Station-Friday	29/08/2014	18	40	56	34	6	15%	40	00:00:18	00:00:08	00:02:00	00:09:11	00:09:29	7	31	26	00:18:00
Railway Station-Friday	29/08/2014	19	56	78	45	6	12%	51	00:01:47	00:01:51	00:53:00	00:03:45	00:05:57	19	20	4	00:14:00
Railway Station-Friday	29/08/2014	20	47	88	50	2	4%	52	00:03:35	00:03:26	00:09:00	00:00:17	00:02:09	13	0	0	00:03:00
Railway Station-Friday	29/08/2014	21	58	91	54	3	5%	57	00:01:47	00:01:51	00:09:00	00:00:48	00:02:25	24	4	0	00:07:00
Railway Station-Friday	29/08/2014	22	46	71	42	2	5%	44	00:01:45	00:01:38	00:06:00	00:03:26	00:04:41	36	16	0	00:09:00
Railway Station-Friday	29/08/2014	23	45	78	47	1	2%	48	00:02:41	00:02:40	00:08:00	00:05:53	00:07:12	16	44	7	00:11:00
Railway Station-Friday	30/08/2014	0	12	18	12	0	0%	12	00:02:10	00:02:10	00:10:00	00:10:08	00:10:08	3	5	6	00:18:00
Railway Station-Friday			**600**	**843**	**526**	**74**	**12%**	**600**						**131**	**158**	**58**	**00:18:00**

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Airport-Sunday	31/08/2014	10	38	29	25	0	0%	25	00:29:50	00:30:43	00:45:00						
Airport-Sunday	31/08/2014	11	52	66	60	4	6%	64	00:06:25	00:06:24	00:22:00	00:00:10	00:01:42	7	0	0	00:02:00
Airport-Sunday	31/08/2014	12	64	58	47	2	4%	49	00:04:39	00:04:36	00:14:00	00:00:37	00:02:34	14	0	0	00:03:00
Airport-Sunday	31/08/2014	13	24	32	25	1	4%	26	00:38:02	00:38:36	00:49:00						
Airport-Sunday	31/08/2014	14	25	21	20	3	13%	23	00:31:31	00:33:54	00:47:00						
Airport-Sunday	31/08/2014	15	43	51	42	1	2%	43	00:12:25	00:12:32	00:25:00	00:00:29	00:03:34	4	3	0	00:06:00
Airport-Sunday	31/08/2014	16	51	68	47	1	2%	48	00:14:57	00:14:57	00:24:00						
Airport-Sunday	31/08/2014	17	69	106	87	1	1%	88	00:04:12	00:04:10	00:16:00	00:00:20	00:01:48	20	0	0	00:03:00
Airport-Sunday	31/08/2014	18	70	74	61	0	0%	61	00:06:28	00:06:28	00:29:00	00:00:51	00:01:46	35	0	0	00:04:00
Airport-Sunday	31/08/2014	19	57	59	51	0	0%	51	00:15:04	00:15:04	00:30:00						
Airport-Sunday	31/08/2014	20	70	72	62	3	5%	65	00:13:35	00:13:52	00:29:00						
Airport-Sunday	31/08/2014	21	84	112	99	0	0%	99	00:05:42	00:05:42	00:21:00	00:00:02	00:02:00	2	0	0	00:02:00
Airport-Sunday	31/08/2014	22	93	102	98	0	0%	98	00:00:23	00:00:23	00:02:00	00:02:07	00:02:22	95	0	0	00:05:00
Airport-Sunday	31/08/2014	23	34	43	34	0	0%	34	00:13:37	00:13:37	00:26:00	00:01:44	00:06:15	9	0	3	00:15:00
Airport-Sunday	01/09/2014	0	4	5	4	0	0%	4	00:03:45	00:03:45	00:13:00						
Airport-Sunday			**778**	**898**	**762**	**16**	**2%**	**778**						**186**	**3**	**3**	**00:15:00**

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Airport-Monday	01/09/2014	5	2	0	0	0	0%	0	00:34:00	00:34:00	00:46:00						
Airport-Monday	01/09/2014	6	12	12	11	1	8%	12	00:13:25	00:12:00	00:33:00	00:02:35	00:05:10	4	2	0	00:09:00
Airport-Monday	01/09/2014	7	22	24	23	0	0%	23	00:16:40	00:16:40	00:37:00	00:00:51	00:04:48	3	2	0	00:06:00
Airport-Monday	01/09/2014	8	62	50	43	0	0%	43	00:04:58	00:04:58	00:12:00	00:00:45	00:03:10	10	1	0	00:06:00
Airport-Monday	01/09/2014	9	112	154	132	0	0%	132	00:01:11	00:01:11	00:07:00	00:01:44	00:02:28	113	0	0	00:05:00
Airport-Monday	01/09/2014	10	137	155	136	0	0%	136	00:00:35	00:00:35	00:02:00	00:02:12	00:02:12	153	0	0	00:05:00
Airport-Monday	01/09/2014	11	110	104	99	12	11%	111	00:03:09	00:02:30	00:12:00	00:01:35	00:03:05	50	1	0	00:07:00
Airport-Monday			**457**	**499**	**444**	**13**	**3%**	**457**						**333**	**6**	**0**	**0.00625**

