



Bournemouth & Poole
Hackney Carriage Unmet Demand Survey

February 2023

Executive Summary

This Taxi survey has been undertaken on behalf of Bournemouth Christchurch and Poole Council, following the guidance of the April 2010 DfT Best Practice Guidance document and all relevant case history in regard to unmet demand.

This Executive Summary draws together key points from the main report that are needed to allow a committee to determine from the facts presented their current position in regard to the policy of limiting hackney carriage vehicle licences according to Section 16 of the 1985 Transport Act. It is a summary of the main report which follows and it is recommended that the executive summary alone should not be relied upon solely to justify any decisions of a committee, but should be read in conjunction with the full report below.

Within the guidance, the Department for Transport recommend that if a Licensing Authority should seek to retain a quantity restriction, then a survey should be carried out to establish if there is any unmet demand for Hackney Carriages.

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

If the result of an unmet demand survey should demonstrate that there is no evidence of unmet demand which is significant, then a third choice of action becomes available to the licensing authority, which is to keep the cap in place at the same level, or indeed to introduce a cap if none exists already.

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

Surveys were undertaken at active taxi ranks in Bournemouth and Poole, for three days, from a Thursday morning to the early hours of the following Sunday morning, 72 hours later. The volume of passengers and hackney carriages was recorded, together with wait times for any waiting passengers.

The rank observations were analysed separately for Bournemouth and Poole.

Rank observations were undertaken in July 2022. In order to evaluate the influence of seasonal variation, some additional rank observations were

undertaken at four ranks in Bournemouth and four ranks in Poole, during October 2022. The July 2022 and October 2022 data was also compared with data collected during the last unmet demand survey during October 2019.

In Bournemouth, incidences of passenger waiting were observed during the July rank surveys, involving 124 (1.1%) passengers (out of 11,260 passengers observed over the three days). During the October surveys, 121 (1.5%) out of 8,011 observed passengers had to wait at the ranks.

Occasions when passengers had to wait for a hackney carriage to arrive at a rank were generally isolated events rather than lengthy continuous periods of queuing.

In Poole, 76 (3.1%) passengers (out of 2,429 passengers observed over the three days) had to wait for Hackney Carriages to arrive at the ranks during the July surveys. During the October surveys in Poole, 243 (15.3%) out of 1,587 passengers observed, had to wait for hackney carriages to arrive at the ranks.

There were few incidences of extensive and persistent passenger waiting in either of the licensing areas. Passenger waiting tended to be isolated and discrete events over short periods.

Volumes at the ranks over the 3 days surveyed are summarised in the following tables and figures.

Bournemouth ranks

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	1192	6091	7283	11260	1.8
Avenue Road	10	100	110	146	1.5
Exeter Road (Bournemouth Pier)	44	266	310	612	2.3
Heathcote Road	19	134	153	217	1.6
Chamminster Road	8	9	17	13	1.4
Holdenhurst Road	0	0	0	0	0.0
Meyrick Road	62	124	186	190	1.5
Old Christchurch Road	43	964	1007	2014	2.1
Poole Road	79	338	417	582	1.7
Transport Interchange	58	1847	1905	3241	1.8
Gervis Place (The Square)	39	1383	1422	2542	1.8
Exeter Road (Sixty Million Postcards)	30	587	617	1168	2.0
Palmerston Road	9	0	9	0	0.0
Westover Road	791	339	1130	535	1.6

Table 1 - Summary of Rank Observation Results – Three day totals, Bournemouth ranks July 2022.

A comparative profile of hire activity across rank locations in Bournemouth is presented below.

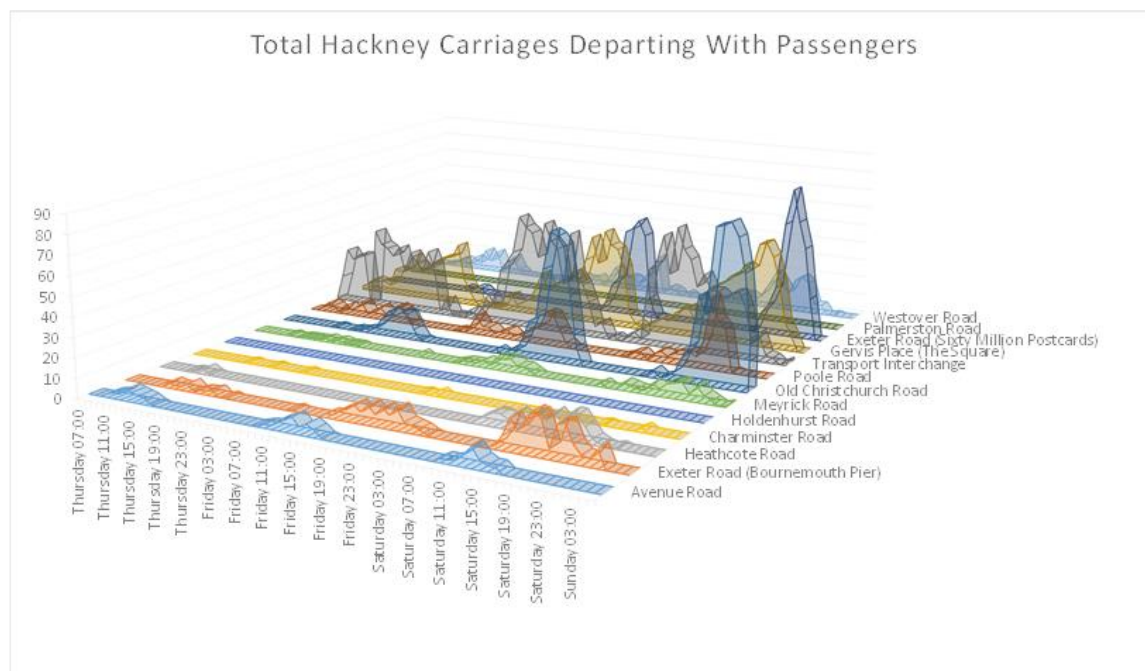


Figure 1 - Hourly profile of rank hires at each rank in Bournemouth, July 2022

The profile of hire volumes per hour aggregated across all Bournemouth ranks surveyed, is presented below.



Figure 2 - Hourly profile of rank hires aggregated from all ranks in Bournemouth, July 2022

Four of the busiest ranks in Bournemouth were observed during October 2022 and the number of hires at these ranks compared with the number of hires observed at the same ranks during July 2022 and October 2019. The totals are presented in Table 2

Table 2 - Comparison of Bournemouth rank data surveyed during October 2022 with equivalent sites during earlier survey dates

	Total hackney carriages departing the ranks with passengers October 2019	Total hackney carriages departing the ranks with passengers July 2022	Total hackney carriages departing the ranks with passengers October 2022
Totals for only those sites surveyed during October 2022	4031	4781	4181

The comparison indicates that the number of observed hires in October 2019 was similar to that observed during October 2022. The July total indicated that there was more demand for rank based hires during the summer, compared with October.

Poole ranks

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	401	1313	1714	2429	1.8
Old Orchard	27	49	76	94	1.9
High Street	123	504	627	1025	2.0
Longfleet Road (Hospital)	39	8	47	11	1.4
Poole Railway Station	96	267	363	419	1.6
Dolphin Shopping Centre	80	143	223	230	1.6
Bournemouth Road (Ashley Cross)	36	342	378	650	1.9

Table 3 - Summary of Rank Observation Results – Three day totals, Poole ranks, July 2022.

A comparative profile of hire activity across rank locations in Poole is presented below.

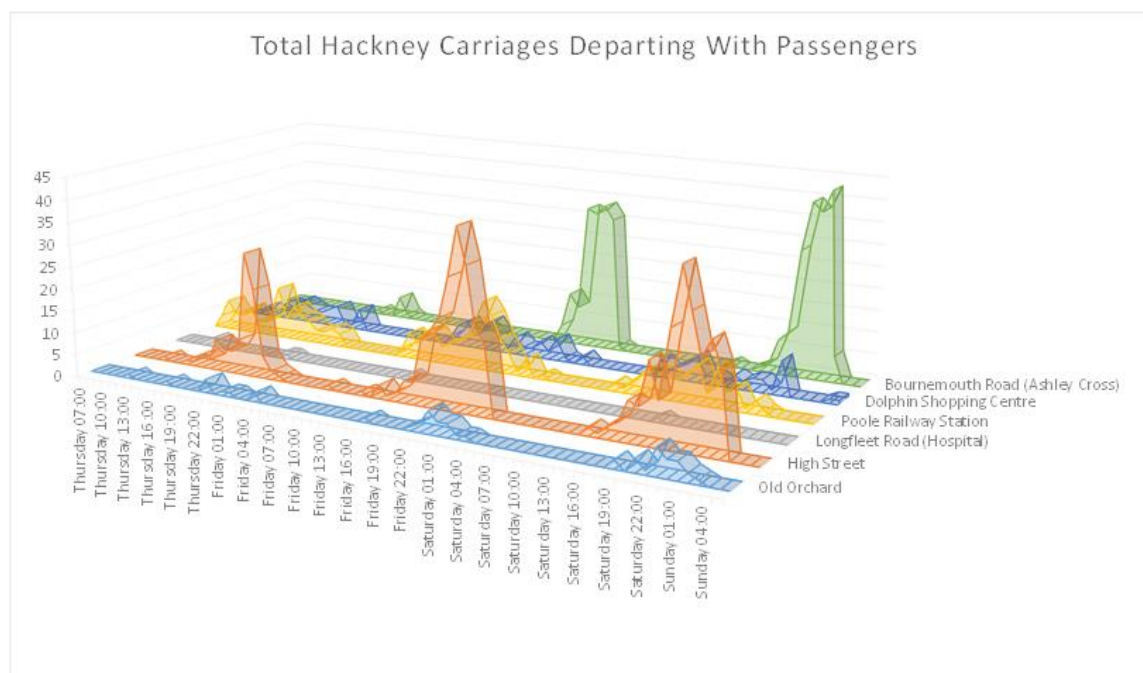


Figure 3 - Hourly profile of rank hires at each rank in Poole, July 2022

The profile of hire volumes per hour aggregated across all Poole ranks surveyed, is presented below.

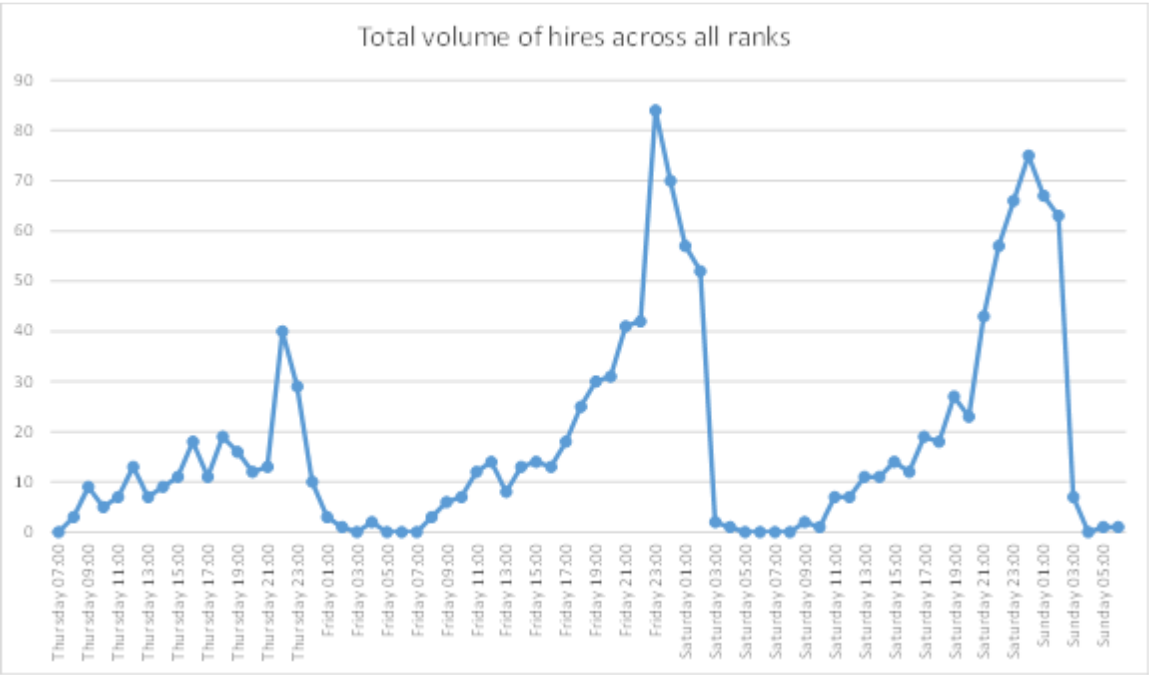


Figure 4 - Hourly profile of rank hires aggregated from all ranks in Poole, July 2022

Four of the busiest ranks in Poole were observed during October 2022 and the number of hires at these ranks compared with the number of hires observed at the same ranks during July 2022 and October 2019. The totals are presented in Table 4

Table 4 - Comparison of Poole rank data surveyed during October 2022 with equivalent sites during earlier survey dates

	Total hackney carriages departing the ranks with passengers October 2019	Total hackney carriages departing the ranks with passengers July 2022	Total hackney carriages departing the ranks with passengers October 2022
Totals for only those sites surveyed during October 2022	1480	1256	882

The comparison indicates that the number of observed hires in October 2019 was significantly higher than those observed during October 2022. The July total indicated that there was more demand for rank based hires during the summer, compared with October 2022.

Consultation

Public consultation was undertaken

Stakeholder consultation was undertaken with minority group representatives, local businesses, hotels, licenced premises, police and transport providers.

The consultation feedback indicated that:

- Consultation feedback from stakeholders, the public and the trade suggests that there are few issues with the availability of Hackney Carriages and the levels of service provided.
- Some individual users faced occasional difficulties with availability of wheelchair accessible vehicles.
- The trade provided a variety of feedback. Some key comments included the following points:
 - Driver numbers have reduced
 - Increased operating costs present challenges to existing drivers and operators and dissuade new drivers joining the licensed vehicle trade.
 - Vehicles parking in ranks is an issue.

There is a trend within the Hackney Carriage fleet for drivers to also obtain pre-booked hires either directly or through a private hire booking circuit. Such hires make up a significant proportion of all hires undertaken.

The number of wheelchair accessible licensed vehicles in the BCP fleets has dropped by 50% since 2019. The difficulties expressed by some members of the public, regarding availability of wheelchair accessible licensed vehicles may relate to this drop in overall provision.

Unmet demand assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results in each area was low. In Bournemouth the value calculated using July rank survey data was 0.4. The ISUD value using the October 2022 rank survey data was 0.1. A value of less than 80 is normally taken as an indicator that there is no significant unmet demand.

In Poole, the ISUD value using July rank data was 1.0, using the July 2022 rank observation data and 53.9 using the October 2022 data.

Whilst the ISUD value is a strong indicator, it should not be taken in isolation as the only valid evidence. Further evidence from stakeholder and public

consultation indicated that there were normally sufficient Hackney Carriages available to satisfy demand.

The conclusion of the unmet need assessment is that in both licensing areas there is **no significant unmet demand**.

Future requirements

There is currently an adequate supply of Hackney Carriages in each area. Current levels of provision and working practices ensured that there were sufficient Hackney Carriages servicing rank based demand at all times, to cope with peaks in demand. No additional licences would be necessary to cater for foreseeable growth in general demand over the next three years.

Conclusions and recommendations

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

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

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1 Local background and context

Bournemouth, Christchurch and Poole is a unitary local government district in Dorset. It was created on 1 April 2019 from the areas that were previously administered by the authorities of Bournemouth, Poole and Christchurch. The new authority is one of two new unitary authorities within Dorset.

A limit in the number of hackney carriage vehicle licences is implemented in Poole and in Bournemouth. This study is intended to assess the level of unmet demand in Poole and Bournemouth areas. Both of the areas have been assessed separately.

Bournemouth hosts several large businesses which tend to generate visitor related licensed vehicle demand. Poole also hosts some large organisations which generate licensed vehicle demand. In addition, whilst each area has an active night time economy, Bournemouth is generally considered to have the highest level of activity within the night time economy.

In Bournemouth, the taxi rank at the Transport Interchange, outside the main railway station, is a restricted rank, within the property of the railway operator. As such, Hackney Carriages using that rank are required to purchase an additional permit from the railway operator. Hackney Carriages which do not have a permit may not wait on the ranks for fares. The implementation of permit systems at this ranks effectively imposes a limit in the number of Hackney Carriages which may operate from the rank. It is good practice that any assessment of unmet demand should take in to account whether the restrictions at private ranks influence the existence of unmet demand.

Fleet profiles

Prior to 2019, Department for Transport (DfT) data was available for private hire vehicles and hackney carriages (labelled taxis) for each of the separate areas (Bournemouth, Christchurch and Poole) separately. Since 2019, data was combined for all three areas within the BCP Council area.

A summary of the current licensed vehicle, and driver numbers is presented in the following figures:

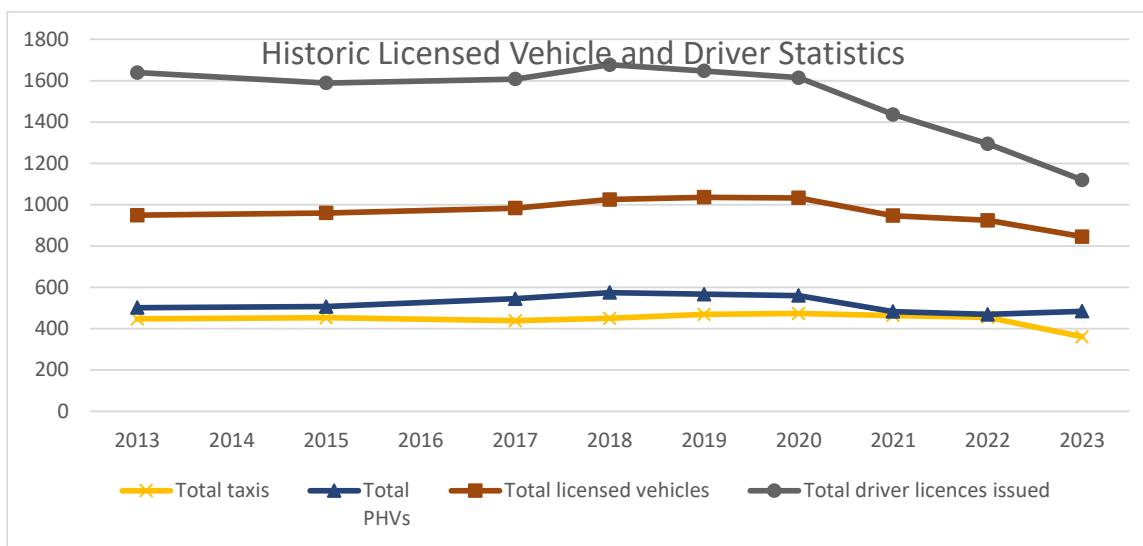


Figure 5 - Licensed vehicle and driver trends across all 3 licensing areas

Table 5 - Licensed vehicle and driver trends across all 3 licensing areas

Year	Wheelchair accessible taxis	Other taxis	Total taxis	Wheelchair accessible PHVs	Other PHVs	Total PHVs	Total licensed vehicles	Total driver licences issued	Total accessible vehicles	Ratio of drivers to vehicles
2013	66	381	447	29	473	502	949	1639	95	1.73
2015	58	395	453	37	470	507	960	1589	95	1.66
2017	75	363	438	30	515	545	983	1608	105	1.64
2018	77	373	450	35	540	575	1025	1677	112	1.64
2019	80	389	469	34	533	567	1036	1647	114	1.59
2020	47	426	473	14	546	560	1033	1614	61	1.56
2021	47	417	464	14	469	483	947	1436	61	1.52
2022	63	392	455	9	460	469	924	1295	72	1.40
2023	49	312	361	8	476	484	845	1120	57	1.33

BCP Hackney Carriage Unmet Demand Survey 2022

The data indicates that the number of licensed drivers maintaining their licence has decreased since 2018. The number of private hire vehicles and taxis has also declined in recent years.

Hackney carriage vehicle and driver licence data is available on the BCP licensing register, separated by licensing area, for February 2023. This data has been used to extend the trend data from DfT for in hackney carriage vehicle numbers in Poole and Bournemouth. Private hire vehicles and drivers are generally licensed across all 3 areas and data is not available in disaggregate form after 2019.

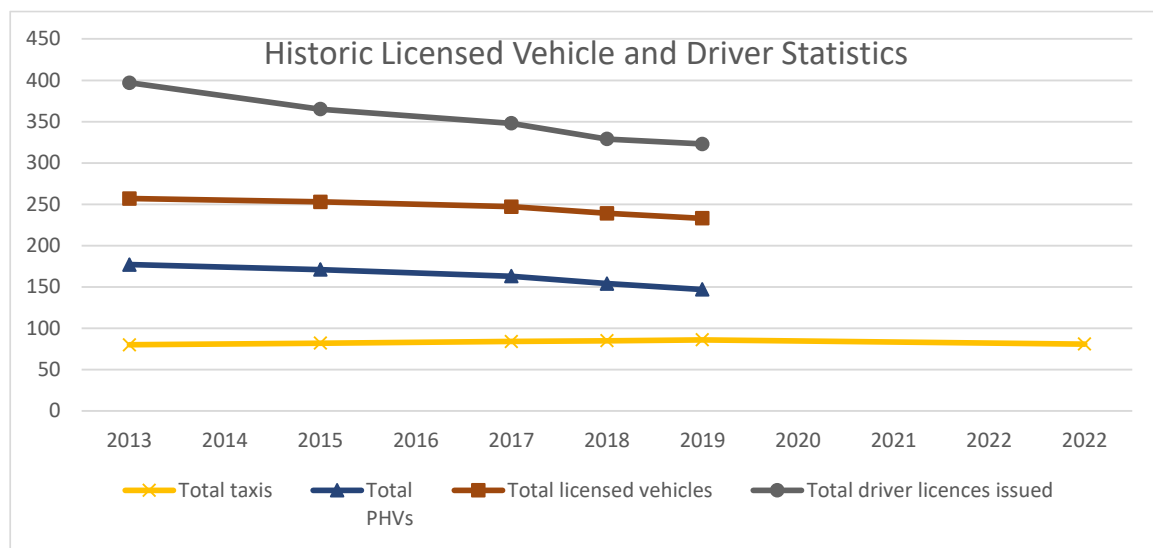


Figure 6 - Licensed vehicle and driver trends in Poole

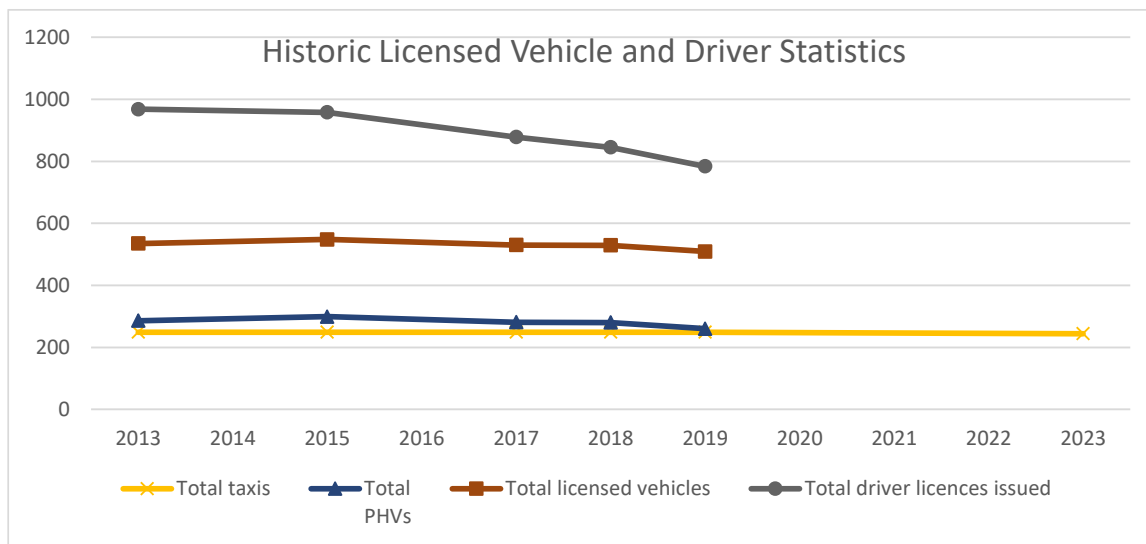


Figure 7 - Licensed vehicle and driver trends in Bournemouth

The DfT data also provides information regarding how many wheelchair accessible licensed vehicles are licensed. The data for the BCP area is presented in the following figure. This data include DfT data up to 2022 plus BCP licensing data for February 2023.

