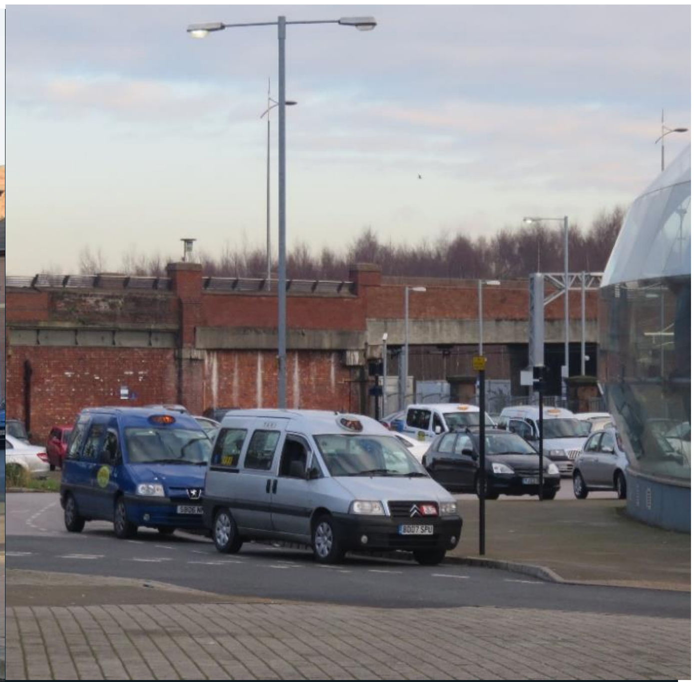


St Helens Council

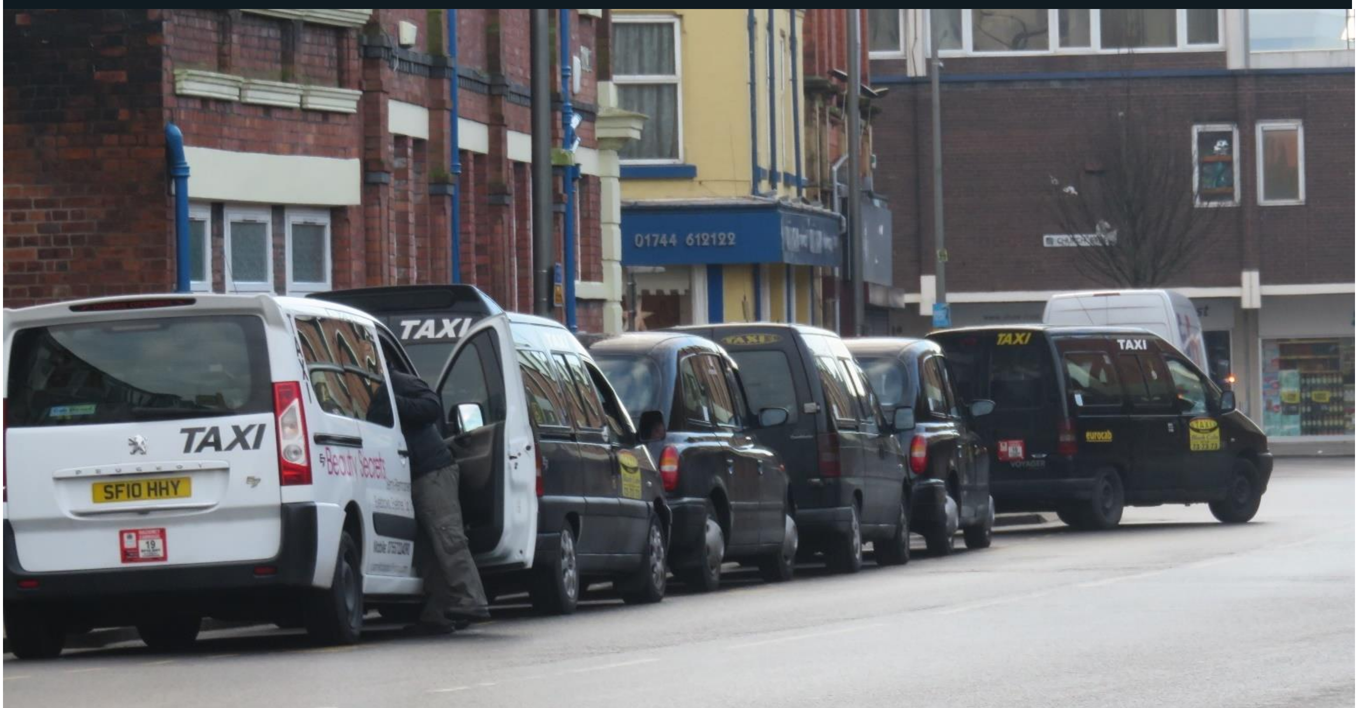
Hackney carriage Survey of demand

Final Report

June 2016

TRAFFIC + TRANSPORTATION

THE DATA COLLECTION SPECIALISTS



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Executive summary

CTS Traffic and Transportation were appointed by St Helens Council to undertake their "Hackney carriage Survey of Demand" on 8th January 2016. This report presents the results of all investigations undertaken to provide a database of robust information on which a decision can be taken by councillors in regard to the hackney carriage vehicle limitation policy. All research was undertaken in line with the current Department for Transport Best Practice Guidance (April 2010) and taking advantage of the extensive research undertaken by the Law Commission in their recent review of licensing.

St Helens is one of the five Metropolitan borough councils within the former Merseyside county area. It has boundaries with several other authorities in the former Chester and Greater Manchester counties and is a multi-centred authority with several other key suburban centres and rural area. It is well-served by road contacts and lies on three radial rail routes from Liverpool, two of which have been recently electrified and provided with refurbished trains. Cross-authority travel is by a wide range of bus services focussed on several of the centres. Being a unitary authority, the council has power over highways allowing it to provide ranks. The Merseytravel public transport authority has power over general policy as well as the ranks at the local rail stations in most cases. It does support licensed vehicle services with some stated aims and policies although these are not currently highly actively pursued.

Present industry statistics show the number of hackney carriages has not been increased since before 1989 – a point at which the level of 63 was confirmed by testing in court. Private hires are currently 56% higher than in 1997, although driver levels (which are all able to drive either hackney carriage or private hire) have only increased by 27%. There is little evidence from these statistics of any double-shifting of either kind of vehicle. The level of hackney carriages compared to population is the lowest in the nearby areas, although equal to that for Wigan. The level is below both the group and the national average. In terms of private hire, the level is above the English average but around the same of the group average, and overall licensed vehicle numbers are not far off either the group or national average. This suggests private hire have taken up any slack in demand from the restraint on vehicle numbers, but not to the overall detriment of licensed vehicle provision. Part of the reason for both Wigan and St Helens having lower levels of hackney carriages is the multi-centre nature of both areas which means a lower amount of the population are in densities sufficient to encourage hackney carriage rank usage.

A rank survey programme was undertaken resulting in 300 hours of observations. Of all the vehicles observed at or near ranks, 10% were private cars and 1% were goods or emergency vehicles. However, 23% were private hire vehicles, the largest part of which were picking up passengers at one location little used by hackney carriages. Whilst the overall level of fleet activity was the same as in 2005, compared to usage of most ranks being observed in 2005, there are now only really three ranks used to any large extent. Hall Street was the busiest rank on average, but only used when the shopping centre nearby was open. A unique arrangement appeared to exist whereby vehicles only service the station when trains are expected and then return to the other two used ranks, returning when the next key arrival is due. This gives the appearance that vehicles often do not wait at the station particularly to those who take a bit longer to walk from trains than might be usual. The low waiting times of vehicles for passengers is another pointer to this.

In overall terms, usage of hackney carriages at ranks in St Helens is 43% higher than in 2005, but now focussed 60% at Hall Street, 30% from HSBC, 9% from the Station and 1% from the Nat West rank. Also unusual is that observed demand is highest on Saturday afternoon, with no high peak observed at all. Just a third of the fleet were observed out on the busy Saturday evening compared to 70% being out during Friday daytime. The observed Westfield Street 'inappropriately met' demand is counter to this – were this met by hackney carriages using the rank there, the overall demand patterns would be much more typical.

Comparing now with the previous survey, the industry standard index of significance of unmet demand generally shows improvement in the service provide except that the level of queueing in weekday daytime hours is now much higher. Whilst the ISUD value is well below the cut-off that formally signifies significance of the observed unmet demand, our conclusion of no significant unmet demand from this view is countered by the indications described above of poor availability of vehicles which seem to suggest very high and long standing latent demand existing.

348 people were consulted across the whole licensing area. Higher licensed vehicle usage was found compared to 2005, but recent levels of car ownership were also found to be much higher. A high 72% could not remember when they last used a hackney carriage whilst 23% could not remember seeing a hackney carriage in the area – quite striking as the vehicle fleet is all wheel chair accessible and should therefore be very clear to people. The resulting level of 0.8 trips per person per month for licensed vehicles overall reduces to a very low 0.04 for hackney carriages. Even taking on board the issue of the multi-centre nature does not improve these values much.

People tended to phone – with 95% of hiring quoted as being using various phone methods. The 35% usage of ranks in the previous survey is now replaced by just 3%. A positive point was that the hackney carriage radio circuit was quoted by those making phonecalls albeit being just 1% of all mentions (compared to the favourite company having 27% of mentions). Rank knowledge was poor with the rank seeing least regularly waiting vehicles (Station) is the most known rank, with others mainly stating 'town centre' rather than any specific location. There was no call for new ranks.

Stakeholders tended to use private hire although did confirm many customers were aware of and did use active ranks. This was the case across most stakeholders – though compared to other areas there did seem a better awareness of ranks than we expected. The main issue appeared to be the lack of vehicles waiting at ranks which tipped people to asking for vehicles to be phoned for. The town centre manager felt there were few hackney carriages generally available, but that both these and private hire vehicles were all very important to the introduction of new people to the area.

