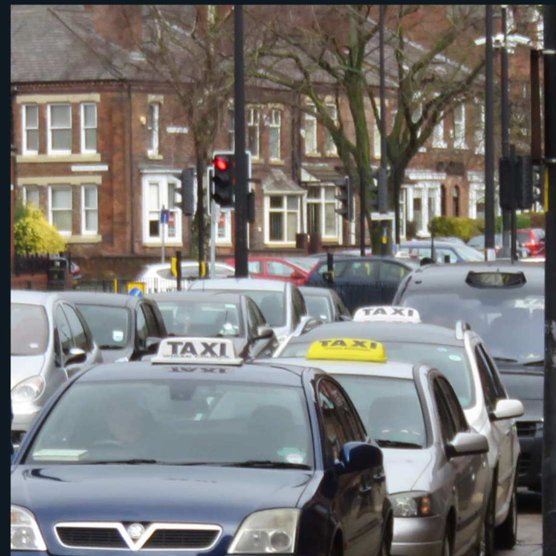


Wigan Council

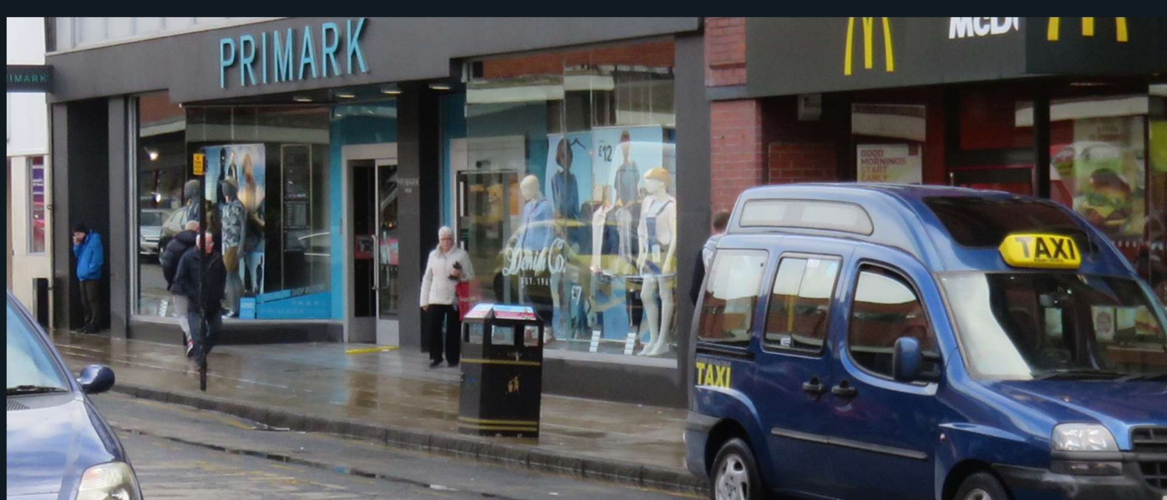
Hackney carriage demand survey

Final Report

August 2016

TRAFFIC + TRANSPORTATION

THE DATA COLLECTION SPECIALISTS



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Executive summary

CTS Traffic and Transportation were appointed by Wigan Council to undertake their "Hackney carriage demand survey" on 15th February 2016. 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 hackney carriage vehicle limitation policy. All research was undertaken in line with the current Department for Transport Best Practice Guidance (April 2010) and taking advantage of the extensive research undertaken by the Law Commission in their recent review of licensing.

Wigan is the most western of ten former Greater Manchester authority metropolitan districts. It is a multi-centred authority and although having its own highway and transport powers, works together with the other Manchester authorities in the overall Greater Manchester Local Transport Plan. Locally this is delivered by the Wigan Transport Strategy and its local area implementation plan.

Current Wigan hackney carriage number policy sees the area executing its power to restrict hackney carriage vehicle numbers with testing of unmet demand by survey. Wigan retains a mixed vehicle fleet though has taken action to ensure a minimum proportion of vehicles which must be wheel chair accessible.

Present industry statistics show growth in private hire vehicle numbers by a moderate level of around 59% since 1997, whilst no hackney carriage plates have been added since 1994, though the proportion of these which are WAV has increased. Hackney carriage driver levels have reduced suggesting much less double shifting now than in the past. Both Wigan and its near neighbour St Helens have below national and group average levels of hackney carriage vehicles. However, levels of private hire are, as is usual in number limited areas, greater meaning that the overall level of licensed vehicles in Wigan is about average.

In terms of wheel chair accessible vehicles, though the area is not fully WAV it has a very high percentage of WAV in the fleet compared to the English average for authorities that are not fully WAV but have a WAV stipulation as Wigan does. Further, Wigan has a high level of WAV in its private hire fleet, and the current level of WAV in the hackney carriage fleet is higher than the level required, suggesting some choice of WAV by drivers. The level of usage of these vehicles also appears higher than many other areas (see below).

A rank survey programme was undertaken resulting in 297 hours of observation principally of active ranks. Since the last survey many suburban unused ranks have either been removed or have disappeared. Only one suburban rank now sees any usage. There is a private rank at Wigan North Western station with a restricted level of vehicles able to obtain permits to service that location. Since the 2006 survey our estimates suggest 1% growth in average weekly usage of hackney carriages from ranks. Demand at New Market Street, introduced to replace the pedestrianised Market Street was about half the level in 2006 whilst demand at the Brunel's rank has increased. Since our survey, the main generator of demand for New Market Street has closed which will have reduced demand there significantly.

Night demand has changed with club closures, movements and pedestrianisation, with the focus of such demand now at Brunel's and the King Street rank which remains accessible at all times. Unlike many other areas, Wigan ranks are either daytime or night time with only the private rail station rank seeing active use for more than 14 hours per day. Average passenger usage per hour when active is highest at Brunel's, and highest on Saturdays compared to Fridays. Overall demand in the area is very peaked. Vehicle supply and passenger demand tend to be very closely matched at the Brunel's rank meaning a high likelihood of passengers arriving and finding no vehicles there (unmet demand). 54% of the fleet were identified active on the main survey day. This was clarified as being 34% of the WAV fleet but 64% of the saloon fleet, which compared to levels of vehicles suggested less WAV were active near ranks on that day.

The initial ISUD calculation found the observed unmet demand was significant based on issues at both Brunel's and the New Market Street rank. A sensitivity test found the index below the level of significance and the closure of the main rank traffic generator led to a conclusion that more vehicles were not needed at this point in time (see below). Compared to previous surveys there has generally been an increase in weekday daytime waiting.

245 people were consulted including samples in two suburban areas. This sample suggested high levels of recent usage of licensed vehicles though reduced from 2006. There was a high range of levels of usage with the lowest levels in Ashton, and highest in Wigan town centre samples. Stated usage of hackney carriages was very low – just 0.21 trips per person per month – with 19% saying they could not remember seeing a hackney carriage in the area and 58% unable to remember the last time they used one. In terms of how people got 'taxis' 18% obtained them from ranks, 1% from hailing and 81% by phone, a vast increase in the phone proportion since 2006. Those phoning for licensed vehicles showed high brand loyalty to specific companies. Most companies tended to be locally based with no whole area company identified by the public.

Rank knowledge was poor. Best known was the private station rank followed by the New Market Street rank, ironically mainly known by the store providing most custom (and now gone). Two ranks believed to be unused were mentioned and some of those mentioning them said they did use them (Post Office and bus station). There was no significant request for any new ranks.

People had no significant issues with the service provided by hackney carriages. Only 5% said they could not get hackney carriages when they needed them, although the latent demand factor was high at 8.2%. There was further positive response in that 56% of people felt those in Wigan with a disability obtained a good service from hackney carriages.

Stakeholders mainly used private hire companies, though were aware their customers would use ranks if vehicles were there – even in Ashton. Strong customer loyalty was found from some key stakeholders to local private hire companies. Two consultees stated their preference for increasing the proportion of WAV to 100% over time. Highways told us it would be hard to provide any more hackney carriage rank spaces and that therefore adding any extra plates would cause traffic issues at this time.

A relatively high level of five wheelchair bound customers were observed accessing hackney carriages at ranks in their chairs during the survey. 38 others appeared to be disabled whilst a very high 367 passengers were helped into vehicles by drivers.

There were several positive responses about the service provided to those needing wheel chair accessible vehicles in the Wigan area. Interestingly, the train taxi guide suggested all three private hire companies quoting they were able to provide links at Wigan North Western in the absence of hackney carriages also could provide wheel chair accessible vehicles – very unusual.

There was a moderate response of 15 specific replies to the trade survey, plus a letter signed by 62 but only in regard to the need to retain the hackney carriage vehicle number limit. The key point of the letter was the strong opinion that new plates would end up with part time drivers who would cherry pick the most lucrative times. From the more detailed replies we estimated most worked six days and an average of 40 hours per week – not particularly high. A very high 87% of all respondents worked independently, even some of the private hire respondents.

The survey found that people in Wigan, particularly in the main Wigan central area, get a good service from hackney carriages, and more so for those with disabilities. There are issues to be addressed however.

Without the closure of Morrisons, the unmet demand observed would have required additional plates to reduce its significance. The low overall level of hackney carriages is partly explained by the multi-centre nature of the area, meaning the volume of population high enough to generally justify hackney carriages is only present in a small part of the overall area. However, Ashton does enjoy some active hackney carriage presence noted by those in the area. Compared to many recent surveys the level of usage and appreciation of service to those with disabilities was markedly high. This is more notable given the fleet is mixed vehicle style.

The overarching conclusion is there is no need for new plates at this time, although the trade does need to take on board the detailed results from the rank surveys and seek to fill the gaps identified, particularly those late at night. There is potential for growth in daytime usage of the Post Office and Bus Station ranks in the short term whilst a replacement is found for the main store which closed. At the same time it would be prudent for the council to have in place a procedure by which extra plates could be added were the economy to develop and require extra hackney carriages. Were a replacement store to open the Council would need to test Thursdays, Fridays and Saturdays between 16:00 and 18:00 for any waiting of passengers for hackney carriages within two months of this location opening, subject to the nature of the replacement store. Further recommendations are included in the detailed report.

1. Introduction

Wigan Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the council area. The licensing authority retains a limit on the number of hackney carriage vehicles it licences. This limit began in 1985. The previous review of policy supported by a survey was in 2006. However, this latest survey is the result of a longer process of consideration of the policy limiting vehicle numbers which began some while ago and had already included significant levels of consultation.

Study timetable

Wigan appointed CTS Traffic and Transportation on 15th February 2016 to undertake this survey of taxi demand in line with our quotation dated January 2016 as revised at the Inception Meeting held on 1st March 2016.

The review was carried out between March and June 2016, with pedestrian survey work undertaken in March 2016. Licensed vehicle driver opinions were obtained in May 2016. Other key stakeholder consultation was undertaken between March and June. Rank surveys were undertaken in March 2016. A Draft Final report was submitted and this was reviewed to identify any factual or missing issues. The Final Report will be reported to committee in September 2016.

National background and definitions

At the present time, hackney carriage and private hire licensing is carried out under the Town Police Clauses Act 1847 (as amended by various further legislation including the Transport Act 1985, especially Section 16) in regard to hackney carriages and the Local Government (Miscellaneous Provisions) Act 1976 with reference to private hire vehicles. A number of modifications have been made within more recent legislation and through case law.

The issue of limits on hackney carriage vehicle licences (and other potentially restrictive practices) were considered by the Office of Fair Trading (OfT) (and latterly the House of Commons Select Committee on Transport). The Department for Transport most recently published Best Practice Guidance in April 2010 to cover a number of more recent issues and take on board both the recommendations of the OfT and House of Commons Select Committee (HoC SC).

More recently a further HoC SC has led to the Law Commission (LC) taking on a wide ranging review of vehicle licensing law to be completed over the next few years. The consultation document from the LC was released in mid-May 2012. The final LC recommendations published on 23rd May 2014 including 84 recommendations (specific recommendation numbers in brackets below from Report) including:

- Retaining the two-tier system (1)
- A statutory definition of pre-booking (3) and a new offence of anyone other than a locally licensed taxi driver accepting a booking 'there and then' (10)
- That the term "hackney carriage" should be replaced in legislation with the word "taxi" (4)
- New duty on taxi drivers to stop in specified circumstances if so determined by the local licensing authority (12)
- Each licensing authority under a duty to consult on the need to alter rank provision, not exceeding every three years (13)
- Introduction of national standards for taxi and private hire services (30)
- Licensing authorities retain power to set local taxi standards over and above national standards (46)
- A more flexible power to introduce and remove taxi licensing zones (57)
- Licensing authorities continue to have power to limit the number of taxi vehicles licensed in their area (58)
- Subject to a statutory public interest test with how this statutory test should be applied determined by the Secretary of State (59)
- Reviewed every three years and subject to local consultation (60)
- Mandatory disability awareness training for all drivers (62)
- An accessibility review at three year intervals (65)

Other recommendations are included of less relevance to this current report. The status of this report and draft Bill remains unclear at the time of writing this report, with no specific Government response yet provided nor any date for when this might be provided.

The Deregulation Bill originally contained three clauses impacting on taxi licensing. These cover unlicensed relatives being able to drive private hire vehicles (dropped), operators being able to transfer work across borders and length of driver and operator licences. An opportunity was also given for trade representatives to identify conditions of licence that were felt to be unduly restrictive. None of these really impact on the issue of unmet demand directly but could have some impacts on operations which might move demand from hackney carriages towards private hire more than the current situation might. Both clauses taken forward came into effect in October 2015.

At the present time, passenger carrying vehicles in England are split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing and licensing authorities only have jurisdiction over those carrying eight or less passengers.

These locally administered vehicles are subdivided into:

- Hackney carriage vehicles (sometimes referred to as 'taxis' in legislation), which alone are able to wait at ranks and pick up people in the street (ply for hire). To operate such a vehicle also requires a driver to be licensed to drive within the area the vehicle is licensed to operate
- Private hire vehicles, which can only be booked through an operating centre and who, otherwise, are not insured for their passengers (often also known as 'taxis' by the public, or mini-cabs in London and some other areas). To operate such a vehicle requires a vehicle and driver licence, and there must also be an affiliation to an operator. Such vehicles can only transport passengers who have made bookings via this operator.

For the sake of clarity, this report will refer to 'licensed vehicles' when meaning hackney carriage and private hire collectively, and to the specific type when referencing either specific type of vehicle. The term 'taxi' will be avoided as far as possible, although it has to be used in its colloquial form when dealing with the public, few of whom are aware of the detailed differences.

There is a further current issue that does impact on demand – the fact that many hackney carriages once properly licensed in an area with a driver then undertake private hire work in other licensing areas, often many miles from their home base. Such vehicles can have cost base advantages and can appear to be available for immediate hire when they are not in fact legally able to do so (eg with stickers saying 'this vehicle can be hired immediately', which only applies within their licensing area).

Review aims and objectives – national background

Wigan Council is seeking a review of their current policy towards hackney carriage quantity control in line with current Department for Transport (DfT) Best Practice guidance as published in April 2010. Further background information about previous policy is contained in Chapter 2 to set the context of the current situation.

The "Best Practice Guidance" paragraph 47 states: "Most licensing authorities do not impose quantity restrictions the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered….". Our database of taxi regulation, updated to December 2015, shows 91 authorities who openly declare a limit on hackney carriage vehicle numbers.

There are other licensing authorities who restrict new plates to various levels of wheelchair accessible vehicles and have various levels of grandfather rights for the remaining saloon vehicles which are effectively often limited in number albeit not in the terms of a formal limit under Section 16 (as this is counted as quality restriction rather than quantity).

Of the 91 authorities in England and Wales with a formal limit on vehicle numbers, four have never seemed to have any formal study of the limit. A further 26 have tested their policy, but on an irregular basis (and not within the last three years). Over two thirds (61 authorities) undertake a regular review, all but three of which tend to undertake this more or less every three years. Many of these authorities are very strict on their repeat cycle.

In recent years several authorities have determined to remove their limit policy – most recently Exeter and Hastings. Others – most recently Cambridge – have returned a limit. In some cases authorities returning a limit set either a 'settling limit' eg Watford, or a limit beneath the current level (Chesterfield), whilst others fixed at the level when the decision was made (allowing for vehicles in the pipeline at the time of decision). Some limited authorities (notably Knowsley) have set a new limit lower than the current to take account of dormant licences at time of survey. Some authorities still are found needing to issue plates (eg BANES). Other authorities are currently considering if a limit needs to be re-applied in their area given evidence that the market is not restricting numbers appropriately.

Current Wigan requirements

Wigan held the previous survey in 2006 and is repeating as part of its overall review of the policies relating to hackney carriage and private hire vehicles, and a specific request for review of the limit on hackney carriage vehicle numbers.

The key objectives of the independent study of demand are to:
- Determine whether there is any evidence of significant unmet demand for hackney carriage services in Wigan
- If significant unmet demand is found recommend how many licences would be required to eliminate this

The study includes the following:
- Inception meeting
- Rank review
- Rank observations based on direct observations
- Public attitude interviews comprising face to face interviews
- Written consultation
- Report (draft and final)
- A presentation to committee

Methodology

In order to meet Wigan Council's objectives, the following methodology was adopted:

- Review of relevant policies, standards etc: to understand the authority's aspirations for meeting travel needs and social inclusion and provide context to determining overall demand for travel and how this should be met;

- Extensive rank observations and audits of all the ranks in the Authority, including monitoring passengers' waiting time, any illegal plying for hire, use of Hackney Carriages by wheelchair users and rank audits;

- On street interviews: a survey of representative people on street to obtain information about their understanding of the sector, their last taxi journey, their overall levels of taxi use, about quality and barriers to use;

- Consultation: including consultation with all relevant stakeholders – the local authorities, police, trade associations, all drivers, mobility impaired, specific user groups, businesses, and other major generators of taxi trips

In essence, the methodology used follows similar principles to all surveys undertaken by CTS together with all developments of methodology more recently applied to our surveys, particularly including guidance from both the 2004 DfT letter and their 2010 Best Practice Guidance (which includes the 2004 guidance as an appendix), and including the latest knowledge arising from the Law Commission Review and the current status of the Equality Act. This report also seeks to provide compatibility with previous reports provided by other consultants to the Council. Some items undertaken in 2006 have not been repeated in 2016 to ensure best value for money.

Report structure
This Report provides the following further chapters:

- Chapter 2 – current background to taxi 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 for policy arising from this review.