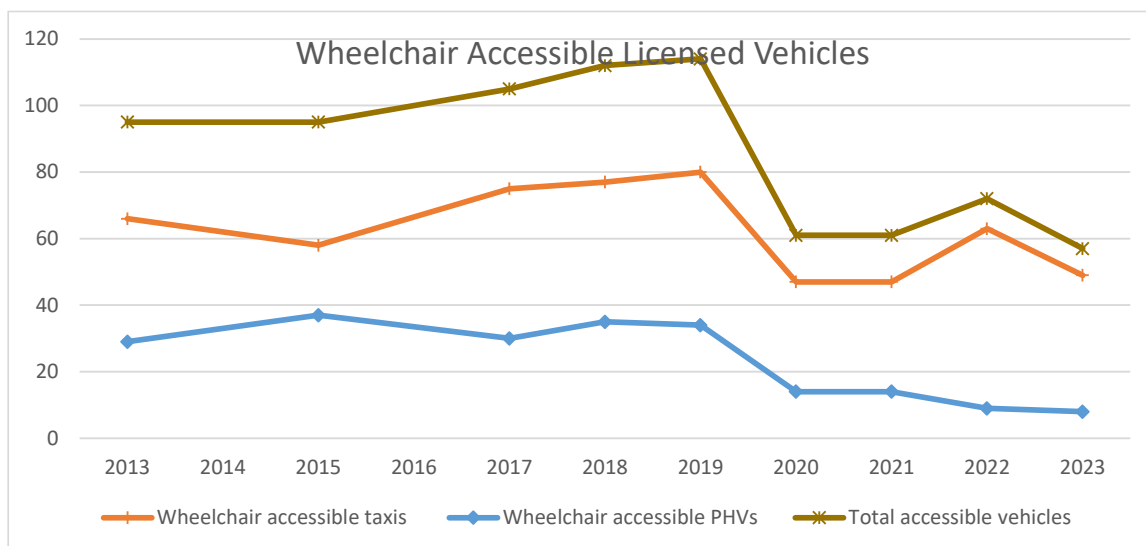


Figure 8 - Historic Wheelchair Accessible Vehicles licensed in the BCP Council area

The ratio of licensed vehicles to population, for authorities within the South West region, is presented in the following table and figure. The areas are grouped by those which limit the number of Hackney Carriages and those with no limit (according to Department for Transport latest available data). Within these groups, areas are ranked by total licensed vehicles per 1,000 population. Population data are mid 2020 estimates and licensing data is 2022 values.

Table 6 - Ratios of licensed vehicles to population

Licensing Area	Mid 2020 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Torridge [Limited]	68,719	47	77	124	0.7	1.1	1.8
Bournemouth, Christchurch and Poole [No Limit]	396,989	455	469	924	1.1	1.2	2.3
Torbay [Limited]	136,218	169	309	478	1.2	2.3	3.5
Plymouth [Limited]	262,839	301	650	951	1.1	2.5	3.6
Forest of Dean [No Limit]	87,107	7	56	63	0.1	0.6	0.7
Sedgemoor [No Limit]	123,446	100	24	124	0.8	0.2	1.0
East Devon [No Limit]	148,080	134	38	172	0.9	0.3	1.2
South Somerset [No Limit]	168,696	107	125	232	0.6	0.7	1.4
Stroud [No Limit]	120,903	112	59	171	0.9	0.5	1.4
Mid Devon [No Limit]	83,290	64	56	120	0.8	0.7	1.4
Wiltshire [No Limit]	504,070	532	222	754	1.1	0.4	1.5
West Devon [No Limit]	56,139	82	6	88	1.5	0.1	1.6
Somerset West and Taunton [No Limit]	155,421	195	49	244	1.3	0.3	1.6
South Hams [No Limit]	87,946	121	18	139	1.4	0.2	1.6
Cotswold [No Limit]	90,264	66	77	143	0.7	0.9	1.6
Cornwall [No Limit]	573,299	566	453	1,019	1.0	0.8	1.8
Mendip [No Limit]	116,288	125	85	210	1.1	0.7	1.8
North Somerset [No Limit]	215,574	83	357	440	0.4	1.7	2.0
Bath and North East Somerset [No Limit]	196,357	141	272	413	0.7	1.4	2.1
Teignbridge [No Limit]	135,039	235	73	308	1.7	0.5	2.3
North Devon [No Limit]	98,170	198	36	234	2.0	0.4	2.4
Bristol, city of [No Limit]	465,866	414	753	1,167	0.9	1.6	2.5
Gloucester (note 6) [No Limit]	129,709	83	250	333	0.6	1.9	2.6
Dorset [No Limit]	379,791	436	566	1,002	1.1	1.5	2.6
Cheltenham [No Limit]	116,043	211	126	337	1.8	1.1	2.9
Exeter [No Limit]	133,333	89	391	480	0.7	2.9	3.6
Swindon [No Limit]	222,881	100	743	843	0.4	3.3	3.8
Tewkesbury [No Limit]	96,624	1	516	517	0.0	5.3	5.4
South Gloucestershire [No Limit]	287,816	117	2,135	2,252	0.4	7.4	7.8

BCP has the second lowest ratio of provision of all licensed vehicles (both Hackney Carriages and private hire vehicles) to population; of the areas which limit Hackney Carriage numbers. Considering all areas, both limited and unlimited, BCP is ranked 12th highest, out of 29 areas, in the ratio of total licensed vehicles to population. When considering only the ratio of Hackney Carriages to population, BCP is ranked 9th highest out of the 29 areas listed. With respect to private hire vehicles, BCP is ranked 12th highest.

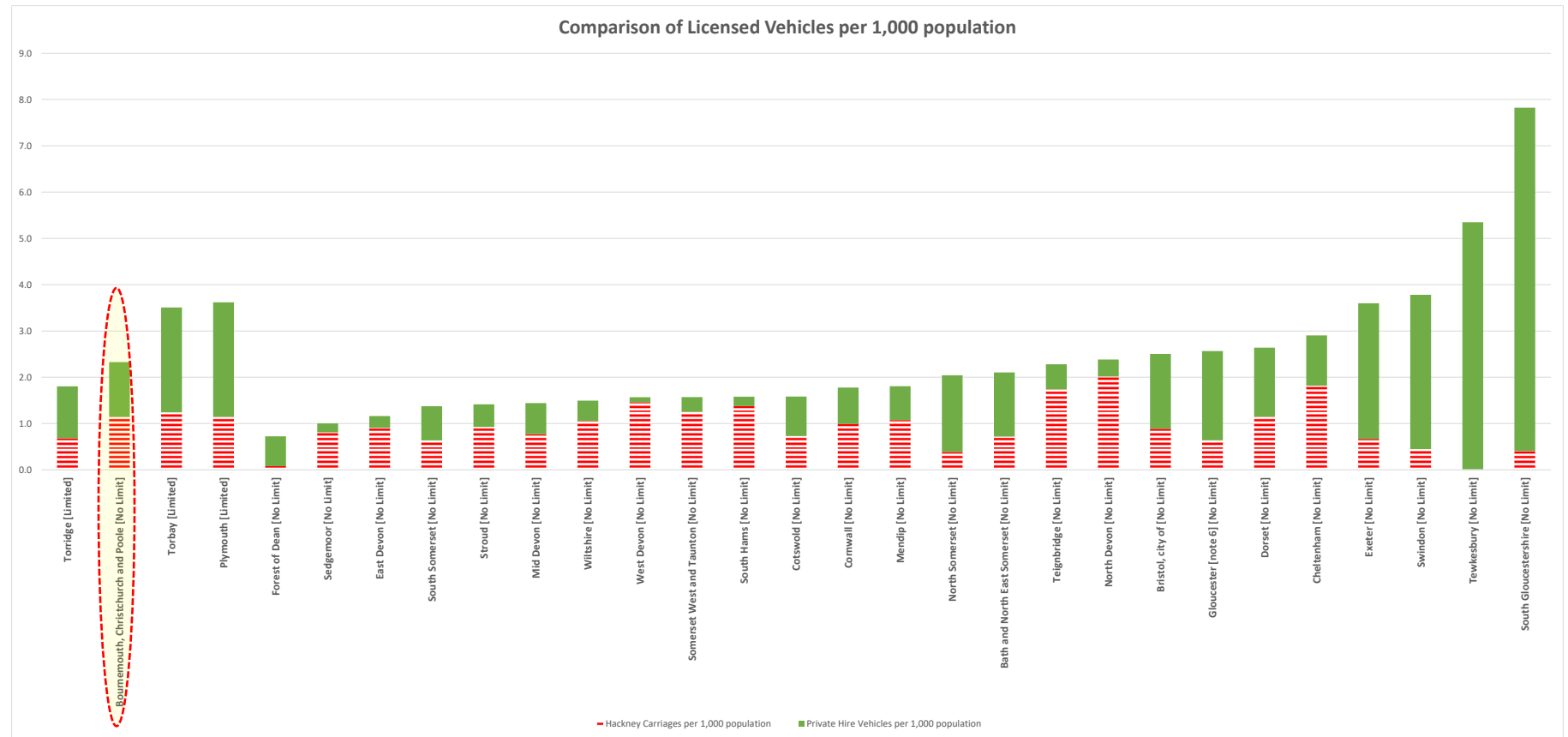


Figure 9 - Ratios of licensed vehicles to population

Fares Comparison

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The lower the ranking number, the more expensive the journey, compared with other authorities. The February 2023 table (the latest available at the time of preparation of this report) indicated that the fares in the BCP area was ranked 22 out of 345 authorities listed, with a fare of £8.20.

The mid ranked fare (rank 172) was £6.80. So, fares appear to be higher than the national average.

In terms of national fares, the highest comparable fare (ranked 1) was £13.20 and the lowest (ranked 345) was £4.40.

Rail patronage

Ranks serve the railway stations in Bournemouth and Poole. The level of passenger throughput at railway stations can vary in response to factors such as service changes, line openings and closures and local developments. Changes in rail patronage can also influence the level of demand for Hackney Carriages at the railway station ranks. The changes in passenger throughput at Bournemouth and Poole stations are presented in the following figure.

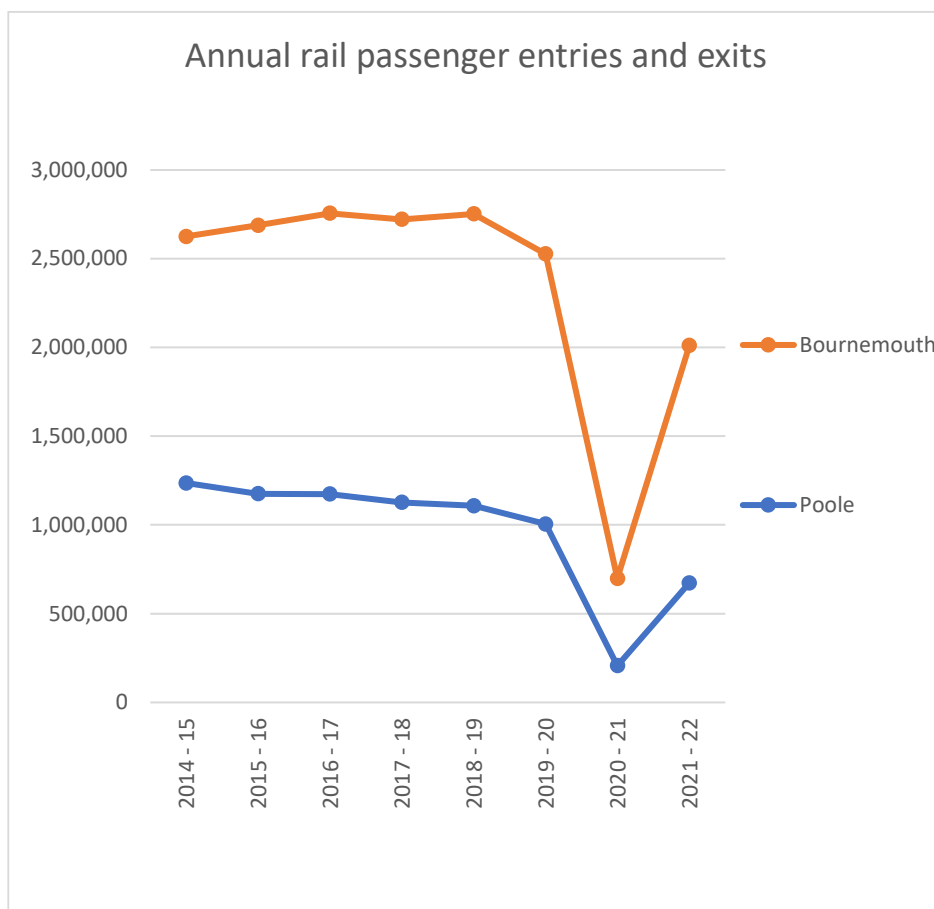


Figure 10 - Rail passenger volumes at Railway Stations

The spread of Covid-19 and the measures implemented to mitigate the spread of the infection, impacted travel from March 2020. These measures affected the volume of rail patronage in the final quarter of 2020 and later periods. The data for the year 2021 -22 indicates that patronage levels are recovering but had not reached pre-Covid levels by the end of the 2021 – 22 year.

Table 7 - Passenger volumes at Railway Stations

Total annual passenger entries and exits		
Year	Bournemouth	Poole
2009 - 10	2,519,100	1,170,558
2010 - 11	2,582,864	1,221,206
2011 - 12	2,604,162	1,250,636
2012 - 13	2,505,754	1,185,744
2013 - 14	2,623,628	1,196,626
2014 - 15	2,624,682	1,236,048
2015 - 16	2,688,160	1,174,922
2016 - 17	2,755,772	1,173,356
2017 - 18	2,721,494	1,126,930
2018 - 19	2,751,866	1,108,066
2019 - 20	2,526,398	1,004,716
2020 - 21	698,046	207,028
2021 - 22	2,010,170	672,754

2 Patent demand measurement (rank surveys)

The most active ranks in Bournemouth and Poole were selected to be surveyed. Selection was based on the levels of activity observed at ranks during a previous survey undertaken in 2019.

Video cameras were used to record activity at the taxi ranks, from Thursday morning through to the following Sunday morning. This period captures weekday and weekend activity and covers both day and night time periods.

The 2019 rank observations were undertaken during October. The 2022 rank observations were undertaken during July. In order to evaluate seasonal influences on rank activity, a second set of rank observations were undertaken during October 2022. The 4 most active ranks in Bournemouth and Poole (based on 2019 data) were selected for comparison surveys.

Activity at the taxi ranks was recorded over Thursday to Sunday periods. These were 21st to 24th July 2022 and 13th to 16th October 2022.

Overall survey results

The observations from the rank surveys were analysed and activity levels at active ranks are presented in the following tables and figures.

The separate rank demand by hour was plotted for the survey period to demonstrate how each separate rank contributed to the total demand for each hour. With the extensive level of surveys undertaken, this picture is comprehensive for the days covered. Each constituent area is presented separately.

A comparison of the total observed volumes over 3 days is presented, together with a comparison of these results from the October 2019 observations, July 2022 observations and October 2022 observations.

Bournemouth Rank Data

July 2022 data

Table 8 - Thursday rank survey data summary – Bournemouth Ranks
July 2022

Thursday - Friday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	366	1116	1482	1805	1.6
Avenue Road	0	27	27	44	1.6
Exeter Road (Bournemouth Pier)	14	20	34	45	2.3
Heathcote Road	8	6	14	7	1.2
Charminster Road	4	3	7	5	1.7
Holdenhurst Road	0	0	0	0	0.0
Meyrick Road	25	13	38	16	1.2
Old Christchurch Road	17	83	100	143	1.7
Poole Road	32	74	106	107	1.4
Transport Interchange	6	490	496	754	1.5
Gervis Place (The Square)	11	317	328	545	1.7
Exeter Road (Sixty Million Postcards)	1	9	10	15	1.7
Palmerston Road	3	0	3	0	0.0
Westover Road	245	74	319	124	1.7

Table 9 - Friday rank survey data summary – Bournemouth Ranks
July 2022

Friday - Saturday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	419	2182	2601	3927	1.8
Avenue Road	7	39	46	53	1.4
Exeter Road (Bournemouth Pier)	19	88	107	175	2.0
Heathcote Road	0	0	0	0	0.0
Charminster Road	4	3	7	4	1.3
Holdenhurst Road	0	0	0	0	0.0
Meyrick Road	24	45	69	62	1.4
Old Christchurch Road	9	349	358	710	2.0
Poole Road	26	113	139	183	1.6
Transport Interchange	26	686	712	1207	1.8
Gervis Place (The Square)	13	502	515	910	1.8
Exeter Road (Sixty Million Postcards)	19	249	268	476	1.9
Palmerston Road	1	0	1	0	0.0
Westover Road	271	108	379	147	1.4

Table 10 - Saturday rank survey data summary – Bournemouth Ranks July 2022

Saturday - Sunday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	407	2793	3200	5528	2.0
Avenue Road	3	34	37	49	1.4
Exeter Road (Bournemouth Pier)	11	158	169	392	2.5
Heathcote Road	11	128	139	210	1.6
Charminster Road	0	3	3	4	1.3
Holdenhurst Road	0	0	0	0	0.0
Meyrick Road	13	66	79	112	1.7
Old Christchurch Road	17	532	549	1161	2.2
Poole Road	21	151	172	292	1.9
Transport Interchange	26	671	697	1280	1.9
Gervis Place (The Square)	15	564	579	1087	1.9
Exeter Road (Sixty Million Postcards)	10	329	339	677	2.1
Palmerston Road	5	0	5	0	0.0
Westover Road	275	157	432	264	1.7

Table 11 - Three day rank survey data summary – Bournemouth Ranks July 2022

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	1192	6091	7283	11260	1.8
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Exeter Road (Bournemouth Pier)	44	266	310	612	2.3
Heathcote Road	19	134	153	217	1.6
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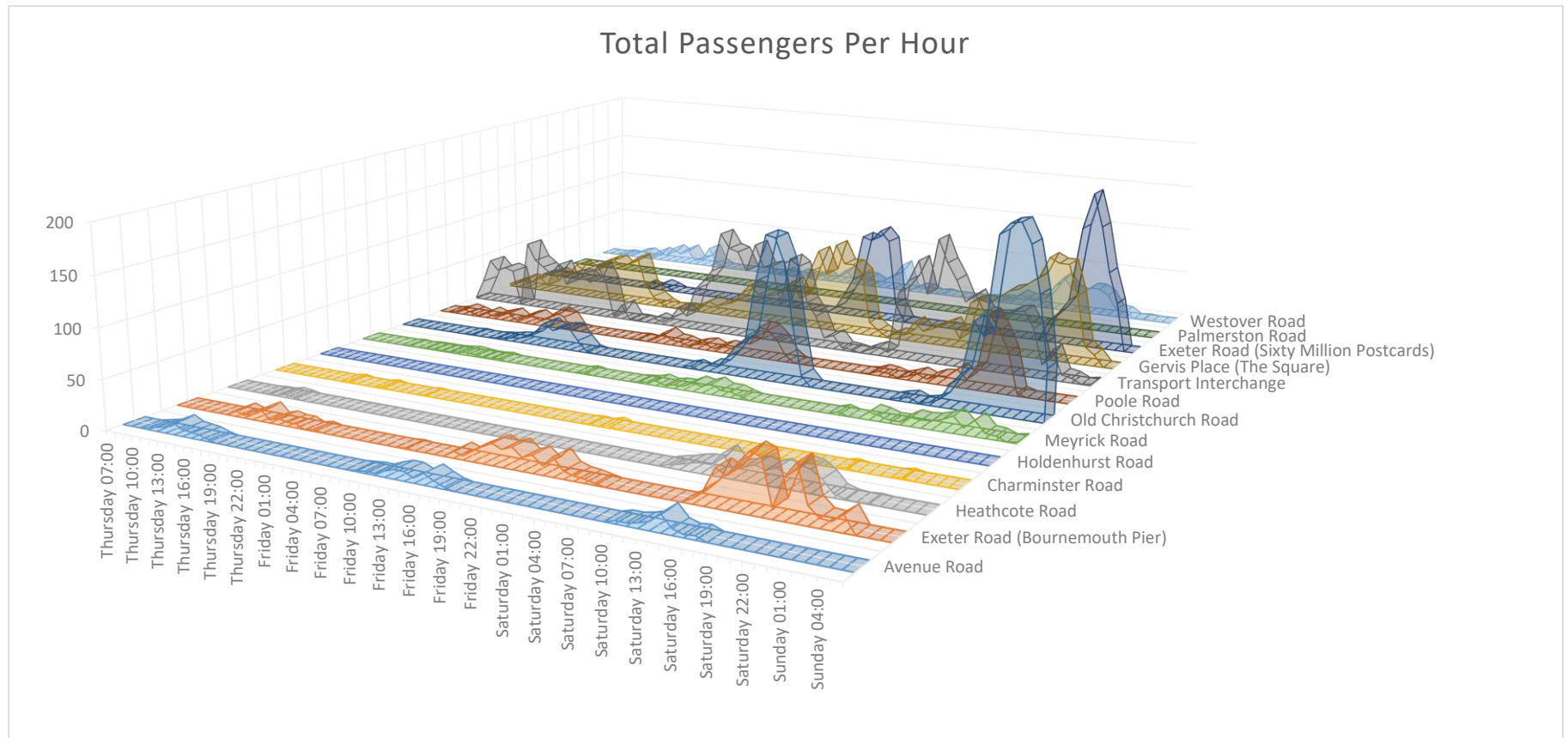


Figure 11 - Hourly passenger volumes through each rank - Bournemouth Ranks July 2022

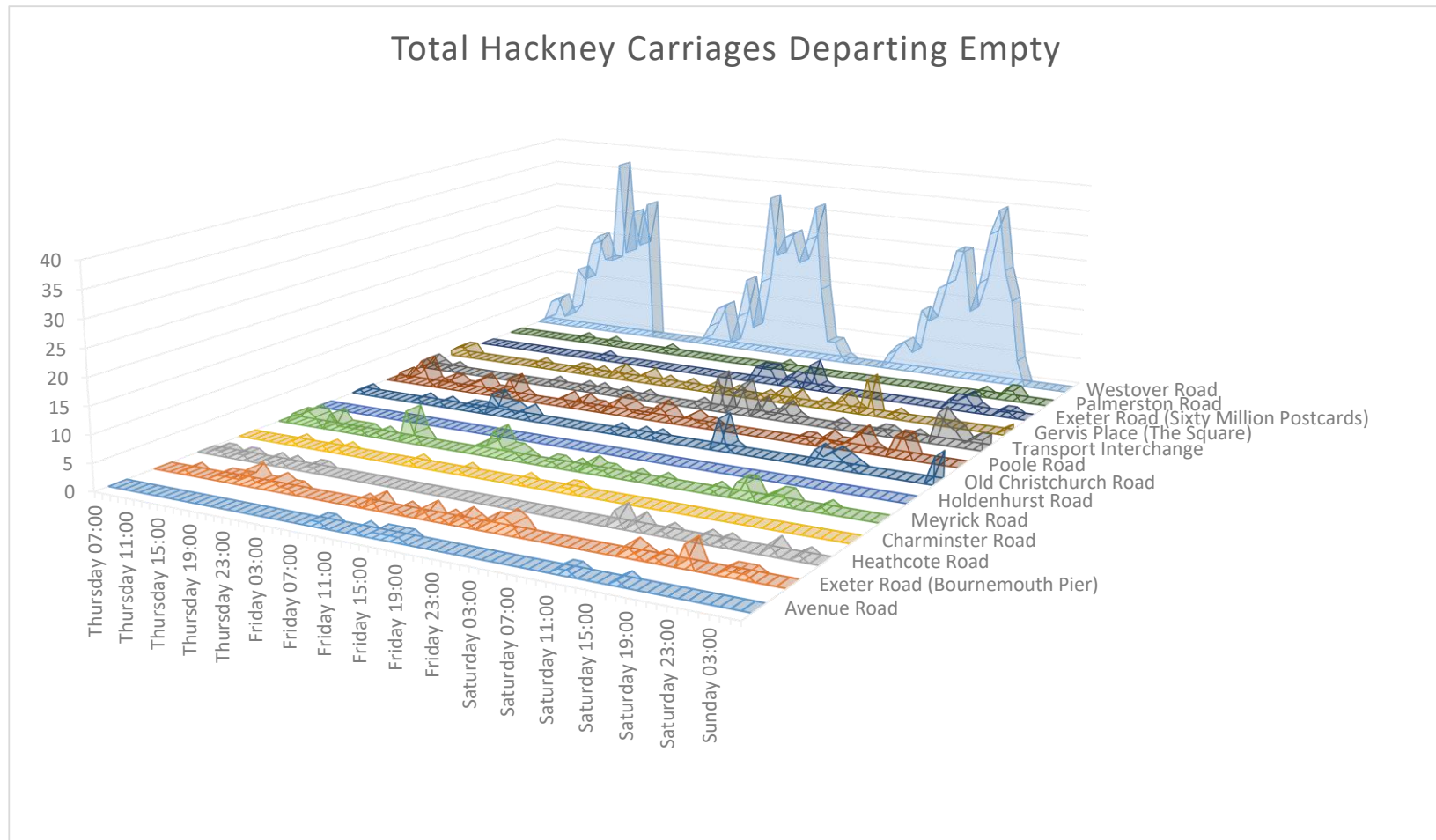


Figure 12 - Hourly empty hackney carriage volumes through each rank - Bournemouth Ranks July 2022