A very high level of 17 wheel chair customers were observed using ranks to access hackney carriages. Two others were observed visibly disabled whilst 115 cases were found of drivers helping people into their vehicles. 91% did not need an accessible vehicle although the split of peoples' need of WAV style vehicles was slightly in favour of non-WAV style.

Driver consultation produced a low response highly dominated by private hire, which is very unusual. Average working hours were low as were the maximum levels recorded. There did not appear to be any response from the hackney carriage radio circuit as only private hire companies were mentioned in terms of radio networks used. There was a helpful verbal response both from the local and a national hackney carriage representative which provided further insight into the current situation.

In terms of the Equality Act, a major concern is that with the main provision of WAV being in the hackney carriage fleet, their relative lack of being accessible by phone tends to reduce their overall availability to those needing a comprehensive service from WAV style vehicles. Despite this, overall current usage is the highest we have seen in any recent survey at ranks.

In conclusion, it appears that current service by hackney carriages to people needing their services in St Helens is limited both geographically and temporally, and even more so geographically within the current main town centre area. The concerns that hackney carriages are tending to find sufficient business in 'preferred' operating hours and locations seems to be confirmed by other evidence.

Whilst formally, there is no evidence that any observed unmet demand, either patent or latent, is significant at this current time and the committee could retain the current policy and limit at the present level and defend this as necessary the balance of evidence suggests this does not meet current levels of customer need in the area. There is demand which is not being provided with the option of hackney carriage service, both in the daytime and more so at night and weekends.

Key issues for action include seeing more vehicles regularly waiting at St Helens Central station as well as more presenting themselves for service particularly where present demand is met 'inappropriately' by private hire vehicles where a rank actually exists. Increasing general availability for those needing adapted vehicles is also important. There is need for better marketing of current ranks, but some of this is dependent on having sufficient hackney carriages willing to service some locations.

Further options and recommendations are detailed in the main body of the Report.

1. Introduction

St Helens Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the council area. The licensing authority retains a limit on the number of hackney carriage vehicles it licences. Published DfT sources suggest that this limit began in 1993. A previous review of the limit policy in terms of a demand survey last occurred in 2005.

Study timetable

St Helens appointed CTS Traffic and Transportation on 8th January 2016 to undertake this hackney carriage survey demand in line with our quotation dated November 2015 as revised at the Inception Meeting held on 20th January 2016.

The review was carried out between January and May 2016, with pedestrian survey work undertaken in March 2016. Licensed vehicle driver opinions were included from a council survey undertaken in February and March 2016 together with some discussion with trade representatives. Other key stakeholder consultation was undertaken between January and April. Rank surveys were undertaken in late February 2016. A Draft Final report was submitted and this was reviewed in May 2016 to identify any factual or missing issues. The Final Report will be reported to committee in Summer 2016.

National background and definitions

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

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

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

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

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

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

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

- Hackney carriage vehicles (sometimes referred to as 'taxis' in legislation), which alone are able to wait at ranks and pick up people in the street (ply for hire). To operate such a vehicle also requires a driver to be licensed to drive within the area the vehicle is licensed to operate

- Private hire vehicles, which can only be booked through an operating centre and who, otherwise, are not insured for their passengers (often also known as 'taxis' by the public, or mini-cabs in London and some other areas). To operate such a vehicle requires a vehicle and driver licence, and there must also be an affiliation to an operator. Such vehicles can only transport passengers who have made bookings via this operator.

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

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

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

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

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

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

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

One clear matter in areas where there is a limit is that having a plate in such a circumstance is a privilege which brings responsibilities. The plate is primarily issued for the vehicle to be used to service the needs of the public of the licensing area, and further, principally the public who seek either to get hackney carriages at council ranks, or to hail them in the streets. For this opportunity to be sufficiently available, the vehicles need to present themselves for service at all times when people might require such demand. Hackney carriages do receive other demands, such as to service schools or private contracts particularly where all vehicles are wheel chair accessible style, or to service private ranks (such as at Airports or stations) where a supplementary permit is needed, often including specific requirements from vehicle availability of a more contractual nature. The nature of the often independent individual hackney carriages and their drivers and the work demands presented often makes need for balance between conflicting demands. Our observations are the result of many such decisions made often separately by each individual, or small groups of individuals.

Current St Helens requirements

St Helens held the previous survey in 2005 and is undertaking this survey following a committee decision to have a cycle of regular three-yearly reviews according to the DfT BPG.

The key objectives of the independent study of demand are to:

- Determine whether there is any evidence of significant unmet demand for hackney carriage services in St Helens
- If significant unmet demand is found recommend how many licences would be required to eliminate this

The study includes the following:

- Inception meeting
- Benchmarking to other nearby councils
- Rank review
- Rank observations based on direct observations
- Public attitude interviews comprising face to face interviews

- Written consultation with key stakeholders
- Report (draft and final)

Methodology
In order to meet St Helens Council's objectives, the following methodology was adopted:

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

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

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

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

In essence, the methodology used follows similar principles to all surveys undertaken by CTS together with all developments of methodology more recently applied to our surveys, particularly including guidance from both the 2004 DfT letter and their 2010 Best Practice Guidance (which includes the 2004 guidance as an appendix), and including the latest knowledge arising from the Law Commission Review and the current status of the Equality Act. This report also seeks to provide compatibility with previous report provided by other consultants to the Council. Some items undertaken in 2005 have not been repeated in 2016 to ensure best value for money and because some study practicalities have developed significantly in that period.

Report structure
This Report provides the following further chapters:

- Chapter 2 – current background to taxi licensing statistics and policy
- Chapter 3 – results from the rank surveys
- Chapter 4 – results from the surveys undertaken with the public
- Chapter 5 – up to date stakeholder consultation
- Chapter 6 – results from consultation with the taxi licensing trade
- Chapter 7 – consideration of Equality Act issues
- Chapter 8 - summary and conclusions of this review
- Chapter 9 – recommendations for policy arising from this review
- Chapter 10 – an attempt to answer the questions raised in the Appendix of the 2010 Best Practice Guidance following this review.

2. Background to taxi licensing in St Helens

The St Helens Council area

St Helens Council is one of five metropolitan borough councils within the former Merseyside county area. The Borough has a current population of just over 179,000 according to the 2016 estimates from the 2011 census.

St Helens Council covers a relatively large area to the East of Liverpool and has boundaries with Knowsley, Halton, Wigan and Warrington. Apart from the urban area of St Helen's itself, there are several other separate suburban centres including Newton-le-Willows, Rainhill, Lea Green, Garswood, Haydock and Billinge amongst others. There is also a moderate amount of rural area within the authority boundaries. The area also includes Haydock Park race course.

Both M6 and M62 motorways pass through the area providing several key junctions from which other roads lead (including the A580 and A58 trunk routes). This makes the area well-served by roads and also highly accessible by car. This can reduce the demand for licensed vehicles.

In public transport terms, the authority is serviced by two principal rail routes radiating from Liverpool which have recently seen electrification and investment from Merseytravel. A new station was added at Lea Green including formal rank provision. The routes run from Liverpool to Wigan via St Helens and Liverpool to Manchester / Warrington via Earlestown. There is a further service from Manchester to Chester which runs via Earlestown. Again, this provides a moderate level of rail service, to which bus services link under the Merseytravel banner, including integrated ticketing and several key interchanges at stations.

In terms of rank provision, most ranks are provided by the Council itself which is the highway authority. There are several ranks at railway stations which are either on railway or Merseytravel land (see further below). However, we do not believe there are any private ranks with specific additional charges or contractual arrangements in the area.

Background Council policy

St Helens is a metropolitan borough Council having highway and transport powers for the area. Transport Policy is summarised in the current Local Transport Plan (LTP). This covers the period from 2011 to 2026. It covers the Merseyside area and has six goals:

- Promote right conditions for sustainable economic growth
- Provide and promote clean low emission transport
- Ensure transport system promotes and enables improved health and wellbeing
- Ensure equality of travel opportunity for all
- Ensure efficient movement
- Maintain assets to high standards

The specific section related to hackney carriage is Goal 4 Para 4.102 to 104, quoted in full below:

"We recognise the contribution of taxis and private hire services to an integrated transport strategy and under these broad headings, we are facilitating a greater role for taxis and PHVs. Working with the district licensing authorities and the taxi trade, a Merseyside TQP has been established to take forward an incremental, integrated approach to the role of taxis as part of the public transport network. The TQP will provide a framework to facilitate joint working between Hackney Carriage and PHV Operators and between other stakeholders. The aims of the TQP include:
-Promote accessibility to everyday facilities for all.
-Meet the needs of people without access to a car.
-Reduce crime and fear of crime on the transport system.
-Improve the quality and quantity of transport services.
-Reduce emissions from taxis and improve the environmental quality of taxis
-Support services for people who cannot use conventional services.
-Reduce Road Traffic Collisions that cause death and serious injury.

The TQP will be developing a long term strategy for the enhanced role of taxis and PHVs in the LTP but in the short term, particular attention will be paid to those policy areas which are within the remit of the five district licensing authorities and Merseytravel. This may include:-
(a) Examining the integration of taxi services with the supported bus service network, in line with policies on supported bus services such as using taxis in place of buses on „niche" services like Merseylink, where this would prove better value for money and beneficial in emissions terms.
(b) Taxi voucher scheme as part of improving access to employment – the offer of a one month bus pass or the equivalent in taxi vouchers.
(c) Flat fare of £1.10 (50p for children) for any taxi/PHV under contract to Merseytravel – fixed routed/flexibly routed services.
(d) Taxibus resource to cover flexibly routed transport options.
(e) Feeder services into main public transport hubs.
(f) Add on to car sharing scheme web sites to include information on taxis
(g) Use of taxis for replacement services due to roadwork and major events.
(h) Taxi operator's ability to bid for specific supported bus services.
(i) Information provision for taxi operations.