2. Background to taxi licensing in Wigan

The Wigan Council area

Wigan Council is one of ten metropolitan district councils within the former Greater Manchester area (and within the Transport for Greater Manchester (TfGM) transport authority). The Borough has a current population of 325,400 according to the 2016 estimates from the 2011 census. This is around 8% more than the level reported in the 2006 survey for 2001 (301,400).

Wigan Council is the most north and western of the former Greater Manchester authorities, having other boundaries with Lancashire (Chorley and West Lancashire) to the north and St Helens / Warrington to the west. Whilst Wigan itself is the largest component town, it also includes the towns and villages of Leigh, part of Ashton-in-Makerfield, Ince-in-Makerfield, Hindley, Orrell, Standish, Atherton, Tyldesley, Golborne, Lowton, Billinge, Astley, Haigh and Aspull. It was formed in the 1974 government reorganisation amalgamating a large number of previous districts. The area includes a high volume of industry, and at 77 square miles is the ninth largest metropolitan borough in England.

In terms of public transport, the West Coast main line passes north to south through North Western station whilst other lines radiate to Liverpool, Blackpool North, Southport and Manchester, some via the Wallgate station which is very close to North Western, but at a lower level. Many bus services radiate from Wigan and also from Leigh to a wide range of destinations.

In terms of rank provision, all ranks are provided by the Council itself which is the highway authority. There are is just one private rank within the area at Wigan North Western station administered by the rail operator.

Background Council policy

Wigan is a metropolitan Borough Council having highway and transport powers for the area, although it works together with the other Manchester authorities in terms of overarching transport policy. Transport Policy is summarised in the current TfGM Local Transport Plan (LTP). This covers the period from 2011 to 2026, having been adopted in 2011. The LTP seeks to provide a fully accessible and integrated transport network, enhancing peoples' living environment and enabling key services and facilities to be reached by all members of the community.

Wigan has a transport strategy which supports delivery of both the Local Plan and the Greater Manchester Local Transport Plan. This is supported by a transport modelling study, a Leigh Area rail study, a rail freight study and the Wigan hub study. There is also a Local Area Implementation Plan (LAIP) to deliver LTP3 across the Wigan area. Like many other LTP and related documents the level of inclusion of hackney carriage and private hire vehicles within the plans is minimal, with the main focus being ensuring the local authority delivers its statutory requirement for licensing these modes. Many of aims in the LTP seek to reduce congestion and ensure sustainable transport is available to all, both of which involve licensed vehicles.

Policy of restricting hackney carriage vehicle licences

Wigan Council has a power to restrict the number of hackney carriage vehicle licences it grants when it is satisfied there is no unmet demand for the services of hackney carriages which is deemed to be significant. This power has been in this format since the introduction of the 1985 Transport Act, Section 16 (before which the power to limit was unfettered).

At the present time, overall government taxi policy is under review by the Law Commission (LC) (see Chapter 1, page 1 for more detail). The current status is that the LC recommended that councils are able to retain the option of limiting their number of hackney carriage vehicles, although any change will have to be agreed by Government and then taken through any appropriate legal process. Formal Government encouragement remains towards the minimisation of restrictions, including limit policies.

Wigan has long had a policy of retaining a limit on hackney carriage vehicle numbers. DfT official statistics suggest this began in 1985. The authority has a proportion of its fleet which are wheel chair accessible, (not less than 42 plates, or 31%, though actual level was 47 vehicles, 35% at the time of the survey) but does not have any present aim to be a fully wheel chair accessible fleet. This Report is undertaken within the context of these requirements. It also cross references with previous survey data where comparison is possible.

Background statistics

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

	Hackney carriage veh	**Private hire veh**	**Total lic veh fleet**	**Driver numbers**			**Operators**
DfT suggest limit began 1985				**Hcd**	**Phd**	**Total**	
1994D	135	unknown	n/k				
1997D	136 (16)	520	656			1057	
1999D	136 (15)	570	706			1170	61
2001D	136 (24)	550	686	280	550	830	78
2004D	136 (20)	559	695	219	900	1119	74
2005D	136 (26)	593	729	212	900	1112	67
2007D	136 (28)	650	786	161	828	989	67
2009S	136 (35)	760	896	209	1143	1352	99
2010N	136	774	910	Not collected			
2011D	136 (31)	917 (8)	1053	199	1218	1417	94
2012N	136	749	885	Not collected			
2013D	136 (32)	698 (8)	834	184	1044	1228	72
2014N	136	773	909	Not collected			
2015D	136 (31)	890 (6)	1026	184	1080	1264	72
2016C	136 (35)	828	964	182	1024	1206	

Note: DfT statistics suggested used from 1994 to 2007, 2011/ 2013 and 2015 (D).
National Private Hire Association surveys for 2010/12/14(N). Council figures at 1/8/16

The Table above shows that there has been no hackney carriage vehicle added to the Wigan fleet since at least 1994, although the level of WAV style vehicles contained has generally increased over time.

In terms of private hire vehicle numbers, which cannot be limited, there has been growth of around 59% from 1997 onwards. This implies an overall fleet growth of 47% in this period.

Driver numbers on the hackney side appear to have been falling nearly every year that statistics have been available, now being two thirds of what they were in 2001. Private hire driver numbers have increased more than the vehicle numbers, by some 86%. However, the net growth is around 45%, generally less than vehicle growth.

Operator numbers are now marginally higher than they were at the first date of statistics being available, although there was a peak in 2009 which has now reduced.

Comparison to other authorities

The table below provides comparison to other nearby licensing authorities. Statistics are based on the latest available at the time of preparing this report. These are direct from officers for all but Halton.

Area	**Popn (2016 000)**	**No of HCV (% WAV)**	**HCV per 1000 popn**	**No of PHV (% WAV)**	**PHV per 1000 popn**	**Total veh**	**Total veh per 1000 popn**
St Helens (L)	179	63 (100)	0.4	506 (2)	2.8	569	3.2
Wigan (L)	***325***	***136 (35)***	***0.4***	***828 (6)***	***2.6***	***964***	***3.0***
Warrington (L)	210	149 (37)	0.7	404 (2)	1.9	553	2.6
Knowsley (L)	146	235 (100)	1.6	858 (4)	5.9	1093	7.5
Halton (L)	127	267 (100)	2.1	84 (100)	0.7	351	2.8
Totals/Averages (all above)	**987**	**850 (78)**	**0.9**	**2680 (7)**	**2.7**	**3530**	**3.6**
England average (excl London) 2015 DfT vehicle numbers		n/a (41)	1.2	n/a (3)	2.2	n/a	3.4

The comparison covers the local geographic area and also includes similar multi centre authorities similar in that respect to Wigan. Unfortunately, recent legislation and practise changes mean that the private hire numbers for Knowsley have been inflated and do not relate to vehicles servicing the public in that authority. The authority shares the lowest proportion of hackney carriages to population in the comparison with its neighbour St Helen’s. This is below the area average level and further below the national average (less affected by local differences).

In terms of private hire levels, as is normal in restricted areas, the levels of private hire compared to population tend to be higher – above the average and national averages, resulting in the overall levels of licensed vehicles tending to be around the averages. Interestingly, this balance is better for Wigan than it is for Warrington where private hire numbers seem to be relatively restrained.

In terms of WAV provision, Wigan is one of two authorities which does not have a 100% WAV vehicle stipulation in those compared. However, the level of provision is very close to the national average of 41% (which is for England, but excludes London but does include all 100% WAV authorities). The level is actually almost the same as the percentage of WAV in fleets where there is a WAV stipulation (36%) although much higher than the proportion for non-100% WAV with or without this (21%). It is also interesting to note that Wigan has the highest level of private hire WAV vehicles in the comparison.

Driver ratios

At the present time there are 1.34 hackney carriage drivers per vehicle and 1.21 private hire drivers per vehicle. Neither of these figures tend to suggest much if any double shifting of vehicles. There appears to have been a significant reduction in double shifting on the hackney carriage side between 2001 and now – there were over 2 drivers per hackney carriage in 2001.

Previous studies of demand

The same contractor undertook both the 2001/2 and 2006 studies of demand. Both determined there was no unmet demand which was significant and therefore no need to increase the number of vehicles within the hackney carriage fleet. It was felt the relatively low level of hackney carriages compared to population related most to the multi centred nature of the area.

At the time of the last survey, there were 34 ranks and 82 rank spaces including many in the parts of the borough outside the main Wigan central area. The last report stated that licence premiums had risen from £5000 in the 2001/2 study to £15,000 at 2006. 2006 rank surveys were undertaken using manual methods during November 2005. Surveys also covered the outer area ranks but found no activity there at all.

On street surveys were undertaken identifying 77% had used a taxi in the previous three months. 49% got taxis at a rank, 49% by phone and the balance by hailing.

3. Results from rank surveys

The Table below shows the result of our review of the ranks available in the Wigan licensing area. This is based on a list provided by Wigan at the tender stage, including changes since the 2006 report, further modified by discussions at the Inception meeting.

There have been several changes since 2006, inevitably. A major change involved pedestrianisation of the central area of Wigan town centre, plus a number of other road layout changes which amended rank locations. There has also been a large change in the location and number of clubs in the area, with many opening and closing in the interim period. There are two private ranks in the area, one at Anjou Boulevard (but which does not need any supplementary permit and is effectively part of the council rank stock), and Wigan North Western station, where a supplementary permit is required from the rail operator, at extra cost.

In terms of ranks beyond the central area of Wigan itself, the only real and active provision was one of the three ranks located in Ashton. Ranks in all other centres were either unused or had been removed by road or traffic management revisions since the last survey. A number of site visits were undertaken during the course of the study which confirmed that, although some outer ranks remained marked on the ground, none had any potential for being used apart from the main rank in Ashton.

During our research we did not find evidence of any other ranks within the Wigan area and understand our rank coverage is therefore comprehensive as required by the Department for Transport's Best Practice Guidance on taxi and private hire licensing (BPG). The only private rank we are aware of is that in Yield Hall Place within the shopping complex.

In terms of the council brief for the study, a request was made for some 330 hours of observation to be included. However, our review found that this was more than was necessary for a robust cover mainly due to the high number of ranks which are now redundant in the area. This is particularly true of those in the suburban parts of the authority, apart from one active rank in Ashton (which was not covered in 2006).

The breakdown of rank hours covered by video is shown in **Appendix 1**. A total of 297 hours were eventually covered, replacing some hours lost by equipment issues with other relevant hours. Ranks were 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 hackney carriage vehicle was there. This sample is considered to be more than robust enough for the requirements of testing for significance of any observed unmet demand.

Full details of the observed volumes of passenger and vehicle traffic are included in **Appendix 2**. Our observations took account of feeder ranks where necessary to ensure true estimation of the hackney carriage waiting times at ranks for passengers (as at Wigan North Western station).

Overall comments on ranks
A total of 20 different rank locations / days were observed (each termed a sample). In total, some 2,981 hackney carriage vehicle arrivals and departures were recorded, with all vehicle departures some 4,281.

Of the total vehicle arrivals and departures observed, 19% were private cars at or near the ranks. 1.5% was goods vehicles. 10% was private hire vehicles and just five emergency vehicles stopped at a rank. Buses were not recorded as causing any major issue at any location during our observations.

There were a total of five wheel chair using passengers during the survey period. All were at New Market Street. 38 other passengers were observed as being visibly disabled. There were 367 cases observed of drivers assisting passengers beyond those in wheel chairs. These are all high levels, particularly given the fleet not being fully WAV.

In terms of hackney carriage vehicles seen, 31% of all departures from ranks were observed as being wheel chair accessible style vehicles. This is marginally below the actual proportion of 35% in the fleet.

Detailed rank performance
The Table below summarises the time periods observed at each location as well as providing overall operational statistics for each location during each period of observation. A detailed description of the observations follows below.

Rank	Period (2016)	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
Wigan Council ranks							
Brunel's	Thursday 10th March	249	167	1.5	11	6	8
	Friday 11th March	399	231	1.7	5	2	4
	Saturday 12th March	1194	661	1.8	3	0	302
Standishgate	Thursday 10th March	76	45	1.7	8	15	2
	Friday 11th March	189	143	1.3	15	9	5
	Saturday 12th March	163	118	1.4	15	11	21
	Sunday 13th March	23	16	1.4	8	33	4
New Market Street	Thursday 10th March	136	102	1.3	9	8	12
	Friday 11th March	387	300	1.3	17	5	100
	Saturday 12th March	343	235	1.5	13	5	5
King Street	Friday 11th March	276	153	1.8	11	7	52
	Saturday 12th March	456	257	1.8	15	6	223
Wallgate PO	Friday 11th March	56	30	1.9	39	57	0
	Saturday 12th March	98	48	2.0	72	60	0
Dorning St	Saturday 12th March	0	0	0	0	0	0
King St West	Saturday 12th March	7	2	3.5	3	60	0
Anjou Boulevard	Friday 11th March	0	0	0	0	0	0
Ashton	Friday 11th March	6	3	2.0	2	40	0
	Saturday 12th March	10	5	2.0	6	62	0
Private rank location							
Wigan North Western Station	Friday 11th March	259	198	1.3	11	5	5

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

Overview

An initial over-view of the above table suggests that the dominant rank overall is that at Brunel's although it only tends to operate mainly at night. This is followed by King Street, also a night rank. The daytime ranks at New Market St and Standishgate see less usage in an average week but provide more equal flows, though mainly at weekends. Of the sites observed, just two locations were not used, although many other unused locations were not observed at all in agreement with the Council.

Brunel's rank

This rank is located on the same side as Wigan North Western Station but slightly closer to the main town centre. It loads from the passenger side and is only in operation from 18:00 each evening, apart from on Sundays when it operates throughout the day. The rank operating hours have changed since 2006 and markings / signs have been updated accordingly. The area can be busy and only passenger side loading would be safe.

This rank was observed from 18:00 on Thursday 10th March 2016 through to 08:00 on the Friday morning, then from 18:00 on the Friday 11th March with the aim of continuing to Saturday morning (but actually ended at 23:59), and again from 20:00 on Saturday 13th March through to 06:00 on the Sunday morning with the aim of it being operational throughout Sunday. In both cases of shortened observations, we understand the cameras were tampered with by locals, with consequent loss of information which could not readily be replaced, particularly as it was not felt safe to restore the equipment in the presence of those who had possibly tampered with it.

Thursday observations

During the Thursday observations (18:00 to 07:59 the next morning) 249 passengers were observed leaving in 167 vehicles, giving vehicle occupancy of 1.5 persons per vehicle – moderate. Just 11 vehicles left empty (6%).

Eight passengers were observed arriving when no vehicle was available for immediate hire. These occurred during the 23:00 hour with one person waiting up to nine minutes. When all passenger waiting is added and divided by the total number using this rank, the average expected wait time over all passengers is just eight seconds.

In passenger terms, total passengers in any hour ranged from one up to 69 (23:00 hour). Flows in the 01:00 and 02:00 hours were very low, and the location was not used after this. In other hours than the peak and the two low hour flows were between 19 and 37 per hour.

Average vehicle waiting times for fares were between six and 15 minutes although later vehicles when flows were lower did wait much longer for a fare to arrive, or before leaving empty. In the two hours after the rank ceased to be used by passengers, there were some vehicles passing by in each of those hours.

Friday observations
During the Friday observations 399 passengers were observed leaving in 231 vehicles, giving vehicle occupancy of 1.7 persons per vehicle – again moderate. Just five vehicles left empty (2%). As already noted, observations were lost from midnight onwards due to tampering with equipment.

Four passengers arrived when no vehicle was available for immediate hire. These were in the 22:00 hour with one person waiting eight minutes and all others waiting five minutes or less. Average waiting time over all passengers was just two seconds.

In passenger terms, flows ranged from a low of 26 up to the peak of 107 in the 23:00 hour, although it is not clear how much higher flows rose to in the succeeding hours.

Average vehicle waiting times for fares were very low apart from the quietest hour when the average wait was 12 minutes.

Saturday observations
During the Saturday observations 1,194 passengers were observed leaving in 661 vehicles, giving vehicle occupancy of 1.8 persons per vehicle – high. Just three vehicles left empty (0.0%).

302 passengers had to wait for a vehicle to arrive. People had to wait in every hour from 21:00 onwards, with the worst number waiting being some 131 in the 03:00 hour. Averaged over all passengers the typical waiting time was 34 seconds – not bad given the volume of waiting. The longest observed passenger wait was seven minutes. Again, observations were lost after the 05:00 hour, although by this time generally the peak flows and waiting appeared to have dissipated.

In passenger terms, flows ranged from a low of 60 up to the peak of 180 in the 03:00 hour, which also saw the longest passenger waits and the largest queues. Six hours had 111 passengers or more – a high and constant flow of demand.

Average vehicle waiting times for fares were generally very low – just one to three minutes. Later on waiting times increased but the longest observed vehicle wait was 15 minutes in the 04:00 hour.

Summary
Overall, service to this rank is **fair** although some specific hours see exceptional response to high demand, albeit with queues arising but not to a high level of wait given the volumes involved.

Standishgate
This rank is on the northern side of the main town centre facing the central area. It has several sections, some of which are only part time to allow for increased usage at different times. Loading is from the passenger side although the nearby road is quieter than others and some driver side loading could be undertaken if needed. Entry to the rank is from the ring road, whilst exit tends to be via two internal routes back to the ring road. Vehicles face oncoming passengers from the main town centre.

Potential space for vehicle waiting is restricted by the length of kerb between the ring road and the central distributor road with pressures also for other parking in this area.

This rank was observed from 14:00 on Thursday 10th March 2016 through to 17:00 on Sunday 13th March 2016. Equipment failure meant a single hour (21:00 to 22:00 on the Saturday evening) was not available, although this was a very quiet period in any event.

Thursday observations
During the Thursday observations 76 passengers were observed leaving in 45 vehicles, giving vehicle occupancy of 1.7 persons per vehicle – moderate. Eight vehicles left empty (15%).

Two passengers had to wait for a vehicle to arrive. Both waited 11 minutes in the 16:00 hour. However, over all passengers the average wait was just 17 seconds.

In passenger terms, flows were low, ranging from 14 to 23 in the four active hours. From 19:00 onwards this location saw no passengers or vehicles.

Average vehicle waiting times were longer than other locations, being from six to 15 minutes, with a longest observed vehicle wait of 27 minutes for a fare.

Friday observations
During the Friday observations 189 passengers were observed leaving in 143 vehicles, giving vehicle occupancy of 1.3 persons per vehicle – low. 15 vehicles left empty (9%).

Five passengers had to wait for a vehicle to arrive. None waited more than three minutes. Waiting occurred in the 16:00 and 18:00 hours. Over all passengers the average wait was just two seconds.