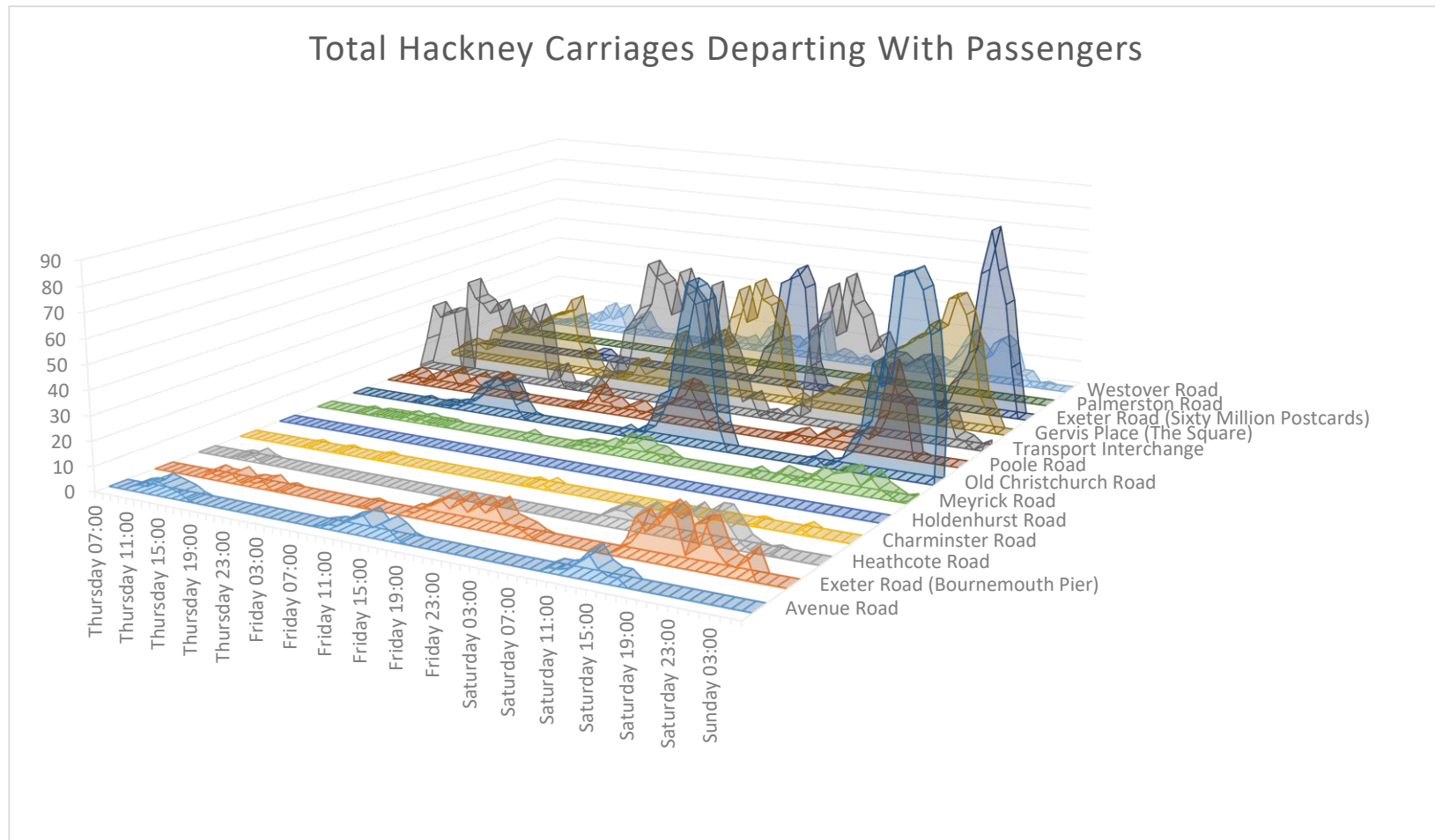


Figure 13 - Hourly hires from each rank - Bournemouth Ranks July 2022

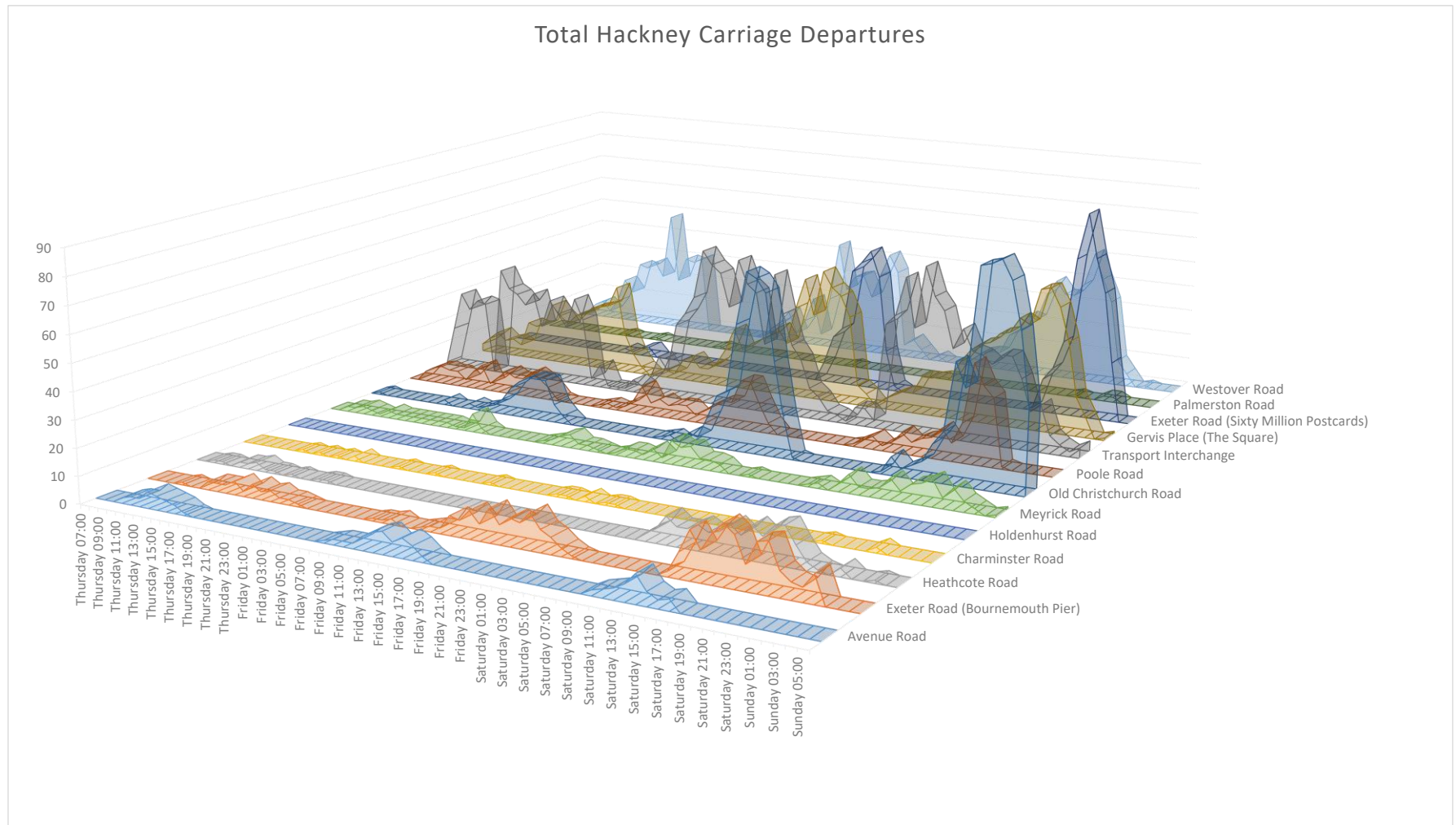


Figure 14 - Hourly hackney carriages leaving each rank (with and without passengers) - Bournemouth Ranks July 2022

BCP Hackney Carriage Unmet Demand Survey 2022



Figure 15 - Hourly aggregate hires from all ranks - Bournemouth Ranks July 2022

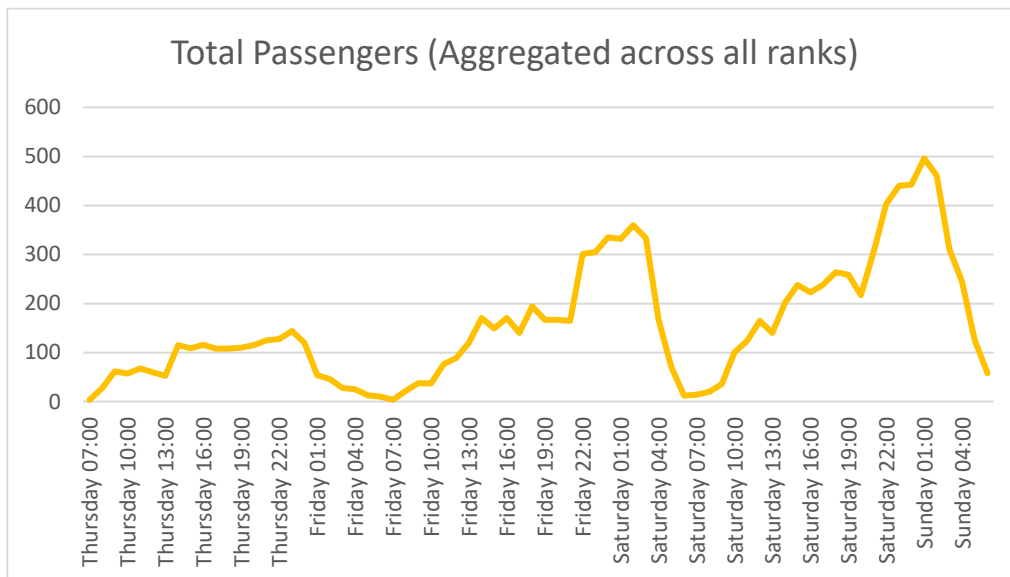


Figure 16 - Hourly aggregate passenger volumes - Bournemouth Ranks July 2022

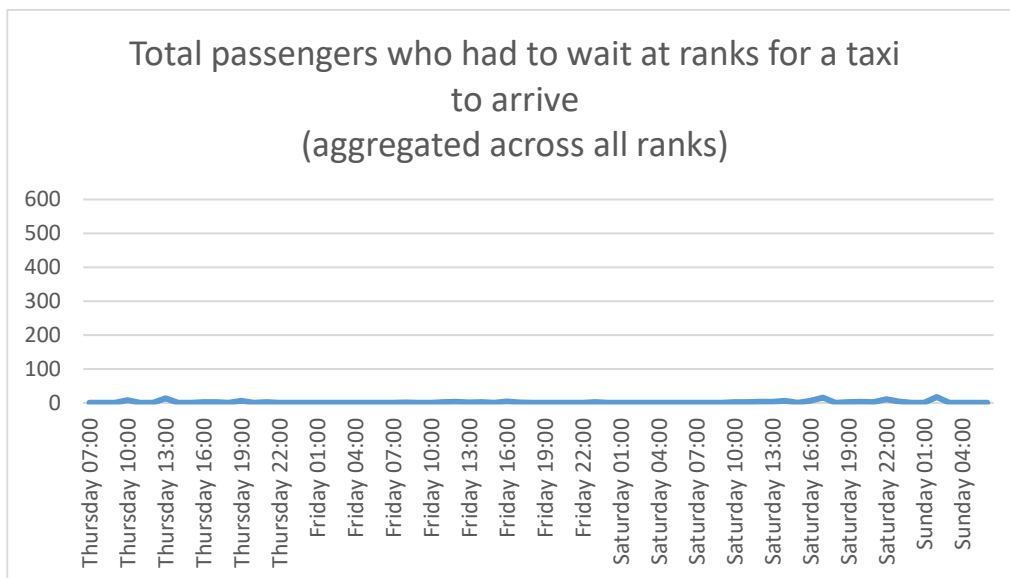


Figure 17 - Hourly aggregate waiting passengers - Bournemouth Ranks July 2022

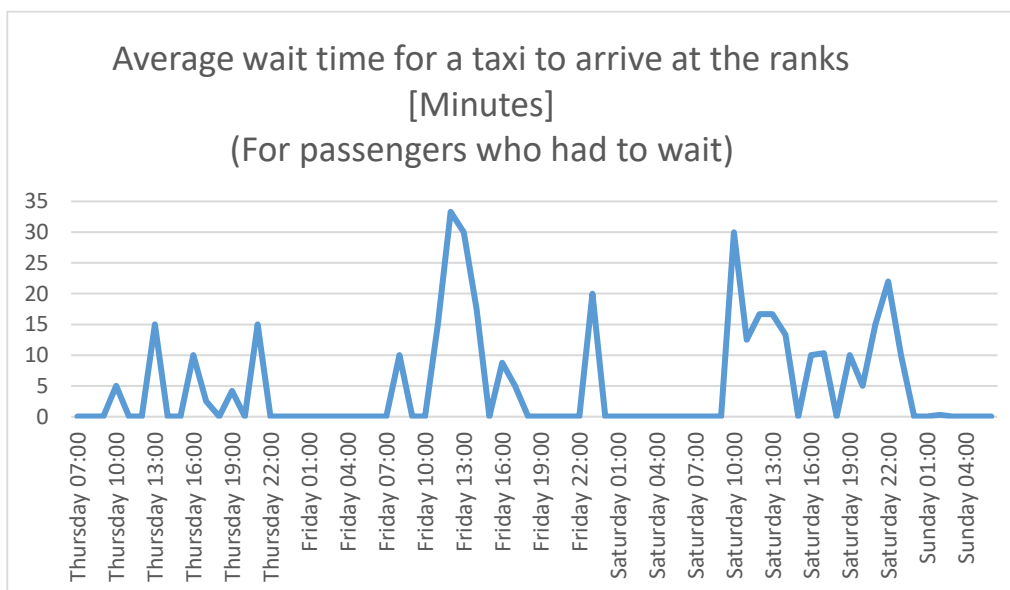


Figure 18 - Average passenger wait times (for waiting passengers only) - Bournemouth Ranks July 2022

The rank at Westover Road acts primarily as a feeder rank for the Gervis Place (The Square) rank. As such, most Hackney Carriages departed this rank empty.

The empty hackney departures from other ranks (excluding Westover Road) accounted for approximately 5% of all departures. These empty departures are likely to be in response to a pre-booked hire or having waited at a rank

for a while, to move on to another rank. As such, this statistic suggests that some of the Hackney Carriages waiting on ranks were also available for pre-booked hires, as a second source of hires.

No hackney carriages were observed using the rank at Holdenhurst Road. This night time rank was generally fully occupied by parked vehicles during the operational hours (night time).

Some of the ranks were night time only ranks. The overall demand indicates a significant rise in demand on Friday and Saturday nights. The level of demand on Thursday night was similar to daytime levels. The available vehicles were generally able to cater for the increased levels of demand on Friday and Saturday nights, without excessive or sustained passenger waiting at the ranks.

Incidence of passenger delay

Across all of the ranks observed, 124 of the 11,260 passengers observed hiring Hackney Carriages (1.1%), had to wait for Hackney Carriages to arrive at the ranks.

The average delay per waiting passenger was 11 minutes and 37 seconds.

October 2022 data

Table 12 - Thursday rank survey data summary – Bournemouth Ranks October 2022

Thursday - Friday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	60	810	870	1345	1.7
Old Christchurch Road	11	76	87	131	1.7
Transport Interchange	31	453	484	723	1.6
Gervis Place (The Square)	8	273	281	474	1.7
Exeter Road (Sixty Million Postcards)	10	8	18	17	2.1

Table 13 - Friday rank survey data summary – Bournemouth Ranks October 2022

Friday - Saturday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	70	1548	1618	2955	1.9
Old Christchurch Road	23	396	419	795	2.0
Transport Interchange	13	512	525	949	1.9
Gervis Place (The Square)	13	424	437	783	1.8
Exeter Road (Sixty Million Postcards)	21	216	237	428	2.0

Table 14 - Saturday rank survey data summary – Bournemouth Ranks October 2022

Saturday - Sunday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	61	1823	1884	3711	2.0
Old Christchurch Road	17	567	584	1229	2.2
Transport Interchange	10	482	492	947	2.0
Gervis Place (The Square)	16	496	512	979	2.0
Exeter Road (Sixty Million Postcards)	18	278	296	556	2.0

Table 15 - Three day rank survey data summary – Bournemouth Ranks October 2022

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	191	4181	4372	8011	1.9
Old Christchurch Road	51	1039	1090	2155	2.1
Transport Interchange	54	1447	1501	2619	1.8
Gervis Place (The Square)	37	1193	1230	2236	1.9
Exeter Road (Sixty Million Postcards)	49	502	551	1001	2.0

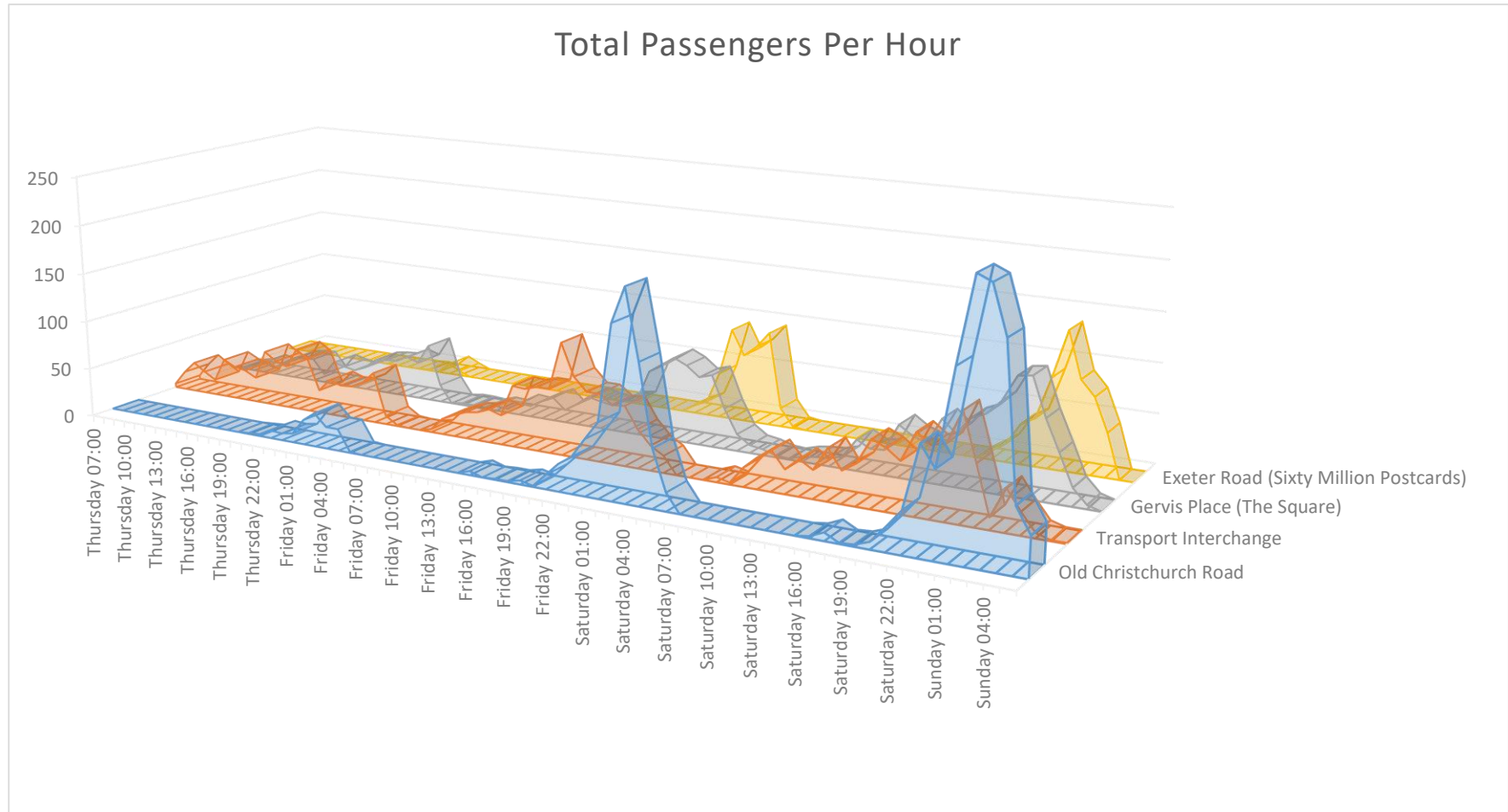


Figure 19 - Hourly passenger volumes through each rank - Bournemouth Ranks October 2022

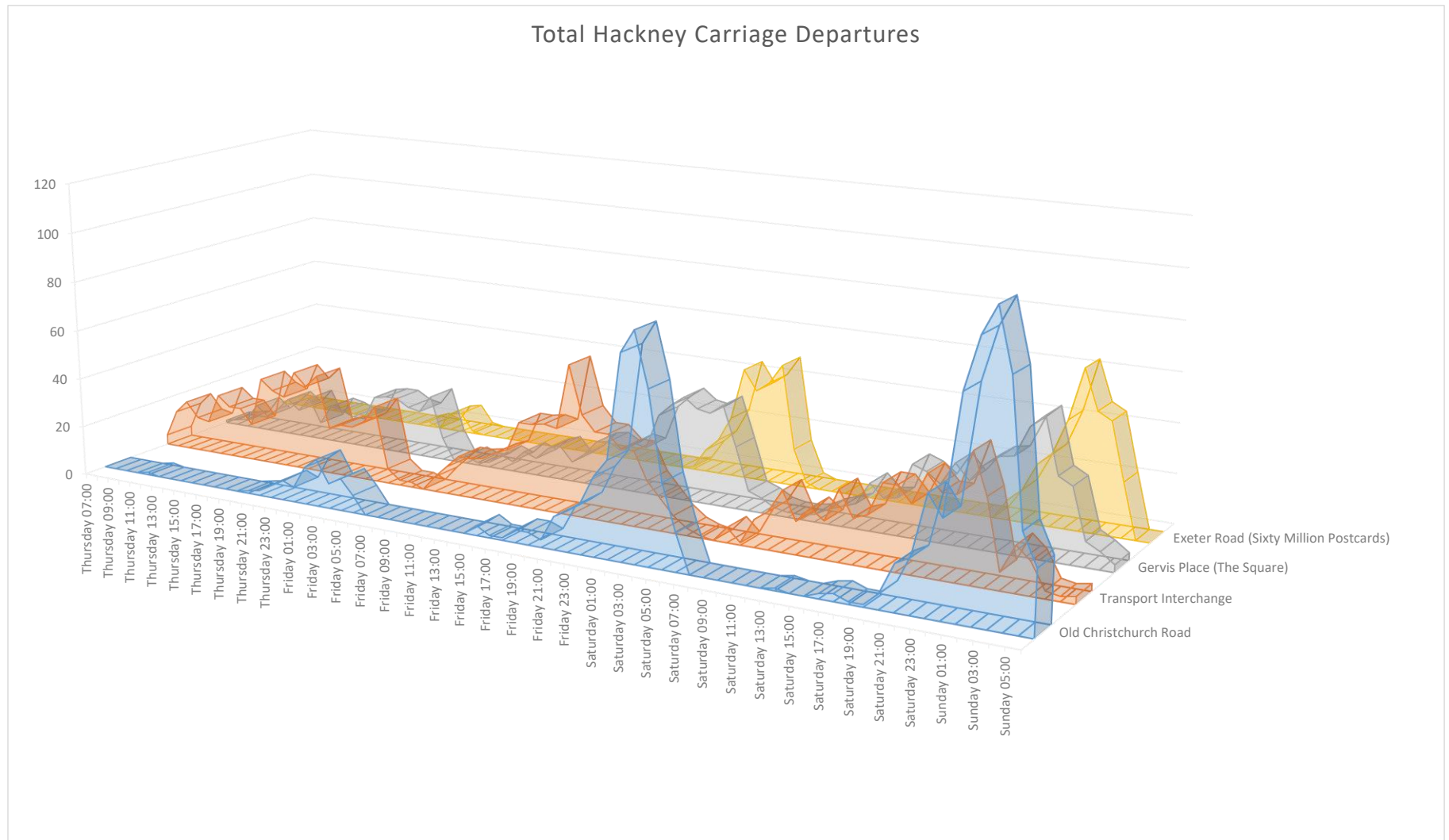


Figure 20 - Hourly empty hackney carriage volumes through each rank - Bournemouth Ranks October 2022