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Sainsburys-Friday	29/08/2014	13	3	0	0	3	100%	3	00:12:40	00:12:40	00:17:00						
Sainsburys-Friday	29/08/2014	14	6	9	8	0	0%	8	00:06:50	00:06:50	00:18:00	00:00:33	00:02:30	2	0	0	00:03:00
Sainsburys-Friday	29/08/2014	15	8	9	9	0	0%	9	00:01:00	00:01:00	00:02:00	00:10:23	00:12:16	1	5	5	00:21:00
Sainsburys-Friday	29/08/2014	16	10	9	9	0	0%	9	00:01:00	00:01:00	00:02:00	00:11:00	00:13:45	0	2	2	00:20:00
Sainsburys-Friday	29/08/2014	17	2	2	2	1	33%	3	00:08:30	00:08:00	00:08:00						
Sainsburys-Friday			**29**	**29**	**28**	**4**	**13%**	**32**						**3**	**7**	**7**	**00:21:00**

Appendix 2 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person (Best Practice Guidance Category)	Date	Views returned?
5	**Supermarkets / Shopping Centres** (3)		
	Union Square	1/10/14	Y
	Bon Accord Centre	1/10/14	Refused
	Trinity Centre	1/10/14	N
	Asda, Jesmond Drive, Bridge of Don	1/10/14	Y
	Asda, Garthdee Rd	1/10/14	N
	Asda Boulevard Retail Park	1/10/14	Y
	Sainsbury's Berryden Rd	1/10/14	Y
	Sainsbury's Garthdee Rd	1/10/14	Y
	Morrison's King Street	1/10/14	N
	Tesco Rousay Drive	1/10/14	N
	Tesco Laurel Drive	1/10/14	N
5	**Hotels** (3.2, A5)		
	Aberdeen Hotels Association	11/8/14	Y
5	**Restaurants / night venues** (3.3, 3.4, A5)		
	Aberdeen City and Shire Licensed Trade Association	5/9/14	Y
	Unight	8/8/14	N
5	**Oil industry** (3)		
	BP	2/10/14	Y
	Haliburton	2/10/14	Must write
	Shell	2/10/14	N
	Chevron	2/10/14	N
	Marathon	2/10/14	Y
	Wood Group	2/10/14	Y
	Conoco Philips	2/10/14	Must write
	TAQA Petroleum	2/10/14	Y
	Maersk	2/10/14	Y
	Talisman Sinopec Energy UK Ltd	2/10/14	Y
5	**Airport** (A6.2)		
	Aberdeen Airport	8/14	Y
5	**Hospitals** (A4.1)		
	Aberdeen Maternity Hospital	See below	
	Aberdeen Royal Infirmary		
	Roxburgh House		
	Royal Aberdeen Children's Hospital		
	Royal Cornhill Hospital		

	Woodend Hospital		
	Woolmanhill Hospital		
	(Grampian NHS)	8/8/14	N
5	**Police** (2,A5)		
	Gillian Flett Divisional Coordination Unit	10/10/14	Y
5	**User groups, consumer and passenger groups, Disability representatives and those representing passengers with special needs** (1,A2,A3,A4)		
	Scottish Accessible Transport Alliance	7/10/14	Y
	Learning Disability Group	13/8/14	Y
	Aberdeen University Students Association	8/8/14	N
	Robert Gordon University Student Association	8/8/14	N
	Aberdeen International Centre	8/8/14	N
	Grampian Regional Equality Council	8/8/14	N
	Age Scotland	8/8/14	N
	Older People's Advisory Group / Disability Advisory Group	8/8/14	(N)
	Aberdeen Womens Alliance Access Panel	8/8/14	N
	Aberdeen Action on Disability	24/9/14	N
	North East Sensory Services	8/8/14	N
	Community Councils	8/8/14	N
	NE of Scotland Tourism Partnership	8/8/14	N
	Elected Members (A4)		
	Kevin Stewart	1/10/14	N
	Christian Allard	1/10/14	N
	Richard Baker	1/10/14	N
	Alex Johnstone	1/10/14	N
	Lewis MacDonald	1/10/14	N
	Jenny Marra	1/10/14	N
	Alison McInnes	1/10/14	Y(no comment)
	Nanette Milne	1/10/14	N
	Mark McDonald	1/10/14	N
	Maureen Watt	1/10/14	N
	Dame Anne Begg MP	1/10/14	Y
	Frank Doran MP	1/10/14	N

	Other Council representatives		
	Highways	7/8/14	Y
	Public Transport	27/8/14	Y
	Enforcement	15/8/14	Y
5	**Rail Operator / Other transport operators** (A6.2)		
	Scotrail – First Group	11/8/14	Y
	First Bus Ltd	1/10/14	N
	Stagecoach	1/10/14	N
6	**Taxi and private hire trade**		
	Trade questionnaire / letter	9/14	Y
	Aberdeen Taxi Group	1/10/14	Y
	Unite The Union	1/10/14	Y
	Kirkhill Auto Services	1/10/14	N
	Aberdeen Railway Taxi Drivers Association	1/10/14	N
	Independent Drivers	1/10/14	N
	Rainbow Cars	7/10/14	Y
	ComCab Aberdeen	25/9/14	Y
	Aberdeen Taxi Inspection Centre	1/10/14	N
	Don Cabs	25/9/14	Y
	Autoverdi	30/9/14	Y
	Premier Taxis	30/9/14	N
	Aberdeen Cab & Co	?	
	Dyce Cabs	24/9/14	N
	Aberdeen Taxis Ltd	24/9/14	N
	Central Taxis Aberdeen Ltd	24/9/14	N

Note (N) – advertised phone number not available when called