It has recently been agreed by the LTP Taxi Group to run a Low Emissions for Taxis trial to test new technologies for reducing taxi emissions."

In general, we have not found any evidence that much of the above is actually moving forward at the present time. Further discussion of the views of Merseytravel are provided in the key stakeholder section below.

Policy of restricting hackney carriage vehicle licences

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

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

We are aware (from the 2005 study report) that the current limit was tested in 1989/1990 and found to be correct via a legal challenge which was not sustained. An independent study in 2005 found no significant unmet demand (see summary below), and the policy remains at the present time.

Background statistics

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

	Hackney carriage vehicles	**Private hire vehicles**	**Total licensed vehicle fleet**	**Driver numbers**				**Operators**
				hcd	**phd**	**Dual**	**Total**	
DfT data states limit began in 1993 (evidence was in place in 1989)								
1994	63 (100)	unknown	n/k	0	0	520	520	
1997	63 (100)	325	388	0	0	500	500	
1999	63 (100)	393	456	0	0	600	600	48
2001	63 (100)	380	443	0	0	600	600	53
2004	63 (100)	372	435	0	0	600	600	72
2005	63 (100)	372	435	0	0	660	660	72
2007	63 (100)	447	510	0	0	741	741	62
2009	63 (100)	440	503	0	0	739	739	52
2010	63 (100)	473 (1)	536	Not collected				
2011	63 (100)	472 (2)	535	0	0	710	710	61
2012	63 (100)	476 (1)	539	Not collected				
2013	63 (100)	472 (2)	535	0	0	710	710	61
2014	63 (100)	491 (2)	554	Not collected				
2015	63 (100)	549 (2)	612	0	0	663	663	44
2016	63 (100)	506	569	0	0	660	660	41

Note: DfT statistics used from 1994 to 2007, 2011/ 2013 and 2015 (D).
National Private Hire Association surveys for 2010/12/14(N)
Council figures given at start of survey, Feb 2016

The Table above shows the number of hackney carriage vehicles has remained static since at least 1989 (at which point the level was tested by a court case and found to be correct). During the period from 1997 to date, private hire numbers have increased steadily to the current level of some 56% more. However, driver numbers have only increased by 27% although they were higher than this in 2007 (12% more). Operator numbers are also very similar.

Driver ratios

The area has long had dual driver licences. This means it is not easy to understand separate driver ratios but the overall ratio of 1.16 suggests very little likelihood of any double shifting. The statistics also suggest that much of the private hire growth may well have been from people choosing to have their own private hire vehicle rather than growth of demand.

Comparison to other nearby authorities

The table below compares for 2016 levels of hackney carriage and private hire vehicles around the nearby authorities. The table has been sorted so that the lowest provision of hackney carriages compared to population is at the top of the table.

Area	**Popn (2016 000)**	**No of HCV (% WAV)**	**HCV per 1000 popn**	**No of PHV (% WAV)**	**PHV per 1000 popn**	**Total veh**	**Total veh per 1000 popn**
St Helens (L)	***179***	***63 (100)***	***0.4***	***506 (2)***	***2.8***	***569***	***3.2***
Wigan (L)	325	136 (31)	0.4	890 (6)	2.7	1026	3.1
Warrington (L)	210	149 (37)	0.7	404 (2)	1.9	553	2.6
Knowsley (L)	146	235 (100)	1.6	858 (4)	5.9	1093	7.5
Halton (L)	127	267 (100)	2.1	84 (100)	0.7	351	2.8
Totals/Averages (all above)	**987**	**850 (78)**	**0.9**	**2742 (7)**	**2.8**	**3592**	**3.6**
England av (excl London) 2015 DfT veh nos.		***n/a (41)***	***1.2***	***n/a (3)***	***2.2***	***n/a***	***3.4***

All the nearby authorities compared have a limit on hackney carriage vehicle numbers. Apart from one authority, all have (or are) testing their current limit by an independent survey. One authority at its last survey reduced its limit due to having a number of spare plates available (although these were taken up before the change was applied).

The table shows that St Helens has the lowest proportion of hackney carriage vehicles compared to population within the areas compared, and a marginally higher level of private hires compared to two other areas.

We are advised that the very high level of private hire in Knowsley is a result of the recent Deregulation Bill and not related to demand in that area.

However, St Helens is very similar to Wigan in terms of both its level of hackney carriages and private hire vehicles, apart from the fact that St Helens has a fully WAV hackney carriage fleet and Wigan does not. Both St Helens and Wigan are similarly structured geographically, and in many respects the hackney carriage trade in both locations focus on the key centre with little service to outer area ranks, mainly due to lower levels of demand there. However, Wigan central area is larger than the St Helens central area and its rail station is directly on the West Coast Main line with services to many larger places than is true for St Helens Central – principally from Wigan to London (two trains per hour most hours).

Overall licensed vehicle provision in St Helens is actually highest in the authorities compared (excluding Knowsley), with the two other authorities with higher levels of hackney carriages to population having less private hire provision. This is particularly marked in Halton where stated private hire provision is very low.

In comparison to national statistics, St Helens has about a third of the national average of 1.2 hackney carriages per thousand population. However, it has more private hire vehicles than the national average (2.8 compared to 2.2) and ends up with an overall licensed vehicle provision which is not far short of the national average. This is often typical in areas with limited hackney carriage numbers.

This suggests that the overall number of vehicles in the area is about the national average but that the limit may have kept the level of hackney carriages lower, but has not stunted the overall industry growth.

It is also true that St Helens and Wigan are both multi-centred authorities where there are centres beyond the main urban area which in some cases are almost independent albeit much smaller. Examples include Rainhill and Newton-le-Willows. These centres tend to have lower demand levels for licensed vehicles and often are seen to have too low demand to justify hackney carriage rank operations – but history can sometimes revise this and there are small places with active hackney carriage ranks albeit relatively few.

The 2005 survey

The report from the 2005 survey provides some useful information about the status of the licensed vehicle industry in St Helens at that time. That survey was undertaken at a time when there had been rapid expansion of the night economy particularly impacting on late Friday and late Saturday demand. There were reports of out of town vehicles servicing one night location which was not near a formal rank which were tested to identify the levels of demand which could be observed there.

Some 443 hours were observed at the ranks, with passengers and vehicles at all but two ranks. The busiest rank was that near HSBC followed by the Natwest rank. The average weekly passenger estimate was 2,871 passengers with an average wait time of 0.4 minutes per passenger. 84% of the fleet was observed during the rank observations. The observations occurred between February and May using observers at or near ranks, a method now generally only used by one contractor, and generally felt to be much more obvious to the trade, and susceptible to trade play-up, than the current video methods used.

1000 people were interviewed in the streets. Of these, 43% had made a journey by licensed vehicle in the month previous to the survey. 35% had used a rank and 2% had hailed hackney carriages. 36% of people said their use of hackney carriages was reduced because they had a car, and a further 18% said they used the bus. 13% said they did not have any need to use hackney carriages and a further 13% said they were too expensive. Delay was only an issue to 3% of people.

People suggested the main item that might increase their usage was reduced cost. There were no real requests for further ranks to be provided.

People were found to have to wait for hackney carriages to arrive in 1.4% of off-peak hours whilst 14% of all passengers travelled in an hour where the average waiting time was a minute or more. The resulting ISUD index of 8 was well below that counted to define the observed unmet demand as significant.

More detailed considerations identified four possible revisions to ranks or new locations but all were confirmed as impractical.

Other background information

A significant amount of general background information was provided at the inception meeting. Any regarding ranks is included in the chapter below, but other comments are summarised below to ensure all potential information of benefit to the review is captured in this Report.

A key factor is that the main St Helens town centre has been reduced in usage by two retail parks which took many of the larger stores out of the central area, with no provision for hackney carriages provided within them. Further, two large supermarkets have edge of town centre locations which are not close to any ranks. There is a concern that the lack of review of the demand for hackney carriages since the last survey of 2005 has allowed change to occur which policy has not been able to reflect. Whilst the lack of change to rank provision might have allowed hackney carriages to adapt better, there is also some element that opportunities available have not been taken up as much as they might have been by the trade overall – such as by attempting to service the new edge of town locations or any attempt to work with Merseytravel to take advantage of the new fully accessible station at Lea Green, or with the electrification of routes across the Borough.

The impression is that the licensed vehicle fleet tends to be able to obtain sufficient work during daytime hours that it does not need to be active outside these core hours. Counter to this is an increase in drivers in the Borough whereas other areas are known to be losing drivers. This may be from contracts for both this area and other surrounding areas. Our report seeks to check out these suppositions and identify facts around which decisions for policy can be made.

The Borough does suffer from having so many boundaries with other licensing areas though also has a good relationship with these authorities which helps reduce any potential issues. Our site visits for example found that the Rainhill area appears to be serviced mainly by other authority private hire vehicles principally because geographically that is the way that area tends to relate.

It is understood there are police concerns around the Westfield Street area, and about clearing numbers of people in the early hours (0300-0500). A private hire office had suggested it had been unable to meet demand from around 1000 calls on one busy Saturday evening (but no more detail was provided). This is despite the fact that there has been a significant loss of night life in the area over the last few years. However, neither police nor private hire provided us any further information about these quotes although the rank there was observed and has provided useful information.

Licensing advised us there is currently a hackney carriage vehicle waiting list of some 40 or so persons. However, it is not clear how many of these are currently seeking a licence, nor how many understand the need for them to provide a vehicle were they to be granted a licence. This could only be tested by an actual plate issue. The main rider is that there is no way for any stipulation to be placed on where or when any new licences might be used.

3. Results from rank surveys

Appendix 1 provides details including photographs and plans for the present hackney carriage ranks in the Borough. There are six 24-hour locations in the centre of St Helens, eight night only locations, and two 24-hour locations in other parts of the Borough. There are also three ranks provided on railway land, but without need for any supplementary permit.