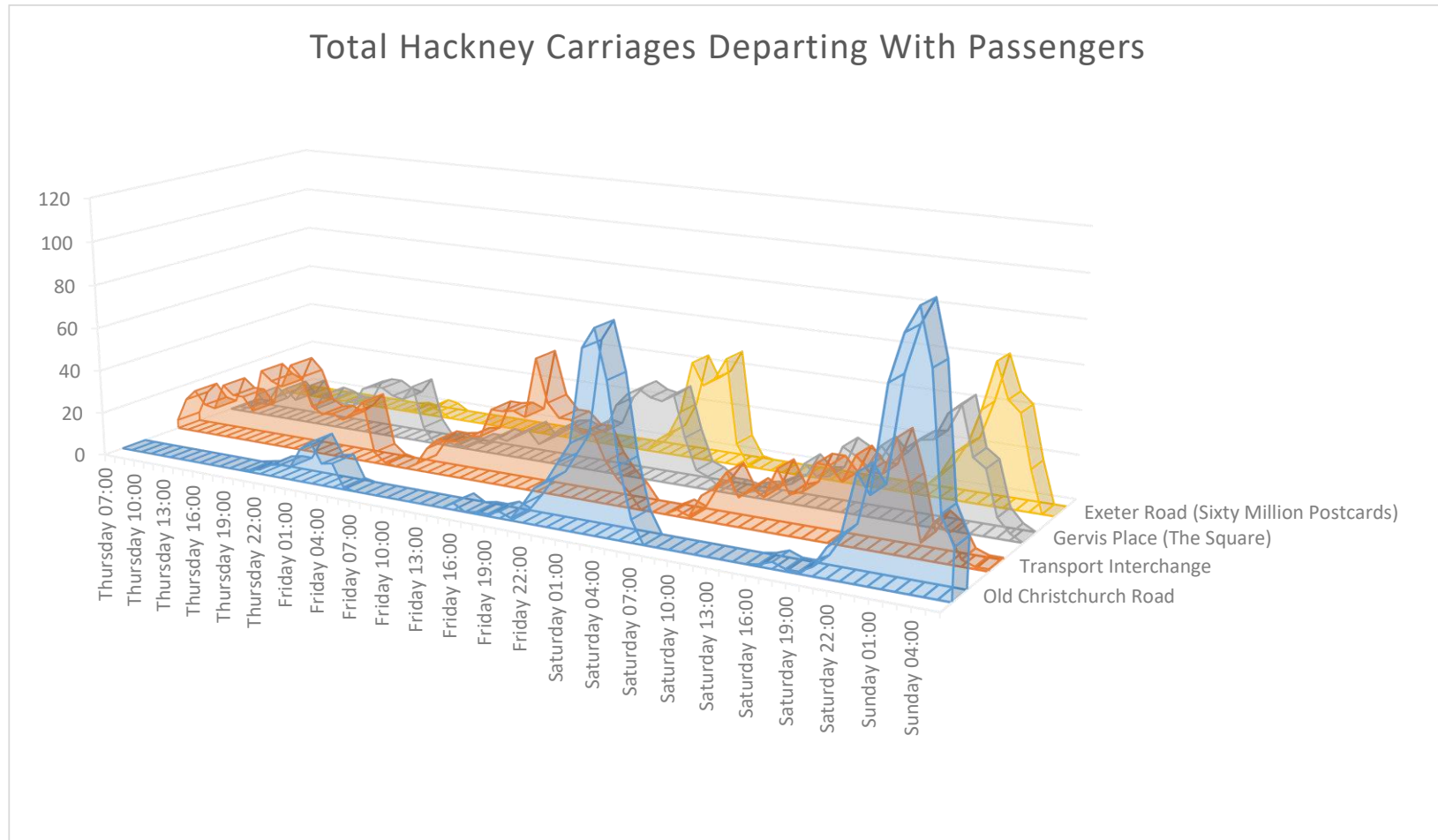


Figure 21 - Hourly hires from each rank - Bournemouth Ranks October 2022

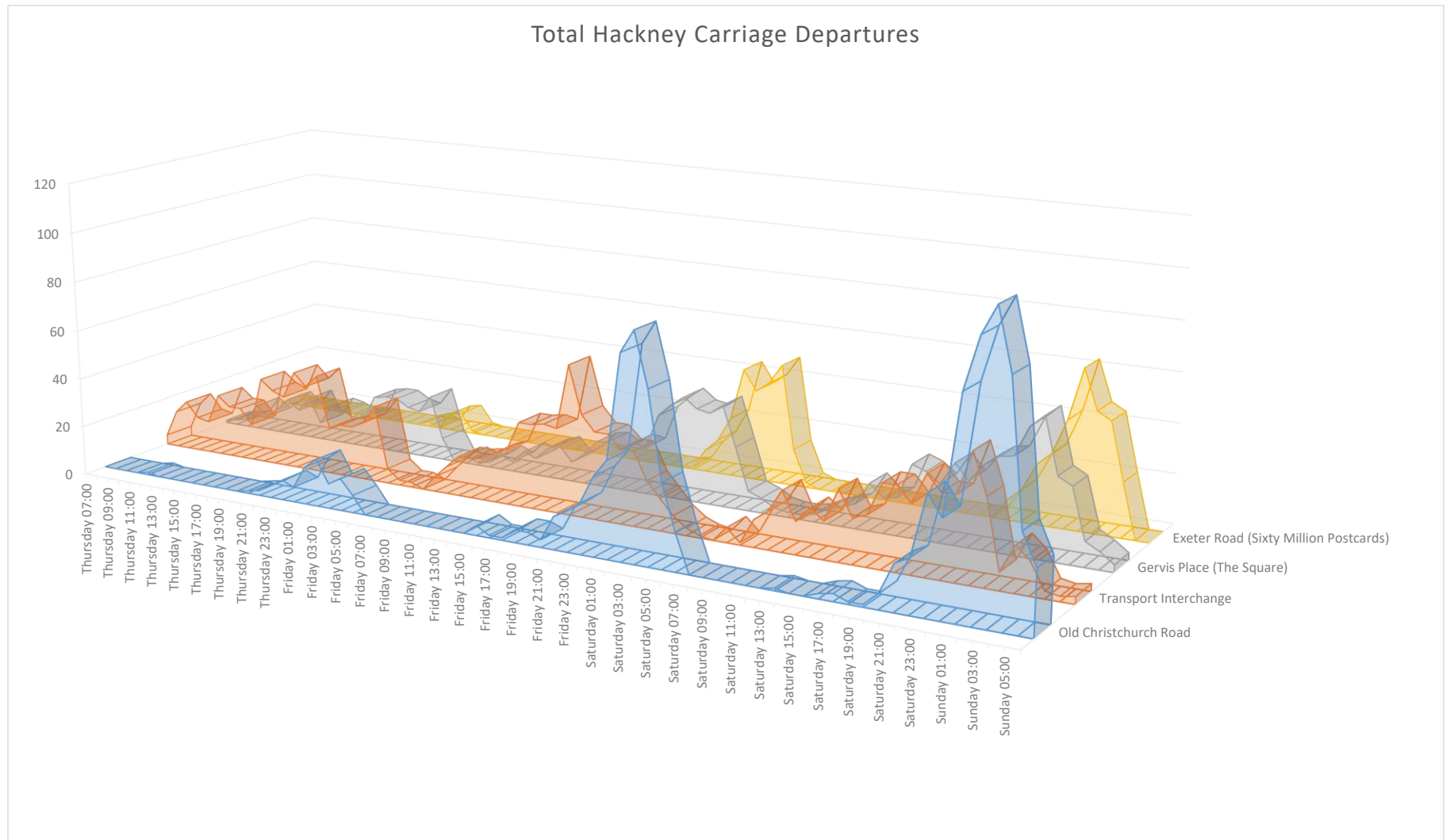


Figure 22 - Hourly hackney carriages leaving each rank (with and without passengers) - Bournemouth Ranks October 2022

BCP Hackney Carriage Unmet Demand Survey 2022



Figure 23 - Hourly aggregate hires from all ranks - Bournemouth Ranks October 2022

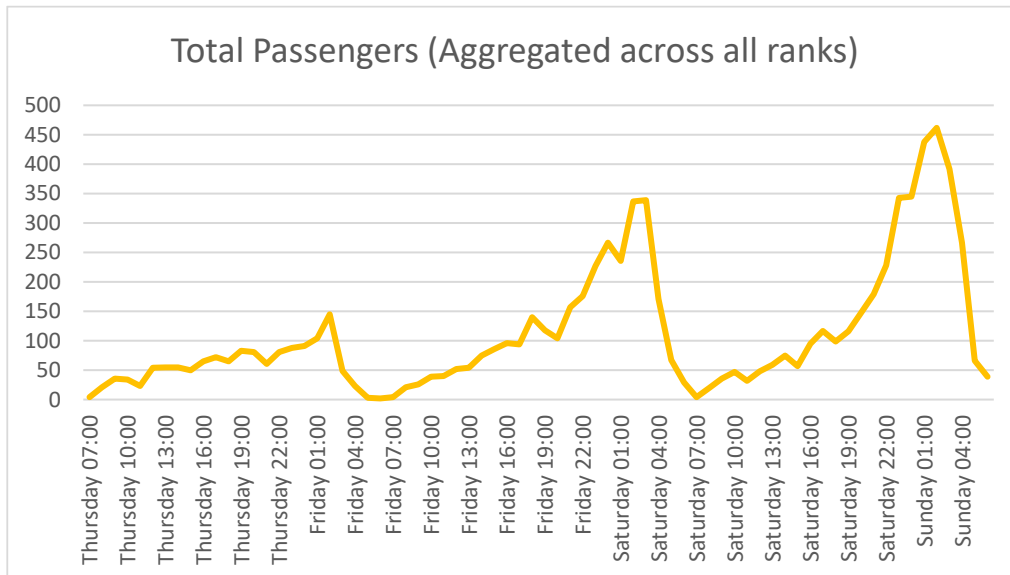


Figure 24 - Hourly aggregate passenger volumes - Bournemouth Ranks October 2022

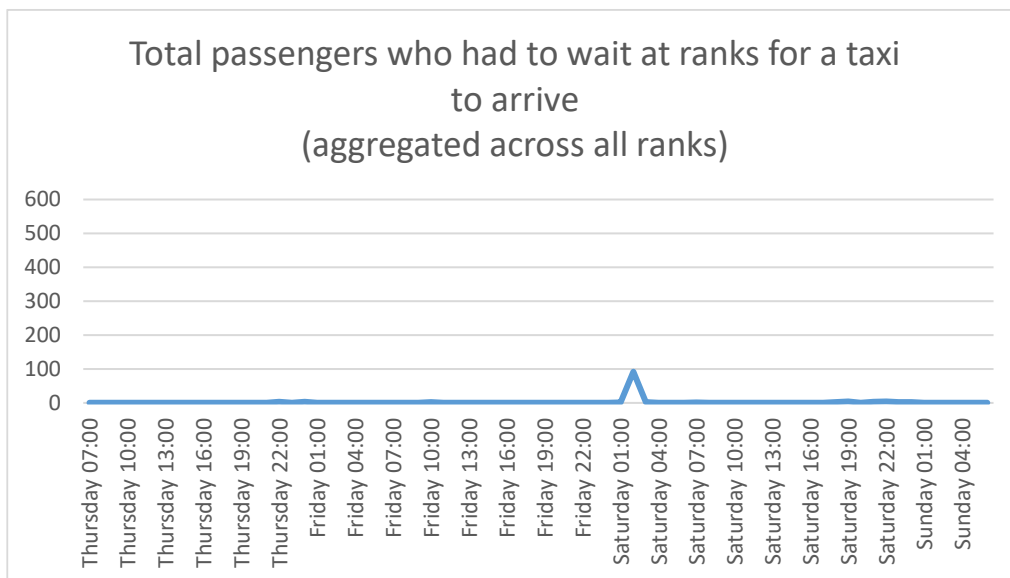


Figure 25 - Hourly aggregate waiting passengers - Bournemouth Ranks October 2022



Figure 26 - Average passenger wait times (for waiting passengers only) - Bournemouth Ranks October 2022

The empty hackney departures accounted for approximately 4% of all departures. These empty departures are likely to be in response to a pre-booked hire or having waited at a rank for a while, to move on to another rank. As such, this statistic suggests that some of the Hackney Carriages waiting on ranks were also available for pre-booked hires, as a second source of hires.

Incidence of passenger delay

Across all of the ranks observed, 121 of the 8,011 passengers observed hiring Hackney Carriages (1.5%), had to wait for Hackney Carriages to arrive at the ranks.

The average delay per waiting passenger was 9 minutes and 25 seconds.

Comparisons of Bournemouth rank observations 2019 with 2022

The profile of demand at each of the ranks observed in October 2022 was similar to the profiles observed in July 2022.

The three day total volume of hires observed during the October 2019, July 2022 and October 2022 are compared in Table 16.

Table 16 - Comparison of Bournemouth rank survey results

All 3 days			
Rank location	Total hackney carriages departing the ranks with passengers October 2019	Total hackney carriages departing the ranks with passengers July 2022	Total hackney carriages departing the ranks with passengers October 2022
Total for all locations	5991	6091	4181
Avenue Road	141	100	
Exeter Road (Bournemouth Pier)	49	266	
Heathcote Road	36	134	
Charminster Road	64	9	
Holdenhurst Road	456	0	
Meyrick Road	216	124	
Old Christchurch Road	679	964	1039
Poole Road	445	338	
Transport Interchange	1489	1847	1447
Gervis Place (The Square)	1277	1383	1193
Exeter Road (Sixty Million Postcards)	586	587	502
Palmerston Road	272	0	
Westover Road	281	339	

A comparison including only those sites observed during the October 2022 survey is presented below.

Table 17 - Comparison of Bournemouth rank data surveyed during October 2022 with equivalent sites during earlier survey dates

	Total hackney carriages departing the ranks with passengers October 2019	Total hackney carriages departing the ranks with passengers July 2022	Total hackney carriages departing the ranks with passengers October 2022
Totals for only those sites surveyed during October 2022	4031	4781	4181

Comparison across like for like sites indicated that there was some degree of seasonality, with October 2022 hires around 12.5% lower than the July 2022 level. It is noted that the number of hires observed on Old Christchurch Road was higher during October 2022 than October 2019. However, during October 2019, there were a significant number of hires observed on Holdenhurst Road. The streetscape on Holdenhurst Road has changed significantly since 2019, with enhanced pedestrianisation. Whilst there is a night time taxi rank on Holdenhurst Road, this was unused during the July rank observations and is assumed to have continued to be unused during the October 2022 survey. If we add together the observed hires during October 2019 at Holdenhurst Road and at Old Christchurch Road, this comes to 1,135 hires. This compares more closely with the 1,039 hires observed at Old Christchurch Road during October 2022.

Poole Rank Data

July 2022 data

Table 18 - Thursday rank survey data summary – Poole Ranks July 2022

Thursday - Friday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	150	238	388	402	1.7
Old Orchard	5	9	14	16	1.8
High Street	36	89	125	168	1.9
Longfleet Road (Hospital)	20	6	26	9	1.5
Poole Railway Station	45	85	130	125	1.5
Dolphin Shopping Centre	35	42	77	69	1.6
Bournemouth Road (Ashley Cross)	9	7	16	15	2.1

Table 19 - Friday rank survey data summary – Poole Ranks July 2022

Friday - Saturday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	149	543	692	975	1.8
Old Orchard	8	17	25	31	1.8
High Street	50	206	256	405	2.0
Longfleet Road (Hospital)	14	1	15	1	1.0
Poole Railway Station	34	107	141	163	1.5
Dolphin Shopping Centre	26	55	81	79	1.4
Bournemouth Road (Ashley Cross)	17	157	174	296	1.9

Table 20 - Saturday rank survey data summary – Poole Ranks July 2022

Saturday - Sunday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	102	532	634	1052	2.0
Old Orchard	14	23	37	47	2.0
High Street	37	209	246	452	2.2
Longfleet Road (Hospital)	5	1	6	1	1.0
Poole Railway Station	17	75	92	131	1.7
Dolphin Shopping Centre	19	46	65	82	1.8
Bournemouth Road (Ashley Cross)	10	178	188	339	1.9

Table 21 - Three day rank survey data summary – Poole Ranks July 2022

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	401	1313	1714	2429	1.8
Old Orchard	27	49	76	94	1.9
High Street	123	504	627	1025	2.0
Longfleet Road (Hospital)	39	8	47	11	1.4
Poole Railway Station	96	267	363	419	1.6
Dolphin Shopping Centre	80	143	223	230	1.6
Bournemouth Road (Ashley Cross)	36	342	378	650	1.9

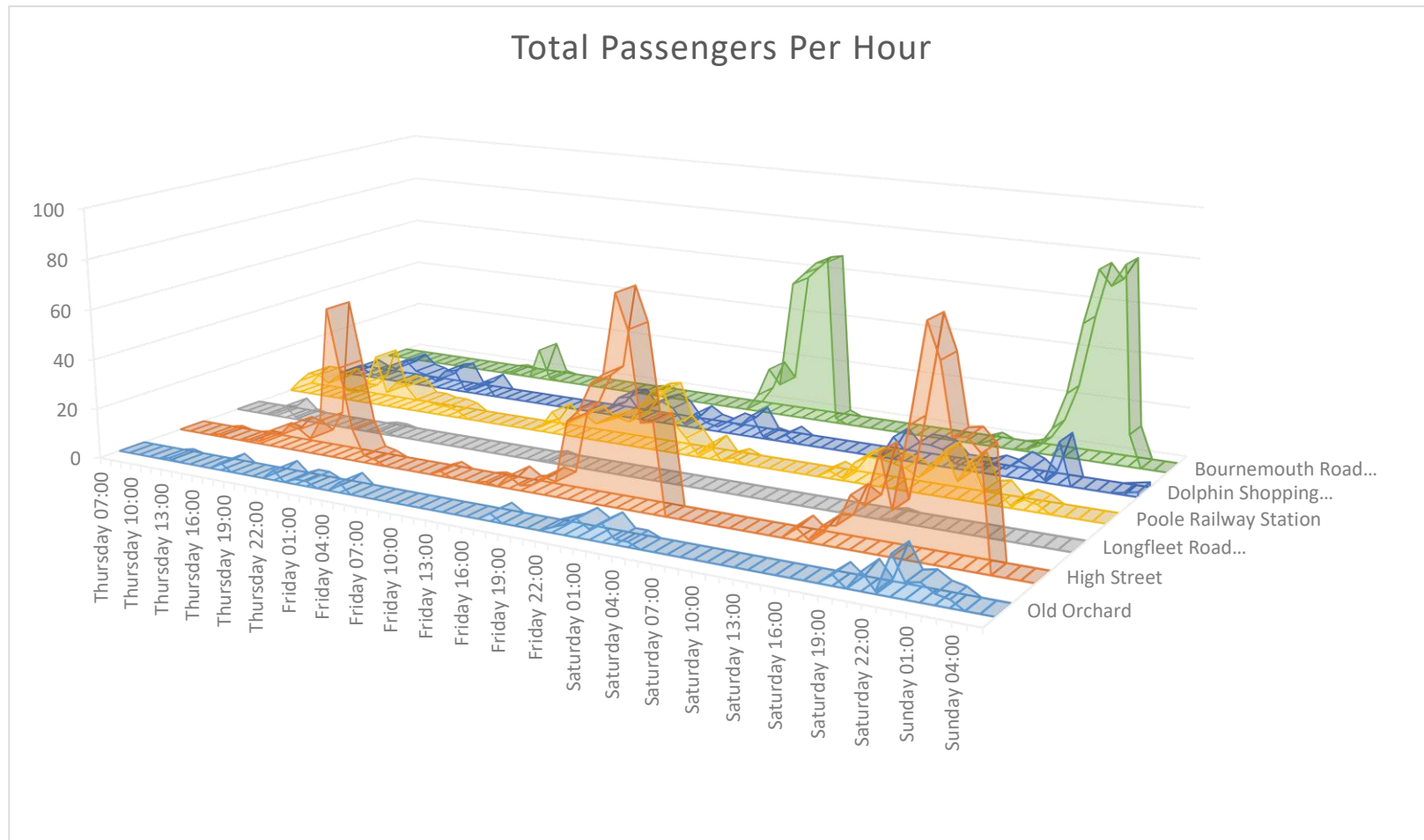


Figure 27 - Hourly passenger volumes through each rank - Poole Ranks July 2022

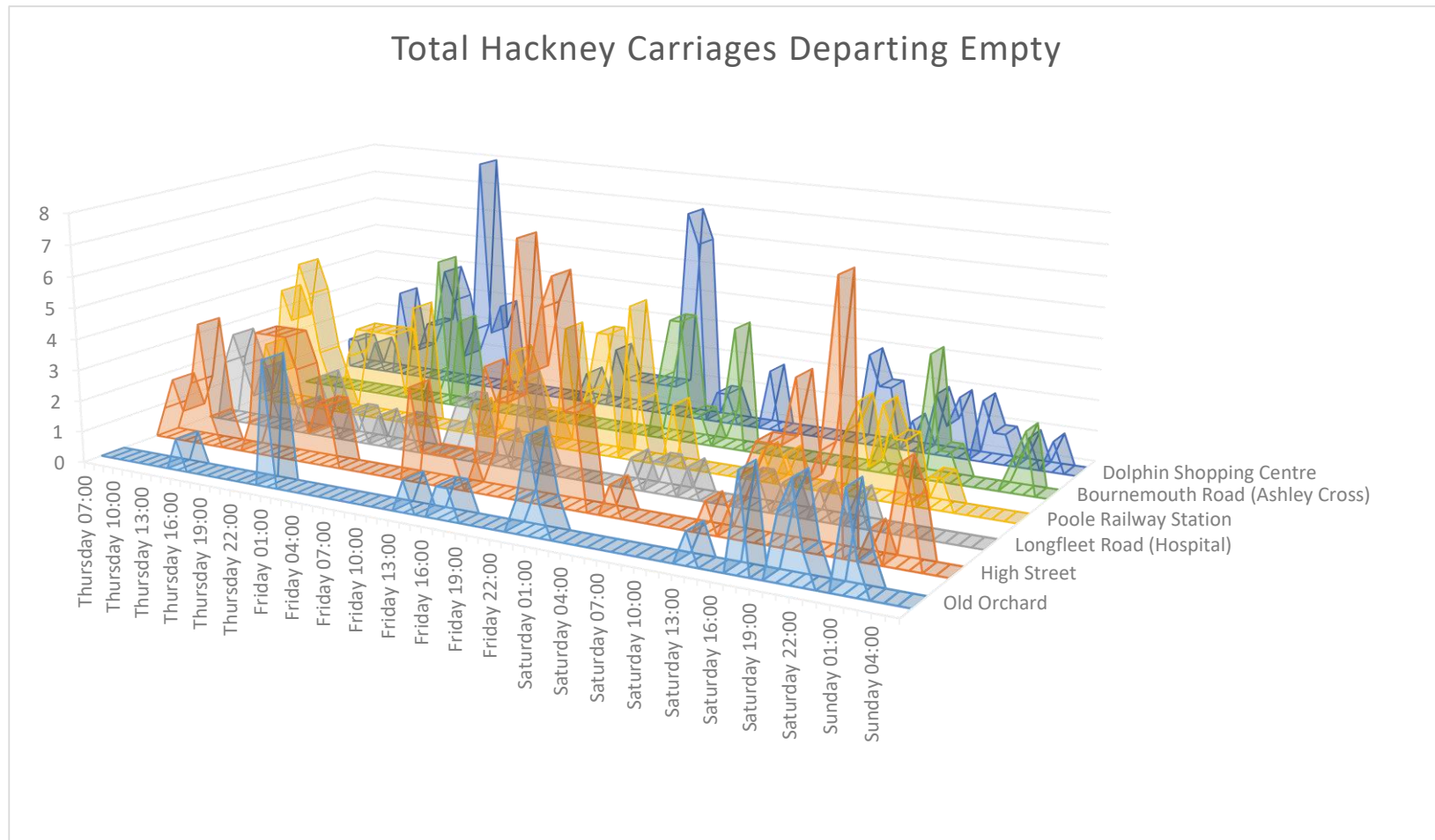


Figure 28 - Hourly empty hackney carriage volumes through each rank - Poole Ranks July 2022