In passenger terms, the peak was 36 in the 14:00 hour. Other flows ranged from three to 33. There were no passengers from the 19:00 hour onwards though there were two vehicles paused in the 23:00 hour.

Average vehicle waiting times between 11 and 26 minutes until the 15:00 hour when they dropped to between one and seven minutes. In the early hours one vehicle waited 75 minutes but longest waits were otherwise up to 33 minutes.

Saturday observations
The Saturday observations saw 163 passengers observed leaving in 118 vehicles, giving vehicle occupancy of 1.4 persons per vehicle – again low. 15 vehicles left empty (11%).

21 passengers had to wait for a vehicle to arrive. These were in the hours between 15:00 and 17:00. The longest wait was five minutes in the last of these three hours. Otherwise many waits were just a minute. Over all passengers the average waiting time expected was 18 seconds.

In passenger terms, flows were between 13 and 28 with the peak in the 13:00 hour. There were no passengers before the 08:00 hour, and after a few in the 19:00 hour, none after that. This was matched by no vehicles servicing the rank when no passengers were around.

Sunday observations
On the Sunday a total of just 23 passengers left in 16 vehicles, an average occupancy of 1.4, again low. Eight vehicles, or a third of those arriving left without passengers. However, four passengers did have to wait for vehicles to arrive, in the 09:00 and 13:00 hours. Waits were seven or ten minutes. Over all passengers this was a typical wait of 1 minute 21 seconds. This reflected the low demand.

Other than the three passengers in the 09:00 hour, other flows were between just three and six, in each hour from 12:00 to 15:00. The 16:00 hour saw some vehicles but no passengers.

Vehicle average waits for passengers tended to be low, suggesting more that vehicles waiting were taken by passengers rather than the rank tending to be regularly used.

Summary
Overall, service to this rank is **fair** although demand is overall low.

New Market Street
This rank is along the ring road, near to the market and several other routes out of the town centre. Whilst other parking is allowed within this segregated area, the main usage of the section of road is for the rank. Loading is from the passenger side, but driver side loading would also be relatively safe. Exit from the area is signal controlled. The rank replaced the main Market Street rank when that section of road was pedestrianised, although the location is less obvious than Market Street, yet it is the principal daytime rank for the central area. It is very close to the exit from Morrison's. However, since our survey we have been advised that this store closed on Saturday 2nd April 2016 with no current replacement. This fact will be taken into account later in the Report.

This rank was observed from 14:00 on Thursday 10th March 2016 through to 22:00 on Saturday 12th March 2016. It provided a complete set of information through these hours with no issues with data collection at all.

Thursday observations
During the Thursday observations (17 hours) 136 passengers were observed leaving in 102 vehicles, giving vehicle occupancy of 1.3 persons per vehicle – low. Nine vehicles left empty (8%).

12 passengers had to wait for a vehicle to arrive. These occurred in the 16:00 and 17:00 hours. In both hours the longest waits were five minutes. Averaged over all passengers, the typical wait was 18 seconds.

In passenger terms, flows ranged from 31 to 36 (in the 15:00 hour). There were six in the 18:00 hour after which there were no passengers or vehicles using the area.

Average vehicle waiting times for fares were six to 15 minutes with one vehicle observed to wait up to 30 minutes before leaving.

Friday observations
During the Friday observations (24 hours) a much higher 387 passengers were observed leaving in 300 vehicles, giving vehicle occupancy of 1.3 persons per vehicle – low. 17 vehicles left empty (5%).

100 passengers had to wait for a vehicle to arrive. People waited in every hour from 08:00 to 18:00 apart from the 10:00 hour. In the 14:00 and 15:00 hours there were waits up to 15 minutes. The 15:00 hour saw most people wait – some 40 in total. The average wait shared over all passengers was 1 minute and 22 seconds.

In passenger terms, flows were between 9 and 62, with the peak in the 14:00 hour. The site was not used by people or vehicles after the 18:00 hour.

Average vehicle waiting times for fares were 15 to 20 minutes until the 11:00 hour after which they tended to be no more than four to 11 minutes.

Saturday observations
During the Saturday observations 343 passengers were observed leaving in 235 vehicles, giving vehicle occupancy of 1.5 persons per vehicle – moderate. Just thirteen vehicles left the rank empty (5%).

Five passengers had to wait for a vehicle to arrive. All waited in the 14:00 hour, none waiting more than two minutes. Averaged over all passengers, the typical wait was just one second per passenger.

In passenger terms, the rank saw between four and 72 passengers, with the peak in the 14:00 hour commensurate with the waiting. From the 19:00 hour on the area saw no vehicles or passengers.

Average vehicle waiting times for fares were between four and 24 minutes with one vehicle seen to wait 37 minutes before leaving – but in the 17:00 hour.

Summary
Overall, service to this rank is **fair**.

King Street
This location has several ranks although the only one accessible at present is the one on part of the Ring Road at the easterly end, before the gate which is closed from 23:00 onwards. The capacity of the rank is formally quite low although there is additional kerb space around the rank between the nearby junctions. Loading is from the passenger side, with any driver side loading very dangerous given this location being alongside the running lanes of the ring road. However, it does provide ready egress from the area, and access from the main part of King Street on foot is also very good, particularly with the main section of road being closed to other vehicles.

The rank was observed from 22:00 on Friday 12th March 2016 until 10:00 the next morning, and again from 19:00 on the Saturday evening of 13th March through to 11:00 on the Sunday to ensure that all departures were captured from this location.

Friday observations
On the Friday, 276 passengers left this location in 153 vehicles, a high average occupancy of 1.8 per vehicle. 11 vehicles left empty, 7% of those servicing the site.

Some 52 passengers had to wait for a hackney carriage to arrive – in every hour from midnight to 04:00. Although there was one wait of 13 minutes in the 04:00 hour, and one of eight minutes in the midnight hour, all other waiting was five minutes or less, and often much less. The average expected wait shared over all passengers was 28 seconds.

Passenger flows peaked at 65 in the 03:00 hour, falling to just two in the 06:00 hour after which the rank became quiet. Flows were five in the 22:00 hour, then rising to the peak, after which they fell to 49, 11 and two.

Vehicle waiting times for fares varied from around two to eight minutes. Vehicles waited longer in the earlier hours, with the maximum of 24 minutes recorded in the 23:00 hour.

Saturday observations
The Saturday saw higher flows of some 456 people leaving in 257 vehicles, an average occupancy of 1.8 again (high). 15 vehicles left empty, 6%.

On this night, 223 passengers had to wait for a vehicle to arrive. This time waits were in every hour from midnight to the 05:00 hour. Highest levels of waiting were in the 02:00 hour with waits of up to 13 minutes observed. The longest wait of all was some 15 minutes in the 04:00 hour. When averaged over all passengers, the expected wait here per passenger was 2 minutes 15 seconds, the highest observed.

The hours from 19:00 to 22:00 each saw between two and nine passengers. After this, flows increased steadily to the peak of 112 in the 03:00 hour.

After this flows reduced to 77, 18 and finally two in the 06:00 hour. These are again much higher than the Friday.

Vehicle waits for passengers were four to 13 minutes in the earlier hours, but then fell to very low levels as passengers ended up waiting for vehicles to arrive, though there were still times when vehicles were waiting for passengers. Even in the busy times, a vehicle might wait up to ten minutes at particular stages of the hour.

Summary
Overall, service to this rank is **fair.**

Wallgate, Post Office rank
This location has a section which operates 24 hours, supplemented by extra spaces late at night. It is located to the south of the town centre, towards the station on a main access route for traffic towards the town centre. Passenger loading is from the passenger side, with loading from the driver side not particularly safe given the adjacent running lane of traffic.

This location was observed on Friday 11th March 2016 from 23:00 until 06:00 the next morning, and then from 18:00 on Saturday 12th March until 09:00 the next morning.

Friday observations
On the Friday 56 passengers were observed leaving in 30 vehicles, a high occupancy of 1.9 passengers per vehicle. 39 vehicles, 57% of those servicing the rank, left without passengers. No passengers ever arrived when a vehicle was not available.

The rank saw passengers in most observed hours, though at a relatively low level. Peak flow was 24 people in the midnight hour. Six and three passengers were observed in the 03:00 and 05:00 hours.

Vehicle waits for passengers were between one and six minutes, with longest vehicle wait observed being 11 minutes.

Saturday observations
On the Saturday, 98 passengers left the rank in 48 vehicles, a relatively high occupancy of two per vehicle. Again a high volume left empty, some 72 vehicles or 60% of those servicing the rank. Again, no passenger ever had to wait here for a vehicle to arrive.

Passenger flows were again never more than moderate, with flows in nearly every hour (not 07:00 or 08:00), but never over nine except in the hours 20:00, midnight and 01:00. Peak passenger levels were 24 in the 01:00 hour.

Vehicles tended to wait three to fourteen minutes, but much longer from the 02:00 hour onwards. In these hours, some vehicles waited up to 105 minutes, perhaps suggesting them using the rank as a place for a break.

Summary
Service to this rank, despite low demand is **good**

Dorning Street
This rank is located on the edge of the central area, near to one specific night club. During the course of our observations, from midnight on Saturday through to 08:00 on Sunday 13th March 2016, it was not used at all.

King Street West
This location has two very long ranks on either side of the road. It is near to Dorning Street and not far from the main spine from the station to the town centre. It was observed on Saturday 12th March 2016 from 23:00 through to 07:00 on the Sunday morning.

During this period just seven passengers left in two vehicles, a very high occupancy of 3.5 people in each vehicle. None of these had to wait for the vehicle to arrive, although in general vehicles tended only rarely to wait here perhaps suggesting booking or hailing may have occurred.

It is not appropriate to grade service to this rank.

Anjou Boulevard
This rank is within a private estate near to a night venue. It is located in a specific layby and loading is from the passenger side. It was observed on Friday 11th March 2016 from 23:00 until 06:00 the next morning. During this period no vehicles or passengers used the rank. Again, no level of service can be given.

Non central area ranks
Ashton
There are three ranks in Ashton. We were advised that only the very long one in the approach to the traffic lights tended to be used to service the nearby pubs. Loading is from the passenger side, with off-side loading dangerous giving the running traffic lane. At times the rank can be hard to wait in given the traffic at the junction and the need for both lanes to service turning traffic.

We observed this rank from 20:00 on Friday 11th March until 02:00 and then again on the Saturday but from 14:00 (before it was formally operating) until 04:00 the next morning.

On the Friday six people used the rank leaving in three vehicles, whilst on the Saturday there were ten leaving in five vehicles, both giving relatively high occupancies of two persons per vehicle. On the Friday two vehicles left empty (40% of vehicles) whilst on the Saturday six left empty (62%). No passenger ever arrived without a vehicle being there for them to hire immediately.

Vehicle waits tended to be short perhaps suggesting some element of booked trips being used. On the Friday there were passengers in the 23:00 and 01:00 hours whilst on the Saturday passengers were seen in the 18:00, 19:00, 01:00 and 03:00 hours. On both days the peaks were four passengers.

Again it is not really appropriate to rate service to this rank as it is only marginally used.

During the course of our inception site visits, we noted that the smaller rank further away from the traffic signals was clearly marked, and outside a public house, but that it was generally used for private parking or deliveries during the daytime.

Pemberton

The rank here was visited but found to be generally used for parking and though there were some potential venues that might generate demand, this was overall considered likely to be very low.

Platt Bridge

The location here is no longer marked. A nearby shop said the 'rank' was the private hire office which was near where the rank used to be. It is possible that road revisions may have removed the actual rank some time ago.

Other out of town ranks

As stated above, our pre-tender review of stated other outer rank locations using streetview identified that many were no longer marked on the ground, often due to changes in road layouts or introduction of parking for various groups rather than use as ranks. In some locations where the rank remained marked, we tested potential using nearby demand generators such as public houses.

Summary

In conclusion to the out of town section, we consider the only location where there could be demand, Ashton, has been covered, and that there was no likelihood of any usage of hackney carriage ranks in any other locations within the Borough. There is no evidence that this lack of usage implies any latent demand as the potential demand in these locations is generally lower than that which might justify hackney carriage service. In any event, many of the locations do see passing hackney carriages which could be hailed if necessary.

Private rank – Wigan North Western station

This rank is directly outside the exit from the station. Passenger loading is from the passenger side, though the rank is in the set down area so offside loading would be relatively safe. Additional vehicles beyond the main rank capacity wait in the approach to the station car park. A supplementary permit is needed from the station operator, which is not taken by all vehicles.

The rank was observed from 08:00 on Friday 11th March 2016 until 10:00 on the Saturday morning. During this time a total of 259 people left the rank in 198 vehicles, a low occupancy of 1.3 passengers per vehicle. Just 11 vehicles left empty (5%).

Five passengers were observed having to wait for a vehicle to arrive – in the 08:00, 13:00 and 16:00 hours. One waited seven minutes and another five minutes although averaged over all passengers this was just an average expected wait of some five seconds.

Passenger flows were between nine and 25 and generally the most consistent of the ranks in Wigan. The peak was in the 22:00 hour. The rank was quiet once trains ceased, from the midnight hour onwards. It was however used again from 07:00 on the Saturday morning.

As for many paid for locations, general vehicle waiting time for fares tended to be longer than at other ranks, between nine and 30 minutes. There were some vehicles observed waiting to 62 minutes, particularly later in the day when passenger flows were lower.

Overall service to the rank was **good**

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 active	Average vehicle arrivals / hr	Average loaded departures / hr	Overall judgment of service provided
Wigan Council Ranks					
Brunel’s	Thursday 10th March	10	18	17	Fair
	Friday 11th March	6	39	39	
	Saturday 12th March	10	66	66	
Standishgate	Thursday 10th March	5	11	9	Fair
	Friday 11th March	10	16	14	
	Saturday 12th March	11	12	11	
	Sunday 13th March	6	4	3	
New Market Street	Thursday 10th March	5	22	20	Fair
	Friday 11th March	11	29	27	
	Saturday 12th March	11	22	21	
King Street	Friday 11th March	9	18	17	Fair
	Saturday 12th March	12	23	21	
Wallgate PO	Friday 11th March	5	14	6	Good
	Saturday 12th March	13	9	4	
Dorning St	Saturday 12th March	0	0	0	N/A

King St West	Saturday 12th March	2	3	1	N/A
Anjou Boulevard	Friday 11th March	0	0	0	N/A
Ashton	Friday 11th March	2	3	2	N/A
	Saturday 12th March	4	3	1	
Private Rank location					
Wigan North Western Station	Friday 11th March	19	10	11	Good

Of all the 20 rank / days observed, only Wigan North Western station rank was active for more than 14 hours. Nine ranks / locations were active between nine and 13 hours. Interestingly, the longest rank active, albeit at a low level, was that at Wallgate Post Office although it did not generate very much during its active hours (an average of nine passengers per active hour). The tendency was either for a rank to be active in shopping hours (New Market Street, Standishgate) or in night hours (Brunel's, King Street). There was no generally day and night active rank amongst the council stock.

In terms of overall passenger demand at ranks per hour when operational, Brunel's took both top slots, with the Saturday much busier than the Friday (although the early end on the Friday would have reduced the average there on the Friday).

New Market Street then took three of the next four busiest slots with King Street the only other location with an average of over 20 loaded departures per hour when active. In loaded departure terms, Wigan station rank produced just one sixth of the level provided by Brunel's at its peak.

Over the full set of rank/day observations, only Brunel's saw over a loaded departure a minute, and only on the Saturday. Departures every two to three minutes were more typical in daytime hours and at King Street.

In terms of overall service, comparing the number of vehicles supplied and the total number of loaded vehicles leaving (ie taking out the loading factor), the Brunel's location tends to have supply and demand exactly matched on average suggesting a high likelihood for queuing there. Eight other site / days had over 91% comparing supply with demand, again suggesting likelihood for potential queueing by passengers.

Summary of Total demand

The table below calculates a typical week from the observations undertaken in 2016 and compares to information from the previous survey. Ranks or pick-up locations are listed in descending order of passenger usage in 2016.

Rank	Passengers per week 2006 survey	Passengers per week 2016 survey
Market St	2886 (31)	Gone
Brunel's	2150 (23)	3998 (43)
New Market St	413 (4)	1466 (16)
Wigan NW Station (private)	1465 (16)	1425 (15)
King Street	294 (3)	1146 (12)
Standishgate	812 (9)	808 (9)
Library St	555 (6)	Unused
Wallgate PO	291 (3)	395 (4)
Ashton		51 (1)
King St West	163 (2)	14 (0.0)
Dorning St	165 (2)	0 (0)
Wigan Lane	45 (0.0)	
Anjou Boulevard	Not surveyed	0 (0)
Bishopgate	0 (0)	
Total average week	***9239***	***9302***
		+1%
2002 total (est)	***8899***	***+5%***

Note – Total includes all observations at relevant points as available, both sets factored to full week from detail available.

Since 2006, there has been a marginal 1% growth overall at ranks in Wigan. The growth from the 2002 survey is 5%. This is not a great amount given the time period elapsed, though it is possible there was a higher level of usage before the economic decline that occurred.

The table above suggests Brunel's is now the rank providing most demand in the area, with 43% of estimated weekly demand. The principal day rank, New Market Street provides the next busiest location, but only 16% of demand. This is followed by the private station location with 15% and another night rank, King Street, with 12%. Standishgate gets about 9% whilst all other active ranks see 4% or less (and there are really only two of these, one being the Ashton rank).

Interestingly, both the station rank and Standishgate appear to be used by around the same number of passengers as in 2006, and hence gain around the same proportion of overall market share. New Market Street has increased its share but not to the level that the original Market Street had – in fact about half that level. The main driver of demand appears to be the night demand which has focussed on two ranks but also increased overall since 2006.

Overall demand
Total flows at all ranks were added to identify if the area has peaky demand or not. The highest flow was some 301 persons in the 03:00 hour in the early hours of Sunday morning. This compares to the overall survey average flow of around 57 passengers per hour. In fact, a flow of over 193 passengers per hour or more was sustained for some five hours from midnight on Saturday to 04:00 Sunday. This suggest a generally peaky flow profile exists. This is principally important to the ISUD calculation as it ensures the expectation of service in such peaks is dampened to prevent focus on attempting to meet these peaks unrealistically.