During our research we did not find evidence of any other ranks within the St Helens area and understand our rank coverage is therefore comprehensive as required by the Department for Transport's Best Practice Guidance on taxi and private hire licensing (BPG). The only private ranks we are aware of relate to the rail station locations which are administered by Merseytravel but without need for supplementary permits.

The breakdown of rank hours covered by video is shown in **Appendix 2**. This was based on our walk-round undertaken at Inception. The two main ranks in St Helens were covered from mid-day Thursday through to late afternoon on the Sunday. Eight other ranks were covered at times they were most expected to see any usage, including cover of the St Helens Central station rank on the Friday. Where ranks have not been covered, notes were obtained at inception about possible reasons for lack of use (see below). The planned observations were agreed with the Council in advance of the work being carried out.

Ranks were observed, using video methods with the recordings observed by trained staff, and analysed to provide details of the usage and waiting times for both passengers and vehicles. Passenger waiting time was kept to that which was true unmet demand, ie when passengers were waiting but no hackney carriage vehicle was there. **Appendix 2** records the hours watched. This covered some 300 hours, more than robust enough for the requirements of testing for significance of any observed unmet demand.

Full details of the observed volumes of passenger and vehicle traffic are included in **Appendix 3**. Our observations took account of feeder ranks where necessary to ensure true estimation of the hackney carriage waiting times at ranks for passengers (as at St Helens Central station).

Overall comments on ranks

A total of 24 different rank locations / days were observed (each termed a sample). In total, some 1,784 hackney carriage vehicle arrivals and departures were recorded, with all vehicle departures some 2,690 over the four days.

Of the total vehicle arrivals and departures observed, 10% were private cars at or near the ranks. 1% were goods vehicles or emergency vehicles. 23% were private hire vehicles. This is a very high level of activity of private hire at or near to ranks. Further review identified that 79% of the vehicle movements and 83% of the passengers (448 people) observed leaving in private hire vehicles were at Westfield Street on the Saturday night.

There were a total of 17 wheel chair using passengers during the survey period. Two were at the HSBC rank, 14 at Hall Street and one at St Helens Central Station. This is a very high level of usage compared to other surveys.
Two other passengers were observed as being visibly disabled. There were 115 cases observed of drivers assisting passengers beyond those in wheel chairs. This is a good level of service provided.

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

Rank	Period (2016)	Total passengers	Total loaded vehicle	Passengers per loaded vehicle	Empty vehicle departures	% of vehicles leaving empty	passengers having to wait for vehicle to
24-hour ranks St Helens							
Ormskirk St HSBC	Thursday 25th February 2016	86	51	1.7	26	34	3
	Friday 26th February 2016	298	203	1.5	44	18	5
	Saturday 27th February 2016	509	258	2.0	33	11	23
	Sunday 28th February 2016	7	5	1.4	11	69	2
Ormskirk St Nat West	Thursday 25th February 2016	0	0	0.0	1	100	0
	Friday 26th February 2016	4	3	1.3	10	77	0
	Saturday 27th February 2016	1	1	1.0	9	90	0
	Sunday 28th February 2016	0	0	0.0	0	0	0
Cotham St	Saturday 27th February 2016	1	1	1.0	2	67	0
Hall St	Thursday 25th February 2016	199	119	1.7	8	6	1
	Friday 26th February 2016	537	340	1.6	23	6	36
	Saturday 27th February 2016	527	294	1.8	33	10	17
Night only ranks, St Helens							
Baldwin St	Thursday 25th February 2016	0	0	0.0	0	0	0
	Friday 26th February 2016	0	0	0.0	0	0	0
	Saturday 27th February 2016	0	0	0.0	4	100	0
Bridge St PO	Thursday 25th February 2016	0	0	0.0	0	0	0
	Friday 26th February 2016	2	1	2.0	0	0	0
	Saturday 27th February 2016	0	0	0.0	1	100	0
Exchange St	Saturday 27th February 2016	0	0	0.0	0	0	0
Westfield St	Thursday 25th February 2016	0	0	0.0	0	0	0
	Friday 26th February 2016	0	0	0.0	3	100	0
	Saturday 27th February 2016	6	3	2.0	5	63	1
Suburban 24-hour rank							
Victoria St, Rainhill	Friday 26th February 2016	0	0	0.0	1	100	0
Private rank – unrestricted – St Helens							

Central Station	Friday 26th February 2016	75	52	1.4	168	76	6
	Saturday 27th February 2016	9	5	1.8	52	91	2

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

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

Overview

An initial over-view of the above table suggests that there are really only three active ranks in the St Helens Council area, of which one sees very small usage only. There is no activity at ranks other than in the main central area. Further discussion follows below.

Ormskirk Street, HSBC rank

This rank is directly outside the HSBC in this section of Ormskirk Street, which is one-way towards the town centre at this point. The rank is six spaces in a generally segregated layby. Passengers enter vehicles from the driver side with entry from the passenger side possible with care given that there are other vehicles passing by, albeit potentially at moderate speed. All vehicles leaving the rank have to pass through the main central town centre junction to leave the area but do have a range of routes to use from this point outwards.

This rank was observed from 15:00 on Thursday 25th February 2016 through to 15:00 on Sunday 28th February 2016. A small amount of information was lost after this time due to equipment issues.

Thursday observations

During the Thursday observations (15:00 to 05:59 the next morning) 86 passengers were observed leaving in 51 vehicles, giving vehicle occupancy of 1.7 persons per vehicle – moderate. 26 vehicles left empty (34%).

Three passengers were observed arriving when no vehicle was available for immediate hire. Two waited in the 15:00 hour and one in the 16:00. The longest wait was four minutes. When all passenger waiting is added and divided by the total number using this rank, the average expected wait time over all passengers is just six seconds.

In passenger terms, total passengers in any hour ranged from 11 up to 37 (15:00 hour). After the 17:00 hour the rank was quiet except for single passengers in the 19:00 and 22:00 hours.

Average vehicle waiting times for fares were generally very low – just four to nine minutes, though those serving the later hours single passengers had sat waiting for 26 and 14 minutes respectively before leaving. There were vehicles pausing at the rank for up to 40 minutes during the evening, with no vehicles seen after the midnight hour.

Friday observations
During the Friday observations 298 passengers were observed leaving in 203 vehicles, giving vehicle occupancy of 1.5 persons per vehicle – moderate. 44 vehicles left empty (18%).

Five passengers arrived when no vehicle was available for immediate hire. Waits occurred for single passengers in each of the hours of 17:00, 18:00, 23:00, midnight and 01:00. The longest wait for any person was four minutes and two waited just a minute. Average waiting time over all passengers was again just two seconds.

In passenger terms, flows ranged from one up to 25 (in the 15:00 hour). Flows were between 18 and 25 in every hour from the 11:00 to the 17:00. Again the area became quieter from the 19:00 hour onwards, but less so than on the Thursday. Flows were higher in the 23:00, midnight and 01:00 hours, with a peak of 17 people in the 01:00 hour. The area became quiet from the 04:00 hour onwards.

Average vehicle waiting times for fares were varied between a minute and 40 minutes – with much shorter times recorded in the evening with the higher flows.

Saturday observations
During the Saturday observations 509 passengers were observed leaving in 258 vehicles, giving vehicle occupancy of 2.0 persons per vehicle – relatively high. 33 vehicles left empty (11%).

23 passengers had to wait for a vehicle to arrive. Three waited in the 12:00 hour, two in the 16:00 hour, seven in the midnight hour, six in the 01:00 hour and five in the 02:00 hour. The longest wait recorded was in the 01:00 hour with one person waiting nine minutes. Other than this, most waits were two or three minutes with one waiting four minutes. Averaged over all passengers the typical waiting time was just six seconds.

In passenger terms, flows began in the 09:00 hour and were between 13 and 41 in every hour from the 10:00 to the 17:00 hour, with the peak hour being the 12:00. Flows were then low for the next three hours and rose again from the 21:00 hour onwards. Midnight saw a peak of 47 persons, with flows continuing into the 04:00 hour. Four hours saw between 43 and 47 passengers, with the latter three of these hours seeing people waiting for vehicles to arrive.

Average vehicle waiting times for fares were generally very low albeit higher in the earlier part of the day. Vehicles tended to wait no more than 13 minutes for a fare, with several hours with average waits much less.

Sunday observations
During the Sunday observations (which covered only up to 14:59, ie 9 hours) just seven passengers were observed leaving in five vehicles, giving vehicle occupancy of 1.4 persons per vehicle – low. 11 vehicles left empty (69%).

Two passengers had to wait for a vehicle to arrive. Waits of four and three minutes respectively occurred for people in the 11:00 and 13:00 hours. Averaged over the low passenger usage, the average wait was one minute.

In passenger terms, the rank was much quieter than on the other three days. There were never more than two passengers in any hour, with no passengers before the 10:00 hour, although vehicles began arriving in the 09:00 hour.

Average vehicle waiting times for fares were still very short – just five to eight minutes.

Summary
Overall, service to this rank is **fair**. What is most interesting is the relatively low waits of vehicles for passengers without there being too much overall waiting by passengers. This seems very well tuned supply. The level of vehicles leaving empty is fairly high.

Ormskirk St, Nat West
This rank has three spaces and is in a lay-by outside the Nat West bank. Passengers would load from the passenger side and all vehicles must leave heading southwards as the street is one-way. Loading from the driver side would be relatively safe although there is a limited amount of passing traffic. We understand this part of the town centre now sees less activity, although there are still a lot of key shops within this part of the centre.

This rank was observed from 14:00 on Thursday 25th February 2016 through to 09:00 on Sunday 28th February 2016. Equipment failure meant the remaining observations were lost.

Thursday observations
During the Thursday observations no passengers were observed at all and just one vehicle waited and then left empty. This vehicle waited four minutes in the 16:00 hour.

Friday observations
During the Friday observations four passengers were observed leaving in three vehicles all in the 09:00 hour, giving vehicle occupancy of 1.3 persons per vehicle – low. Ten vehicles left empty (77%). No passengers had to wait for a vehicle to arrive.