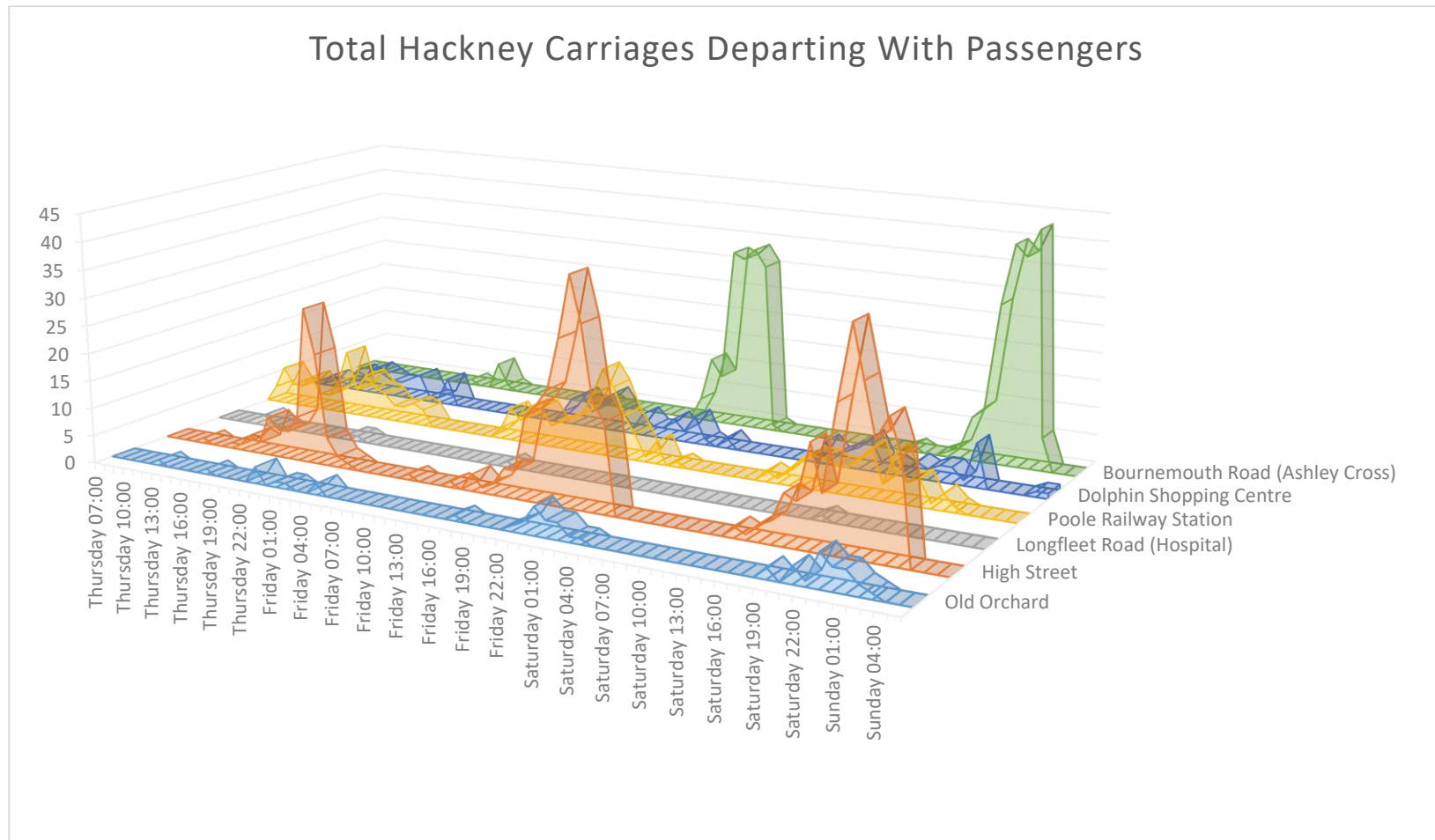


Figure 29 - Hourly hires from each rank - Poole Ranks July 2022

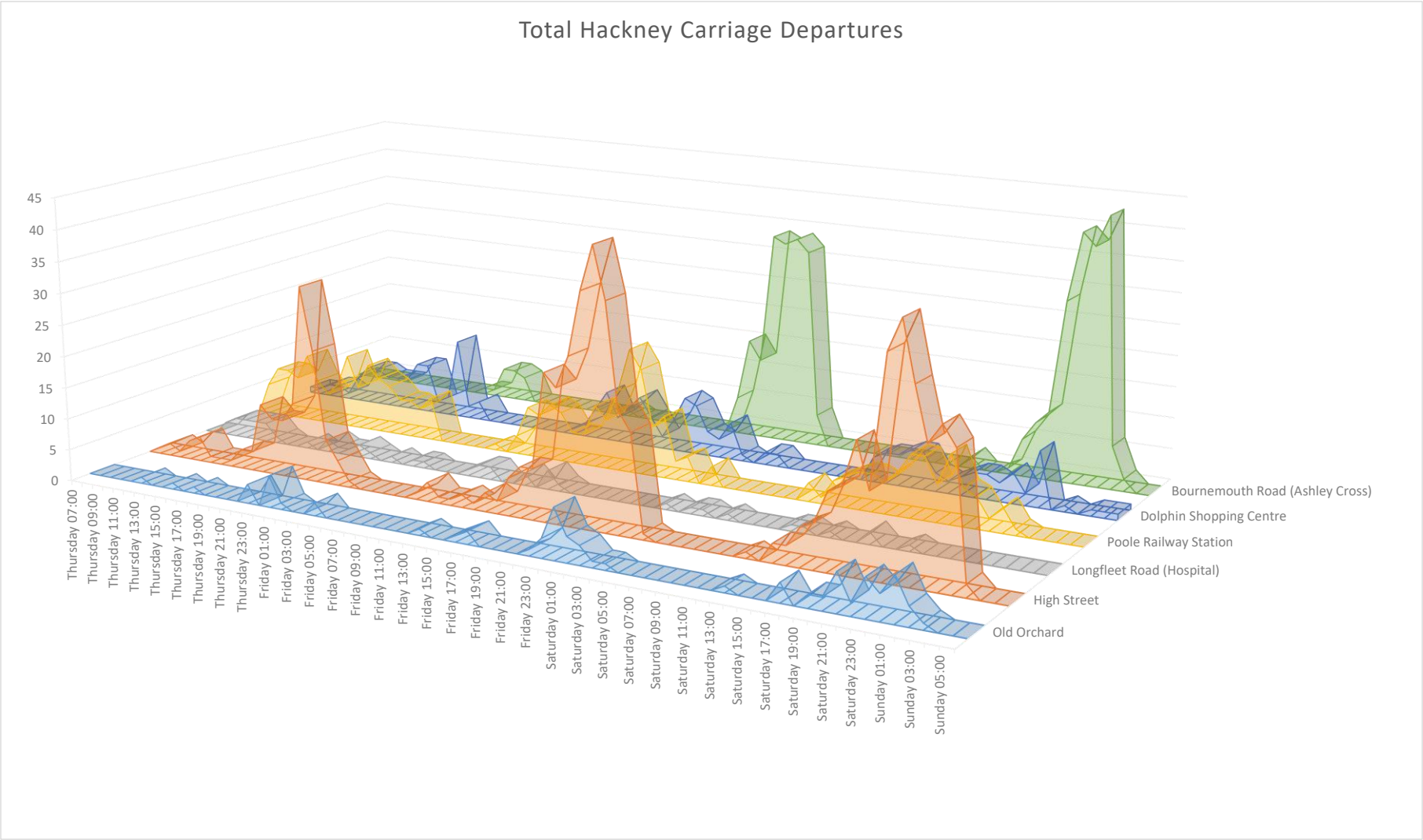


Figure 30 - Hourly hackney carriages leaving each rank (with and without passengers) - Poole Ranks July 2022

BCP Hackney Carriage Unmet Demand Survey 2022



Figure 31 - Hourly aggregate hires from all ranks - Poole Ranks July 2022

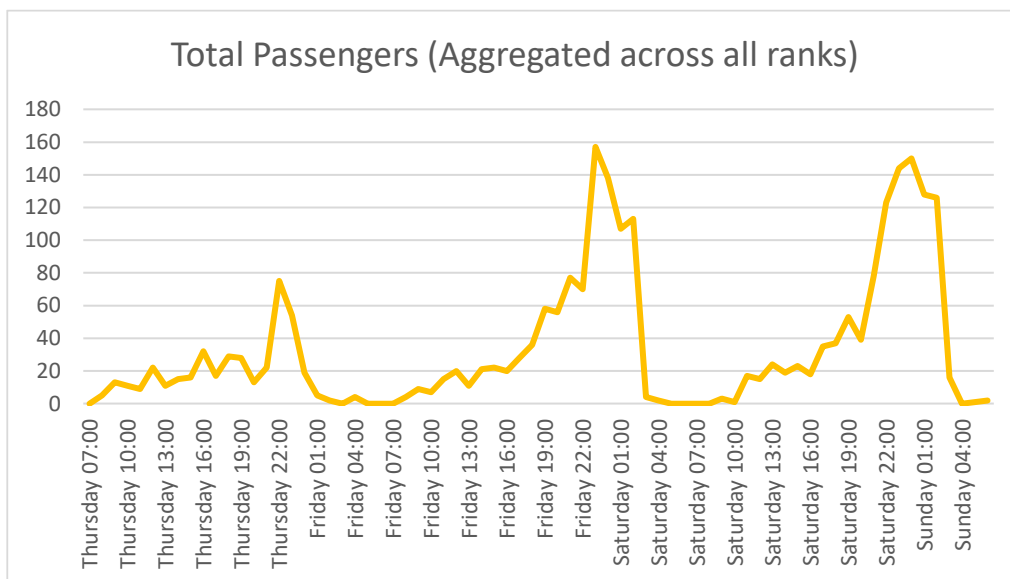


Figure 32 - Hourly aggregate passenger volumes - Poole Ranks July 2022

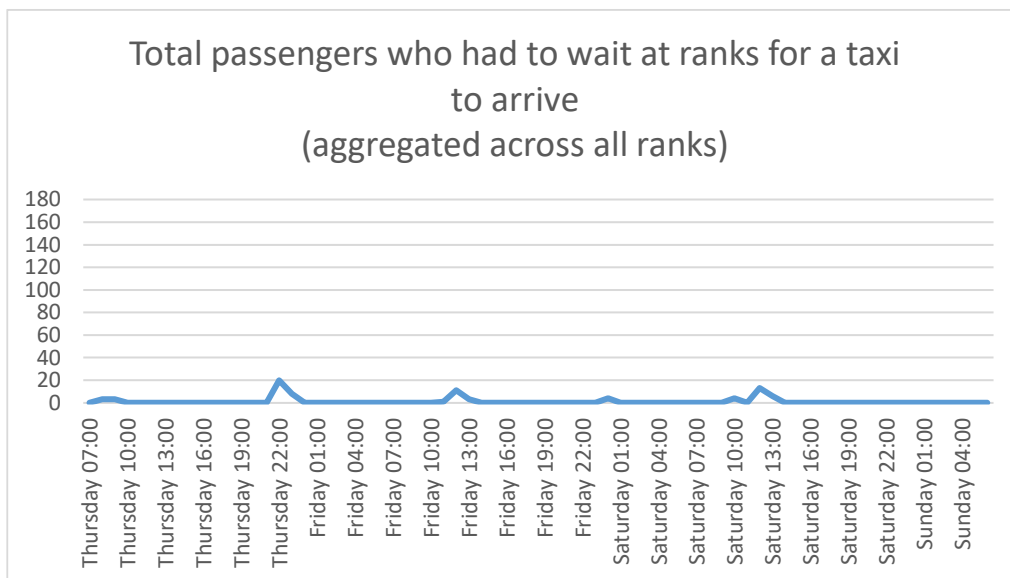


Figure 33 - Hourly aggregate waiting passengers - Poole Ranks July 2022

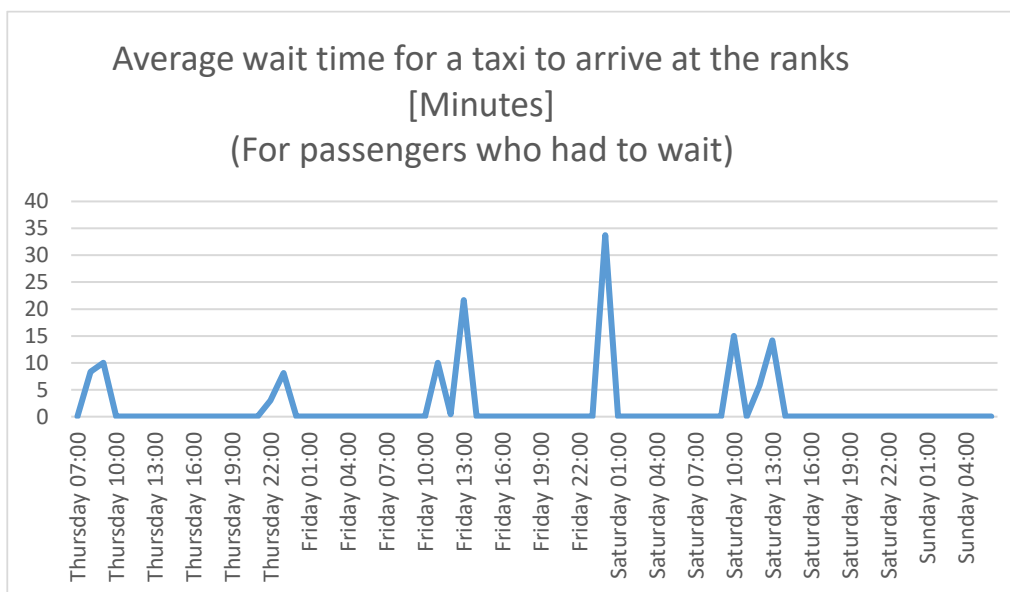


Figure 34 - Average passenger wait times (for waiting passengers only) - Poole Ranks July 2022

Peak hire activity occurred on Friday night. The peak on Saturday night was occurred over a longer period than on Friday.

The empty hackney departures from ranks accounted for approximately 23% of all departures. These empty departures are likely to be in response to a pre-booked hire or having waited at a rank for a while, to move on to another rank. As such, this statistic suggests that some of the Hackney

Carriages waiting on ranks were also available for pre-booked hires, as a second source of hires.

Incidence of passenger delay

Across all of the ranks observed, 76 of the 2,429 passengers observed hiring Hackney Carriages (3.1%), had to wait for Hackney Carriages to arrive at the ranks.

The average delay per waiting passenger was 8 minutes and 41 seconds.

October 2022 data

Table 22 - Thursday rank survey data summary – Poole Ranks October 2022

Thursday - Friday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	102	140	242	194	1.4
High Street	35	29	64	48	1.7
Poole Railway Station	49	72	121	93	1.3
Dolphin Shopping Centre	16	34	50	44	1.3
Bournemouth Road (Ashley Cross)	2	5	7	9	1.8

Table 23 - Friday rank survey data summary – Poole Ranks October 2022

Friday - Saturday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	104	338	442	577	1.7
High Street	30	91	121	176	1.9
Poole Railway Station	37	80	117	117	1.5
Dolphin Shopping Centre	25	45	70	67	1.5
Bournemouth Road (Ashley Cross)	12	122	134	217	1.8

Table 24 - Saturday rank survey data summary – Poole Ranks October 2022

Saturday - Sunday					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	85	434	519	804	1.9
High Street	26	164	190	314	1.9
Poole Railway Station	21	41	62	57	1.4
Dolphin Shopping Centre	27	43	70	60	1.4
Bournemouth Road (Ashley Cross)	11	186	197	373	2.0

Table 25 - Three day rank survey data summary – Poole Ranks October 2022

All 3 days					
Rank location	Total hackney carriages departing the ranks empty	Total hackney carriages departing the ranks with passengers	Total hackney carriages departing the ranks	Total passengers departing the ranks	Average passengers per hackney carriage
Total for all locations	291	912	1203	1575	1.7
High Street	91	284	375	538	1.9
Poole Railway Station	107	193	300	267	1.4
Dolphin Shopping Centre	68	122	190	171	1.4
Bournemouth Road (Ashley Cross)	25	313	338	599	1.9

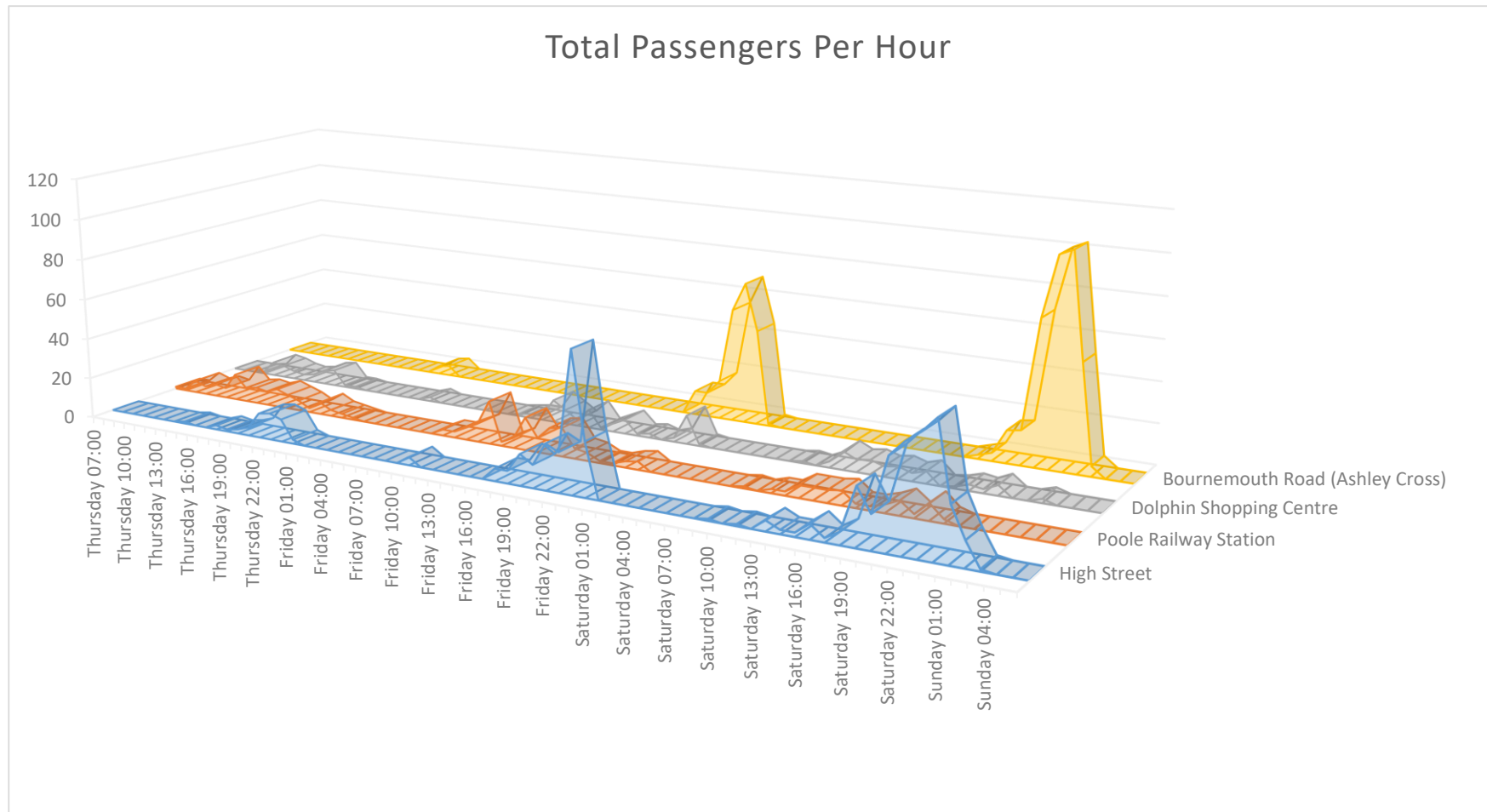


Figure 35 - Hourly passenger volumes through each rank - Poole Ranks October 2022

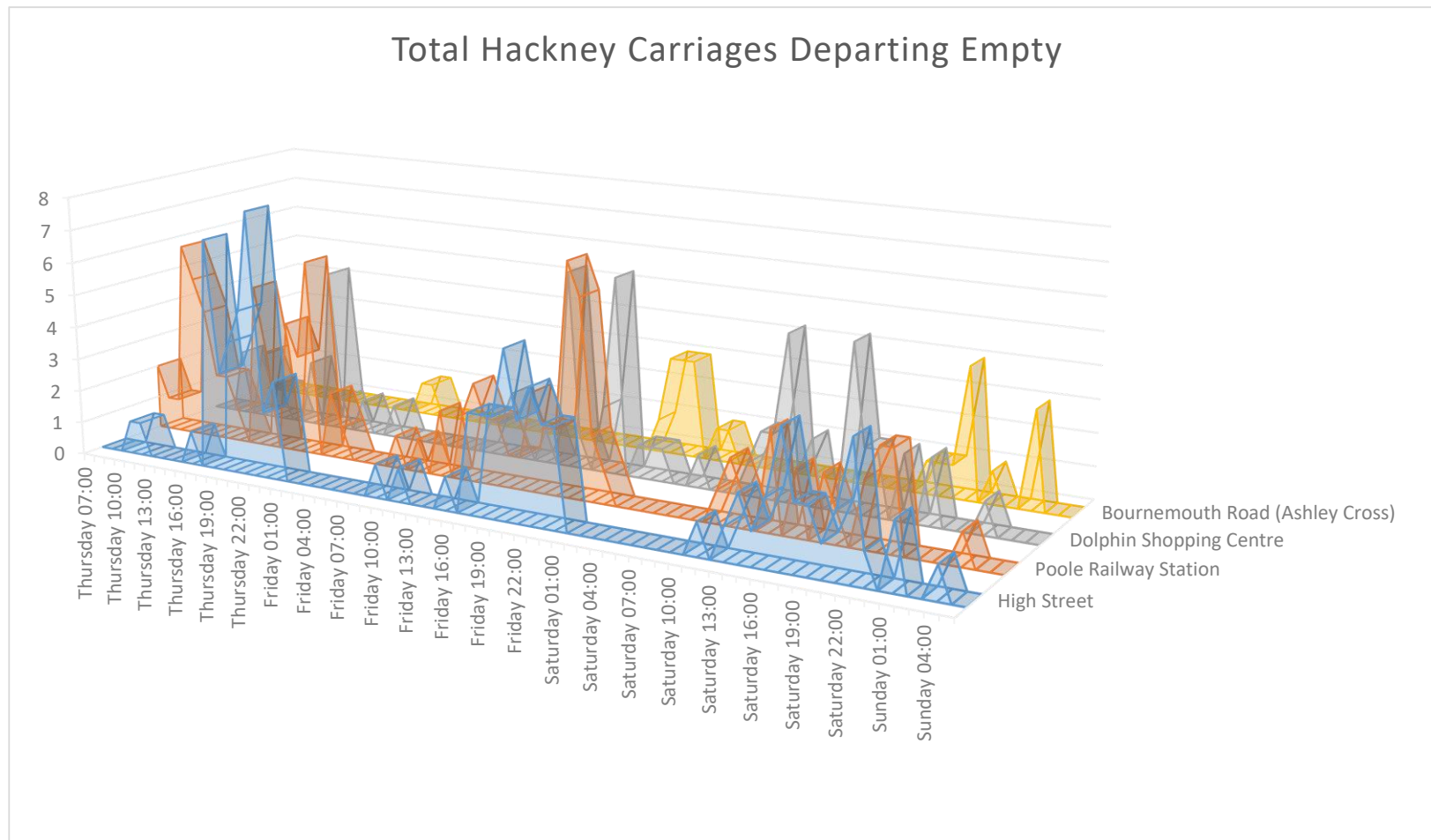


Figure 36 - Hourly empty hackney carriage volumes through each rank - Poole Ranks October 2022