Plate activity levels
A sample of plate numbers were collected during the rank surveys to identify the level of activity of the fleet during the survey. Observations covered locations near to, but not at, the main ranks, and recorded only legitimate Wigan hackney carriage vehicles on the Saturday of the survey. Some 5.5 hours were observed, with a total of 163 different vehicle movements recorded. From these, 73 different hackney carriages were identified, or 54% of the fleet. Whilst this does not suggest any playing up to the survey, it is also a relatively moderate level of activity on the busiest day of service.

The most frequent vehicles were observed five times (five vehicles) with 21% of the fleet only observed once.

In terms of the level of WAV style vehicles observed, the plate observations only saw 34% of the WAV fleet, but 64% of the saloon fleet, suggesting less WAV were operating at or near to ranks when this sample was taken. Some of these vehicles may have been on telephone bookings or undertaking private contracts.

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 hackney carriage 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.

The index is principally used to identify a statistical guide if observed unmet demand is in fact significant. Early in the process of developing the index, a cut-off point of 80 was identified beneath which no conclusion of unmet demand being significant had been drawn, and over which all studies had concluded there was significant unmet demand.

This level has become accepted as the guide. Once unmet demand has been identified as significant it is usual for a calculation to be undertaken to identify the exact number of new licences needed in order to reduce the significance of the unmet demand below the threshold – although this cannot be an exact science in terms of outcomes due to the high number of parameters involved in determining where new licences actually end up working – there is no way to guarantee that licences will focus on reducing the unmet demand at all.

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.

Ranks which are further restricted, beyond the gift of the council to change, are excluded from the ISUD calculations as even if unmet demand was found to be significant because of service to those locations, extra plates could not influence that, and hence we believe it is unfair to include that into the calculation of significance of unmet demand.

The current 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 hackney carriages. Using the direct outputs from the survey a value of 45.8% is estimated. This is a high level.

There is a further refinement which can be applied to this particular index as a sensitivity test. This expands the evaluation to allow for the remaining off peak hours assuming there is no unmet demand in those quieter hours, which we believe to be the case. This increases the number of off peaks hours included, and reduces the index to 13.75%. This does not allow for any hours at either the Post Office or Bus Station ranks which we know are used occasionally but not to any significant degree, and where there is never any unmet demand since people only take taxis from there if they are waiting at the rank (they continue to the more active ranks which they can usually soon see, mainly the one at the station).

The other index that could be zero – proportion of passengers in hours in which waits occurred which was over 1 minute – was 16.9%, again high.

The seasonality index is 1.0 since the surveys were undertaken in March 2016.

The area exhibits peaked demand, so this factor is 0.5.

Average passenger delay in minutes across the whole survey is 0.63 minutes (or 38 seconds).

From the public attitude work, the latent demand factor is 1.082, assuming all who did not give an answer had not ever given up waiting.

The ISUD index is the multiple of all the above. Using detailed numbers (but then rounding) the calculated value is 265. This is well beyond the cut-off value of 80 suggesting there is unmet demand in the Wigan area which is significant at this point in time. This result takes on board both patent (measureable) and latent demand. This needs to be considered with other evidence to understand the right course of action with plate numbers. Our sensitivity test provides an index of 79.6, just below the cut-off, and likely to be reduced had further surveys been undertaken at the two little used daytime ranks.

Further, the issue of the significant reduction in demand from the closing of the key Morrison's store must also be taken into account in decisions which affect future supply. Full discussion of the implications of the above are discussed in the synthesis section below.

Comparison to previous studies

The ISUD index was used in the 2006 and 2002 studies. The Table below shows the change in specific indices between years to give an indication of the movement of the market between these two studies (where information is available). The surveys were all undertaken at the same time of year, so the seasonality index was 1.0 in all cases and has not been reported. There will be some differences arising from the specific sample hours used but in general an outline comparison is informative on the state of the hackney carriage market in Wigan over the last six years.

Element	2002	2006	2016
Average wait (mins)	1.17	0.6	0.63
Peak factor	1.0	0.5	0.5
% Queues in weekday daytime hours	6	4	45.8
% pass in hours with waiting over 1 minute	10	13	16.9
Latent demand	n/a	n/a	8.2
Overall index	70	15.6	265.2

Latent demand was not calculated until more recently. The large increase in the level of the percentage of queues occurring in daytime hours from 4 to 45.8% appears to be the key driver of the significance of the unmet demand.

Further discussion occurs below to make use of this information in the decision regarding the significance or otherwise of unmet demand including our sensitivity test and the impact of loss of a major demand source.

4. Public Consultation results

A fourteen question survey was undertaken with 245 persons in the Wigan Council area (714 were obtained in 2006). Surveys were undertaken on Thursday 24th March 2016 in the shopping areas of Leigh, Ashton and Wigan, and near to Wigan North Western station. Responses were mainly from those available during the day time, following standard practise for these interviews. The Table in **Appendix 3** summarises the overall responses.

62% of those interviewed had used a licensed vehicle in the Wigan Council area in the last three months, a high level of recent usage. This was lower than the 77% who gave this response in 2006. Wigan has the highest usage at 81% and Leigh the lowest at 33% - quite a range of response across the areas.

Of the respondents who told us they had used a licensed vehicle recently, 83% said how often they used a licensed vehicle. We have assumed the remaining non-respondents do not use licensed vehicles and calculated the average level of licensed vehicle trips per month. On average, there are 3.6 person trips by licensed vehicle per month based on these assumptions, a high level. In this case, Ashton has the lowest value, 1.6 and Wigan the highest at 5.3, again a wide range.

79% of interviewees told us how they obtained licensed vehicles in the Council area. Some gave multiple answers. By far the highest percentage got taxis by booking them by telephone direct to a company (65%), followed by mobile or smart phone (16%), with the total by phone methods being 81%. 18% said they got them from ranks and 1% said their normal method was hailing (they typical national level). In 2006, the rank/phone split was almost equal but the hail value was higher at 2.6%. No-one said they used on-line or app methods.

Variation across the areas was again marked. Wigan station saw the highest percentage saying they got vehicles from ranks (29%), followed by 18% in Wigan, 13% in Ashton and none in Leigh. Hailing was highest in Ashton at 2%. Leigh saw most people booking by mobile or smart phone whilst Ashton was dominated by people phoning companies.

The use of phones was queried further, seeking to understand the companies that people used. Across the full survey 175 people suggested 275 mentions of companies. Overall, 10% of people quoted three companies, 37% two, and 53% one, suggesting brand loyalty in the area. However, Ashton was different with 33% stating three companies and 56% two, perhaps suggesting less loyalty there.

The top two companies were only mentioned at Wigan and the station, with the highest level being 29% of mentions, followed by 15% (neither very high). The next three companies, with 9%, 7% and 6% of mentions were only found in Ashton (consistent with the conclusion about less loyalty there). The final two companies with more than 3% of the mentions were in Leigh – one with 6% and another with 4%. There were no all-authority companies. Overall 34 companies were mentioned though some could be duplicates or other names, or errors, with 15 only being mentioned once.

A set of questions were then asked relating specifically to use of hackney carriages. 71% of those questioned provided hackney carriage usage frequencies. A very high 58% said they could not remember when they had last used a hackney carriage. 19% said they could not remember seeing a hackney carriage in the area, with a very high response to this in Leigh (47%). Overall, the number of trips per person per month from the stated frequencies of use of hackney carriages was 0.21, or 6% of that quoted for total licensed vehicles – a third of the quoted usage of vehicles from ranks. Overall usage of hackney carriages compared to private hire is not high in the area, and focussed on Wigan itself.

People were asked to name all the rank locations they were aware of in the Council area and if they used the locations they named or not. 44% of people gave at least one answer. Of these, 7% gave three locations, 22% gave two and the bulk, some 70% named just one rank. This is not high knowledge of ranks.

Of the 148 different mentions given, there were 15 different names (some of which were colloquial names for the same location). 46% of mentions were of the station rank. Interestingly, the main used rank in Ashton came out second, with 13% of mentions, but only by people interviewed in Ashton. New Market Street was generally known as 'Morrisons' which obtained 12% including one person saying 'Market'. Standishgate came next, but was split between being known as the McDonalds and the Primark rank (10% of mentions in total). King Street obtained 7% though no-one said which part, it is assumed it is the used part. The bus station rank at Bishopsgate gained 5% and Wallgate 3%. This all suggests generally poor knowledge of ranks overall.

Of all those responding, 36% did not say if they used the location or not. A further 36% said they did not use the sites quoted, with the remaining 28% saying they did use the ranks they had quoted. Of these, the ranks used were the station (37%), King St, Standishgate and New Market St (all 15% each) and the Ashton rank with 5%. An interesting response was that 12% of people responding that they used ranks mentioned that they used the Bus Station rank.

When asked about new locations, the whole sample provided only 18 total suggestions, covering 12 locations, none of which were therefore significant. In line with comments above, the interesting response which was the highest, with four mentions, was the bus station – where some people say they know there is a rank they do use. Some others suggested locations where there was a rank, such as Primark or the Station.

In terms of problems with the local hackney carriages service there were just 28 responses – insignificant. The highest response with 46% of the responses was ‘driver issues’, followed by cleanliness (14%) and then people suggesting cost (14%) though this was not as significant as usual for this kind of survey.

More responded what would encourage them to use hackney carriages more – with 125 total responses. In this question, people suggested they would use them more were they cheaper, some 51% of the total. Next highest item was better vehicles (18%), more hackney carriages to phone for (13%) and better drivers (11%). More hackney carriages at ranks gained 6%.

There were some 214 responses to the question if people could get hackney carriages in the Wigan area when they needed them. Just 5% said ‘no, never’, whilst 39% of responses said yes, daytime; 35% yes, at night and 18% if they phoned for one. This suggests generally good availability overall.

People were asked if they or anyone they knew had a disability needing either a wheel chair accessible licensed vehicle, or a vehicle adapted in some other way. Almost all responded. 86% said they did not need, nor were aware of anyone, who needed a disabled friendly vehicle. Of those needing a style of vehicle, the split was almost equal between specific need of a WAV and of another kind of adapted vehicle.

56% of those responding felt that people in Wigan with a disability got a good service from hackney carriage vehicles and drivers. Just 2% said they did not think people got a good service whilst 43% were not sure. This is a positive result.

Of those answering if they had ever given up waiting for a hackney carriage, 20 people said they had. All those naming a location were current ranks, with equal numbers at the Station, Wallgate and Standishgate, with New Market Street mentioned just once. The latent demand factor derived from this is therefore 1.082, or 8.2% of respondents.

63% said they had regular access to a car, relatively high. 89% lived in the area (lowest proportion was in Ashton).

Our gender sample saw a higher proportion of men (53% compared to 49% in the 2016 census estimate). Our age sample saw under-representation of the older group (30% compared to 37% in census). The younger and mid groups surveyed were over-represented (26% compared to 22%, and 44% compared to 41%). This should not have affected the results in any significant manner.

5. Stakeholder Consultation

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

- Supermarkets
- Hotels
- Hospital
- Pubwatch / night clubs
- Disability representatives
- Police
- Rail operators
- Other council contacts
- County council contacts

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 5** provides further details of those consulted. Information was obtained by telephone / email / letter as appropriate. Contacts were made with a selection chosen from an extensive list provided by the Council as well as by checking internet sources for other contact details or more detailed references.

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

Supermarkets

Eight supermarkets were contacted. During the time available and following several attempts, four responses were obtained. One chain confirmed their head office would not allow them to take part in any survey whilst two others were not contactable. Three said their customers used licensed vehicles whilst the other said they did, but most customers tended to use their delivery service instead. Three accessed vehicles via freephones whilst one said customers would have to phone for themselves. Only one was aware of any nearby rank. None had received any complaints about any service received.

Hotels

Five hotels were contacted. One phone number was continually busy. The other four all said their customers used licensed vehicles. Whilst two said customers might phone, all four would call for vehicles if their guests asked. One was aware of a rank nearby. None received any complaints.

Restaurants / Night venues

Nine restaurants, twelve pubs and three night venues were contacted.

Three of the restaurants did not respond. All the other six said their guests did use licensed vehicles. Two were aware of ranks. One said customers phoned their choice, whereas all others would phone for customers.

No complaints had been received. One said they had a nine year relationship with one company and had never had any issues reported during that period.

Three of the pubs were contacted particularly because they had ranks nearby – with some in the non Wigan central area. Nine of those contacted responded. One of those near the Ashton rank said customers would take a hackney carriage from the rank if one was there, and if not would ask the pub to phone for a vehicle. All but two pubs were aware of ranks nearby, even if not directly outside. However, most would call for vehicles by phone if customers asked, whilst in other cases they were aware that customers made their own bookings. Just two had specific relationships with particular private hire companies. The only issue reported by one pub was delay in phoned for vehicles arriving, or sometimes them failing to respond.

Two of the three clubs provided a response. Both said their customers used licensed vehicles. Both said the main method was for customers to make their own calls, though one club would phone if asked. No complaints had been received. Both were aware of ranks, but one said they always recommended phoning a company and the other said the rank only operated at weekends.

Hospitals

Attempt was made to phone three different local hospital facilities. All provided the same phone number and no relevant person was found to answer questions during the course of this consultation.

Police

No police response was received during the course of our consultation.

Disability and other representatives

A wide range of groups were consulted using the Wigan council "boroughwide" consultation email tool. Further, a general email was issued to councillors and others. A number of responses were received, although there were others who said they needed a much longer period to respond than we were able to provide. Where relevant, these are noted below to allow future contact by the licensing section if possible.

One councillor felt the current system worked well and needed no change to present policy or numbers. Another councillor asked for a longer period and had not responded by the time this report was written. Shevington Parish Council also said they would like to respond, particularly as their area had poor public transport and a generally elderly population, and was therefore quite dependent on licensed vehicles. They expected to be able to respond but not till late September.

The Wigan Access Committee sent a written response. They retain their position that all hackney carriages should be to a standard to serve people with a range of disabilities including wheel chair users. They felt that the fleet should all be wheel chair accessible because of their operating on demand for the public.

They felt that any general opposition to such a fleet would be overcome by explaining to people why the fleet was fully wheel chair accessible, and by ensuring any difficulties in using such vehicles were overcome by the vehicles being modern and more attractive in their features. They confirmed that it was not acceptable for those with disabilities to have to wait longer for a service than others around them. They also pointed out it was not always possible to book a private hire vehicle so that rank vehicles needed to be a wheel chair accessible fleet to ensure prompt access at all times for those with disabilities. They pointed out that the hackney carriage can now be the weakest link in journeys to facilities which are mainly fully accessible.

They pointed out that one local rail company was undertaking a wide ranging improvement programme ensuring lifts and ramps were available widely. They felt that the move to a fully wheel chair accessible fleet could reasonably be phased in over years to ensure the full adequacy of the service in the years ahead. They pointed out that seven of the Greater Manchester authorities only licensed wheel chair accessible vehicles. They felt this put Wigan in a poor light for visitors. They felt lack of such vehicles might discourage disabled people with disposable income from choosing to spend in the Wigan area, choosing to go where they could get better accessible vehicles instead. They also felt this disadvantaged families with disabled members and might therefore reduce the number of larger groups who came to Wigan.

They did not feel able to comment about the overall total limit on vehicle numbers.

A Traffic Engineer from Wigan Council provided their response. They pointed out they were rarely able to provide extra hackney carriage ranks or spaces because of the high pressure on highway space. They were concerned that any extra vehicles added to the fleet would lead to them waiting in unauthorised locations, particularly in the town centre, with various issues arising including them being in pedestrianised or otherwise restricted locations.

They felt the fleet should be moving towards being a fully accessible fleet which would also assist them in enforcing use of these vehicles in the local bus lanes.

Another individual provided a response via the various requests which had been issued. They were from the Leigh area and presented their concern about a lack of hackney carriages in that part of the council area. This meant they felt they did not benefit from hackney carriages at all. No further detail was given, nor any other contact details to allow us to check how their travel needs, not met by hackney carriage, were actually met.

Other respondents

Seven outline questionnaires were returned via a council housing office. None of these confirmed who had provided the response, but they had come from our wide circulation of a short five question more general request for information. Of the seven responses, five said they could get hackney carriages when they needed them. One did not use hackney carriages whilst the other said they were not accessible but did not elaborate (probably related to not seeing them around).

All were asked if they had specific issues with hackney carriages. Five said they did not, one was put off by cost, particularly watching the meter continue to increase when stationary at traffic lights, and the other had three concerns around late arrivals, uncertainty about the area and ability for the driver to communicate with them (these suggest this person was more referring to private hire vehicles).

Again five said hackney carriages generally met their needs, one said they did not but gave no further information and the other person said they only saw them at Wigan station. On the positive side, three offered good examples of service, all of which were the service provided to wheel chair users. One gave example of travelling with their father by hackney carriage. Their father was in a wheel chair and was loaded directly into the vehicle by the driver very well.

When asked if they felt there should be more hackney carriages or not, two said no, one said the level currently was sufficient, two said it would be better if there were more and two said definitely there needed to be more.

Overall these seven views were generally very positive about the service provided by hackney carriages in Wigan, and particularly so in reference to wheel chair passenger service.

Rail Operators

National statistics are publicly available showing the total number of entries and exits at each rail station in the United Kingdom. These numbers are calculated using ticket barrier and ticket issue information from ticket sales. The Table below shows information from 1997/1998 to date (the last year of data ending in March for the last year quoted, with information published the December after this date). The figures after the station name show the position in rank in terms of usage of English, Welsh and Scottish railway stations, with the smallest usage being the 2,539th station and the highest being 1st in the list (Waterloo, London).

Within the Wigan area there are ten stations – Wigan Wallgate, Wigan North Western, Atherton, Hindley, Bryn, Orrell, Gathurst, Pemberton, Hag Fold and Ince. For 2016, we have only compared rail growth for Wigan North Western station, which is currently the 346th largest station in the terms of this data collection. Wigan Wallgate, with over 1.6 million entries and exits in the latest data, is the largest patronage station (356th). Ince is 2,200th with just under 20,000 entries and exits per year.

Rail year (ends March in last year noted)	Entries / exits	Growth / decline
Wigan North Western *(346th)*		
1997 / 1998	1,173,845	n/a
1998 / 1999	1,174,052	+0.0%
1999 / 2000	1,227,186	+5%
2000 / 2001	1,157,393	-6%
2001 / 2002	1,214,666	+5%
2002 / 2003	1,108,080	-9%
2003 / 2004	n/a	n/a
2004 / 2005	1,253,745	+13%
2005 / 2006	1,396,601	+11%
2006 / 2007	544,313	n/a
2007 / 2008	962,171	n/a
2008 / 2009	1,038,503	+8%
2009 / 2010	960,121	n/a
2010 / 2011	1,066,546	+11%
2011 / 2012	1,073,710	+1%
2012 / 2013	1,071,012	-0.0%
2013 / 2014	1,154,040	+8%
2014 / 2015	1,282,076	+11%
Overall	97/98 to 14/15	+9%

Since data began collection, rail patronage at Wigan has increased 8%, although there seems to be an issue with the data for this station. The last year saw just under 1.3 million entries and exits for that year.