Vehicles tended to wait no more than five minutes at the rank, and there was at least one vehicle waiting in every hour from 11:00 through to 15:00.

Saturday observations
The Saturday observations saw just one passenger leave in one vehicle (in the 23:00 hour) with a further nine vehicles leaving empty (90%). The passenger did not have to wait for the vehicle to arrive. Vehicles serviced the rank in most hours from 08:00 to 15:00 and then in the 23:00 and midnight hours. Most only paused briefly with the longest observed vehicle wait being nine minutes.

Sunday observations
The Sunday observations did not see any passengers or vehicles at all.

Summary
Overall, service to this rank is **good** although demand is negligible.

Cotham St
This rank is also in a specific lay-by not far from the main central junction in the town centre and the two Ormskirk Street ranks. It is outside Wilkinson's and loading would be from the passenger side. We understand it is mainly used for private hire waiting. This street tends to be quiet from a pedestrian point of view and passengers from the nearby store are more likely to head to the HSBC rank where they would be able to see vehicles waiting from the store exit.

This rank was observed from 08:00 on Saturday 27th February 2016 through to 20:00 that evening. During the observations just one passenger left in just one vehicle with a further two vehicles (67%) leaving without passengers. The activity was in the 10:00 and 11:00 hours, with another vehicle servicing the location in the 12:00 hour – waiting some 43 minutes before leaving without a passenger.

This rank is not really used and it is not appropriate to give a service level.

Hall St
This rank has seven spaces and is located in Hall Street, again in a purpose built lay-by opposite the shopping centre exit. Passengers would enter from the passenger side. Entering from the driver side would be dangerous given the two-way traffic which also includes buses. Vehicles can u-turn to leave this rank or continue along the street to exit. A key issue is that most passengers have to cross the busy road to get to the waiting vehicles. This does not, however, seem to deter usage, and we were advised that if necessary vehicles would move over the road to board passengers who felt unable to cross the road. During our various site visits we did observe one vehicle move from the rank to another exit from the shopping centre to collect a disabled person in a wheel chair.

This rank was observed from 14:00 on Thursday 25th February 2016 through to midnight that evening, then from 09:00 on Friday 26th February again to midnight, and finally from 08:00 on Saturday 27th February until 21:00 that evening.

Thursday observations
During the Thursday observations 199 passengers were observed leaving in 119 vehicles, giving vehicle occupancy of 1.7 persons per vehicle – moderate. Eight vehicles left empty (6%). One passenger had to wait for a vehicle to arrive in the 17:00 hour – waiting for four minutes. However, over all passengers the average wait was just one second.

In passenger terms, flows were much higher than other locations. The first hour observed, 14:00 saw 79 passengers, followed by 46, 56 and 18 in the next three hours. When the shopping centre closed, the rank ceased to operate with no vehicles or passengers after the 19:00 hour.

Average vehicle waiting times for fares were higher than in other locations, being between five and ten minutes.

Friday observations
During the Friday observations 537 passengers were observed leaving in 340 vehicles, giving vehicle occupancy of 1.6 persons per vehicle – moderate. 23 vehicles left empty (6%).

36 passengers had to wait for a vehicle to arrive. These waited in the 11:00, 12:00, 14:00, 15:00 and 17:00 hours. The longest wait was in the 17:00 hour with someone waiting ten minutes. Other waits were usually two, three or four minutes. The 11:00 and 14:00 hours saw the most waiting with ten in both hours. Over all passengers the average wait was just eight seconds.

In passenger terms, the peak was 88 in the 16:00 hour. Flows were higher than on the Thursday and were 43 or more in every hour from 10:00 onwards. Once again, the rank was empty of passengers and vehicles from the 19:00 hour onwards.

Average vehicle waiting times were between four and eight minutes – all very low.

Saturday observations
The Saturday observations saw 527 passengers observed leaving in 294 vehicles, giving vehicle occupancy of 1.8 persons per vehicle – high. 33 vehicles left empty (10%).

17 passengers had to wait for a vehicle to arrive. Waits by one person occurred in every hour from the 11:00 to the 14:00 though all were just a minute. The worst waits occurred in the 15:00 hour where 11 people waited, though none waited more than three minutes. Two people waited

in the 17:00 hour with one waiting six minutes. Averaged over all passenger the typical wait per passenger was three seconds.

In passenger terms, flows ranged from two to 55 (in the 15:00 hour) and again the rank saw no passengers or vehicles after the 19:00 hour. Typical vehicle waits for fares were between three and ten minutes – again very low.

Summary
Overall, service to this rank is **fair** and again the low wait time by vehicles seems to show supply very well-tuned to demand. Empty vehicle departures from here are the lowest of all the ranks, and at a more typical level than for the other used ranks.

Other 24-hour ranks – unused
During our site visit and during inception we discussed and visited each of the ranks in the area. Where ranks were believed to be unused, we noted why and then visited the site to ensure we agreed with the reasons given. These ranks are discussed within each appropriate section for completeness.

Claughton Street
This two space rank is at the northern end of the street and would load from the passenger side. It is on the triangle of roads which include another 24-hour rank (Cotham Street) and a night only rank (Baldwin Street). Even if it was not close to other ranks, and therefore less likely to be used, it is also very close to a private hire office. The area is also relatively quiet so future use is very unlikely.

Crab Street
This rank is now located outside an NHS medical centre. Although it is near to the key Duke Street route where there are night venues which tend to be used by older age groups, this five space location is generally abused by cars and any potential licensed vehicle passengers tend to either go to the nearby private hire offices, or call a private hire. There is insufficient passing demand for hackney carriages ever to consider waiting at this location, even if they could access it.

Night only ranks, central St Helens
Baldwin St
This rank has eight spaces and is a bus stop during the daytime. It operates from midnight to 04:00 only. It is located very close to the HSBC rank. Passengers would enter from the passenger side with driver side access not safe. Vehicles can u-turn or continue through the main central junction to leave the area.

This rank was observed on the Thursday, Friday and Saturday nights, but only for the operational hours from midnight to 04:00 on each night. During the course of all three sets of observations, no passengers were seen at all using this rank. Only on the Saturday night were there any vehicles using the rank – four which all left empty. Most effectively only paused at the rank.

Bridge St, Post Office
This rank has five spaces and is also a bus stop in the daytime. It also operates only from midnight until 04:00. The rank faces towards the exit from the town centre and would load from the passenger side. Driver side loading would not be safe given the busy two way road nearby.

This rank was observed on the Thursday, Friday and Saturday evenings, in each case for the operational hours from midnight to 04:00 but also in each case also for the two hours previous to the rank becoming formally operational to see if it is used, or if there is private hire activity during any of these hours.

On neither the Thursday nor the Saturday were any passengers seen using the rank. On the Friday night two passengers used the rank leaving in one vehicle in the midnight hour. The vehicle had waited just a minute. On the Saturday there was one vehicle which waited and left without passengers. Again it effectively just paused for a minute at the rank.

Exchange St
This rank has three spaces and is otherwise a loading bay. It operates as a rank from 18:00 until 07:00. Exchange Street is a cul-de-sac but near several clubs. It lies off Bridge Street, where there are two other ranks (see above). Loading would be from the passenger side, although this then means vehicles have to u-turn to leave the area. Being relatively quiet, driver side loading and u-turns to leave would be relatively safe.

This rank was observed from 18:00 on Saturday 27th February 2016 through to 05:00 on the Sunday morning, principally covering the formal operating hours of the rank. No passengers or vehicles were observed at all.

Westfield St
This rank has two spaces and is in a loading bay. It operates as a rank from 22:00 until 04:00 and loads from the passenger side. The remainder of the time it is a loading bay although the street has little traffic. It is on the pedestrian route between many of the night venues and the town centre, but also just round the corner from the HSBC rank. All vehicles leaving this rank must head through the main central junction to leave.

This rank was observed on the three evenings of Thursday 25th February, Friday 26th February and Saturday 27th February, beginning at its formal start time of 22:00 in each case. On the Thursday and Friday, observations continued until 07:00, and on the Sunday morning until 09:00 (in each case beyond the formal end of operation at 04:00) in order to test the suggestion that there were people often waiting here to obtain licensed vehicles in these hours.

There were no passengers or vehicles using the rank during the Thursday observations. On the Friday there were three vehicles which left empty in the 22:00 and midnight hours (both pausing briefly).

On the Saturday six people were observed leaving in three vehicles – a relatively high occupancy. One was in the 23:00 hour, with five in the 05:00 hour. There were five further vehicles (63%) that left empty – in the midnight hour. One of the passengers had to wait for a vehicle to arrive during the 05:00 hour but only waited one minute.

As already noted earlier, the key issue here was that on the Saturday night in or around this location we observed some 448 passengers departing in what were clearly private hire vehicles. Whilst it is difficult to confirm if these were all booked trips it is also clear that a lack of available hackney carriages at this rank could be contributing to people feeling they have to make bookings to leave this area – or possibly bookings relating to the nearby offices in and around this street. This demand is potentially 'inappropriately met demand' at least some of which ought to be provided more appropriately by hackney carriages, were they available.

Other unused night time ranks in central St Helens
Chalon Way West
This rank has six spaces. It is located in an area separated from the main carriageway as a service road, but also has use for disabled parking during the daytime. Its rank operating times are from 18:00 until 08:00. It is located near to the lower end of Bridge Street but is generally now in a quiet area even at night, being to the rear of several public houses but not near their main accesses (which face Bridge Street or other routes). It would therefore not be felt a particularly good place either for vehicles or customers to wait for each other.

Waterloo Street
Once ideally located directly outside a club, this two space rank which operates from 23:00 to 06:00, has suffered firstly from the club closing, and then from the fact there is a private hire office not far away, even if there was any passing traffic (of which there is very little). It was observed in the 2005 study and was not in any event used then.