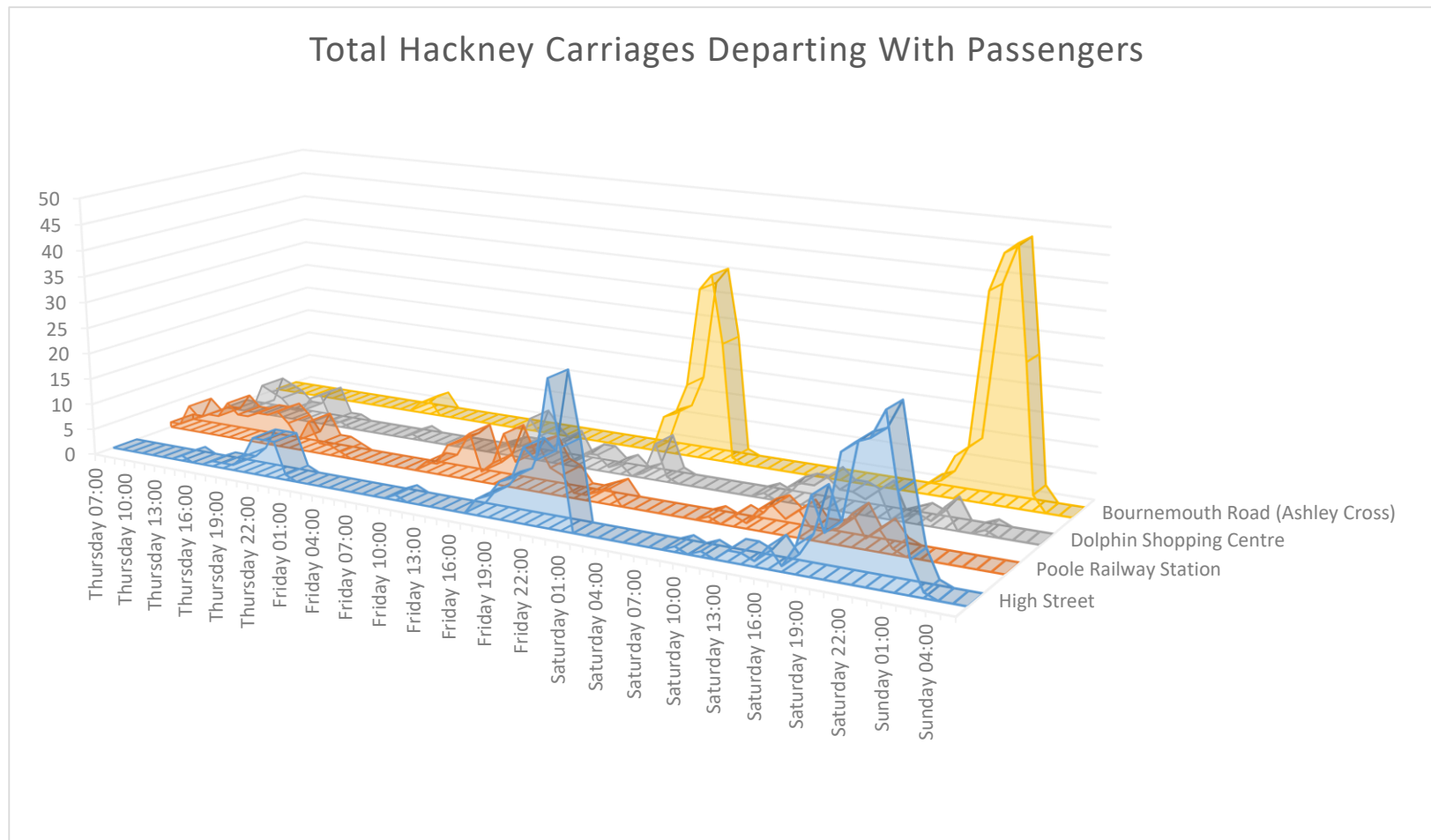


Figure 37 - Hourly hires from each rank - Poole Ranks October 2022

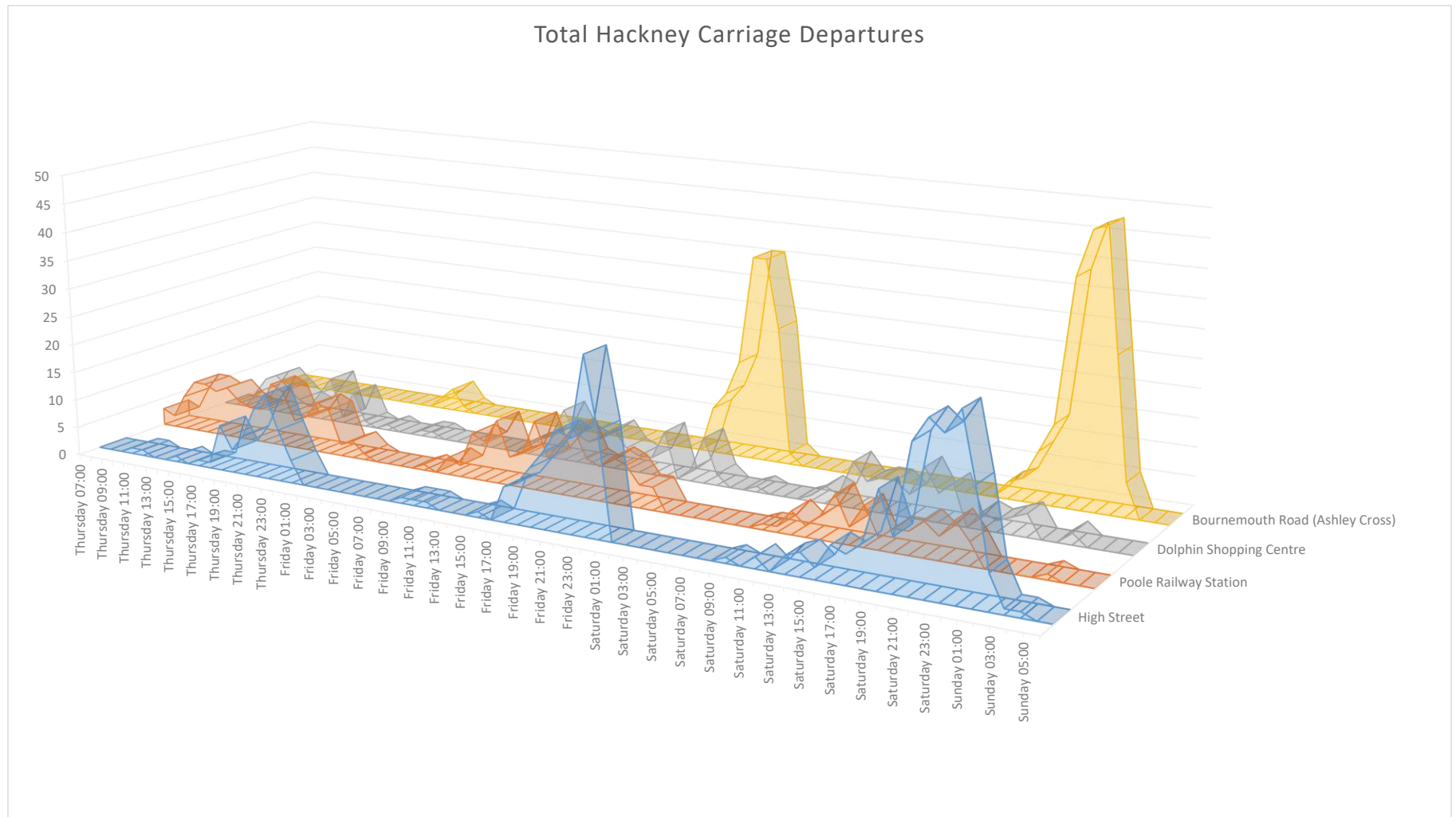


Figure 38 - Hourly hackney carriages leaving each rank (with and without passengers) - Poole Ranks October 2022

BCP Hackney Carriage Unmet Demand Survey 2022



Figure 39 - Hourly aggregate hires from all ranks - Poole Ranks October 2022

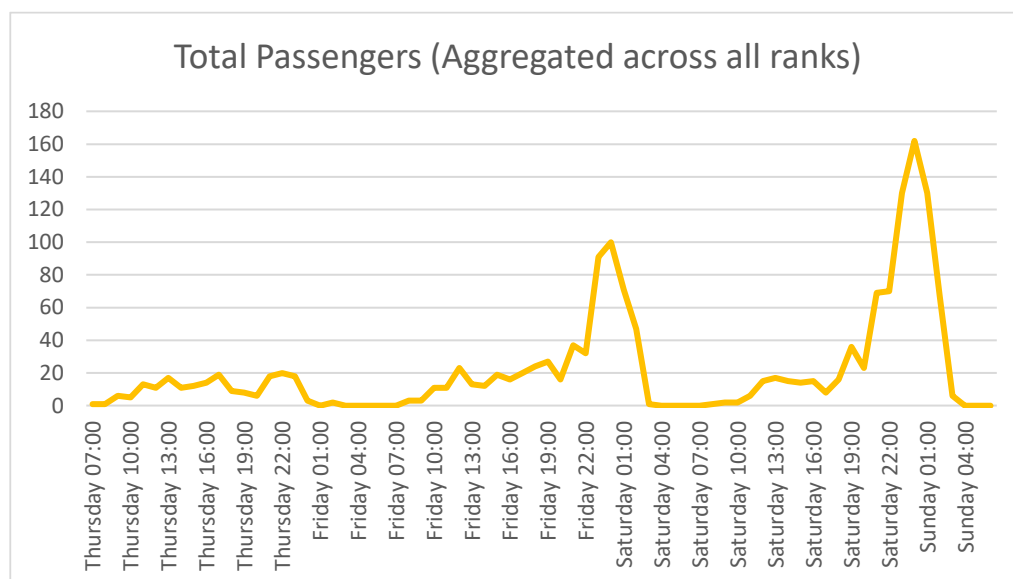


Figure 40 - Hourly aggregate passenger volumes - Poole Ranks October 2022

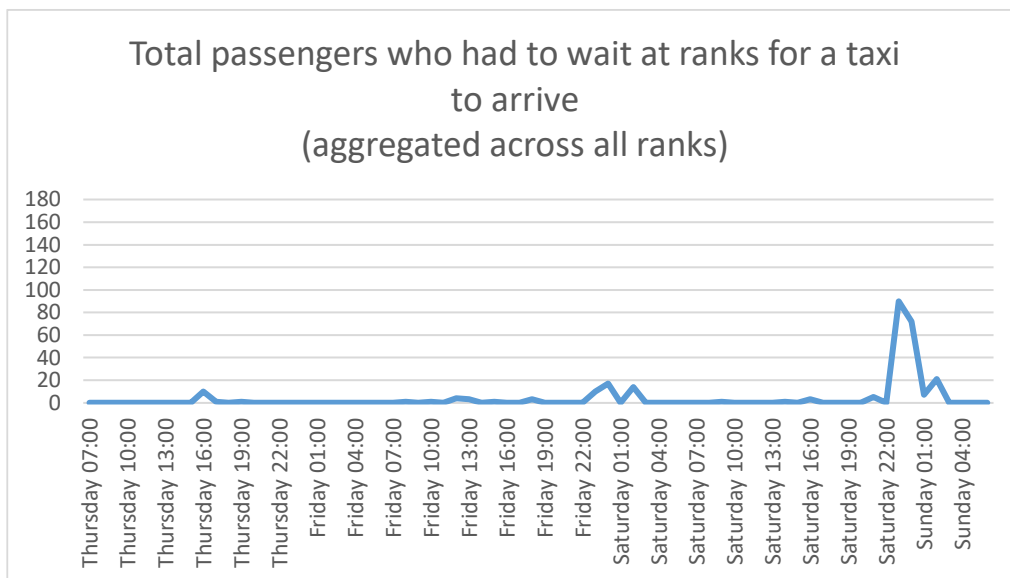


Figure 41 - Hourly aggregate waiting passengers - Poole Ranks October 2022

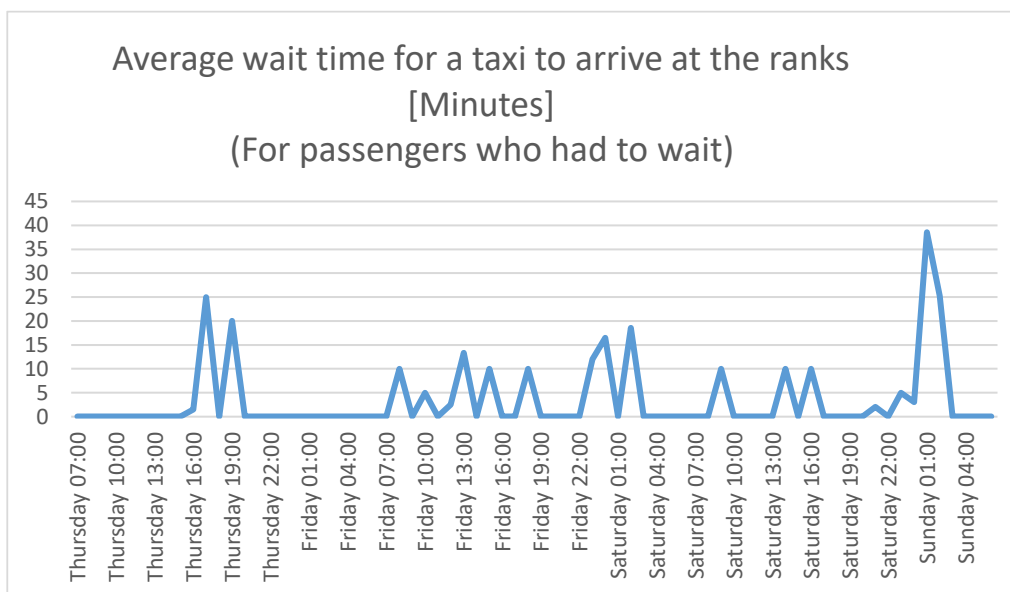


Figure 42 - Average passenger wait times (for waiting passengers only) - Poole Ranks October 2022

The empty hackney departures accounted for approximately 18% of all departures.

Incidence of passenger delay

Across all of the ranks observed, 243 of the 1,587 passengers observed hiring Hackney Carriages (15.3%), had to wait for Hackney Carriages to arrive at the ranks.

The average delay per waiting passenger was 9 minutes and 24 seconds.

Comparisons of Poole rank observations 2019 with 2022

The profile of demand at each of the ranks observed in October 2022 was similar to the profiles observed in July 2022.

The three day total volume of hires observed during the October 2019, July 2022 and October 2022 are compared in Table 26.

Table 26 - Comparison of Poole rank survey results

All 3 days			
Rank location	Total hackney carriages departing the ranks with passengers October 2019	Total hackney carriages departing the ranks with passengers July 2022	Total hackney carriages departing the ranks with passengers October 2022
Total for all locations	1497	1313	882
Old Orchard	7	49	0
High Street	313	504	288
Longfleet Road (Hospital)	10	8	0
Poole Railway Station	358	267	193
Dolphin Shopping Centre	273	143	88
Bournemouth Road (Ashley Cross)	536	342	313

A comparison including only those sites observed during the October 2022 survey is presented below.

Table 27 - Comparison of Poole rank data surveyed during October 2022 with equivalent sites during earlier survey dates

	Total hackney carriages departing the ranks with passengers October 2019	Total hackney carriages departing the ranks with passengers July 2022	Total hackney carriages departing the ranks with passengers October 2022
Totals for only those sites surveyed during October 2022	1480	1256	882

Comparison across like for like sites indicated that there was significant seasonality, with October 2022 hires around 29.8% lower than the July 2022 level.

The number of hires observed during the 2019 survey was higher than both the July 2022 and October 2022 results. Comparing October 2022 observed hires with the October 2019 hires indicates that comparable hires were 40% lower in 2022.

3 General public views

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

Public consultation was undertaken through online surveys.

Responses from the public consultation surveys are presented by area.

Some tabulated results may not add up to 100%. This is due to rounding and some questions asked for multiple responses which led to aggregate responses in excess of 100%.

Bournemouth public consultation results

In the last 3 months, have you made one or more trips by Hackney Carriage or Private Hire Vehicle in Bournemouth? If yes, was this a Hackney Carriage or Private Hire Vehicle?

Yes, Private Hire	26.1%
Yes, Hackney Carriage	26.1%
Yes, both types or don't know	34.8%
No	13.0%

How frequently do you travel by Hackney Carriage or Private Hire Vehicle in Bournemouth?

Almost daily	2.9%
Once a week	10.3%
A few times a month	23.5%
Once a month	13.2%
Less than once a month	47.1%
Never	2.9%

For what reason do you use a licensed vehicle (Hackney Carriage or Private Hire Vehicle) in the Bournemouth Borough area? (please indicate all the reasons that you have used a licensed vehicle in the last 3 months)

Medical	37.3
Leisure	83.6%
Work	13.4%
Education	1.5%
Shopping	16.4%
Other	4.5%

How do you normally book a licensed vehicle within this area?

At a rank	1.4%
Hailed in street	1.4%
Telephone	53.6%
Freephone	1.4%
Mobile App	42.0%

How frequently do you travel by Hackney Carriage, obtained from a taxi rank, as opposed to a pre-booked Private Hire Vehicle or Hackney Carriage, in Bournemouth? i.e. with a taxi sign on the roof.

Daily	1.4%
Weekly	2.9%
A few times a month	13.0%
Monthly	2.9%
Less than once a month	43.5%
Don't remember	15.9%
Can't remember seeing a hackney in area	8.7%
Never	11.6%

Could you tell us which taxi ranks you would normally use or would consider visiting?

The following ranks were identified. The ranks are listed in decreasing order of popularity.

- Train station
- Bournemouth Square
- Lansdowne / Meyrick Road
- Westover road
- Old Chrischurch Road
- Charminster Road
- Gervis Place

Is there any location in Bournemouth where you would like to see a new taxi rank?

16% of respondents indicated that they would like to see new taxi ranks. The following locations were suggested (in decreasing order of popularity):

- Somewhere between square and Horseshoe Common
- Horse shoe common, hospital,
- Southbourne
- Bourne Avenue - by Tesco Metro
- Triangle where used to be
- Castlepoint

Have you had any problem with the local Hackney Carriage service? (indicate as many as apply) Please note, this relates specifically to Hackney Carriages only.

Design of vehicle	10.6%
Driver issues	40.4%
Position of ranks	4.3%
Availability of hackney carriages	25.5%
Cleanliness	10.6%
Price	40.4%
Other	4.2%

Respondents who answered 'Other' were asked to elaborate. The following other problems were identified:

- Poor local knowledge.
- Not honouring bookings.

What would encourage you to use Hackney Carriages or use them more often (indicate top 2 reasons)

Nothing	16.7%
Better vehicles	15.2%
More Hackney Carriages I could phone for	13.6%
Better drivers	27.3%
More Hackney Carriages I could hail or get at a rank	10.6%
Better located ranks	6.1%
Cheaper fares	54.5%
Other	4.5%

Respondents who answered 'Other' were asked to elaborate. The following other factors were identified:

- Be able to speak to someone
- Better managed taxi ranks to stop it being a free for all and getting aggressive.
- Able to carry my fold -up mobility scooter and be accessible.

Do you consider you, or anyone you know, to have a disability that means you need and adapted vehicle? (Not necessarily a licensed vehicle)

No	88.2%
Yes - I need a wheelchair accessible vehicle	0.0%
Yes - someone I know needs a wheelchair accessible vehicle	4.4%
Yes - I need an adapted vehicle but not wheelchair accessible	1.5%
Yes - someone I know needs an adapted vehicle but not wheelchair accessible	5.9%

Have you or anyone you know faced difficulty obtaining a wheelchair accessible licensed vehicle?

Yes, me or someone I was travelling with faced difficulty obtaining a wheelchair accessible vehicle	8.0%
Yes, someone I know has faced difficulty obtaining a wheelchair accessible vehicle	6.3%
No	85.7%

If you answered the previous question as yes, could you tell us more about what type of difficulties were faced?

- Poor wheelchair accessible vehicle availability

If you arrived at a rank and there were saloon and wheelchair accessible vehicles there, which vehicle would you choose?

The first one available	67.2%
The saloon type	28.4%
Wheelchair accessible	4.5%

Those who didn't choose the first one available were asked for the reason for their preference. Those choosing saloon cars indicated that they would leave the wheelchair accessible vehicle for those that needed one, or that saloon cars were more comfortable. Those choosing a wheelchair accessible vehicle indicated that they preferred the larger vehicles as there was better legroom and head room.

Some chose the wheelchair accessible option as they felt the vehicles were easier to board and alight. Others choose saloon based option for the same reason.

One respondent indicated that they would choose a wheelchair accessible vehicle in order to carry a folding mobility scooter.

Have you wanted to hire a Hackney Carriage in the last 3 months at a taxi rank [i.e. NOT by flagging down a passing hackney carriage and not by pre-booking by telephone, app or online] and given up or made alternative arrangements for travel because none were available?

Yes	13.0%
No	87.0%

Respondents who indicated that they had given up or made alternative arrangements were asked where they had given up trying to hire a Hackney Carriage, in order to validate that the locations were actually at taxi ranks. The proportions quoted reflect valid locations given.

The proportion of respondents who had given up waiting for a Hackney Carriage is used as an indication of latent unmet demand.

If Hackney Carriages were more reliably available at taxi ranks when you needed one, would you use them more frequently?

Yes	38.2%
No	61.8%

Have you wanted to hire a Hackney Carriage in the last 3 months by flagging down [i.e. not at a rank] and given up or made alternative arrangements for travel because none were available?

Yes	7.4%
No	92.6%

Respondents who indicated that they had given up or made alternative arrangements were asked where they had given up trying to hire a Hackney Carriage, in order to validate that the responses. Some of the responses indicated that they were outside the licensing area. The remaining locations which could be classified as hailing locations were used to validate the proportion stated.

The majority of those who indicated that they had given up trying to hail a Hackney Carriage, also indicate that they had given up at a rank. Given that most users do not face difficulties obtaining Hackney Carriages at ranks and hailing passing Hackney Carriages is rarely undertaken, it seems unlikely that so many respondents faced difficulties both at the ranks and through hailing.

Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last 3 months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time?

Yes	17.6%
No	82.4%

If yes, how long approximately was the wait time quoted?

Wait time quoted	
Up to 20 minutes	25.0%
20 – 30 minutes	8.3%
30 – 60 minutes	50.0%
1 – 2 hours	0.0%
Over 2 hours	0.0%
No availability	16.6%

Do you have regular access to a car?

Yes	75.0%
No	25.0%

Have you or anyone you know faced difficulty with availability of a wheelchair accessible licensed vehicle when you needed one? e.g. none available when it was needed?

Yes	8.7%
No	91.3%

Respondents were asked to provide further details of what difficulties were faced.

Bookings for immediate travel often led to a lengthy wait until a vehicle was available. Difficulties identified were related to pre-booked hires.

Thinking back to times prior to the spread of Covid-19 and the availability of licensed vehicles at that time, compared with now, Do you feel that the number of licensed vehicles available for use has changed? Please choose the option which most closely represents your view.

No difference	20.9%
There are more private hire vehicles available to book now and similar numbers of hackney carriages waiting at ranks	3.0%
There are the same amount of private hire vehicles available to book now and similar numbers of hackney carriages waiting at ranks	3.0%
There are less private hire vehicles available to book now and similar numbers of hackney carriages waiting at ranks	7.5%
There are more private hire vehicles available to book now and less hackney carriages waiting at ranks	1.5%
There are the same amount of private hire vehicles available to book now and less hackney carriages waiting at ranks	1.5%
There are less private hire vehicles available to book now and less hackney carriages waiting at ranks	14.9%
There are the same amount of private hire vehicles available to book now and more hackney carriages waiting at ranks	1.5%
No opinion on this matter	46.3%

Thinking back to times prior to the spread of Covid-19 and comparing your use of licensed vehicles at that time, do you feel that your use of licensed vehicles now is different to the level of use prior to Covid-19?

No difference	40.3%
I use licensed vehicles less now, compared with prior to Covid-19	17.9%
I use licensed vehicles more now, compared with prior to Covid-19	7.5%
No opinion on this matter	34.3%

If your level of use of licensed vehicles has changed since pre-Covid-19 times, could you tell us a bit more about why the level of use has changed?

Feedback from those who felt that their use of licensed vehicles had reduced, included the following comments:

- More poor drivers around - not safe drivers or considerate to passengers
- I found that the drivers were very, very reluctant to wear a mask when asked, (I am vulnerable to Covid), verging on rudeness, often used a strange route to take me where I wanted to go, and the prices were enormous. It has put me right off. I would have to be very, very desperate to use a taxi now.
- The prices are stupid.
- Prices have increased somewhat
- Change of habit
- Stay home more and travel less with work
- Buses are a better option sometimes and substantially cheaper

Feedback from those who felt that their use of licensed vehicles had increased, included the following comments:

- I worry about using buses in light of the increase in Covid positive numbers, so a taxi is the better option for me.
- Getting out more
- My mother is now older and can walk less far, so we need a taxi for her more often than in the past, eg from supermarket, medical appointments; now I often have to accompany her too.

What is your residential status?

Permanent resident	98.6%
Student	0.0%
Visitor	1.4%
Tourist	0.0%

Which best describes your gender?

	Online
Female	61.2%
Male	35.8%
Prefer not to say	3.0%

Which of the following age groups do you fall into?

16 – 29 years old	15.2%
30 – 64 years old	41.2%
Over 64 years old	43.6%

Respondents were asked if they had any other comments that they would like to make. Feedback included the following comments:

- It is unfortunate there is only one taxi firm in Bournemouth. There app does not work properly if you was a pick up at Bournemouth Hospital. Have to try and talk to a human which o=is almost impossible
- Taxis are too expensive. I would use them more if they were cheaper.
- Bournemouth taxi drivers have always been kind an helpful to us and taxi have always been available when needed.
- Taxi's across the conurbation drive too fast, use cut throughs, drive aggressively at junctions and do not give adequate space when they pass other road users. We should have a facility to report bad/dangerous taxi drivers
- Past experiences have made me hate using taxis.
- The attitude of some drivers at the train station because I only want to travel to Windham Road can be disgusting. I dread asking.
- The prices of taxis etc in BCP are beyond a joke and mean I MUST rely on my car thus, creating more traffic
- Pick up and set down charges should be abolished
- Have found long delays getting taxi from Bournemouth Airport
- Driving standards of taxi drivers are very poor, they think they own the roads.
- Sort Bournemouth out it's a mess and a scary place to be out in these days
- Poorly written survey
- This survey appears to a long winded way to avoid the issue which put simply is do we wish to keep up with similar sized conurbation by requiring all hackney carriages to be London Cab style introduced whenever a licence or vehicle changes hands
- Very difficult to order a taxi around school coming out times
- Taxi models are often budget vehicles. There should be some better minimum standards for size, specification and age of vehicles.
- When will it ever change.
- I prefer to use a local firm - Mobile Radio Cars are the best.
- Some of drivers break speed limit I assume to get more fares in .
- I feel pretty angry because several times over the last few months i have tried to phone a taxi for hospital appointments only to be told that NO taxis are available because of the SCHOOL RUN and there are

NO taxis available because they're in use for school users. It seems that for about an HOUR at least, it is IMPOSSIBLE to get a taxi around NINE and THREE o clock any week day!!WHY are ALL taxi companies ferrying school pupils to school....and what are WE supposed to do???. I have MISSED important appointments because of this.I m very ANGRY.!!!