The internet-based Train Taxi guide correctly states that Wigan North Western is a major station with taxis usually available on a rank. Advance booking 'is not normally necessary or even possible.'. Three private hire operator numbers are given, and all claim wheel chair accessible vehicles.

No comment was obtained from the rail operators. Only North Western station has a rank, which is administered by the rail operator there and needs a paid for supplementary permit.

6. Licensed Vehicle Trade Consultation

Trade consultation

A letter and questionnaire were issued to the trade by the council, with the principal return option being using an on-line format. Some 15 responses were received. 62 drivers produced a letter providing what they felt the benefits of the limit were to the public, but not providing any detail of how they met demand. No other written responses were received nor were any forms completed and returned via the licensing office.

Of the 15 responses, 80% were hackney carriage. The respondents provided an average of nearly 16 years' experience, ranging up to 35 years. In terms of average working weeks, 36% said they worked five days, 50% six days and just 7% each for 2 days and 7 days. The average working week was 40 hours but the maximum quoted was 60 hours. These values are not particularly high compared to some other areas.

Of all the responses identifying factors that determined when people worked, the highest proportion, 27% said they worked to fulfil contracts or bookings made. 18% serviced busy times, 18% worked to suit family commitments and 9% each said either shared cabs, avoiding heavy traffic, working sociable hours or just preference determined their working patterns.

93% were vehicle owners. Only 13% said others drove their vehicle at some point. 87% operated independently. Just two of the private hire drivers told us the company they worked for.

The hackney carriages tended to service the three key ranks, although various names were used for them. 10% of the responses said they used Bishopsgate (Bus station) rank. In terms of issues, the main one was a lack of central rank spaces (31% of responses), followed by 13% each for ranks being abused by cars, by private hire cars, having wrong operating hours, being generally in the wrong place, or by need for stewards at night.

57% of responses to the question of the most frequent method of getting fares said ranks. None said hailing. 21% said phone bookings, 14% school contracts and 7% other contracts.

A very strong 93% supported retaining the limit policy. Reasons given as to how this benefitted the public included reducing pollution and congestion (21%), reducing public safety issues such as tired drivers (21%), ensuring cars were always available at ranks (21%), providing clean/safe/well-maintained vehicles (14%), stopping over-ranking (7%), kept fares from having to rise (7%) and ensuring there could be a reasonable proportion of wheel chair accessible vehicles (7%). This was quite a wide range of reasons presented.

The collective letter stated (quoting in summary):

- The public are well served by the current hackney carriage fleet
- Customers are safe and well-served by full-time drivers

They provided issues they felt would arise if more vehicles were added:

- It would reduce income for current drivers and make it less possible to be a full-time career
- New drivers would most likely be part time and would therefore not be as interested to provide a high quality service
- Repairs and maintenance could suffer and standards of vehicle decline
- Multi-occupation drivers would tend to be working when tired and supplementing their other income
- There was concern that enforcement duties would be increased for officers with more vehicles making it harder for them to cover all vehicles sufficiently
- Loss of livelihood for current drivers would be a negative impact on the economy of the area with second order economic impact on local shops already struggling to remain open.

7. Summary and conclusions

Policy Background

Wigan is one of ten former Greater Manchester metropolitan districts, the most north and western of these. It therefore has boundaries with several other county authorities and is itself made up of multiple centres, the largest of which is Wigan itself. Although having highway and transport powers for its own area, it works with the other Manchester authorities in terms of overarching transport policy. This is laid out in the Transport for Greater Manchester (TfGM) local transport plan (LTP) document. Locally this is delivered by the Wigan Transport Strategy and local area implementation plan (LAIP). There is minimal reference to hackney carriage and private hire within this document, with all responsibility left to each local authority.

Wigan has executed its power to restrict hackney carriage vehicle numbers at least since the 1985 Transport Act revised this power to require testing of the significance of any unmet demand to enable continued restriction. Wigan has set a proportion of vehicles that should be wheel chair accessible (WAV) but has no current plan to move to a fully WAV fleet as many of its nearby counterparts are.

Statistical Background

No hackney carriage vehicles have been added to the fleet since at least 1994 although there has been some move to increase the level of vehicles in the fleet that are WAV. Private hire has grown some 59% since DfT statistics were first published for them in 1997. Hackney carriage driver numbers have steadily fallen whilst private hire numbers have grown, although the net increase of drivers remains less than the vehicle growth level, suggesting reduction in double shifting over the recent years.

The level of vehicles in Wigan at the present time is joint lowest in the comparison undertaken, shared with neighbouring St Helen's. Both have below the area average and less than national levels of vehicle numbers – although both are multi-centred authorities which can also depress vehicle numbers as demand in many of the centres is often less than would justify ranks. Higher levels of private hire mean Wigan's overall provision of licensed vehicles is about average. However, Wigan tends to have a higher proportion of private hire than Warrington.

Although Wigan is just one of the two authorities in the comparison list that is not 100% WAV, its level of provision is very close to the English average (which includes all 100% WAV authorities). The level is exactly the average for those authorities which are not 100% WAV but which have a WAV stipulation. A key difference to many authorities is that Wigan has the highest level of WAV private hire vehicles in the comparison list. Further, several owners appear to have chosen to have wheel chair accessible vehicles even though the requirement is only for a minimum of 42 to be this style.

Two previous surveys found no significant unmet demand and no need for further plates to be issued.

Rank Survey results

297 hours were observed by video methods at ranks in the area. In the previous survey, many suburban ranks were found unused. Since that time, many have been removed by road revisions, and it was believed that just one suburban location ever saw hackney carriage usage. There is one key private rank at Wigan North Western station for which supplementary permits are needed, with a lower number of vehicles able to service this location as a result.

The overall rank observations found 19% of vehicle movements at or near ranks were private cars. 10% were private hire vehicles with just 1.5% made up of goods vehicles or emergency vehicles. 31% of all hackney carriage departures from the ranks were WAV style, marginally less than the 35% in the fleet at the time of the survey.

When factored to an average week, there are an estimated 9,302 passengers per week using hackney carriages at ranks in the Wigan council area. This is a marginal 1% growth since 2006, and 5% since the 2002 level. Key changes have been a large increase in the level and share taken by the Brunel's rank, whilst the loss of Market Street was not taken up by people transferring to New Market Street – with demand there roughly halving. The recent loss of the nearby supermarket demand generator is very likely to have reduced usage of this rank further. Standishgate now sees about the same number and market share of passengers as in 2006.

In terms of night ranks, many have seen decline with the changes in clubs, although the already noted growth of use of Brunel's is complemented by some growth in use of the King Street rank.

Considering overall active use of ranks, only the private station rank was active for more than 14 hours in a day. Ranks are clearly either active in the daytime or at night, but there are no council provided 24/7 or even day and night ranks in the area. Brunel's is the busiest rank in average passengers, being busiest on the Saturday compared to the Friday. Although active for more hours, the private station rank only saw demand on average about a sixth of that at the Brunel's location. This suggests demand in the Wigan area is very peaked. At Brunel's the level of vehicle supply and passenger demand is very finely matched meaning likelihood of queues and unmet demand is high.

A sample test of vehicle activity on the busiest survey day found 54% of the fleet active, confirming no playing up to the survey by the trade, but also suggesting spare capacity in the fleet. On this day, 34% of the WAV fleet but 64% of the saloon fleet were observed, suggesting less WAV were operating from ranks or near to ranks on this day.

The initial ISUD calculation based on actual survey data found there was significant unmet demand, driven by issues at New Market Street and at Brunel's in matching demand and supply. However, a sensitivity test suggested the index might be just less than the cut-off level given a different interpretation of week day daytime waiting levels.

Comparison of the ISUD statistic over the three last surveys demonstrates average waits by passengers have increased slightly since 2006, but are still much less than in 2002, whilst the main difference is the large increase in the percentage of queues in weekday daytime hours. This is the key driver of the potential significance of unmet demand. However, further discussion of this, including recent change to demand, are discussed in the synthesis section below.

Public Consultation

Some 245 people were interviewed in the streets including samples in Leigh and Ashton. 62% had used a licensed vehicle in the last three months, a high level of recent usage although lower than the 77% recorded in 2006. Leigh had the lowest usage level at 33%.

Wigan saw around 5.3 trips per person by licensed vehicle in a month compared to 1.6 in Ashton. The average for the area was 3.6. Use of hackney carriages on the same basis focussed on Wigan and averaged just 0.21 trips, just 6% of the overall level. 19% of people said they could not remember seeing a hackney carriage whilst 58% said they could not remember the last time they used one. Total phone based methods of obtaining vehicles were 81%, with 18% from ranks and 1% hailing. This is a vast increase in use of the phone since 2006, although none said they used on-line or app based methods.

Those phoning for vehicles demonstrated brand loyalty to specific companies, with 53% of responses only giving a single company, and just 10% giving three names. There was evidence of less loyalty in Ashton. Overall, private hire companies were found to be very locally based with no all-area company. This is consistent with the brand loyalty as we tend to find local companies generate better customer service and hence more loyalty.

The knowledge of ranks in the area was poor. The best known was the private station rank, followed by the Ashton rank (but only by people there), then New Market Street (ironically known as the Morrison's rank) and Standishgate. People were aware of both the bus station and Wallgate (Post Office) ranks and some said they used them. There was no significant request for new ranks.

The level of problem with the local hackney carriage service was insignificant – a positive result. More people told us what would encourage them to use hackney carriages or use them more, but over half said cost was the issue. The next highest percentage, 18% said better vehicles.

39% of respondents felt they could get a hackney carriage when they wanted one in the daytime, and 35% could at night. Just 5% said they could not get them when needed, suggesting good availability overall. The corresponding latent demand factor was relatively high though, at 8.2%.

56% felt people in Wigan with a disability got a good service from hackney carriage vehicles, another positive response.

Stakeholder Consultation

Stakeholder results demonstrated most would use private hire companies though some were aware of their customers using nearby ranks when active. In Ashton, people would use the rank if a vehicle was there but would otherwise call a company. Several key stakeholders had long standing relationships with specific private hire companies. This confirms the high customer loyalty small firm focus for the area.

Use of the consultation email tool provided a good number of responses, though many said they needed more information or much longer to respond. A key input came from the Wigan Access Committee who sought movement to a fully WAV hackney carriage fleet over time. A Wigan council traffic engineer also agreed with this, confirming it would help with enforcement of vehicles using bus lanes which could be difficult with the mixed fleet and lack of livery to help distinguish hackney carriages from private cars. The engineer also pointed out the high pressure on highway spaces meant it was very difficult to add spaces. They were concerned that adding any vehicles to the hackney carriage fleet could mean vehicles waiting in inappropriate locations which would cause severe issues.

A respondent from Leigh pointed out there was no hackney carriage service there but did not say if this meant their needs were completely unmet, or just not met in the way they felt best. It was not possible to contact them further.

Some five wheel chair customers were observed accessing hackney carriages at ranks during the survey. 38 others were considered to be visibly disabled. 367 further cases of drivers assisting passengers were observed. These are very high levels of service to those needing help entering vehicles, a positive element of the hackney carriage trade which needs to be applauded.

Seven public responses gave a positive response to hackney carriages in Wigan, particularly focussing on the good service provided to those with need for wheel chair accessible vehicles. This is notable. There were only a few issues none of which were serious or significant. 57% of these felt there should be more hackney carriages or that it would be better to have more, whilst 29% said no more were needed and 14% felt the level was just right.

National data suggests Wigan North Western is the second busiest station in the area, with Wallgate marginally busier (356th compared to 436th). Just under 1.3 million entries and exits are recorded. Statistics seem to have an issue but do suggest significant growth since 2006 although only 9% overall since 1997/8. This is the only station in the area with a rank and all three private hire companies quoted if hackney carriages are not available all claim to have WAV style vehicles available.

Trade Consultation

The trade consultation saw 15 responses plus a letter signed by 62 but only responding to the general question about the limit. 80% of the detailed responses were hackney carriage. Most worked six days and an average of 40 hours, not particularly high, with a peak of 60 hours quoted. The most dominant reason given for working was to meet contracts or bookings. 93% owned and drove their own vehicle. A very high 87% operated independently including some of the private hire operators.

93% including many private hire supported the current limit policy. 21% said the key benefit was reducing pollution and congestion, a further 21% said it reduced public safety issues and yet another 21% that it ensured vehicles were always available at ranks.

The letter provided more detail as to why drivers felt retaining a limit was beneficial, with some similar points and valid points being made. However, there was a strong feeling that new plates would all be taken by part time drivers who would cherry pick the best times to work.

Synthesis and Conclusions

There is no doubt that the survey has identified that people in Wigan, particularly in the main town area, get a good service from hackney carriages and that this is particularly true for those with disabilities. However, there are clearly issues which need to be seriously addressed.

The first is that the rank observations did find unmet demand which the standard application found to be significant. This was driven by issues both off peak and at nights. The issue of a camera appearing to be tampered with, a rare event in such studies, also gave concern that there was fear of unmet demand being identified. We were also concerned about the lack of general response to the driver consultation, meaning we had less general information from drivers to help us understand current usage, and simply a direct reaction to the threat of more plates being needed.

We are also aware, however, of a key demand generator, Morrisons, closing just after our survey was undertaken. This will significantly reduce demand unless a similar user returns. The public interviews and key stakeholder discussions also seem to suggest a general satisfaction with the service provided which encourages retention of the status quo which is allowing this to occur.

The area is multi-centred, explaining the relatively low levels of hackney carriages compared to population. But there is some hackney carriage service at least in Ashton, which is appreciated by the public and used. Wigan also has clear day and night demand areas, both serviced by two active ranks, with some evidence of a little usage of two other daytime locations. The level of usage and appreciation by the disabled was also very good compared to others, notwithstanding the stated wish to seem more WAV style vehicles.

Our overarching conclusion is that there is no need to issue further hackney carriage vehicle licences at this time. However, there is need for the trade to review the detailed observations and seek to fill the gaps particularly late night which the survey identified. In the daytime, there is potential for the vehicles displaced from New Market Street to give extra service at the Bus Station and Post Office ranks which we consider may stimulate some further demand than at present (though this will not replace the volumes lost by the store closure).

However, we also identified that there is currently no procedure available for how new plates might be issued. It would be prudent for the council to work with the trade to ensure such procedures were in place to allow plate issue if the economy developed and needed this. Such a working party would need to identify the issues felt by current plate holders and attempt to work around and identify consensus on how new plates would be added if needed. The number required would be no more than five, and should all be WAV style.

In terms of identifying the triggers which would confirm more plates being needed, a key determinant would be replacement of the former supermarket with another user providing similar services. In this case, the Council would need to undertake short test reviews of supply and demand at the New Market Street rank particularly late afternoons on Thursdays, Fridays and Saturdays within two months of such a store opening. The key hours to cover would be 16:00 to 18:00 dependent on the new store operating times. Another key trigger would be receipt by the licensing section of complaints from the public that they were having to wait for hackney carriages at this location. The two-month period is to allow for settling down and drivers getting used to the new demand at this location.

Further recommendations are made below.

8. Recommendations

Limits on the number of hackney carriage vehicles

Although there is **some evidence** of unmet demand for hackney carriages either patent or latent being significant at this point in time in the Wigan area we believe the significant reduction in demand arising from the supermarket closure near the main daytime rank mitigates this and removes any current need for issue of any further plates at this time. The committee is therefore able to retain the current policy and limit at the present level and defend this if necessary.

However, we do believe that it is necessary for a procedure to be agreed with the trade as to how new plates would be added were unmet demand to be identified in the future perhaps by passenger complaints, or reports from police or other bodies affected by excess demand. We recognise that this procedure will take some time to put in place and therefore consider it is prudent to prepare.

Any large new provision of a supermarket for central Wigan needs to be considered with the trade to ensure that they will be able to meet demands since if the supermarket had not closed, there would have been significant unmet demand identified there, and any new site should not be at risk from potential lack of hackney carriage service. It must be borne in mind, however, that the conclusion of the significance of unmet demand did not arise purely from the daytime issues, but that there were also issues over the weekend period too.

We are concerned at the general low response to our detailed driver questionnaire which sought to obtain general operating information to identify the overall total adequacy of the current licensed vehicle operation in the area. Whilst we accept the key focus of any unmet demand survey is the determination of unmet demand and its significance, the general statistics are a key part of identifying answers and validating the information collected. We consider a refreshed opportunity for drivers to enter this information should be provided as part of the discussion of the issues arising from this current report.

Rank provision

There is no need for any revision to current rank provision, although there would be benefit from better signing and publicity for the current ranks both on the ground and on the Council web site. See further comments below in trade opportunities.

Disability issues

We consider that further discussion is needed between key disability groups, the council and the trade on this matter. The survey suggests people feel and make use of a good level of current provision, although some desire an even higher level. Even though other nearby authorities are fully WAV such a move is not necessarily the right decision for Wigan. There remains a lot of research and examples where mixed fleets better meet a wider range of disabilities (eg the current Brighton and Hove fleet), and often provide less discrimination than a full WAV fleet often sees. We would recommend a working day between all parties with a briefing paper provided for discussion identifying all the potential benefits and issues of different scenarios. This should include examples of vehicles for people to try as well as drawing on other research to inform the discussion.

Future review of hackney carriage demand

The Council should ensure that record is kept that, unless legislation or guidance changes, the next review of unmet demand ensures that fresh rank surveys are undertaken no later than March 2019 with relevant accompanying research by an independent review body.

Trade development opportunities

There was evidence of some usage of the bus station and Wallgate ranks from the public surveys, and from the rank survey at Wallgate. We believe that there could be increased usage of these two locations were vehicles there much of the time – other evidence suggests people in Wigan tend to use hackney carriages if they are there, and seek other locations or methods of travel if they are not. People in Wigan also like very good customer service, and generally feel hackney carriages and small private hire companies provide them with this. We would recommend the trade consider trying to develop these two locations, keeping careful records of the results to help in further planning, or alternatively proof that the ranks were not needed so that the capacity there could be released to allow extra spaces at the otherwise active ranks.