North John Street
This two space rank, operating from 20:00 until 03:00 is at the rear of several night venues – all of which are now closed. Again, there is a nearby private hire office, and again it was observed in 2005 when there was much more likelihood of trade and higher demand available, and not used.

Bridge Street, Johnson's Cleaners
This five space rank is located more towards the centre of St Helens than the Post Office rank. It is a daytime bus stop and operates as a rank from 22:00 to 04:00 – it formerly was allowed for daytime use but never saw much use in that guise. Together with the other Bridge Street rank this location was added around seven years ago. Being further away from the

exit from the central area, any passengers are more likely to use the Post Office rank, but with private hire offices and private hire available, in reality the main licensed vehicle usage here is of private hire.

Suburban 24-hour ranks
Victoria St, Rainhill

This rank has two spaces and is very near to the junction with Warrington Road. Passengers would enter from the passenger side although driver side entry would also be relatively safe given this is a side street. However, the rank is not readily visible from the main road, nor from the exit from either main public house on this road.

This rank was observed from 11:00 on Friday 26th February 2016 through to 01:00 on the Sunday morning to identify any activity at this location. During the observations all that was observed was one vehicle which left empty in the 20:00 hour after waiting 17 minutes. Our site visit suggests there is a private hire office nearer to the railway station and that most service to this area tends to be by private hire, some of which relates to companies at least with offices in other districts if not servicing the demand with such vehicles. However, the overall level of demand is relatively low and it is very unlikely that the hackney carriage rank here could ever develop sufficient demand to justify vehicles servicing it regularly.

Railway Street, Newton-le-Willows

This two space rank is located on council highway right next to one of the platforms at Earlestown station, and not far from the booking office and exit from the station. The nearby road is one-way and passengers would enter from the passenger side, though passing traffic would make driver side entry dangerous. The principal issue with lack of use of this rank is the relative infrequency of the train service here (just six trains in total per hour). The booking office clerk advised us that any people wanting licensed vehicles here would phone for a private hire. They had not seen any hackney carriage waiting at this rank within their memory. The only potential use for the rank was on race days when people might leave the station here heading for the racecourse.

Private rank – St Helens Central Station

This rank has about five spaces directly outside the exit from the station. It is on the exit route from the car park and other waiting vehicles use the car park as a feeder rank if needed. It is in a lay-by and passengers would enter directly from the passenger side. Driver side loading would not be safe due to the passing vehicles leaving the car park at this point. Although administered by Merseytravel, the rank is not subject to any supplementary permit or fee.

This rank was observed from 07:00 on Friday 26th February 2016 through to 05:00 on the Saturday morning and again from 10:00 that day until 15:00 to test Saturday demand levels.

Friday observations

During the Friday observations 75 passengers were observed leaving in 52 vehicles, giving vehicle occupancy of 1.4 persons per vehicle – low. 168 vehicles left empty (76%). Six passengers had to wait for a vehicle to arrive. People waited in the 13:00, 17:00, 21:00, 22:00 and 23:00 hours. The longest wait was 11 minutes in the 21:00 hour. Over all passengers the average wait was 22 seconds.

In passenger terms, the peak was 10 in the 18:00 hour and 11 in the 19:00 hour. There were just two or three passengers in each hour from the 08:00 to the 11:00. There were no passengers in either the 12:00 or 15:00 hours and five or six in between. There were six passengers in both the 22:00 and 23:00 hours after which there were neither passengers nor vehicles as the train service ceased.

Average vehicle waiting times were two to ten minutes, again very low. The most unusual behaviour was high volumes of vehicles arriving and leaving empty in most hours. We witnessed this during one of our site visits – vehicles tend to congregate from the other ranks and other locations at the station near key train arrival times, and then feed back to the other ranks once the trains have arrived and any passengers have been serviced.

Saturday observations
The Saturday observations only ran to 14:59. During this period nine passengers were observed leaving in five vehicles, giving vehicle occupancy of 1.8 persons per vehicle – high. 52 vehicles left empty (91%). Two passengers had to wait for a vehicle to arrive.

In passenger terms, flows only occurred in the 11:00 hour (1 person) and the 14:00 hour (eight) although vehicles did service each observed hour although tending only to wait a few minutes, mimicking the behaviour of the Friday.

Summary
Overall, service to this rank is **fair** although demand is overall low. It also seems to be a place that vehicles go to meet specific train arrival times (the pattern is the same most hours), but then return to other duties or ranks in between. This is evidenced by the very high levels of departure of empty vehicles, and by our site visit observations of the mass exodus of vehicles back to the other ranks in the larger gaps between trains. It is also evidenced by the booking clerk we spoke to not being able to advise us when vehicles waited here with any certainty (and the window list of operators to phone – none of which appeared to link to the hackney carriages).

Other private station ranks

There are two other ranks provided at St Helens area stations which are on railway land and administered by Merseytravel. In an attempt to promote use, they are not subject to any need for extra permits or payment.

Lea Green

The recent Lea Green station has a purpose built rank within the bus turning route right outside the station booking office. This station is highly disability friendly given its recent addition to the local network. It is the only station in the area with clear signing to the taxi rank from the platforms. It is also near a public house. However, the rail service at this location is just a total of four trains per hour maximum. This means that overall demand levels are not sufficient for a hackney carriage, and the location is also far from other potential hackney carriage demand which would mean a vehicle would have to be dedicated to serve this location.

St Helen's Junction

The rank here is located within the access roads to the station for people dropping off or picking up passengers. During our visit, it was parked in by railway staff. Again, the booking clerk told us they had never seen a hackney carriage waiting at the rank. The station advertised a private hire company and anyone arriving would usually book ahead with this or another company. There is a café and a public house nearby, and a service frequency of six trains in total per hour, but usage by hackney carriages is considered very unlikely, again partly due to the lack of other trade around which might make service by hackney carriage worthwhile for the vehicle which would again need to be dedicated to this location.

Overall summary

The above descriptions suggest that only the HSBC, Hall Street and Central station ranks see any real use. Hall Street sees most sustained demand. It appears that there is a lot of movement of vehicles between locations particularly anticipating arrivals at the station. This tends to mean vehicles wait at ranks for incredibly short periods – but this is offset by the driving between locations which we observed. Whilst this is not too onerous between the station and Hall Street, distances to the HSBC rank are a little longer. It was very interesting to watch this behaviour replicated on one of our site visits. This did not appear to be 'put on' either for our visit or for the cameras. We have not observed this in any other study we have undertaken.

The observations also suggest there are less vehicles available at times when school or other contracts are being undertaken, and late at night, and that there appears to be no need, as in most other areas, for vehicles to sit long periods waiting at ranks to obtain custom. The other side of this is that overall demand at the ranks is very low, and perhaps does not justify vehicles sitting waiting there either. One potential benefit of the relatively small hackney carriage fleet appears to be how well they know the present demand patterns. The issue of this is exactly what demand patterns are being reacted to – and if this has taken on board more recent changes, and opportunities that may therefore be missed.

Comparison of overall supply and demand

The Table below provides a slightly different summary of supply and demand, comparing average vehicle arrivals per hour with average loaded departures per hour, ie seeing how supply and demand match on average. We have only undertaken this comparison for ranks with passenger movements, reducing the level of sites covered, but not really losing any information as we are satisfied the other ranks just are not used.

Rank	Period	No of hours rank active	Average vehicle arrivals / hr	Average loaded departures / hr	Overall judgment of service provided
Ormskirk St, HSBC	Thursday	6	13	9	Fair
	Friday	19	13	11	
	Saturday	20	15	13	
	Sunday	4	4	1	
Ormskirk St, Nat West	Friday	2	7	2	Good
	Saturday	1	10	1	
Cotham St	Saturday	1	3	1	n/a
Bridge St PO	Friday	1	1	1	n/a
Hall St	Thursday	4	32	30	Fair
	Friday	10	36	34	
	Saturday	10	33	29	
Westfield St	Saturday	2	4	2	n/a
St Helens Central Station	Friday	14	16	5	Fair
	Saturday	2	29	3	

Of all the 25 rank / days observed, only 14 sets of information had any activity from passengers at all. Of these, a further five only saw very low levels of usage – many just a single passenger during long periods of observation. However, the Nat West site though it had very little demand never appeared to have passengers waiting for vehicles – though they may have just not waited if no vehicle was there.

Whilst the HSBC rank was the one which operated for the longest hours, Hall Street (operating only in hours the shopping centre nearby was open) had the highest overall flows. The station did have vehicles most hours the trains operated, and saw the highest level of speculative waiting albeit at very focussed times, and did operate whilst the rail service was running, but not with vehicles waiting at the rank if no train was due. This, however, could mean that passengers arrived regularly when no vehicle was there. For example, during our site visits and arrivals at this station, we never saw any hackney carriages available for our use on arrival.

In terms of overall passenger demand at ranks per hour when operational, the Hall Street rank took the top three slots. Next were the observations at the HSBC rank followed by those at the station.

In terms of vehicle supply, Hall Street was consistent in having the three highest levels of supply of vehicles. However, the station then had the next two slots, followed by the HSBC rank and the Nat West rank.

Hall Street was the only rank to see demand of a passenger every two minutes – with the HSBC location seeing more like a passenger every six minutes. The station did not see more than five passengers an hour on average even on the busiest day. None of these levels of passenger usage are high and as already seen in many cases the level of demand sufficient for hackney carriages to wait extended periods no longer exists.

In terms of overall service, comparing the number of vehicles supplied and the total number of loaded vehicles leaving (ie taking out the loading factor), Hall Street is the closest in terms of demand and supply to meet this, followed by the HSBC. After this, the station tends to see high over-supply as does the Nat West rank, although as noted from the observations and our visits, this is not characterised by vehicles sitting at the ranks for extended periods at all. This leads to people thinking that vehicles do not wait at ranks and may therefore reduce people using them if no vehicle is there.