- More difficult to get a private hire taxi quickly now than in the past; even pre-booked taxis can be late while a driver is assigned; perhaps fewer drivers now? Gone back to EU after Covid and Brexit?
- Making bookings via the Apps of the 2 main operators normally work well & I am kept informed of progress/ waiting times.
- The problem arises at busy times. Our most regular journey is from Tuckton to Castlepoint but when the town centre is busy for any reason its not possible to book on the app as no drivers will accept the journey & its impossible to speak to any of the operators.
- New model vehicles can be difficult for disabled passengers to get in and out of a car.

Poole public consultation results

In the last 3 months, have you made one or more trips by Hackney Carriage or Private Hire Vehicle in Poole? If yes, was this a Hackney Carriage or Private Hire Vehicle?

Yes, Private Hire	25.9%
Yes, Hackney Carriage	24.1%
Yes, both types or don't know	36.6%
No	13.4%

How frequently do you travel by Hackney Carriage or Private Hire Vehicle in Poole?

Almost daily	0.0%
Once a week	8.1%
A few times a month	32.4%
Once a month	12.6%
Less than once a month	46.0%
Never	0.9%

For what reason do you use a licensed vehicle (Hackney Carriage or Private Hire Vehicle) in the Poole Borough area? (please indicate all the reasons that you have used a licensed vehicle in the last 3 months)

Medical	37.3
Leisure	72.2%
Work	14.5%
Education	0.0%
Shopping	7.3%
Other	0.9%

How do you normally book a licensed vehicle within this area?

At a rank	8.1%
Hailed in street	0.0%
Telephone	63.1%
Approach a waiting private hire vehicle that hasn't been pre-booked	2.7%
Freephone	3.6%
Mobile App	20.7%
Online booking	1.8%

How frequently do you travel by Hackney Carriage, obtained from a taxi rank, as opposed to a pre-booked Private Hire Vehicle or Hackney Carriage, in Poole? i.e. with a taxi sign on the roof.

Daily	0.0%
Weekly	0.9%
A few times a month	21.4%
Monthly	8.0%
Less than once a month	28.6%
Don't remember	23.2%
Can't remember seeing a hackney in area	10.7%
Never	7.1%

Could you tell us which taxi ranks you would normally use or would consider visiting?

The following ranks were identified. The ranks are listed in decreasing order of popularity.

- Train station
- Dolphin centre
- High Street
- Hospital
- Quay
- Ashley Cross

Is there any location in Poole where you would like to see a new taxi rank?

26% of respondents indicated that they would like to see new taxi ranks. The following locations were suggested (in decreasing order of popularity):

- Back on the Quay proper not around the corner
- Poole bus station
- Broadstone
- Oakdale
- High Street near Sainsbury's supermarket
- Near the lighthouse in the evening
- Parkstone train station
- In Seldown car park or just outside.
- Poole park
- Hamworthy
- By the Brewhouse Pub in Poole
- Tesco Fleetsbridge

Have you had any problem with the local Hackney Carriage service? (indicate as many as apply) Please note, this relates specifically to Hackney Carriages only.

Design of vehicle	9.1%
Driver issues	24.2%
Position of ranks	12.1%
Availability of hackney carriages	34.8%
Cleanliness	13.6%
Price	47.0%
Other	7.5%

Respondents who answered 'Other' were asked to elaborate. The following other problems were identified:

- Poor local knowledge
- Idling engines
- Speeding
- Poor driving skills
- Not able to transport a wheelchair

What would encourage you to use Hackney Carriages or use them more often (indicate top 2 reasons)

Nothing	30.8%
Better vehicles	3.8%
More Hackney Carriages I could phone for	12.5%
Better drivers	12.5%
More Hackney Carriages I could hail or get at a rank	22.1%
Better located ranks	10.6%
Cheaper fares	51.9%
Other	4.5%

Respondents who answered 'Other' were asked to elaborate. The following other factors were identified:

- Ensure safety for women
- Improved English language skills
- All hackney carriages the same colour
- Information on BCP website about what the fares are
- BCP licensing department checking the ID of drivers
- Licence with photograph of driver displayed where passengers can see it
- Pre book system
- Uber licence needed for BCP as drivers much safer

Do you consider you, or anyone you know, to have a disability that means you need and adapted vehicle? (Not necessarily a licensed vehicle)

No	86.1%
Yes - I need a wheelchair accessible vehicle	2.8%
Yes - someone I know needs a wheelchair accessible vehicle	8.3%
Yes - I need an adapted vehicle but not wheelchair accessible	0.0%
Yes - someone I know needs an adapted vehicle but not wheelchair accessible	2.8%

Have you or anyone you know faced difficulty obtaining a wheelchair accessible licensed vehicle?

Yes, me or someone I was travelling with faced difficulty obtaining a wheelchair accessible vehicle	5.8%
Yes, someone I know has faced difficulty obtaining a wheelchair accessible vehicle	8.8%
No	85.4%

If you answered the previous question as yes, could you tell us more about what type of difficulties were faced?

- Not every rank has a wheelchair friendly taxi available
- Difficulty in getting the passenger in and out of the vehicle
- finding a suitably adapted vehicle that was available
- No availability in the evenings or at weekends
- No help given getting from door to taxi
- Not always available at taxi ranks
- Getting wheel chair or mobility scooter in
- Small mobility scooter, very light and easy to lift. The driver would not take it without advance payment nearly double the cost of taking me
- None available when required
- There was no taxis available for a power wheelchair
- I understand that there are very few wheelchair accessible taxis so it is not always possible to book a taxi for the time you need

If you arrived at a rank and there were saloon and wheelchair accessible vehicles there, which vehicle would you choose?

The first one available	71.3%
The saloon type	23.1%
Wheelchair accessible	5.6%

Those who didn't choose the first one available were asked for the reason for their preference. Those choosing saloon cars indicated that they would leave the wheelchair accessible vehicle for those that needed one, or that saloon cars were nicer. Those choosing a wheelchair accessible vehicle indicated that they needed to use that type of vehicle, as they were wheelchair users. In addition, others chose a wheelchair accessible vehicle as they found the seating position and access and egress better for their mobility impairments.

Have you wanted to hire a Hackney Carriage in the last 3 months at a taxi rank [i.e. NOT by flagging down a passing hackney carriage and not by pre-booking by telephone, app or online] and given up or made alternative arrangements for travel because none were available?

Yes	18.7%
No	81.3%

Respondents who indicated that they had given up or made alternative arrangements were asked where they had given up trying to hire a Hackney Carriage, in order to validate that the locations were actually at taxi ranks. The proportions quoted reflect valid locations given.

The proportion of respondents who had given up waiting for a Hackney Carriage is used as an indication of latent unmet demand.

If Hackney Carriages were more reliably available at taxi ranks when you needed one, would you use them more frequently?

Yes	43.9%
No	56.1%

Have you wanted to hire a Hackney Carriage in the last 3 months by flagging down [i.e. not at a rank] and given up or made alternative arrangements for travel because none were available?

Yes	6.5%
No	93.5%

Respondents who indicated that they had given up or made alternative arrangements were asked where they had given up trying to hire a Hackney Carriage, in order to validate that the responses. Some of the responses indicated that they were at taxi ranks. The remaining locations which could be classified as hailing locations were used to validate the proportion stated.

The majority of those who indicated that they had given up trying to hail a Hackney Carriage, also indicate that they had given up at a rank. Given that most users do not face difficulties obtaining Hackney Carriages at ranks and hailing passing Hackney Carriages is rarely undertaken, it seems unlikely that so many respondents faced difficulties both at the ranks and through hailing.

Have you wanted to book a Hackney Carriage specifically, as opposed to a Private Hire Vehicle, by telephone or online, for immediate travel, in the last 3 months and had to make alternative arrangements because a Hackney Carriage was not available within a reasonable time?

Yes	12.1%
No	87.9%

If yes, how long approximately was the wait time quoted?

Wait time quoted	
Up to 20 minutes	7.7%
20 – 30 minutes	23.1%
30 – 60 minutes	46.2%
1 – 2 hours	7.7%
Over 2 hours	7.7%
No availability	7.7%

Do you have regular access to a car?

Yes	85.5%
No	14.5%

Have you or anyone you know faced difficulty with availability of a wheelchair accessible licensed vehicle when you needed one? e.g. none available when it was needed?

Yes	10.9%
No	89.1%

Respondents were asked to provide further details of what difficulties were faced.

Bookings for immediate travel often led to a lengthy wait until a vehicle was available. Examples of having to re-book medical appointments to fit availability of wheelchair accessible licensed vehicles were given. Difficulties identified were related to pre-booked hires.

Thinking back to times prior to the spread of Covid-19 and the availability of licensed vehicles at that time, compared with now, Do you feel that the number of licensed vehicles available for use has changed? Please choose the option which most closely represents your view.

No difference	23.4%
There are more private hire vehicles available to book now and similar numbers of hackney carriages waiting at ranks	0.9%
There are the same amount of private hire vehicles available to book now and similar numbers of hackney carriages waiting at ranks	0.9%
There are less private hire vehicles available to book now and similar numbers of hackney carriages waiting at ranks	3.6%
There are more private hire vehicles available to book now and less hackney carriages waiting at ranks	3.6%
There are the same amount of private hire vehicles available to book now and less hackney carriages waiting at ranks	0.9%
There are less private hire vehicles available to book now and less hackney carriages waiting at ranks	15.3%
There are less private hire vehicles available to book now and more hackney carriages waiting at ranks	0.9%
No opinion on this matter	47.7%

Thinking back to times prior to the spread of Covid-19 and comparing your use of licensed vehicles at that time, do you feel that your use of licensed vehicles now is different to the level of use prior to Covid-19?

No difference	64.5%
I use licensed vehicles less now, compared with prior to Covid-19	12.7%
I use licensed vehicles more now, compared with prior to Covid-19	10.9%
No opinion on this matter	11.9%

If your level of use of licensed vehicles has changed since pre-Covid-19 times, could you tell us a bit more about why the level of use has changed?

Feedback from those who felt that their use of licensed vehicles had reduced, included the following comments:

- Can't be bothered [waiting] for a wheelchair friendly vehicle becoming available
- They cost more and are becoming unaffordable

- I use them less because 9 times out of 10 they are either not available or I'd have to wait too long, I tend to get the bus, it's also much cheaper by bus.
- Do not eat out as frequently
- Cost has gone up
- We go out less
- The cost of hiring both types of vehicles has got far too expensive. Especially for local journeys. E.G. journeys of 4- 12 miles.
- Prefer to use own car (cheaper, less risk of Covid infection)
- Not convinced that the taxis are properly cleaned
- Because taxis are few and far between

Feedback from those who felt that their use of licensed vehicles had increased, included the following comments:

- My partner no longer drives
- Mobility issues and no available buses, i.e. Sunday or bank holiday services.
- Less mobile
- Going out more
- I needed to use them after an operation during Covid and realised they're not as expensive as I thought previously, they've been reliable and sometimes it's more convenient than driving
- Hospital appointments
- No access to car now
- My husband has given up driving and I am now confined to a wheelchair

What is your residential status?

Permanent resident	99.1%
Student	0.9%

Which best describes your gender?

	Online
Female	54.1%
Male	39.6%
Prefer not to say	6.3%

Which of the following age groups do you fall into?

30 – 64 years old	36.0%
Over 64 years old	64.0%

Respondents were asked if they had any other comments that they would like to make. Feedback included the following comments:

- Too many taxis are used at key times to take children to local schools. There should be dedicated school buses for these purposes!
- Offer smaller vehicles at a much cheaper rate
- I would like to say I previously lived in Hertfordshire & cabs are so much cheaper there than in Poole Dorset.
- Stopped using taxi's because they were proving unreliable
- Not many dog friendly taxis anymore
- Before giving licenses out make sure drivers know the area!
- BCP website needs to show the charges a taxi driver is licensed to make as these are notoriously high. Visitors to the area are horrified by them
- Some drivers are dangerous especially speeding . Some are rude and aggressive. Who controls and checks them, Most are very good but I am frightened to use them on my own. I would be concerned for a young person going to the taxi rank.
- We need Uber in this area
- Ariel taxi app is very good and drivers are reliable
- At Poole Hospital there is ALWAYS a long queue of people needing a taxi
- All taxis difficult to book when school runs are taking place. Surely better organisation would make more available ?
- I would like the taxi ranks in full use on both exits from Poole train station. It can be difficult for some people to cross the line by the footbridge
- When I visit my son in Windsor I use cabs a lot more because they are cheaper there than in the BCP areas
- I think the taxis are over priced and often very scruffy.
- Add pressure to make drivers accept payment by card
- Perhaps due to the shortage of drivers compared to before Covid 19, the fares seem remarkably expensive than they seemed to be a few years ago. I often use private hire vehicles in Tunbridge Wells and they seem to be considerably cheaper than in BCP.
- Why can't we have Uber? The taxi pick up cost levied by BPC is ridiculous. The Bournemouth airport set down and pick up surcharges are immoral.
- PRC are very good
- I would like to use my car less often, but the bus to Bournemouth (Route 18) is hopelessly inadequate and taxis way too expensive, so I drive most of the time!

- My wife and me use taxi's and private far less than we used to due to the price of fares. We find it cheaper to use our own car. The standard of driving of some drivers seems to have deteriorated, and abrupt and rudeness is on the increase. (I ran a taxi business some years ago and so have previous experience from both sides of the business).
- Some private hire vehicles I have requested by phone are driven by foreign drivers who aren't always au fait with addresses. Some vehicles that have been requested by phone from a reputable company are not particularly clean.
- Have sometimes made alternative arrangements for short trips rather than booking either type of cab, as I find the pricing for short trips is high.
- You need more controls for private hire cabs as they don't follow direct routes and try to increase the cost of travel by going a longer way to the destination. This happens a lot and as a driver I am able to tell them they are going the wrong way where as a non driver may not be aware of this. This has happened numerous times in the last few months.
- Please note that, according to traditional grammar, because 'taxi' is a countable noun, you should say 'fewer' rather than 'less' and 'the same number' rather than 'the same amount'. This is, I'm sure, a pedantic point, but reading it used in a non-standard way from the council is a bit irritating.
- The lack of competition or availability of other means of ride hailing (Uber etc) hampers the system. Please would you bring them in?
- Put all drivers through a courtesy course especially those that have a language difficulty. Have all taxis in same livery possibly different for licenced and private hire.
- ALWAYS FOUND TAXIS FOUND THEM RELIABLE
- please can we have Uber in the BCP area
- We need more competitive and consistent pricing
- Once upon a time taxi drivers were courteous and helpful to passengers with mobility aids but these days these kind people seem as rare as hens' teeth
- Standard of driving and road use/speeding is appalling. Are they actually checked?
- The taxi rank on the 'down line' at Poole station should have taxis* waiting for the train(s) it would save a long walk with suitcases. At least one ?
- The taxi drivers are always very helpful to me, getting me in and out of my house, and always very friendly

- I always use a registered chauffeur company because of the service and quality of car
- They want to stop using their phones when driving

4 Key stakeholder consultation

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

- Supermarkets
- Hotels
- Individual pubs / night clubs
- Other entertainment venues
- Restaurants
- Hospitals
- Police
- Disability representatives
- Rail operators

Stakeholders in Poole and Bournemouth were contacted.

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

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

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

Supermarkets

All of the supermarkets contacted felt that there were rarely any occasions when there was a problem with availability of licensed vehicles. The supermarkets contacted rarely got involved in ordering licensed vehicles for customers. Generally, customers made their own arrangements.

Hotels

Hotels contacted felt that there was rarely any periods when availability was limited. Some of the larger hotels had arrangements with private hire providers if clients wanted the hotel to order them a licensed vehicle.

Generally, guests made their own arrangements using mobile phones or apps. In Bournemouth, some of the hotels felt that guests may be more likely to use a taxi rank, rather than pre-book a licensed vehicle. However, this was dependent on where in Bournemouth they were travelling from.

Night clubs & Public houses

Pub and club staff and door staff felt that there were generally licensed vehicles available, even at busy times around closing time on Friday and Saturday nights. Responses were similar in central locations and locations further from central areas in Poole and Bournemouth. Generally, availability of licensed vehicles wasn't a common subject that was considered.

Restaurants

All of the restaurants contacted felt that they were not aware of any issues with awareness of licensed vehicles for customers. Availability and quality of service wasn't a subject area which came to regular notice.

Hospitals

Bournemouth Hospital staff indicated that any patients or visitors who used licensed vehicles made their own arrangements. It was not unusual to see people arrive by hackney carriage or private hire vehicle. And sometimes licensed vehicles waited for passengers to come out of the hospital.

Poole Hospital staff indicated that there was a taxi rank nearby. Patients and visitors generally made their own arrangements for licensed vehicles and most appeared to have been booked.

Police

No response received

Disability

Disability organisations and care homes were contacted and some responses received. However, no particular issues were identified as persistent and significant. Those requiring wheelchair accessible licensed vehicles used regular providers who were generally able to provide a suitable vehicle when required.

5 Trade stakeholder views

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

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

Most current studies tend to issue a link to an online questionnaire to all hackney carriage and private hire owners, drivers and operators. This is best issued by the council on behalf of the independent consultant.

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

For this survey, consultation was through an online survey. Links to the survey were distributed by the Council licensing department to members of the trade.

In addition to the online survey, some informal consultation was undertaken directly with members of the trade.

Responses to the online survey are presented in this section. Responses are separated by licensing area and grouped by Hackney Carriage and private hire drivers and vehicle owners, who don't normally drive.

The online survey received 96 responses.

Respondents were asked if they normally drove a Hackney Carriage or private hire vehicle. Responses were as follows:

Hackney Carriage 50.5%

Private Hire Vehicle 40.0%

Both types of vehicles 5.3%

I own (or represent the owner of) one or more licensed vehicles but don't normally drive. 4.2%

Hackney Carriage Driver responses

These responses include both Hackney Carriage drivers and those who drive both types of vehicles.

Are you a Hackney Carriage owner?

	Bournemouth	Christchurch	Poole
Yes	72.7%	63.6%	87.5%
No	27.3%	36.4%	12.5%

How long have you been involved in the Licensed Vehicle trade in this area?

	0 to 2 years	3 to 5 years	6 to 10 years	11 to 15 years	16 to 20 years	Over 20 years
Bournemouth	0.0%	3.0%	9.1%	21.2%	9.1%	57.6%
Christchurch	0.0%	27.3%	18.2%	18.2%	18.2%	18.2%
Poole	0.0%	0.0%	0.0%	25.0%	12.5%	62.5%

Besides any hires obtained from taxi ranks and excluding any regular contract hires, do you undertake any hires which are pre-booked, either directly with you or through a third party?

	Yes	No
Bournemouth	75.8%	24.2%
Christchurch	70.0%	30.0%
Poole	87.5%	12.5%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, from Monday to Thursday?

	Up to 5 per day	6 - 10 per day	11 - 15 per day	16 - 20 per day	21 - 25 per day	26 - 30 per day	Over 30 per day
Bournemouth	37.5%	29.2%	12.5%	16.7%	0.0%	0.0%	4.2%
Christchurch	28.6%	28.6%	28.6%	0.0%	14.3%	0.0%	0.0%
Poole	28.6%	71.4%	0.0%	0.0%	0.0%	0.0%	0.0%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, on Friday?

	Up to 5 per day	6 - 10 per day	11 - 15 per day	16 - 20 per day	21 - 25 per day	26 - 30 per day	Over 30 per day
Bournemouth	26.7%	20.0%	26.7%	20.0%	6.7%	0.0%	0.0%
Christchurch	28.6%	14.3%	42.9%	0.0%	14.3%	0.0%	0.0%
Poole	42.9%	28.6%	14.3%	14.3%	0.0%	0.0%	0.0%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, on Saturday?

	Up to 5 per day	6 - 10 per day	11 - 15 per day	16 - 20 per day	21 - 25 per day	26 - 30 per day	Over 30 per day

Bournemouth	25.0%	33.3%	16.7%	16.7%	8.3%	0.0%	0.0%
Christchurch	33.3%	16.7%	0.0%	33.3%	16.7%	0.0%	0.0%
Poole	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%

Do you undertake regular hires, such as contract hires?

	Yes	No
Bournemouth	45.5%	54.5%
Christchurch	63.6%	36.4%
Poole	62.5%	37.5%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, from Monday to Thursday?

	Up to 5 per day	6 - 10 per day	11 - 15 per day	16 - 20 per day	21 - 25 per day	26 - 30 per day	Over 30 per day
Bournemouth	83.3%	8.3%	8.3%	0.0%	0.0%	0.0%	0.0%
Christchurch	83.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Poole	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, on Friday?

	Up to 5 per day	6 - 10 per day	11 - 15 per day	16 - 20 per day	21 - 25 per day	26 - 30 per day	Over 30 per day
Bournemouth	87.5%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Christchurch	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poole	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, on Saturday?

	Up to 5 per day	6 - 10 per day	11 - 15 per day	16 - 20 per day	21 - 25 per day	26 - 30 per day	Over 30 per day
Bournemouth	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Christchurch	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poole	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

If applicable, what type of licensed vehicle do you drive most frequently?

	A purpose built taxi vehicle	Saloon car / estate car	Minibus / people carrier (Wheelchair accessible)	Minibus / people carrier (Not wheelchair accessible)
Bournemouth	3.1%	90.6%	6.3%	0.0%
Christchurch	9.1%	63.6%	9.1%	18.2%
Poole	0.0%	100.0%	0.0%	0.0%

Respondents were asked how many hours they worked each day. The total weekly hours are classified as follows.

	Up to 10	11 to 30	31 to 50	51 to 70	71 to 90	91+
Bournemouth	0.0%	24.1%	27.6%	31.0%	13.8%	3.4%
Christchurch	0.0%	0.0%	44.4%	55.6%	0.0%	0.0%
Poole	0.0%	0.0%	87.5%	0.0%	12.5%	0.0%

If you are a Hackney Carriage driver, could you indicate which rank(s) or location you would typically work from in an average week? Please list up to 5 used, from used most often to least often.

Ranks in Bournemouth and Poole were listed in descending order of popularity, as follows:

Bournemouth drivers

- Gervis Place (The Square)
- Meyrick Road
- Westover Road
- Poole Road

- Transport Interchange
- Old Christchurch Road
- Palmerston Road

Poole drivers

- Poole Railway Station
- Dolphin Shopping Centre (George Square)
- Poole High Street
- Quayside / Old Orchard
- Bournemouth Road (Ashley Cross)

Is there sufficient rank space in the area where you obtain most of your hires?

	Yes	No
Bournemouth	21.2%	78.8%
Christchurch	18.2%	81.8%
Poole	50.0%	50.0%

Do you think new ranks are required?

	Yes	No
Bournemouth	75.8%	24.2%
Christchurch	72.7%	27.3%
Poole	37.5%	62.5%

The following suggestions were received for new ranks. The suggestions are listed in reducing order of popularity.

Bournemouth rank suggestions

- Infront of Walkabout
- Castlepoint
- Firvale Road where it joins with St.Peters Road
- Oxford Road
- Tuckton Road
- Deanpark Crescent
- Horseshoe Common
- Southbourne
- Boscombe
- Kinson

Poole rank suggestions

- Poole Quay 24/7
- Ashley cross 24/7

Are there sufficient Hackney Carriages in the area where you normally operate, to meet current levels of demand?

	Yes, too many	Yes, generally sufficient	No, during all periods	No opinion	Don't know
Bournemouth	57.6%	33.3%	6.1%	0.0%	3.0%
Christchurch	27.3%	54.5%	18.2%	0.0%	0.0%
Poole	25.0%	75.0%	0.0%	0.0%	0.0%

If you feel that there are not sufficient Hackney Carriages at certain times, at which periods are more Hackney Carriages required?

Most respondents indicated that they felt there were insufficient hackney carriages available at night.

How do you rate the following statements?