The trade need to consider the level of service and demand at the weekend night time ranks and take an honest view of why there are gaps in service which were providing evidence of unmet demand. Action is needed to ensure the night demand can be more effectively met to avoid any restraint if this demand is growing. There needs to be openness to admit if such demand cannot be met by the current hackney carriage fleet. This is important not just for the trade, but for the vitality of the Wigan economy.

Appendix 1 – Observed Video Observation Hours

2006 usage order		2	3	4	6	7	8	9	10			
Rank location		Wallgate, Brunel's	Wigan NW Station (private)	Standishgate	New Market St	King St	Wallgate Post Office	Dorning St	King St West	Anjou Boulevard	Ashton Gerard Street	Hours
Usage 2006 %		23%	16%	9%	4%	3%	3%	2%	2%			
Operating Hours		1800-0600 + Sun	All	All	All	1900-0700	All	1900-0700	0000-0600	2300-0600		
2016 comment (inception)		busiest early hours of Sun am		Three parts - one 24 hr rest part time	may be busier now	three sections closed fri and sat just one section open	part time section to north		two sep sections either side of road	agreed	agreed	
		A	B	C	D	E	F	G	H	I	J	
Thursday	14:00			1	1							2
Thursday	15:00			2	2							2
Thursday	16:00			3	3							2
Thursday	17:00			4	4							2
Thursday	18:00	1		5	5							3
Thursday	19:00	2		6	6							3
Thursday	20:00	3		7	7							3
Thursday	21:00	4		8	8							3
Thursday	22:00	5		9	9							3
Thursday	23:00	6		10	10							3
Thursday	00:00	7		11	11							3
Friday	01:00	8		12	12							3
Friday	02:00	9		13	13							3
Friday	03:00	10		14	14							3
Friday	04:00	11		15	15							3
Friday	05:00	12		16	16							3
Friday	06:00	13		17	17							3
Friday	07:00	14		18	18							3
Friday	08:00		1	19	19							3
Friday	09:00		2	20	20							3
Friday	10:00		3	21	21							3
Friday	11:00		4	22	22							3
Friday	12:00		5	23	23							3
Friday	13:00		6	24	24							3
Friday	14:00		7	25	25							3
Friday	15:00		8	26	26							3
Friday	16:00		9	27	27							3
Friday	17:00		10	28	28							3
Friday	18:00	15	11	29	29							4
Friday	19:00	16	12	30	30							4
Friday	20:00	17	13	31	31						1	5

Friday	21:00	18	14	32	32						2	5
Friday	22:00	19	15	33	33	1					3	6
Friday	23:00	20	16	34	34	2	1			1	4	8
Friday	00:00		17	35	35	3	2			2	5	7
Saturday	01:00		18	36	36	4	3			3	6	7
Saturday	02:00	Lost	19	37	37	5	4			4		6
Saturday	03:00		20	38	38	6	5			5	Lost	6
Saturday	04:00		21	39	39	7	6			6		6
Saturday	05:00		22	40	40	8	6			7		6
Saturday	06:00		23	41	41	9						4
Saturday	07:00		24	42	42	10						4
Saturday	08:00		25	43	43	11						4
Saturday	09:00		26	44	44	12						4
Saturday	10:00			45	45							2
Saturday	11:00			46	46							2
Saturday	12:00			47	47							2
Saturday	13:00			48	48							2
Saturday	14:00			49	49						7	3
Saturday	15:00			50	50						8	3
Saturday	16:00			51	51						9	3
Saturday	17:00			52	52						10	3
Saturday	18:00	Lost		53	53		7				11	4
Saturday	19:00			54	54	13	8				12	5
Saturday	20:00	21		55	55	14	9				13	6
Saturday	21:00	22		Lost	56	15	10				14	5
Saturday	22:00	23		56		16	11				15	5
Saturday	23:00	24		57		17	12		1		16	6
Saturday	00:00	25		58		18	13	1	2		17	7
Sunday	01:00	26		59		19	14	2	3		18	7
Sunday	02:00	27		60		20	15	3	4		19	7
Sunday	03:00	28		61		21	16	4	5		20	7
Sunday	04:00	29		62		22	17	5	6		Lost	6
Sunday	05:00	30		63		23	18	6	7			6
Sunday	06:00			64		24	19	7	8			5
Sunday	07:00			65		25	20	8				4
Sunday	08:00			66		26	21					3
Sunday	09:00			67		27						2
Sunday	10:00			68		28						2
Sunday	11:00	Lost		69								1
Sunday	12:00			70								1
Sunday	13:00			71								1
Sunday	14:00			72								1
Sunday	15:00			73								1
Sunday	16:00			74								1
												279

Period for sample	hours included above			% obs	% week
Week day	8	24		11%	24%
Week night	33			12%	26%
Weekend day	20	8		10%	10%
Weekend night	64	65		46%	20%
Inter periods	15	22	20	20%	20%