Summary of Total demand

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

Rank	Pass per week 2005 survey	Pass per week 2015 survey
Hall St	222 (8%)	2457 (60%)
Ormskirk St, HSBC	547 (19%)	1219 (30%)
St Helen's Central Station	46 (2%)	393 (9%)

Ormskirk St, Nat West	428 (15%)	21 (1%)
Westfield St	23 (1%)	6 (0.0%)
Cotham St	289 (10%)	6 (0.0%)
Bridge St Post Office	246 (9%)	2 (0.0%)
Baldwin St	265 (9%)	0
Exchange St	122 (4%)	0
Victoria St Rainhill	49 (2%)	0
Bridge St Johnsons	245 (9%)	n/c
Ormskirk St, Crystals (gone)	172 (6%)	Gone
Crab St	126 (4%)	n/c
Railway St, Newton-le-Willows	44 (2%)	n/c
Chalon Way West	32 (1%)	n/c
Claughton St	17 (1%)	n/c
Waterloo St	0	n/c
North John St, Crystals	0	n/c
Totals	***2873***	***4104***
Growth from 2005		***+43%***

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

Since 2005, there has been some 43% growth overall at ranks in St Helens. This is now shared between a much smaller set of active ranks.

The table above shows that Hall Street provides an estimated 60% of weekly average rank patronage in St Helens at this time. 30% comes from the HSBC rank followed by 9% from Central Station. The final 1% comes from the Nat West rank, with very small amounts from Westfield Street, Cotham Street and the Bridge Street Post Office rank.

Compared to 2005, this is a vast reduction in the number of ranks actually in use, when the survey identified just two ranks which were not used at all and 16 other locations which each had at least 1% of the overall rank trade. At that time, the HSBC rank was the busiest (19%) followed by Nat West (15%) and Cotham St (10%) with three other ranks with 9% each. Notwithstanding this reduction in usage of ranks geographically, actual rank patronage has increased 43%.

If the level of passengers leaving in private hire from Westfield Street on the Saturday night is taken as total demand there, it would be the third highest level of usage of a rank in the area, even if no further demand was identified there on any other night. During the full week it was estimated there were just six passengers leaving that rank in hackney carriages. Whilst we accept that all of these may well be legitimate bookings, there is a key question why such demand has ended up with private hire when such a level of demand would normally at least be partly met by hackney carriage service. Further discussion of this occurs in the synthesis chapter.

Overall demand

Demand at each rank was summed to identify the profile over the survey period. The largest hourly flow observed was 128 passengers, at 15:00 on the Saturday of the survey. The Saturday night peak hour, midnight saw just 47 passengers. The next highest flow was 121 at 16:00 on the Friday with very little overnight Friday passenger numbers (max 27 at 01:00). This demonstrates that observed hackney carriage demand at ranks is mainly in the daytime, and does not show any evidence of peaking at all. This does, however, exclude private hire usage, even that which has been identified as potentially inappropriately met demand.

Plate activity levels
A sample of plate numbers were collected during the rank surveys to identify the level of activity of the fleet during the survey. Observations covered two key locations near to the main ranks, for a total of four hours each day on the Friday and Saturday of the survey. Samples covered early afternoon and late night.

On the Friday, 142 different records were made, with 160 on the Saturday in the same four hours. On the Friday, 70% of plates were observed in the afternoon sample and 19% at night. Over the full sample hours, 78% of the plates were observed. The values for the Saturday were 54%, 33% and 63% respectively.
This shows there are more plates active on the Saturday night than the Friday night, but overall less plates out on the Saturday although they are more active. The proportion of plates active at night compared to the daytime is relatively low.

When both days were taken into account, 84% of the plates were observed. This is relatively low given these are the two busiest days of the week for hackney carriage demand. However, it does suggest the trade were not playing up to the surveys.

Whilst the low level of supply at night may have been a reaction to reducing levels of demand as clubs closed many years ago, the inappropriately met demand in Westfield Street suggests that there may have been more recent resurgences in demand which have not been matched by available hackney carriages at this location.

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

The index is principally used to identify a statistical guide if observed unmet demand is in fact significant. Early in the process of developing the index, a cut-off point of 80 was identified beneath which no conclusion of unmet demand being significant had been drawn, and over which all studies had concluded there was significant unmet demand. This level has become accepted as the guide. Once unmet demand has been identified as significant it is usual for a calculation to be undertaken to identify the exact number of new licences needed in order to reduce the significance of the unmet demand below the threshold – although this cannot be an exact science in terms of outcomes due to the high number of parameters involved in determining where new licences actually end up working – there is no way to guarantee that licences will focus on reducing the unmet demand at all.

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

The current index has two elements which can negate the need for use of the index by setting the value to zero. The first test relates to if there are any daytime hours (Monday to Friday 1000 to 1800) where people are observed to queue for hackney carriages. Using the direct outputs from the survey a value of 21.6% is estimated.

The other index that could be zero – proportion of passengers in hours in which waits occurred which was over 1 minute – was 1.1%.

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

The area does not exhibit peaked demand, so this factor is 1.0.

Average passenger delay in minutes across the whole survey is 0.12 minutes (or 7 seconds).

From the public attitude work, the latent demand factor is 1.008, assuming all who did not give an answer had not ever given up waiting.

The ISUD index is the multiple of all the above. Using detailed numbers (but then rounding) the calculated value is 3. This is well short of the cut-off value of 80 suggesting there is no unmet demand in the St Helens area which is significant at this point in time. This result takes on board both patent (measureable) and latent demand. This needs to be considered with other evidence to understand the right course of action with plate numbers.

Comparison to previous studies

The ISUD index was used in the 2005 study. The Table below shows the change in specific indices between years to give an indication of the movement of the market between these two studies (where information is available). The surveys were all undertaken at the same time of year, so the seasonality index was 1.0 in all cases and has not been reported. There will be some differences arising from the specific sample hours used but in general an outline comparison is informative on the state of the hackney carriage market in St Helens over the last 11 years.

Element	2005	2016
Average wait (mins)	0.40	0.12
Peak factor	1	1
% Queues in weekday daytime hours	1.39	21.6
% pass in hours with waiting over 1 minute	14.06	1.1
Latent demand	n/c	1.008
Overall index	8	2.8

Passenger average waits have reduced since 2005 even though there is less choice of ranks used, which might be expected to increase potential waiting time by focussing demand. There has been a complete swop round in terms of the significance of daytime queues and the numbers waiting over a minute. The overall index has fallen suggesting an improved service at the present time, despite growth in passenger numbers.

The level of people experiencing any waiting in off peak hours is now relatively high – more than one in five off peak hours observed had some queueing in 2016. This is a particular concern particularly as it is a period when most vehicles appear to be making themselves available.

Further discussion occurs below to make use of this information in the decision regarding the significance or otherwise of unmet demand.

4. Public Consultation results

A fifteen question survey was undertaken with 348 persons in the St Helens Council area. Surveys were undertaken on Thursday 3rd, Monday 7th and Friday 11th March 2016 across seven different locations in the Borough. Samples covered Ravenhead Retail Park (50), St Helens Retail Park (50), Earlestown (51), Newton le Willows (48), St Helens Town Centre (50), Sutton Village (50) and Rainford (49). Responses were mainly from those available during the day time, following standard practise for these interviews. The Table in **Appendix 4** summarises the overall responses.

65% of those interviewed had used a licensed vehicle in the St Helens Council area in the last three months, a good level of recent usage. This was higher than the 43% who said they had used a licensed vehicle in the last month in 2005. Everyone interviewed in St Helens and Rainford said they had used a licensed vehicle in the last three months. Earlestown had the lowest value at 31% followed by Newton (42%) and Sutton (44%).

Of the respondents who told us they had used a licensed vehicle recently, 74% said how often they used a licensed vehicle. We have assumed the remaining non-respondents do not use licensed vehicles and calculated the average level of licensed vehicle trips per month. On average, there are 0.8 person trips by licensed vehicle per month based on these assumptions, a low level. 32% said they used them less than once a month. Again, values for St Helens and Rainford were both higher (1.6 and 1.5 respectively). Lowest values were for the St Helens Retail Park (just 0.3).

Interviewees told us how they obtained licensed vehicles in the Council area. By far the highest percentage got taxis by booking them by telephone (55%), followed by mobile or smart phone (37%), with the total by phone methods being 95% - very high. 3% said they got them from ranks and 1% said their normal method was hailing (typical). Interestingly, the St Helens respondents all said their main method was smart phones or mobiles and none said they used ranks – with 4% saying they hailed.

The use of phones was queried further, seeking to understand the companies that people used. Across the full survey people suggested 24 different companies. 90% of the mentions made were of identifiable local companies. Few were from outside the area though there were six that were not identifiable. Two no longer trade – one of which received 7% of mentions.

The largest company obtained 24% of mentions, with two others having 14%, one 13% and another 11% (76% of the total). The hcv radio circuit obtained 1% of mentions. This confirms the dominance of the phone – but shows some advantage of this is taken by the hackney carriages albeit a very small proportion.

For the 348 respondents there were 424 mentions given by 70% of the respondents. Some 19% gave three companies, 36% two and 45% three –

suggesting a very high dominance of phones in peoples' minds in this area. The highest level of response was from Sutton Village followed by St Helens.

A set of questions were then asked relating specifically to use of hackney carriages. 72% gave a response. Of these, a very high 62% said they could not remember when they had last used a hackney carriage. A high level of 23% said they could not remember seeing a hackney carriage in the area. Just 11% of those questioned provided hackney carriage usage frequencies. Overall, the number of trips per person per month from the stated frequencies of use of hackney carriages was 0.04, or 5% of that quoted for total licensed vehicles – about the same as the quoted usage of vehicles from ranks. This is a very low usage of hackney carriages – with the highest value being 0.12 for Earlestown and 0.08 for St Helens.