'There is not enough work to support the current number of Hackney Carriages in the area where I work'

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Bournemouth	13.2%	15.8%	13.2%	39.5%	18.4%
Christchurch	18.2%	36.4%	9.1%	18.2%	18.2%
Poole	0.0%	22.2%	11.1%	55.6%	11.1%

'There are special circumstances in the area where I work that make the implementation or retention of a limit to the number of Hackney Carriages essential'

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Bournemouth	3.1%	18.8%	9.4%	40.6%	28.1%
Christchurch	7.1%	42.9%	28.6%	7.1%	14.3%
Poole	0.0%	20.0%	20.0%	30.0%	30.0%

'A limit to the number of Hackney Carriages which may be licensed would provide benefits to the public'

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Bournemouth	2.9%	20.0%	17.1%	28.6%	31.4%
Christchurch	7.7%	15.4%	15.4%	15.4%	46.2%
Poole	0.0%	30.0%	20.0%	20.0%	30.0%

'There are not enough drivers working to cope with demand at times.'

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Bournemouth	31.4%	34.3%	17.1%	2.9%	14.3%
Christchurch	6.7%	40.0%	26.7%	0.0%	26.7%
Poole	10.0%	60.0%	20.0%	10.0%	0.0%

Were you operating as a licensed vehicle driver in this area before the spread of Covid-19?

	Yes	No
Bournemouth	100.0%	0.0%
Christchurch	90.9%	9.1%
Poole	100.0%	0.0%

Thinking back to pre-Covid times, how do your working hours now compare with the hours that you worked prior to Covid-19?

	Bournemouth	Christchurch	Poole
I work the same mix of daytime and night time hours now and the same days per week	48.0%	90.0%	33.3%
I work a similar mix of daytime and night time hours now and the same days per week - but I work less hours per week now.	8.0%	0.0%	16.7%
I work a similar mix of daytime and night time hours now and the same days per week - but I work more hours per week now.	12.0%	0.0%	16.7%
I have changed the mix of daytime and night time hours I work now and I work more hours per week now.	8.0%	0.0%	0.0%
I have changed the mix of daytime and night time hours I work now and I work less hours per week now.	4.0%	0.0%	33.3%
I have an alternative source of income now and I no longer regularly drive a licensed vehicle	4.0%	0.0%	0.0%
I have an alternative source of income now and I only work part time and for fewer hours than pre-Covid 19.	16.0%	10.0%	0.0%

How does the level of demand for hires compare with pre-Covid times?

	Demand has generally recovered to similar levels to pre-Covid times.	Demand is generally lower now than during pre-Covid times.	Demand has more than recovered, compared with pre-Covid times. It is busier now.
Bournemouth	30.3%	57.6%	12.1%
Christchurch	30.0%	40.0%	30.0%
Poole	25.0%	75.0%	0.0%

Respondents were asked if they had any other comments that they would like to make. Responses included the following comments.

Bournemouth comments

- As a business, the issue seems to be a lack of drivers. Like a lot of industries, struggling to find the workforce. The Taxi industry throughout the UK is struggling, not helped by the red tape by councils in gaining a license. We don't need more taxis, as there's plenty on driveways, we need taxi drivers
- We don't need more cars we need more new drivers. There are lots of cars sitting idle. I myself would like to have my own plate after 27 years of service, I think it's wrong for people to have plates if they don't work them.
- In 2025 Bournemouth, Christchurch and Poole would merge, an imagine 600 taxis turn up in old Christchurch road. Please keep the zone
- We should never have changed the colour of Bournemouth hackney carriages. Yellow colour was a recognised colour for Bournemouth around the world. Now we are one council I think we should be able to use all ranks in the BCP area.
- As I work nights there are no traffic wardens to keep allocated ranks free for us use
- There's too many taxi not enough space. It's so difficult to find space on every rank you go to.
- I would like to see more random checks by the council, especially at night, and from the train station during the day, on taxis to ensure members of the public are being charged correctly and in the right manner. I quite frequently have passengers telling me that for the same journey that what I charge on the meter is cheaper than what other drivers charge. Also holidaymakers inform me that from their

hotel it is cheaper and quicker on their way home to the station than when they arrive and go to their hotel from the train station.

- There is a complete lack of support/enforcement of the taxi trade in BCP, no vehicle checks, driver checks and the licensing team are very slow to respond to queries etc.
- I would like to use my wav restricted plate on normal car due to the high cost in replacement wav vehicle
- The markings on the road for taxis ranks is almost non existent and put use in conflict with the public
- There are a sufficient number of licensed Hackney carriages in the area, though some are under utilised due to a drop in the number of working drivers since the pandemic
- The council should keep the ranks for locally licensed taxis only.
- There are more than enough licenced taxis but no drivers to cover them. Changes made by both central and BCP government turned a lot of drivers away from the taxi trade during COVID as it cost too much for them to keep their licences.
- New test rules also makes it hard for people to obtain taxi licence for the first time. We hear that the place names are wrong on test papers. How can you expect anyone to give you right answers if you asked the wrong questions?
- Owners are finding it almost impossible now to find drivers. Why would anyone want to jump through so many hoops and paying so much to renew their licenses with BCP when it cost them nothing to becoming a courier or delivering food?
- There is no point adding more taxi to the town when all you're doing is to stop people from wanting to be drivers. Your main priority should be to look at how to retain current drivers and make it adequately easy to obtain new licence for new drivers. "
- There are too many hackney cabs in Bournemouth now over 250
- It's not hackney carriage vehicles that we are short of, it is the drivers we are short. There are loads of cars advertising for drivers, when the owner is not using it.
- The Licensing Committee really have no idea how the Taxi and Private Hire Industry works and would help if there was employed on licensing and on the licensing committee either ex or serving Hackney and Private Hire experienced personnel to help with some of the decisions that the licensing committee pull out of thin air e.g. implementing 15 Hackney wheelchair accessible vehicles in Bournemouth and the same number in Poole from April 2021 and every year up until 2025 when BCP want to deregulate all 3 boroughs (out of the 60 new Hackney plates only one has been taken up). The trouble is the Hackney wheelchair accessible vehicles are generally rank Taxis. As I told the

- council in a zoom meeting the people that need to use wheelchair accessible vehicles do not leave their house and wheel themselves to the nearest Taxi rank to their house, workplace or recreation they have their travel arrangements already booked with Taxi companies within the BCP area. Leaving the Hackney wheelchair accessible vehicles sat on the ranks. Because this is a Private Hire Taxi/ Company issue that the Licensing keep saying they can't do anything about.
- Personally speaking, Bournemouth has ample taxis & private hire vehicles. Current drivers are still financially struggling and do not want wages reduced further. There is no unmet demand.
 - I think the demand has been met the trade is losing some drivers (Brexit) the cost of running a hackney cab has astronomically gone up me personally I'll remain in the trade for how long I really don't know. Thank you for giving us the opportunity to express our thoughts about the trade
 - We have more than enough Hackney carriages in Bournemouth. No need for any more. Licensing exams to obtain taxi licence need to be stronger with higher level of English exam
 - Having been born in Bournemouth in 1947, I first became a Taxi driver in 1974 and have been in and out of the trade since then . However I have been back in the trade for the past 20years or more. In 1976.the Miscellaneous act was passed and it have gave Council's the power to de-regulate or not. Luckily Bournemouth has never done so, until now since the formation of BCP. It is now proposed that BCP will de-regulate by 31st December 2025. In the past 20years or more, I have been and still am involved in representing the Taxi trade on various associations, even now I am a committee member of the BCP Taxi and Private Hire Association and a Director of United Taxis In the past, we were lucky enough to have a chairman of Licencing who not only attended our Taxi meetings, but was against De- Regulation , unlike the present Chairman who won't even attend our meetings. One of the reasons from the present BCP council for Deregulation, is that they don't think it is right to refuse a License to anyone applying for one, yet one of the Councillors opposed a licence being given to a pizza shop in her own ward because she thought that there were to many. What I ask , is this, what is the real reason why BCP Council want to de-regulate? Many of us ,including myself think it is because we can sell the goodwill of our business for a reasonable price. After all, a Taxi is a business on wheels and like myself and my wife and many other families we have invested monies into a business, which will provide us with a pension. The other factors against De-regulation are: There are not enough taxi rank spaces in BCP to accommodate the existing taxis let alone more: Bournemouth is one of the most

congested areas in the UK and therefore one of the most air polluted, so why would our council who profess to be a green council want to de-regulate. Finally, as a Taxi owner and driver, I have always been proud of the service that I have given to my customers, like many of my associates, so again I ask de-regulate for what? Because this will seriously affect many thousands of families?

Private Hire Driver responses

Are you a Private Hire Vehicle owner?

	Respondents
Yes	83.8%
No	16.2%

How long have you been involved in the Licensed Vehicle trade in this area?

	Respondents
0 to 2 years	10.8%
3 to 5 years	13.5%
6 to 10 years	21.6%
11 to 15 years	13.5%
16 to 20 years	18.9%
Over 20 years	21.6%

Do you normally subscribe to a radio circuit, or similar, for bookings made through a booking office or operator?

	Respondents
Yes	91.7%
No	8.3%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, from Monday to Thursday?

	Respondents
1 - 5 per day	3.2%
6 - 10 per day	22.6%
11 - 15 per day	25.8%
16 - 20 per day	29.0%
21 - 25 per day	12.9%
26 - 30 per day	6.5%
Over 30 per day	0.0%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, on Friday?

	Respondents
1 - 5 per day	0.0%
6 - 10 per day	14.8%
11 - 15 per day	22.2%
16 - 20 per day	29.6%
21 - 25 per day	29.6%
26 - 30 per day	3.7%
Over 30 per day	0.0%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, on Saturday?

	Respondents
1 - 5 per day	0.0%
6 - 10 per day	8.3%
11 - 15 per day	20.8%
16 - 20 per day	16.7%
21 - 25 per day	33.3%
26 - 30 per day	20.8%
Over 30 per day	0.0%

Do you undertake regular hires, such as contract hires?

	Respondents
Yes	32.4%
No	67.6%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, from Monday to Thursday?

	Respondents
Up to 5 per day	63.6%
6 - 10 per day	27.3%
11 - 15 per day	0.0%
16 - 20 per day	9.1%
21 - 25 per day	0.0%
26 - 30 per day	0.0%
Over 30 per day	0.0%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, on Friday?

	Respondents
Up to 5 per day	80.0%
6 - 10 per day	20.0%
11 - 15 per day	0.0%
16 - 20 per day	0.0%
21 - 25 per day	0.0%
26 - 30 per day	0.0%
Over 30 per day	0.0%

If yes, on average, how many hires do you normally undertake each day which are obtained in this way, on Saturday?

	Respondents
Up to 5 per day	71.4%
6 - 10 per day	28.6%
11 - 15 per day	0.0%
16 - 20 per day	0.0%
21 - 25 per day	0.0%
26 - 30 per day	0.0%
Over 30 per day	0.0%

If applicable, what type of licensed vehicle do you drive most frequently?

	A purpose built taxi vehicle	Saloon car / estate car	Minibus / people carrier (Wheelchair accessible)	Minibus / people carrier (Not wheelchair accessible)
Respondents	8.1%	83.8%	2.7%	5.4%

Respondents were asked how many hours they worked each day. The total weekly hours are classified as follows.

	Up to 10	11 to 30	31 to 50	51 to 70	71 to 90	91+
Respondents	0.0%	13.9%	30.6%	30.6%	11.1%	13.9%

During a typical WEEK approximately how many journeys per week do you pick up which require carriage of a wheelchair?

	Respondents
None	59.5%
1 - 5 per week	24.3%
6 - 10 per week	10.8%
11 - 20 per week	0.0%
More than 20 per week	5.4%

Were you operating as a licensed vehicle driver in this area before the spread of Covid-19?

	Yes	No
Respondents	91.9%	8.1%

Thinking back to pre-Covid times, how do your working hours now compare with the hours that you worked prior to Covid-19?

	Respondents
I work the same mix of daytime and night time hours now and the same days per week	52.9%
I work a similar mix of daytime and night time hours now and the same days per week - but I work less hours per week now.	11.8%
I work a similar mix of daytime and night time hours now and the same days per week - but I work more hours per week now.	8.8%
I have changed the mix of daytime and night time hours I work now and I work more hours per week now.	5.9%
I have changed the mix of daytime and night time hours I work now and I work less hours per week now.	14.6%
I have an alternative source of income now and I only work part time and for fewer hours than pre-Covid 19.	5.9%

How does the level of demand for hires compare with pre-Covid times?

	Demand has generally recovered to similar levels to pre-Covid times.	Demand is generally lower now than during pre-Covid times.	Demand has more than recovered, compared with pre-Covid times. It is busier now.
Respondents	54.5%	18.2%	27.3%

Respondents were asked if they had any other comments that they would like to make. Responses included the following comments.

- There are enough licences vehicles, it's a lack of drivers to drive those vehicles that's the problem. The system needs to be streamlined so new drivers can complete the licence process quickly and at a reasonable cost. Say £500 in total, and a 2 week training and paperwork period depending on dbs. At the moment it's too expensive and drawn out for someone who probably has little or no money and is looking to start a new job quickly.
- At the moment there are lot of licensed cars in the area and this has severely affected our earnings.
- I believe its good idea to remove limit on Hackney taxis at least to an acceptable which market regulated itself
- No more hackneys or private hire cars please, there are plenty of taxis in town.
- Can you do something about UBER operating in our town, it's frustrating to watch them nicking our jobs
- You only have to look at the waiting times for customers either on the ranks or phone bookings to realise there aren't enough taxis especially at peak times. But as soon as the trade is aware a survey is being carried out the trade will endeavour to make sure the ranks are full. Therefore, this creates the illusion that there isn't an unmet demand. Just think about how the general area has changed with the growth of Bournemouth university which has caused the population to grow. All of the radio cab companies are busier too thus giving rise to taxis not servicing the ranks due to radio allocations. There is definitely a serious level of unmet demand which in previous times would have resulted in the issue of at least 40 HCV licences.
- Yes do not need any more ph or plated Hackneys. Hope u listen thanks.
- Why impose limits on this trade and not others

- This is my last year doing this rubbish work , and I hope the others will follow , this is the worst job I have done ever , nasty customers , nasty bcp council , you want me to spend 15k to get a new car and my car is only 6 years old . Why ? you lot are just after money . Adios
- I drive a "specialist vehicle" - an executive vehicle without meter etc. The blanket Hackney Carriage/Private Hire rules are sometimes inappropriate for the sector that I work in. For example a colleague who recently moved from Dorset into Bournemouth had to take a local knowledge test. Wholly inappropriate in that our prices are agreed beforehand, are generally far higher for local work than other vehicles, and the route we take is irrelevant. That's just an example, the "executive" market probably needs a little more thought applied to it, rather than trying to twist the existing rules to fit. Just a thought?!?
- Is way too much paper work to renewal the licence !
- Helping and communicating with a taxi drivers supporting them it will benefit both side!
- Please do something with Uber drivers who are licenced by New Forest council and who work in BCP council area on permanent basis. It is unfair competition.
- The taxi trade is booming and there aren't enough vehicles or drivers to cover the work. At peak times there are members of the public waiting for up to an hour on ranks for a hackney carriage taxi. Furthermore, Bournemouth university has grown to accommodate a massive student population. In previous years when the council issued extra HCV licences it would be in batches of around 20 to 60 to meet unmet demand. Some of the problems could be resolved if BCP council were to introduce an ALL BCP HCV & HCD licence. London has the yellow and green badge licence, where yellow is for one area (suburb) and green is for the whole of London. Why not introduce a Hackney Carriage Knowledge test for the whole BCP area for those who wish to work across all taxi ranks, and those who pass would be entitled to a delimited HCV licence.
- BCP council have introduced too many new policies which makes it unattractive for new drivers to enter the trade
- A National data base where by all local authorities use the same rules and guidelines.

Respondents who do not normally drive, were asked if they had any comments not covered elsewhere in the questionnaire.

Responses included the following statements:

- More advice from taxi owners should be sought by the councils

- There are not currently enough licensed drivers to drive the amount of Hackney carriages already licensed. Many have been parked up for years following the effects of brexit and covid and BCP Council want to exasperate the situation by deregulating.

6 Evaluation of unmet demand and its significance

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

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

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

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

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for hackney carriages and reflect this numerically. Whilst the principal inputs are from the rank surveys, the measure of latent demand comes from the public surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of continuing the current policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

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

The first component which can be zero is the proportion of daytime hours where people are observed to have to wait for a hackney carriage to arrive. This is known as the Steady State Performance (SSP) coefficient. The level of wait used is an average wait of one minute or more for waiting passengers at an active location (a location with three or more hires during the hour in question). The industry definition of these hours varies, the main index user counts from 10:00 to 18:00 (i.e. eight hours ending at 17:59). The present index is clear that unmet demand cannot be significant if there are no such hours. The only rider on this component is that the sample of hours collected must include a fair element of such hours, and that if the value is non-zero, review of the potential effect of a wider sample needs to be considered.

The other component which could be zero is the test identifying the proportion of passengers which are travelling in any hour when the average passenger wait in that hour is greater than one minute. This is known as the General Incidence of Delay (GID) coefficient.

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

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

The seasonality factor allows for the undertaking of rank survey work in periods which are not typical, although guidance is that such periods should normally be avoided if possible particularly as the impact of seasons may not just be on the level of passenger demand, but may also impact on the level

of supply. This is particularly true in regard to if surveys are undertaken when schools are active or not.

Periods when schools are not active can lead to more hackney carriage vehicles being available whilst they are not required for school contract work. Such periods can also reduce hackney carriage demand with people away on holiday from the area. Generally, use of hackney carriages is higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December (factoring high demand level impacts down) to 1.2 for January / February (inflating the values from low demand levels upwards).

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

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

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

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

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

Bournemouth evaluation

July 2022 evaluation

For this survey, using all the available data, the estimated average passenger delay shared between all passengers is 0.07 minutes (4.2 seconds). The area has higher demand on Friday and Saturday evenings as one would expect. Demand peaks to several orders of magnitude larger than day time demand, so demand is considered to be peaked. The peak factor is therefore 0.5.

The proportion of active rank hours in weekday daytimes when there are average passenger wait times of one minute or more (SSP coefficient) is 4.5%.

2.3% of all passengers travelled in hours when there was an average passenger delay of a minute or more (GID coefficient).

Latent demand was 1.13 (using public consultation survey feedback).

The combination of these coefficients provided an ISUD value of 0.4. This is well below the industry standard cut-off of 80 taken to suggest that measured unmet demand is significant in terms of Section 16 of the 1985 Transport Act.

Incidences of passengers waiting for Hackney Carriages to arrive at the ranks were relatively infrequent.

No other information from the survey and consultation would suggest that there are issues associated with availability of Hackney Carriages at the ranks and this, coupled with the low ISUD score, indicates that the level of unmet demand is below that which would be considered significant. **Therefore, there is no significant unmet demand in Bournemouth,** based on July 2022 observations and feedback.

October 2022 evaluation

Using the October 2022 rank observation results, combined with public consultation responses, the coefficients used to calculate the ISUD index were as follows:

Average passenger delay = 0.06 minutes

Peak factor = 0.5

SSP = 1.2

GID = 3.5

Seasonality factor = 1

Latent demand factor = 1.13

ISUD value = 0.1

The low ISUD score, indicates that the level of unmet demand is below that which would be considered significant. **Therefore, there is no significant unmet demand in Bournemouth**, based on October 2022 observations and feedback.

Poole evaluation

July 2022 evaluation

For this survey, using all the available data, the estimated average passenger delay shared between all passengers is 0.17 minutes (10.2 seconds). The area has higher demand on Friday and Saturday evenings as one would expect. The level of peak demand is several orders of magnitude larger than day time demand, so demand is considered to be peaked. The peak factor is therefore 0.5.

The proportion of active rank hours in weekday daytimes when there are average passenger wait times of one minute or more (SSP coefficient) is 2.6%.

4.0% of all passengers travelled in hours when there was an average passenger delay of a minute or more (GID coefficient).

Latent demand was 1.187 (using public consultation feedback).

The combination of these coefficients provided an ISUD value of 1.0. This well below the industry standard cut-off of 80 taken to suggest that measured unmet demand is significant in terms of Section 16 of the 1985 Transport Act.

Incidences of passengers waiting for Hackney Carriages to arrive at the ranks were relatively infrequent.

No other information from the survey and consultation would suggest that there are issues associated with availability of Hackney Carriages at the ranks and this, coupled with the low ISUD score, indicates that the level of unmet demand is below that which would be considered significant.

Therefore, there is no significant unmet demand in Poole, based on July 2022 observations and feedback.

October 2022 evaluation

Using the October 2022 rank observation results, combined with public consultation responses, the coefficients used to calculate the ISUD index were as follows:

Average passenger delay = 0.57 minutes

Peak factor = 0.5

SSP = 6.3

GID = 25.3

Seasonality factor = 1

Latent demand factor = 1.187

ISUD value = 53.9

The ISUD score was less than 80, which indicates that the level of unmet demand is below that which would be considered significant. **Therefore, there is no significant unmet demand in Poole,** based on October 2022 observations and feedback.

7 Summary, synthesis and study conclusions

This Taxi survey on behalf of BCP Council has been undertaken following the guidance of the BPG and other recent case history regarding unmet demand and its significance. This Report has drawn together all the evidence gathered to enable the licensing committee to determine if, at this present time, there is any evidence that observed unmet demand is significant according to the requirements of Section 16 of the 1985 Transport Act, and on that basis if, and at what level, the current limit on hackney carriage vehicle numbers can continue. This chapter summarises the key points from each chapter, draws a synthesis and conclusions together and make recommendations regarding the way forward. However, it must be reiterated that it is the Committee alone who need to be satisfied that their decision is robust and would stand up if scrutinized in Court.

Background and context

Assessments of each of the two areas which have a cap on hackney carriage licence numbers (Bournemouth and Poole) have been undertaken separately.

Each of the areas has no significant unmet demand for Hackney Carriages. This leaves the authority free to maintain a defensible limit to the number of Hackney Carriages in Bournemouth and Poole.

In both Poole and Bournemouth, pre-booked hires and contract hires form a significant proportion of the hires undertaken by hackney carriages. The split between hires which are undertaken from ranks versus pre-booked or contract hires, varies by hackney carriage. Some appear to focus primarily on pre-booked and contract hires. Others appear to focus on rank based hires.

The fleets were able to cope with peaks in demand on Friday and Saturday nights. This indicates that despite many vehicles engaging in pre-booked hires, there are still sufficient vehicles available to service peak rank based demand.

Comparison of rank observation results between October 2019, July 2022 and October 2022 indicated that overall demand in Bournemouth had remained at a similar level in October 2022 to that observed in 2019. There was some evidence of seasonality, with demand in the summer being higher than during the winter months.

Comparison of Poole rank observation results between October 2019, July 2022 and October 2022 indicated that overall demand in Poole had reduced significantly by October 2022, compared with October 2019. Demand in Poole was significantly higher during the summer than during the winter.

The significant seasonal variation, coupled with overall reduction in demand is likely to place significant commercial pressure on the hackney carriage fleet in Poole.

The level of latent unmet demand indicated through public consultation was relatively low for both Bournemouth and Poole. This corroborates evidence that the level of unmet demand in both Poole and Bournemouth is below the level which would be considered significant.

There has been some feedback from the public that wheelchair users face difficulties concerning lack of availability of wheelchair accessible vehicles at times. Stakeholder feedback related to wheelchair accessible vehicle availability suggests that organisations such as care homes tend not to face the same level of difficulty. Analysis of licensed vehicle fleets and in particular the number of wheelchair accessible vehicles in the licensed vehicle fleets, indicates that in recent years, the number of wheelchair accessible has fallen. The total number of wheelchair accessible licensed vehicles in February 2023 was 50% of the number licensed in 2019.

Rank observations

Parked vehicles limited access to some taxi ranks at times. Particular issues were observed at the ranks at Bournemouth Road (Ashley Cross) in Poole and Palmerston Road, Holdenhurst Road and Exeter Road (Bournemouth Pier) in Bournemouth.

The marked rank spaces at Exeter Road (Bournemouth Pier) were generally occupied by parked vehicles. The marked spaces are in a position which is not visible to potential passengers approaching from the beach and Bournemouth Pier. Drivers prefer to wait in a position where waiting hackney carriages are visible to people walking from the beach. This preference was in evidence, even at times when the marked spaces were unoccupied by parked vehicles.

Public consultation

A high proportion of respondents indicated that they generally pre-booked licensed vehicles. Rank hire was a minor means of obtaining a licensed vehicle.

Key stakeholder views

Very few issues were identified by stakeholders. Availability and level of service was rarely something that was a matter for consideration.

Formal evaluation of significance of unmet demand

In both of the licensing areas, passenger waiting was relatively infrequent. Occasional waiting was observed at various times of day. Persistent queues were infrequent and didn't last for extended periods.

8 Recommendations

On the basis of the evidence gathered in this Taxi survey, our key conclusion is that there is no evidence of any unmet demand for the services of hackney carriages either patent or latent which is significant at this point in time in the Bournemouth or Poole licensing areas. The committee is therefore able to retain the present policy of limiting vehicle licences in Bournemouth and Poole.