Total hours at site	*30*	*26*	*74*	*56*	*28*	*22*	*8*	*8*	*7*	*20*	***279***

Appendix 2 – Detailed rank observation results

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Brunels Th	10/3/16	18	18	19	16	1.2	0	0%	16	00:06:26	00:06:24	00:17:00						
Brunels Th	10/3/16	19	23	27	16	1.7	3	16%	19	00:15:18	00:15:11	00:25:00						
Brunels Th	10/3/16	20	21	36	24	1.5	0	0%	24	00:15:17	00:15:17	00:27:00						
Brunels Th	10/3/16	21	28	37	26	1.4	1	4%	27	00:11:30	00:11:26	00:18:00						
Brunels Th	10/3/16	22	27	26	21	1.2	1	5%	22	00:15:00	00:14:50	00:32:00						
Brunels Th	10/3/16	23	38	69	42	1.6	1	2%	43	00:06:48	00:06:48	00:18:00	00:00:28	00:04:07	7	1		00:09:00
Brunels Th	11/3/16	0	17	23	14	1.6	2	12%	16	00:32:24	00:31:51	01:29:00						
Brunels Th	11/3/16	1	5	4	4	1	1	20%	5	01:11:48	00:49:45	02:37:00						
Brunels Th	11/3/16	2	1	7	3	2.3	0	0%	3	02:18:00								
Brunels Th	11/3/16	3	0	1	1	1	0	0%	1									
Brunels Th	11/3/16	4	0	0	0	0	2	100%	2									
Brunels Th	11/3/16	5	0	0	0	0	0	0%	0									
Brunels Th	11/3/16	6	0	0	0	0	0	0%	0									
Brunels Th	11/3/16	7	0	0	0	0	0	0%	0									
Brunels Th	**10/3/16**		**178**	**249**	**167**	**1.5**	**11**	**6%**	**178**									**0:00:08**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Brunels F	11/3/16	18	45	65	44	1.5	0	0%	44	00:02:56	00:02:56	00:07:00						
Brunels F	11/3/16	19	49	97	46	2.1	0	0%	46	00:03:29	00:03:29	00:19:00						
Brunels F	11/3/16	20	18	26	19	1.4	0	0%	19	00:12:03	00:12:03	00:40:00						
Brunels F	11/3/16	21	28	48	27	1.8	1	4%	28	00:07:36	00:06:57	00:22:00						
Brunels F	11/3/16	22	37	56	34	1.6	1	3%	35	00:07:37	00:07:45	00:21:00	00:00:15	00:03:30	3	1		00:08:00
Brunels F	11/3/16	23	59	107	61	1.8	3	5%	64	00:04:37	00:04:25	00:18:00						
Brunels F	**11/3/16**		**236**	**399**	**231**	**1.7**	**5**	**2%**	**236**									**0:00:02**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Brunels Sa	12/3/16	20	51	86	47	1.8	0	0%	47	00:02:52	00:02:52	00:09:00						
Brunels Sa	12/3/16	21	42	99	43	2.3	0	0%	43	00:03:45	00:03:45	00:10:00	00:00:01	00:02:00	1			00:02:00
Brunels Sa	12/3/16	22	42	78	43	1.8	0	0%	43	00:02:54	00:02:54	00:09:00	00:00:01	00:01:00	2			00:01:00
Brunels Sa	12/3/16	23	62	111	63	1.8	1	2%	64	00:00:52	00:00:51	00:03:00	00:00:10	00:01:40	12			00:03:00
Brunels Sa	13/3/16	0	91	157	89	1.8	1	1%	90	00:01:03	00:01:03	00:05:00	00:00:58	00:02:13	69			00:05:00
Brunels Sa	13/3/16	1	88	152	88	1.7	0	0%	88	00:01:42	00:01:42	00:06:00		00:02:00	1			00:02:00
Brunels Sa	13/3/16	2	91	156	91	1.7	0	0%	91	00:01:09	00:01:09	00:04:00	00:00:58	00:02:43	55	6		00:07:00
Brunels Sa	13/3/16	3	103	180	102	1.8	0	0%	102	00:00:46	00:00:46	00:04:00	00:01:40	00:02:16	125	6		00:06:00
Brunels Sa	13/3/16	4	63	115	62	1.9	1	2%	63	00:02:33	00:02:22	00:15:00	00:00:17	00:01:18	23			00:02:00
Brunels Sa	13/3/16	5	31	60	33	1.8	0	0%	33	00:03:27	00:03:27	00:13:00	00:00:02	00:01:00	2			00:01:00
Brunels Sa	**12/3/16**		**664**	**1194**	**661**	**1.8**	**3**	**0%**	**664**									**0:00:34**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Standishgte Th	10/3/16	14	18	19	12	1.6	0	0%	12	00:15:33	00:15:33	00:27:00						
Standishgte Th	10/3/16	15	11	23	15	1.5	2	12%	17	00:05:54	00:06:46	00:14:00						
Standishgte Th	10/3/16	16	11	19	11	1.7	0	0%	11	00:12:49	00:12:49	00:22:00	00:01:02	00:11:00			2	00:11:00
Standishgte Th	10/3/16	17	10	14	6	2.3	2	25%	8	00:05:42	00:04:51	00:17:00						
Standishgte Th	10/3/16	18	3	1	1	1	3	75%	4	00:02:00								
Standishgte Th	10/3/16	19	0	0	0	0	1	100%	1									
Standishgte Th	10/3/16	20	0	0	0	0	0	0%	0									
Standishgte Th	10/3/16	21	0	0	0	0	0	0%	0									
Standishgte Th	10/3/16	22	0	0	0	0	0	0%	0									
Standishgte Th	10/3/16	23	0	0	0	0	0	0%	0									
Standishgte Th	11/3/16	0	0	0	0	0	0	0%	0									
Standishgte Th	11/3/16	1	0	0	0	0	0	0%	0									
Standishgte Th	11/3/16	2	0	0	0	0	0	0%	0									
Standishgte Th	11/3/16	3	0	0	0	0	0	0%	0									
Standishgte Th	11/3/16	4	0	0	0	0	0	0%	0									
Standishgte Th	11/3/16	5	0	0	0	0	0	0%	0									
Standishgte Th	11/3/16	6	0	0	0	0	0	0%	0									
Standishgte Th	11/3/16	7	0	0	0	0	0	0%	0									
Standishgte Th	**10/3/16**		**53**	**76**	**45**	**1.7**	**8**	**15%**	**53**									**0:00:17**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Standishgate F	11/3/16	8	3	0	0	0	3	100%	3	00:16:00								
Standishgate F	11/3/16	9	9	10	6	1.7	0	0%	6	00:26:20	00:26:20	01:15:00						
Standishgate F	11/3/16	10	6	6	5	1.2	1	17%	6	00:26:00	00:26:12	00:33:00						
Standishgate F	11/3/16	11	20	19	16	1.2	2	11%	18	00:14:24	00:14:50	00:33:00						
Standishgate F	11/3/16	12	21	25	22	1.1	3	12%	25	00:11:48	00:11:20	00:18:00						
Standishgate F	11/3/16	13	24	24	19	1.3	0	0%	19	00:15:25	00:15:25	00:30:00						
Standishgate F	11/3/16	14	19	36	25	1.4	0	0%	25	00:12:15	00:12:15	00:22:00						
Standishgate F	11/3/16	15	17	20	16	1.2	1	6%	17	00:07:21	00:07:11	00:14:00						
Standishgate F	11/3/16	16	25	33	21	1.6	1	5%	22	00:04:14	00:04:25	00:11:00	00:00:07	00:01:00	4			00:01:00
Standishgate F	11/3/16	17	9	13	11	1.2	1	8%	12	00:03:46	00:04:07	00:09:00						
Standishgate F	11/3/16	18	3	3	2	1.5	1	33%	3	00:01:20	00:01:00	00:01:00	00:01:00	00:03:00	1			00:03:00
Standishgate F	11/3/16	19	0	0	0	0	0	0%	0									
Standishgate F	11/3/16	20	0	0	0	0	0	0%	0									
Standishgate F	11/3/16	21	0	0	0	0	0	0%	0									
Standishgate F	11/3/16	22	0	0	0	0	0	0%	0									
Standishgate F	11/3/16	23	2	0	0	0	2	100%	2	00:03:30								
Standishgate F	12/3/16	0	0	0	0	0	0	0%	0									
Standishgate F	12/3/16	1	0	0	0	0	0	0%	0									
Standishgate F	12/3/16	2	0	0	0	0	0	0%	0									
Standishgate F	12/3/16	3	0	0	0	0	0	0%	0									
Standishgate F	12/3/16	4	0	0	0	0	0	0%	0									
Standishgate F	**11/3/16**		**158**	**189**	**143**	**1.3**	**15**	**9%**	**158**									**0:00:02**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Standishgte Sa	12/3/16	5	2	0	0	0	2	100%	2	00:01:00								
Standishgte Sa	12/3/16	6	0	0	0	0	0	0%	0									
Standishgte Sa	12/3/16	7	0	0	0	0	0	0%	0									
Standishgte Sa	12/3/16	8	2	1	1	1	0	0%	1	00:14:00	00:08:00	00:08:00						
Standishgte Sa	12/3/16	9	4	5	4	1.2	1	20%	5	00:16:15	00:16:15	00:33:00						
Standishgte Sa	12/3/16	10	14	13	10	1.3	1	9%	11	00:13:30	00:14:04	00:25:00						
Standishgte Sa	12/3/16	11	9	14	10	1.4	0	0%	10	00:15:00	00:15:00	00:31:00						
Standishgte Sa	12/3/16	12	16	13	10	1.3	2	17%	12	00:16:48	00:18:04	00:39:00						
Standishgte Sa	12/3/16	13	14	28	20	1.4	0	0%	20	00:11:51	00:11:51	00:20:00						
Standishgte Sa	12/3/16	14	22	24	17	1.4	0	0%	17	00:08:05	00:08:05	00:18:00						
Standishgte Sa	12/3/16	15	16	23	18	1.3	1	5%	19	00:06:15	00:06:25	00:12:00	00:00:05	00:01:00	2			00:01:00
Standishgte Sa	12/3/16	16	18	23	14	1.6	3	18%	17	00:05:06	00:04:15	00:10:00	00:01:43	00:02:32	15			00:04:00
Standishgte Sa	12/3/16	17	11	17	13	1.3	1	7%	14	00:02:54	00:03:12	00:09:00	00:00:35	00:02:30	4			00:05:00
Standishgte Sa	12/3/16	18	3	0	0	0	2	100%	2	00:01:40								
Standishgte Sa	12/3/16	19	2	2	1	2	2	67%	3	00:04:30	00:00:00	00:00:00						
Standishgte Sa	12/3/16	20	0	0	0	0	0	0%	0									
Standishgte Sa	**12/3/16**		**133**	**163**	**118**	**1.4**	**15**	**11%**	**133**									**0:00:18**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Standishgte Su	12/3/16	22	0	0	0	0	0	0%	0									
Standishgte Su	12/3/16	23	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	0	1	3	1	3	0	0%	1	00:00:00	00:00:00	00:00:00						
Standishgte Su	13/3/16	1	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	2	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	3	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	4	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	5	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	6	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	7	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	8	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	9	1	3	1	3	0	0%	1	00:00:00	00:00:00	00:00:00	00:07:00	00:07:00		3		00:07:00
Standishgte Su	13/3/16	10	1	0	0	0	1	100%	1	00:01:00								
Standishgte Su	13/3/16	11	0	0	0	0	0	0%	0									
Standishgte Su	13/3/16	12	7	4	4	1	2	33%	6	00:04:34	00:04:36	00:10:00						
Standishgte Su	13/3/16	13	5	6	5	1.2	0	0%	5	00:01:24	00:01:00	00:02:00	00:01:40	00:10:00		1		00:10:00
Standishgte Su	13/3/16	14	4	3	2	1.5	2	50%	4	00:04:15	00:05:00	00:11:00						
Standishgte Su	13/3/16	15	3	4	3	1.3	1	25%	4	00:07:40	00:10:00	00:10:00						
Standishgte Su	13/3/16	16	2	0	0	0	2	100%	2	00:02:30								
Standishgte Su	**13/3/16**		**24**	**23**	**16**	**1.4**	**8**	**33%**	**24**									**0:01:21**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
New Mkt St Th	10/3/16	14	29	32	24	1.3	2	8%	26	00:06:37	00:06:44	00:12:00						
New Mkt St Th	10/3/16	15	31	36	28	1.3	2	7%	30	00:12:05	00:12:02	00:19:00						
New Mkt St Th	10/3/16	16	22	31	23	1.3	0	0%	23	00:15:49	00:15:49	00:30:00	00:00:17	00:05:00	2			00:05:00
New Mkt St Th	10/3/16	17	21	31	21	1.5	0	0%	21	00:07:14	00:07:14	00:18:00	00:01:06	00:03:00	10			00:05:00
New Mkt St Th	10/3/16	18	7	6	6	1	4	40%	10	00:02:34	00:01:40	00:05:00						
New Mkt St Th	10/3/16	19	1	0	0	0	1	100%	1	00:02:00								
New Mkt St Th	10/3/16	20	0	0	0	0	0	0%	0									
New Mkt St Th	10/3/16	21	0	0	0	0	0	0%	0									
New Mkt St Th	10/3/16	22	0	0	0	0	0	0%	0									
New Mkt St Th	10/3/16	23	0	0	0	0	0	0%	0									
New Mkt St Th	11/3/16	0	0	0	0	0	0	0%	0									
New Mkt St Th	11/3/16	1	0	0	0	0	0	0%	0									
New Mkt St Th	11/3/16	2	0	0	0	0	0	0%	0									
New Mkt St Th	11/3/16	3	0	0	0	0	0	0%	0									
New Mkt St Th	11/3/16	4	0	0	0	0	0	0%	0									
New Mkt St Th	11/3/16	5	0	0	0	0	0	0%	0									
New Mkt St Th	11/3/16	6	0	0	0	0	0	0%	0									
New Mkt St Th	**10/3/16**		**111**	**136**	**102**	**1.3**	**9**	**8%**	**111**									**0:00:18**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
New Mkt St F	11/3/16	7	1	0	0	0	0	0	0	00:18:00								
New Mkt St F	11/3/16	8	2	1	1	1	1	50%	2	00:15:00	00:15:00	00:21:00	00:11:00	00:22:00			1	00:22:00
New Mkt St F	11/3/16	9	19	15	12	1.2	2	14%	14	00:15:31	00:16:35	00:39:00	00:02:28	00:06:10	3	2	1	00:16:00
New Mkt St F	11/3/16	10	20	19	17	1.1	0	0%	17	00:19:48	00:19:37	00:28:00						
New Mkt St F	11/3/16	11	37	47	39	1.2	2	5%	41	00:07:53	00:07:50	00:17:00	00:00:08	00:03:30	1	1		00:06:00
New Mkt St F	11/3/16	12	47	59	48	1.2	1	2%	49	00:06:57	00:06:48	00:24:00	00:00:12	00:01:20	9			00:03:00
New Mkt St F	11/3/16	13	38	44	34	1.3	2	6%	36	00:11:12	00:11:13	00:18:00	00:00:04	00:01:30	2			00:02:00
New Mkt St F	11/3/16	14	38	62	43	1.4	0	0%	43	00:04:17	00:04:17	00:10:00	00:02:02	00:05:37	16	2	6	00:15:00
New Mkt St F	11/3/16	15	41	49	40	1.2	0	0%	40	00:00:54	00:00:54	00:03:00	00:06:43	00:07:13	18	12	10	00:15:00
New Mkt St F	11/3/16	16	33	39	29	1.3	4	12%	33	00:06:47	00:06:28	00:15:00	00:00:03	00:01:00	2			00:01:00
New Mkt St F	11/3/16	17	29	43	29	1.5	0	0%	29	00:04:31	00:04:31	00:10:00	00:00:24	00:01:27	13			00:03:00
New Mkt St F	11/3/16	18	13	9	8	1.1	4	33%	12	01:14:13	01:50:45	13:53:00	00:00:20	00:02:00	1			00:02:00
New Mkt St F	11/3/16	19	0	0	0	0	1	100%	1									
New Mkt St F	11/3/16	20	0	0	0	0	0	0%	0									
New Mkt St F	11/3/16	21	0	0	0	0	0	0%	0									
New Mkt St F	11/3/16	22	0	0	0	0	0	0%	0									
New Mkt St F	11/3/16	23	0	0	0	0	0	0%	0									
New Mkt St F	12/3/16	0	0	0	0	0	0	0%	0									
New Mkt St F	12/3/16	1	0	0	0	0	0	0%	0									
New Mkt St F	12/3/16	2	0	0	0	0	0	0%	0									
New Mkt St F	12/3/16	3	0	0	0	0	0	0%	0									
New Mkt St F	12/3/16	4	0	0	0	0	0	0%	0									
New Mkt St F	12/3/16	5	0	0	0	0	0	0%	0									
New Mkt St F	12/3/16	6	0	0	0	0	0	0%	0									
New Mkt St F	**11/3/16**		**318**	**387**	**300**	**1.3**	**17**	**5%**	**317**									**0:01:22**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
New Mkt St Sa	12/3/16	7	0	0	0	0	0	0%	0									
New Mkt St Sa	12/3/16	8	2	1	1	1	0	0%	1	00:34:00	00:21:00	00:21:00						
New Mkt St Sa	12/3/16	9	12	9	8	1.1	4	33%	12	00:12:00	00:11:07	00:20:00						
New Mkt St Sa	12/3/16	10	26	22	20	1.1	1	5%	21	00:09:53	00:09:53	00:19:00						
New Mkt St Sa	12/3/16	11	28	44	30	1.5	2	6%	32	00:09:40	00:09:36	00:20:00						
New Mkt St Sa	12/3/16	12	33	37	27	1.4	1	4%	28	00:12:58	00:13:03	00:23:00						
New Mkt St Sa	12/3/16	13	23	39	27	1.4	0	0%	27	00:15:15	00:15:15	00:23:00						
New Mkt St Sa	12/3/16	14	43	72	45	1.6	1	2%	46	00:04:32	00:04:32	00:09:00	00:00:06	00:01:24	5			00:02:00
New Mkt St Sa	12/3/16	15	41	57	39	1.5	0	0%	39	00:07:04	00:07:04	00:18:00						
New Mkt St Sa	12/3/16	16	27	44	25	1.8	1	4%	26	00:13:35	00:13:34	00:35:00						
New Mkt St Sa	12/3/16	17	9	14	10	1.4	1	9%	11	00:24:13	00:24:30	00:37:00						
New Mkt St Sa	12/3/16	18	3	4	3	1.3	1	25%	4	00:33:20	00:11:00	00:11:00						
New Mkt St Sa	12/3/16	19	0	0	0	0	1	100%	1									
New Mkt St Sa	12/3/16	20	0	0	0	0	0	0%	0									
New Mkt St Sa	12/3/16	21	0	0	0	0	0	0%	0									
New Mkt St Sa	**12/3/16**		**247**	**343**	**235**	**1.5**	**13**	**5%**	**248**									**0:00:01**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
King St F	11/3/16	22	7	5	3	1.7	4	57%	7	00:00:25	00:00:40	00:02:00						
King St F	11/3/16	23	14	17	12	1.4	0	0%	12	00:08:17	00:08:17	00:24:00						
King St F	12/3/16	0	25	36	23	1.6	1	4%	24	00:03:07	00:03:10	00:12:00	00:00:31	00:02:22	7	1		00:08:00
King St F	12/3/16	1	21	36	22	1.6	2	8%	24	00:08:14	00:07:44	00:17:00	00:00:16	00:01:50	6			00:03:00
King St F	12/3/16	2	37	55	32	1.7	1	3%	33	00:03:37	00:03:41	00:10:00	00:00:33	00:02:04	14			00:05:00
King St F	12/3/16	3	28	65	32	2	0	0%	32	00:02:02	00:02:02	00:08:00	00:00:21	00:01:38	14			00:02:00
King St F	12/3/16	4	26	49	22	2.2	1	4%	23	00:04:00	00:04:04	00:12:00	00:00:58	00:04:48	9		1	00:13:00
King St F	12/3/16	5	5	11	6	1.8	2	25%	8	00:03:36	00:03:00	00:04:00						
King St F	12/3/16	6	1	2	1	2	0	0%	1	00:01:00	00:01:00	00:01:00						
King St F	12/3/16	7	0	0	0	0	0	0%	0									
King St F	12/3/16	8	0	0	0	0	0	0%	0									
King St F	12/3/16	9	0	0	0	0	0	0%	0									
King St F	**11/3/16**		**164**	**276**	**153**	**1.8**	**11**	**7%**	**164**									**0:00:28**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
King St Sa	12/3/16	19	1	2	1	2	0	0%	1	00:01:00	00:01:00	00:01:00						
King St Sa	12/3/16	20	2	2	1	2	0	0%	1	00:11:30	00:11:30	00:23:00						
King St Sa	12/3/16	21	9	9	4	2.2	5	56%	9	00:05:40	00:08:45	00:18:00						
King St Sa	12/3/16	22	4	6	4	1.5	1	20%	5	00:10:15	00:13:20	00:20:00						
King St Sa	12/3/16	23	11	19	10	1.9	1	9%	11	00:04:05	00:04:30	00:08:00						
King St Sa	13/3/16	0	31	46	28	1.6	1	3%	29	00:03:29	00:03:36	00:10:00	00:00:05	00:02:00	2			00:02:00
King St Sa	13/3/16	1	33	56	32	1.8	0	0%	32	00:04:30	00:04:30	00:13:00	00:00:10	00:02:00	5			00:02:00
King St Sa	13/3/16	2	58	107	61	1.8	0	0%	61	00:00:18	00:00:18	00:01:00	00:03:45	00:04:40	64	33	6	00:13:00
King St Sa	13/3/16	3	61	112	61	1.8	0	0%	61	00:00:58	00:00:58	00:06:00	00:03:11	00:04:09	61	18		00:10:00
King St Sa	13/3/16	4	45	77	43	1.8	2	4%	45	00:01:56	00:01:58	00:10:00	00:03:01	00:06:09	15	11	6	00:15:00
King St Sa	13/3/16	5	15	18	11	1.6	4	27%	15	00:02:28	00:03:05	00:09:00	00:00:13	00:02:00	2			00:02:00
King St Sa	13/3/16	6	2	2	1	2	1	50%	2	00:01:30	00:01:00	00:01:00						
King St Sa	13/3/16	7	0	0	0	0	0	0%	0									
King St Sa	13/3/16	8	0	0	0	0	0	0%	0									
King St Sa	13/3/16	9	0	0	0	0	0	0%	0									
King St Sa	13/3/16	10	0	0	0	0	0	0%	0									
King St Sa	**12/3/16**		**272**	**456**	**257**	**1.8**	**15**	**6%**	**272**									**0:02:15**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Wallgate PO F	11/3/16	23	13	4	3	1.3	8	73%	11	00:03:00	00:01:00	00:02:00						
Wallgate PO F	12/3/16	0	20	24	11	2.2	11	50%	22	00:02:27	00:02:36	00:07:00						
Wallgate PO F	12/3/16	1	23	19	9	2.1	14	61%	23	00:04:18	00:05:26	00:11:00						
Wallgate PO F	12/3/16	2	1	0	0	0	0	0%	0	00:06:00	00:06:00	00:06:00						
Wallgate PO F	12/3/16	3	5	6	4	1.5	2	33%	6	00:03:24	00:03:00	00:06:00						
Wallgate PO F	12/3/16	4	0	0	0	0	0	0%	0									
Wallgate PO F	12/3/16	5	7	3	3	1	4	57%	7	00:03:34	00:03:00	00:05:00						
Wallgate PO F	**11/3/16**		**69**	**56**	**30**	**1.9**	**39**	**57%**	**69**									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Wallgate PO Sa	12/3/16	18	6	9	5	1.8	1	17%	6	00:04:00	00:04:00	00:09:00						
Wallgate PO Sa	12/3/16	19	1	2	1	2	0	0%	1	00:03:00	00:03:00	00:03:00						
Wallgate PO Sa	12/3/16	20	21	13	6	2.2	10	62%	16	00:08:20	00:07:50	00:14:00						
Wallgate PO Sa	12/3/16	21	19	2	1	2	19	95%	20	00:11:31	00:03:00	00:03:00						
Wallgate PO Sa	12/3/16	22	23	4	2	2	19	90%	21	00:12:10	00:07:30	00:11:00						
Wallgate PO Sa	12/3/16	23	14	7	6	1.2	12	67%	18	00:14:12	00:14:34	00:31:00						
Wallgate PO Sa	13/3/16	0	12	19	9	2.1	3	25%	12	00:12:45	00:12:00	00:30:00						
Wallgate PO Sa	13/3/16	1	16	24	8	3	8	50%	16	00:08:52	00:09:45	00:34:00						
Wallgate PO Sa	13/3/16	2	4	7	4	1.8	0	0%	4	00:57:00	00:57:00	01:44:00						
Wallgate PO Sa	13/3/16	3	2	6	2	3	0	0%	2	00:38:00	00:38:00	01:14:00						
Wallgate PO Sa	13/3/16	4	1	1	1	1	0	0%	1	01:03:00	01:03:00	01:03:00						
Wallgate PO Sa	13/3/16	5	1	3	2	1.5	0	0%	2	01:13:00	01:13:00	01:13:00						
Wallgate PO Sa	13/3/16	6	0	1	1	1	0	0%	1									
Wallgate PO Sa	13/3/16	7	0	0	0	0	0	0%	0									
Wallgate PO Sa	13/3/16	8	0	0	0	0	0	0%	0									
Wallgate PO Sa	**12/3/16**		**120**	**98**	**48**	**2.0**	**72**	**60%**	**120**									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Dorning St Sa	13/3/16	0	0	0	0	0	0	0%	0									
Dorning St Sa	13/3/16	1	0	0	0	0	0	0%	0									
Dorning St Sa	13/3/16	2	0	0	0	0	0	0%	0									
Dorning St Sa	13/3/16	3	0	0	0	0	0	0%	0									
Dorning St Sa	13/3/16	4	0	0	0	0	0	0%	0									
Dorning St Sa	13/3/16	5	0	0	0	0	0	0%	0									
Dorning St Sa	13/3/16	6	0	0	0	0	0	0%	0									
Dorning St Sa	13/3/16	7	0	0	0	0	0	0%	0									
Dorning St Sa	**13/3/16**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
King St W Sa	12/3/16	23	1	0	0	0	1	100%	1	00:01:00								
King St W Sa	13/3/16	0	0	0	0	0	0	0%	0									
King St W Sa	13/3/16	1	0	0	0	0	0	0%	0									
King St W Sa	13/3/16	2	0	0	0	0	0	0%	0									
King St W Sa	13/3/16	3	1	2	1	2	0	0%	1	00:00:00	00:00:00	00:00:00						
King St W Sa	13/3/16	4	2	0	0	0	2	100%	2	00:00:30								
King St W Sa	13/3/16	5	0	0	0	0	0	0%	0									
King St W Sa	13/3/16	6	1	5	1	5	0	0%	1	00:00:00	00:00:00	00:00:00						
King St W Sa	**12/3/16**		**5**	**7**	**2**	**3.5**	**3**	**60%**	**5**									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Anjou Blvd F	11/3/16	23	0	0	0	0	0	0%	0									
Anjou Blvd F	12/3/16	0	0	0	0	0	0	0%	0									
Anjou Blvd F	12/3/16	1	0	0	0	0	0	0%	0									
Anjou Blvd F	12/3/16	2	0	0	0	0	0	0%	0									
Anjou Blvd F	12/3/16	3	0	0	0	0	0	0%	0									
Anjou Blvd F	12/3/16	4	0	0	0	0	0	0%	0									
Anjou Blvd F	12/3/16	5	0	0	0	0	0	0%	0									
Anjou Blvd F	**11/3/16**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Ashton F	11/3/16	20	0	0	0	0	0	0%	0									
Ashton F	11/3/16	21	0	0	0	0	0	0%	0									
Ashton F	11/3/16	22	1	0	0	0	1	100%	1	00:00:00								
Ashton F	11/3/16	23	1	2	1	2	0	0%	1	00:03:00	00:03:00	00:03:00						
Ashton F	12/3/16	0	1	0	0	0	1	100%	1	00:02:00								
Ashton F	12/3/16	1	2	4	2	2	0	0%	2	00:01:00	00:01:00	00:01:00						
Ashton F	**11/3/16**		**5**	**6**	**3**	**2.0**	**2**	**40%**	**5**									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Ashton Sa	12/3/16	14	0	0	0	0	0	0%	0									
Ashton Sa	12/3/16	15	0	0	0	0	0	0%	0									
Ashton Sa	12/3/16	16	0	0	0	0	0	0%	0									
Ashton Sa	12/3/16	17	1	0	0	0	1	100%	1	00:00:00								
Ashton Sa	12/3/16	18	2	4	2	2	0	0%	2	00:02:00	00:02:00	00:03:00						
Ashton Sa	12/3/16	19	3	3	1	3	2	67%	3	00:01:00	00:03:00	00:03:00						
Ashton Sa	12/3/16	20	0	0	0	0	0	0%	0									
Ashton Sa	12/3/16	21	1	0	0	0	1	100%	1	00:00:00								
Ashton Sa	12/3/16	22	0	0	0	0	0	0%	0									
Ashton Sa	12/3/16	23	0	0	0	0	0	0%	0									
Ashton Sa	13/3/16	0	2	0	0	0	2	100%	2	00:01:30								
Ashton Sa	13/3/16	1	3	2	1	2	1	50%	2	00:02:00	00:05:00	00:05:00						
Ashton Sa	13/3/16	2	0	0	0	0	1	100%	1									
Ashton Sa	13/3/16	3	1	1	1	1	0	0%	1	00:00:00	00:00:00	00:00:00						
Ashton Sa	**12/3/16**		**13**	**10**	**5**	**2.0**	**8**	**62%**	**13**									

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle	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	Average Passenger Waiting Time,	Number of people waiting	Number of	Number waiting	Maximum passenger wait time
Wigan NW F	11/3/16	8	9	9	8	1.1	0	0%	8	00:09:53	00:09:53	00:24:00	00:00:20	00:03:00	1			00:03:00
Wigan NW F	11/3/16	9	13	13	9	1.4	1	10%	10	00:19:09	00:18:35	00:27:00						
Wigan NW F	11/3/16	10	12	23	15	1.5	0	0%	15	00:12:30	00:12:30	00:26:00						
Wigan NW F	11/3/16	11	11	13	10	1.3	0	0%	10	00:13:54	00:13:54	00:25:00						
Wigan NW F	11/3/16	12	9	8	7	1.1	0	0%	7	00:30:20	00:30:20	00:44:00						
Wigan NW F	11/3/16	13	12	20	14	1.4	1	7%	15	00:13:45	00:14:54	00:29:00	00:00:21	00:07:00		1		00:07:00
Wigan NW F	11/3/16	14	14	13	11	1.2	0	0%	11	00:10:08	00:10:08	00:18:00						
Wigan NW F	11/3/16	15	12	16	14	1.1	1	7%	15	00:14:00	00:15:00	00:37:00						
Wigan NW F	11/3/16	16	18	20	16	1.2	0	0%	16	00:08:06	00:07:03	00:26:00	00:00:39	00:03:15	4			00:05:00
Wigan NW F	11/3/16	17	14	16	14	1.1	1	7%	15	00:11:51	00:11:51	00:25:00						
Wigan NW F	11/3/16	18	7	9	8	1.1	0	0%	8	00:19:34	00:19:34	00:36:00						
Wigan NW F	11/3/16	19	14	12	11	1.1	1	8%	12	00:15:34	00:16:23	00:58:00						
Wigan NW F	11/3/16	20	13	16	13	1.2	0	0%	13	00:13:09	00:13:09	00:49:00						
Wigan NW F	11/3/16	21	14	17	13	1.3	0	0%	13	00:18:42	00:18:42	01:02:00						
Wigan NW F	11/3/16	22	15	25	15	1.7	0	0%	15	01:35:20	01:35:20	01:45:00						
Wigan NW F	11/3/16	23	10	15	9	1.7	2	18%	11	00:47:36	00:08:51	00:20:00						
Wigan NW F	12/3/16	0	0	0	0	0	0	0%	0									
Wigan NW F	12/3/16	1	0	0	0	0	0	0%	0									
Wigan NW F	12/3/16	2	0	0	0	0	0	0%	0									
Wigan NW F	12/3/16	3	0	0	0	0	0	0%	0									
Wigan NW F	12/3/16	4	0	0	0	0	0	0%	0									
Wigan NW F	12/3/16	5	1	0	0	0	1	100%	1	00:24:00								
Wigan NW F	12/3/16	6	1	0	0	0	1	100%	1	00:56:00	00:56:00	00:56:00						
Wigan NW F	12/3/16	7	2	1	1	1	0	0%	1	01:03:00	01:03:00	01:03:00						
Wigan NW F	12/3/16	8	3	3	3	1	0	0%	3	00:24:20	00:24:20	00:27:00						
Wigan NW F	12/3/16	9	5	10	7	1.4	2	22%	9	00:28:24	00:32:40	00:50:00						
Wigan NW F	**11/3/16**		**209**	**259**	**198**	**1.3**	**11**	**5%**	**209**									**0:00:05**

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	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
Totals		**279**	**2979**	**4327**	**2714**	**1.6**	**265**	**9%**	**2979**									

Appendix 4 Public on street survey results

Q1: Have you used a taxi in this area?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
Yes	16	32.65%	24	48.00%	79	81.44%	33	67.35%	152	62.04%
No	33	67.35%	26	52.00%	18	18.56%	16	32.65%	93	37.96%
Total	49	100.00%	50	100.00%	97	100.00%	49	100.00%	245	100.00%

Q2: How often do you use a taxi within this area?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
Almost daily	6	37.50%	0	0.00%	19	21.35%	4	8.16%	29	14.22%
Once a week	3	18.75%	10	20.00%	16	17.98%	8	16.33%	37	18.14%
A few times a month	4	25.00%	11	22.00%	21	23.60%	8	16.33%	44	21.57%
Once a month	1	6.25%	3	6.00%	17	19.10%	7	14.29%	28	13.73%
Less than once a month	2	12.50%	26	52.00%	16	17.98%	22	44.90%	66	32.35%
Total	16	100.00%	50	100.00%	89	100.00%	49	100.00%	204	100.00%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	1

Resulting estimate of trips per person per month	**2.9**	**1.6**	**5.3**	**3.0**	**3.6**

Q3: How do you normally book a taxi within this area?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
At a Taxi rank	0	0.00%	6	13.33%	15	17.65%	14	28.57%	35	18.13%
Hail in the street	0	0.00%	1	2.22%	1	1.18%	0	0.00%	2	1.04%
Telephone a company	0	0.00%	38	84.44%	52	61.18%	35	71.43%	125	64.77%
Use a Freephone	1	7.14%	0	0.00%	0	0.00%	0	0.00%	1	0.52%
Use my mobile or smart phone	13	92.86%	0	0.00%	17	20.00%	0	0.00%	30	15.54%
Other - ONLINE	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	14	100.0%	45	100.0%	85	100.0%	49	100.0%	193	100.0%

Q4: If you book a taxi by phone, which 3 companies do you call most often?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
BLUESTAR	0	0.00%	3	3.75%	54	54.55%	24	38.71%	81	29.45%
PEMBERTON	0	0.00%	0	0.00%	27	27.27%	14	22.58%	41	14.91%
RAINBOW	0	0.00%	24	30.00%	0	0.00%	1	1.61%	25	9.09%
A2B	0	0.00%	18	22.50%	0	0.00%	1	1.61%	19	6.91%
FIRST CHOICE	0	0.00%	17	21.25%	0	0.00%	0	0.00%	17	6.18%
JR	16	47.06%	0	0.00%	0	0.00%	0	0.00%	16	5.82%
Z CARS	11	32.35%	0	0.00%	0	0.00%	1	1.61%	12	4.36%
AVA CABS	4	11.76%	0	0.00%	4	4.04%	0	0.00%	8	2.91%
ARISTA	0	0.00%	8	10.00%	0	0.00%	0	0.00%	8	2.91%
K&M	0	0.00%	0	0.00%	1	1.01%	4	6.45%	5	1.82%
STREET CARS	0	0.00%	3	3.75%	1	1.01%	1	1.61%	5	1.82%
CALL A CAB	2	5.88%	0	0.00%	1	1.01%	1	1.61%	4	1.45%
CRUSADER	0	0.00%	0	0.00%	2	2.02%	2	3.23%	4	1.45%
HINDLEY TAXIS	0	0.00%	0	0.00%	3	3.03%	1	1.61%	4	1.45%
ATC	0	0.00%	2	2.50%	0	0.00%	0	0.00%	2	0.73%
DELTA	1	2.94%	0	0.00%	0	0.00%	1	1.61%	2	0.73%
SKEM TAXIS	0	0.00%	0	0.00%	0	0.00%	3	4.84%	3	1.09%
STANDISH	0	0.00%	0	0.00%	0	0.00%	2	3.23%	2	0.73%
WHELLEY	0	0.00%	2	2.50%	0	0.00%	0	0.00%	2	0.73%
5151	0	0.00%	0	0.00%	1	1.01%	0	0.00%	1	0.36%
ALPHA	0	0.00%	0	0.00%	0	0.00%	1	1.61%	1	0.36%
ASHTON TAXIS	0	0.00%	0	0.00%	0	0.00%	1	1.61%	1	0.36%
CAMERON	0	0.00%	0	0.00%	1	1.01%	0	0.00%	1	0.36%
DAVRON	0	0.00%	0	0.00%	0	0.00%	1	1.61%	1	0.36%
DAVY	0	0.00%	0	0.00%	0	0.00%	1	1.61%	1	0.36%
EAVES	0	0.00%	0	0.00%	0	0.00%	1	1.61%	1	0.36%
HAYDOCK	0	0.00%	0	0.00%	0	0.00%	1	1.61%	1	0.36%
INTER	0	0.00%	0	0.00%	1	1.01%	0	0.00%	1	0.36%
ORRELL	0	0.00%	0	0.00%	1	1.01%	0	0.00%	1	0.36%
RADIO CARS	0	0.00%	0	0.00%	1	1.01%	0	0.00%	1	0.36%
RESEVOIR	0	0.00%	1	1.25%	0	0.00%	0	0.00%	1	0.36%

TOP HAT	0	0.00%	1	1.25%	0	0.00%	0	0.00%	1	0.36%
WIGAN MINI TRAVEL	0	0.00%	1	1.25%	0	0.00%	0	0.00%	1	0.36%
YELLOW CABS	0	0.00%	0	0.00%	1	1.01%	0	0.00%	1	0.36%
Total	34	100.00%	80	100.00%	99	100.00%	62	100.00%	275	100.00%

Q5: How often do you use a hackney cariage within the area?	**LEIGH**		**ASHTON**		**WIGAN**		**WIGAN.STATION**		**TOTAL**	
Almost daily	0	0.00%	0	0.00%	0	0.00%	1	2.04%	1	0.58%
Once a week	0	0.00%	0	0.00%	0	0.00%	1	2.04%	1	0.58%
A few times a month	0	0.00%	0	0.00%	1	4.00%	1	2.04%	2	1.16%
Once a month	0	0.00%	2	4.00%	4	16.00%	5	10.20%	11	6.36%
Less than once a month	1	2.04%	5	10.00%	11	44.00%	8	16.33%	25	14.45%
I can't remember when I last used a hackney carriage	25	51.02%	43	86.00%	8	32.00%	25	51.02%	101	58.38%
I can't remember seeing a hackney carriage in the area	23	46.94%	0	0.00%	1	4.00%	8	16.33%	32	18.50%
Total	49	100.00%	50	100.00%	25	100.00%	49	100.00%	173	100.00%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	1

Resulting estimate of trips per person per month	**0.01**	**0.09**	**0.12**	**0.71**	**0.21**

Q6: Which ranks are you aware of in the Wigan area?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
STATION	2	66.67%	0	0.00%	40	67.80%	26	52.00%	68	45.95%
GERARD STREET (Ashton)	0	0.00%	19	52.78%	0	0.00%	0	0.00%	19	12.84%
MORRISONS (New Market St)	0	0.00%	0	0.00%	7	11.86%	10	20.00%	17	11.49%
MARKET	0	0.00%	0	0.00%	0	0.00%	1	2.00%	1	0.68%
MCDONALDS (Standishgate)	0	0.00%	0	0.00%	2	3.39%	6	12.00%	8	5.41%
PRIMARK (Standishgate)	0	0.00%	0	0.00%	4	6.78%	2	4.00%	6	4.05%
STANDISHGATE	0	0.00%	0	0.00%	0	0.00%	1	2.00%	1	0.68%
KING STREET	0	0.00%	10	27.78%	1	1.69%	0	0.00%	11	7.43%
BISHOPSGATE	0	0.00%	7	19.44%	0	0.00%	0	0.00%	7	4.73%
WALLGATE	0	0.00%	0	0.00%	3	5.08%	2	4.00%	5	3.38%
HOSPITAL	0	0.00%	0	0.00%	1	1.69%	0	0.00%	1	0.68%
LEIGH	0	0.00%	0	0.00%	1	1.69%	0	0.00%	1	0.68%
POST OFFICE	0	0.00%	0	0.00%	0	0.00%	1	2.00%	1	0.68%
RAILWAY ROAD	1	33.33%	0	0.00%	0	0.00%	0	0.00%	1	0.68%
TOWN CENTRE	0	0.00%	0	0.00%	0	0.00%	1	2.00%	1	0.68%
Total	3	100.00%	36	100.00%	59	100.00%	50	100.00%	148	100.00%

Q7: Is there anywhere in the Wigan area you would like to see a rank?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
BINGO	0	0.00%	0	0.00%	0	0.00%	1	12.50%	1	5.56%
BLACKBRIDGE	0	0.00%	0	0.00%	1	11.11%	0	0.00%	1	5.56%
BUS STATION	0	0.00%	0	0.00%	4	44.44%	0	0.00%	4	22.22%
DOG AND PARTRIDGE PUB	0	0.00%	0	0.00%	1	11.11%	0	0.00%	1	5.56%
HINDLEY GREEN	0	0.00%	0	0.00%	0	0.00%	1	12.50%	1	5.56%
LEIGH TOWN HALL	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1	5.56%
NORLEY SHOPS	0	0.00%	0	0.00%	0	0.00%	1	12.50%	1	5.56%
PRIMARK	0	0.00%	0	0.00%	0	0.00%	1	12.50%	1	5.56%
ROBIN PARK	0	0.00%	0	0.00%	1	11.11%	0	0.00%	1	5.56%
SHOPS	0	0.00%	0	0.00%	0	0.00%	1	12.50%	1	5.56%
STATION	0	0.00%	0	0.00%	0	0.00%	2	25.00%	2	11.11%
TOWN CENTRE	0	0.00%	0	0.00%	2	22.22%	1	12.50%	3	16.67%
Total	1	100.00%	0	0.00%	9	100.00%	8	100.00%	18	100.00%

Q8: Have you had any problems with the local Hackney carriage service?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
Design or type of vehicle	0	0.00%	0	0.00%	1	6.67%	0	0.00%	1	3.57%
Driver Issues	0	0.00%	4	50.00%	7	46.67%	2	50.00%	13	46.43%
Position of ranks	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Delay in getting a Taxi	0	0.00%	0	0.00%	3	20.00%	1	25.00%	4	14.29%
Cleanliness	1	100.00%	4	50.00%	0	0.00%	0	0.00%	5	17.86%
Price	0	0.00%	0	0.00%	4	26.67%	1	25.00%	5	17.86%
Other problems (specify)	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	1	100.00%	8	100.00%	15	100.00%	4	100.00%	28	100.00%

Q9. Can you get a Hackney Carriage in the Wigan area when you need one?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
Yes, in the daytime	0	0.00%	21	70.00%	45	39.47%	17	24.64%	83	38.79%
Yes, at night	0	0.00%	8	26.67%	50	43.86%	17	24.64%	75	35.05%
Yes, if I phone for one	1	100.00%	0	0.00%	12	10.53%	26	37.68%	39	18.22%
Only in Wigan town centre	0	0.00%	0	0.00%	4	3.51%	3	4.35%	7	3.27%
No, never	0	0.00%	1	3.33%	3	2.63%	6	8.70%	10	4.67%
Total	1	100.00%	30	100.00%	114	100.00%	69	100.00%	214	100.00%

Q10. What would encourage you to use Taxis or use them more often in the Wigan area?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
Better vehicles	11	44.00%	0	0.00%	10	14.71%	2	14.29%	23	18.40%
More Hackney Carriages I could phone	5	20.00%	2	11.11%	3	4.41%	6	42.86%	16	12.80%
Better drivers	6	24.00%	1	5.56%	6	8.82%	1	7.14%	14	11.20%
More Hackney Carriages I could hail or get at a rank	3	12.00%	0	0.00%	0	0.00%	5	35.71%	8	6.40%
Better located ranks	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other - price	0	0.00%	15	83.33%	49	72.06%	0	0.00%	64	51.20%
Total	25	100.00%	18	100.00%	68	100.00%	14	100.00%	125	100.00%

Q11. Do you consider you, or anyone you know, to have a disability that means you require an adapted vehicle?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
No	38	77.55%	38	76.00%	92	100.00%	39	79.59%	207	86.25%
Yes - WAV	2	4.08%	0	0.00%	0	0.00%	2	4.08%	4	1.67%
someone I know WAV	6	12.24%	0	0.00%	0	0.00%	7	14.29%	13	5.42%
Yes,but not WAV	1	2.04%	3	6.00%	0	0.00%	1	2.04%	5	2.08%
Someone I know, but not WAV	2	4.08%	9	18.00%	0	0.00%	0	0.00%	11	4.58%
Other	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	49	100.00%	50	100.00%	92	100.00%	49	100.00%	240	100.00%

Q12. Have you ever given up waiting for a Hackney Carriage in the Wigan area?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
No	33	100.00%	50	100.00%	84	89.36%	39	79.59%	206	91.15%
Yes	0	0.00%	0	0.00%	10	10.64%	10	20.41%	20	8.85%
Total	33	100.00%	50	100.00%	94	100.00%	49	100.00%	226	100.00%

Q13. Do you have regular access to a car?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
Yes	18	36.73%	39	78.00%	59	63.44%	35	71.43%	151	62.66%
No	31	63.27%	11	22.00%	34	36.56%	14	28.57%	90	37.34%
Total	49	100.00%	50	100.00%	93	100.00%	49	100.00%	241	100.00%

Q14. Do you think people in Wigan who have a disablitiy get a good servicefrom hackney carriage vehicles and drivers?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
Yes, they do	16	34.04%	19	38.00%	81	90.00%	15	31.25%	131	55.74%
No, they don't	1	2.13%	0	0.00%	2	2.22%	1	2.08%	4	1.70%
Other (UNSURE)	30	63.83%	31	62.00%	7	7.78%	32	66.67%	100	42.55%
Total	47	100.00%	50	100.00%	90	100.00%	48	100.00%	235	100.00%

Q15. Do you live in the area?	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
Yes	41	83.67%	39	78.00%	93	95.88%	46	93.88%	219	89.39%
No	8	16.33%	11	22.00%	4	4.12%	3	6.12%	26	10.61%
Total	49	100.00%	50	100.00%	97	100.00%	49	100.00%	245	100.00%

Q16. Gender	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL	
1. Male	28	57.14%	21	42.00%	53	54.64%	27	55.10%	129	52.65%
2. Female	21	42.86%	29	58.00%	44	45.36%	22	44.90%	116	47.35%
Total	49	100.00%	50	100.00%	97	100.00%	49	100.00%	245	100.00%

Q17: Age	LEIGH		ASHTON		WIGAN		WIGAN.STATION		TOTAL		
Under 30	13	26.53%	8	16.00%	29	29.90%	13	26.53%	63	25.71%	22%
30 - 55	33	67.35%	18	36.00%	40	41.24%	17	34.69%	108	44.08%	41%
Over 55	3	6.12%	24	48.00%	28	28.87%	19	38.78%	74	30.20%	37%
Total	49	100.00%	50	100.00%	97	100.00%	49	100.00%	245	100.00%	

Appendix 5 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person	Views returned?
5	**Supermarkets**	
	Boots, Pemberton	N
	Iceland, Wigan	Y
	Co-operative, Wigan	N
	Asda Wigan Supercentre	Y
	Tesco Extra, Wigan	Y
	Morrisons, Ince	Y
	Tesco Extra, Hindley	N
	Aldi, Standish	R
5	**Hotels**	
	Premier Inn, Wigan Town Centre	Y
	Mercure Wigan Oak	Y
	The Bellingham	Y
	Coaching Inn Hotel, Ince	Y
	Bel Air Hotel	N
	Restaurants	
	Gallimores Fine Restaurant	Y
	Fat Olive Restaurant	Y
	Primo Restaurant, Ashton	N
	India Lounge	N
	Papa Luigis	Y
	Red Door Bistro	Y
	Francos	Y
	The Dover Lock Inn Abram	N
5	**Night clubs / Entertainment / Pubs**	
	Sir Thomas Gerard, Ashton	N
	Robin Hood, Ashton	Y
	White Swan, Pemberton	Y
	The Amberswood Tavern	Y
	The Poacher Winstanley	Y
	The Berkely	Y
	Wigan Central	N
	Harry's Bar	Y
	The Anvil	N
	The Owls Standish	Y
	The Bucks Head, Abram	Y
	Thomas Burke, Leigh	Y
	Independence, Wigan	N
	Reflex	Y
	Revolution Bar	Y

5	**Hospitals**	
	Royal Albert Edward Infirmary	N
	Leigh Infirmary	N
	Wrightington Hospital	N
5	**Disability, equality and other local group representatives**	
	Wigan Access Committee	Y
	Wigan Local Access Forum	N
	Wigan and District Community Transport	N
	Wigan and Leigh Disability Forum	N
	Councillor Houlton	Y
	Councillor Stewart	(Y)
	Councillor Shevington	(Y)
	Shevington Parish Council	(Y)
	Wigan Traffic	Y
	Wigan and Leigh Homes	Y
	Various other Wigan council reps	N
	Unspecified groups via 'boroughwide'	(N)
	Private individual from Leigh	Y
5	**Police**	
		N
6	**Hackney carriage and private hire trade**	
	Questionnaire and letter response	Y

Notes – (Y) – means people initially advised us they would respond but in the event and time allowed had not replied, despite reminders.