People were asked to name all the rank locations they were aware of in the Council area and if they used the locations they named or not. Of the 83 different mentions given, there were 15 different names (some of which may be the same location, and many of which were general or colloquial). 45% of mentions were of the station rank followed by "town centre" (not clear which rank), 18%. 11% said "college" and 7% Cotham Street. All other mentions were 2% or less including mention of Hall Street, HSBC and "Ormskirk St". This suggests people we interviewed did not know the ranks at all in the area.

When asked about new locations, the whole sample provided only nine suggestions none of which were therefore significant. Six of these asked for a rank in Newton.

In terms of problems with the local hackney carriages service there were just 32 responses – insignificant, although 59% of these were delay getting a hackney carriage.

More (70) responded what would encourage them to use hackney carriages more although the response was dominated by the 54% 'price' response (which people offered as this was not put in the main options offered). Other than this, the highest score was for more hackney carriages to hail (17%) and more to phone for (13%). 6% said better located ranks and the same proportion better vehicles. However, the total response was provided by no more than 20% of respondents.

When asked if people could get a hackney carriage in the area when they needed one, there were 95 responses. 33% said yes, there were in daytime with the same proportion saying there were enough at night. 23% said yes if they phoned and 8% said yes, but only in St Helens Town Centre. Just 3% said there were not enough.

People were asked if they or anyone they knew had a disability needing either a wheel chair accessible licensed vehicle, or a vehicle adapted in some other way. Of the 57% who responded, 91% said they did not need, nor aware of anyone, who needed a disabled friendly vehicle. Of those needing a style of vehicle 4% said WAV and 6% another kind of adapted vehicle – although these numbers were not significant.

Of those answering if they had ever given up waiting for a hackney carriage, just three people said they had. All of these were at current ranks – one at Cotham St, one at Hall St and one "near Iceland". If it is assumed all others had no issue, the true latent demand factor is just 0.8% (or 1.008 in terms of the ISUD index component value) – very low.

54% felt that people in St Helens who had a disability got a good service from hackney carriage vehicles and drivers. 44% were uncertain and just 2% said they did not think they did.

87% said they had regular access to a car 85% lived in the area (slightly higher than in 2012).

Our gender sample saw slightly less than the national estimate in terms of the proportion of men (46% compared to 49% in the 2016 census estimate). Our age sample saw very slight under-representation of the older group (38% compared to 40%), and the younger group (19% compared to 21%). The middle age group was over-represented marginally – 43% compared to 39% in the census. This is a generally representative sample.

5. Stakeholder Consultation

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

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

Specific comments have been aggregated below to provide an overall appreciation of the current situation, although in some cases comments are specific to the needs of a particular stakeholder. It should be noted that the comments contained in this Chapter are the views of those consulted, and not that of the authors of this Report. **Appendix 5** provides further details of those consulted. Information was obtained by telephone / email / letter as appropriate. Contacts were made with a selection chosen from an extensive list provided by the Council as well as by checking internet sources for other contact details or more detailed references.

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

Supermarkets

Eight supermarkets or shopping centres were contacted. During the time available and following several attempts, four detailed responses were obtained. One of the shopping centres said they thought people would go to the local rank but did not really have any further information whilst another centre could not provide a local contact who would know the detail required.

Of those responding in detail, all said their customers used local licensed vehicles. All had free-phones available. Two were aware of nearby ranks. None had received any complaints.

A representative from the Ravenhead Retail Park spoke with us. They provided us a comprehensive list and plan of the site. They felt that most of the uses on the site meant people needed to access the stores using their own private cars due to the bulky nature of many of the goods procured there. They did not feel there was much scope for use of either hackney carriages or private hire vehicles. Further, there was no space available for provision of any rank facility due to the high pressure there on parking space.

Hotels
Five hotels were contacted. During the time available three responded in detail. All said their customers used licensed vehicles and that they sometimes called them for customers but that customers did also make phone calls themselves. Only one was aware of a rank and none had received any complaints.

Restaurants / Night venues
Five restaurants, three entertainment venues, 11 pubs and three night venues were contacted.

Four restaurants responded, all saying their customers did use licensed vehicles. Two said they would phone for customers, one said they would phone or customers might, and another that customers always called for vehicles themselves. All were aware of ranks, two of which were close to the locations. None had received any complaints.

A central St Helens entertainment location said they would call a private hire company, but were also aware of a rank five minutes away. They had not received any complaints. Haydock Park said their customers would have to make their own calls to companies if they needed a private hire vehicle.

Four of the pubs contacted provided us a response. Three said their customers used licensed vehicles. One did not think customers used them at all. Three said they expected customers would make their own phone calls whilst one would phone for customers if asked. Three – including the Rainhill location – were aware of nearby ranks. None had received any complaints.

None of the three night clubs contacted gave any detailed response. For one, it proved hard to find any valid contact details.

Hospitals
Attempts were made to call the local hospital as well as a medical centre located directly next to a rank. Neither responded despite several calls being made.

Police
A police officer from the Newton area told us they considered there were no hackney carriages servicing ranks in the area he was responsible for principally because of the low levels of demand and also because people had made a habit of using private hire by phone particularly for trips from rail stations.

Despite significant attempts to contact the central St Helen’s police, no response was obtained during the course of this survey. With our work not being statutory it is very hard to obtain response if this is not forthcoming.

Disability representatives

No response was obtained from those representing people with disabilities.

A discussion was held with the equality officer for the Council. They always ensured complaints were passed to licensing, and then only dealt with any complaints that were not satisfactorily resolved. They worked with licensing to ensure adequate policies and procedures were in place to maximise benefit to those with disabilities and felt that the current overall licensing policy met the needs of people in the area well.

They checked in detail for any unresolved issues and found there were none relating to the policy of restricting vehicle numbers. The only issue they were aware of was that of drivers refusing to take those with assistance dogs, but these complaints were usually dealt with successfully by licensing in any event.

Licensing advised us that there were a small number of drivers of wheel chair accessible vehicles who had medical exemptions allowing them to refuse to take wheel chair passengers if this would negatively affect them in terms of their specific medical condition. Any such driver was provided with clear identification for their vehicle to cover this.

Other stakeholders

The Town Centre manager did not think that the area had many hackney carriages. They pointed out that licensed vehicle drivers were usually the first contact for many visitors to the area. They felt the experience at the first point of contact was hugely important as part of the overall customer experience of the area. They felt it was important that such drivers have clear training and be regularly provided with information to allow them to promote places and events readily within the area.

Merseytravel confirmed that the main determination of policy for hackney carriage and private hire was with the local council but that they would work with the council to understand how these policies benefitted the overarching strategic transport policies. They were very interested to know specifically if ranks provided at stations were being used or not, and what any non-use might mean for their overall aim to provide integration at each station as far as practicable. They said they would be concerned if this impacted on the travel ability of those with disabilities.

The licensing section advised us they did receive complaints regarding the hackney carriage service, and that details would be provided to councillors when required. Some of the more general points received have been reflected above, such as comments from police and from private hire operators about shortages of overall vehicle numbers to clear the night demand.

Rail Operators

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

Within the St Helens area there are ten stations – St Helens Central, Newton-le-Willows, Earlestown, Lea Green, St Helens Junction, Rainhill, Garswood, Thatto Heath, Eccleston Park and Rainford. All are administered by Merseytravel and serviced by the recently electrified Northern Electrics trains inherited from the London area.

St Helens Central is the largest station in terms of passenger entries and exits, with just over 1 million in the latest available year. This places it 532nd in order of usage across the UK. The smallest station, Rainford, had just under 50,000 passengers and was 1,954th. The stations with ranks (Earlestown, Lea Green and St Helens Junction) are third, fourth and fifth largest in the area. Flows at Earlestown were 499,118 in the last year, with 393,556 at Lea Green and 359,000 at St Helens' Junction. Given these are entries and exits, this means at least 179,500 per year, or around 500-600 persons per day leave St Helen's Junction station.

Rail year (ends March)	Entries / exits	Growth / decline
***St Helens** (532nd)*		
1997 / 1998	370,097	n/a
1998 / 1999	384,406	+4%
1999 / 2000	416,960	+8%
2000 / 2001	419,642	+1%
2001 / 2002	403,913	-4%
2002 / 2003	366,598	-9%
2003 / 2004	n/a	n/a
2004 / 2005	424,008	+16%
2005 / 2006	445,007	+5%
2006 / 2007	412,916	-7%
2007 / 2008	410,670	-1%
2008 / 2009	671,504	+64%
2009 / 2010	684,958	+2%
2010 / 2011	723,810	+6%
2011 / 2012	722,470	-0.0%
2012 / 2013	674,018	-7%
2013 / 2014	1,096,844	+63%

2014 / 2015	1,043,808	-5%
Overall	97/98 to 14/15	+182%
Last survey to latest	2004/05 to 2014/15	+146%

Since data began collection, rail patronage at St Helens has increased 182%, compared to overall national growth in the same period of 126%. The last data available suggests just over 1 million passengers enter or leave the station per year. Growth since the last survey has been in the order of 146%. The highest level of growth was between 2012/3 and the next year. Any impact from the electrification and refurbished electric trains has not yet been identified or reported.

The internet-based Train Taxi guide suggests the only station in the area with a rank is St Helens Central. It also provides three private hire numbers for this station (none being the hackney carriage radio network). All other stations are advised as not having ranks, and giving mainly three private hire companies to call.

In some cases it advises two private hire and an alternative station. Interestingly, this is true for Lea Green (two private hire and suggestion to consider St Helens Junction), which actually has disability access and a signed (unused) rank. The ranks at Earlestown and St Helens Junction are not noted – though they are not used in any event. Revision of the train taxi information could be an opportunity – there also appear to be some out of area companies mentioned within the operators listed.

In terms of people wanting wheel chair accessible vehicles (WAV), only four stations provided a quoted facility – with none of the three companies at St Helen's Central claiming WAV. One company at Garswood, another at Eccleston Park, and two companies at St Helens Junction claimed to be able to provide WAV by phone. Lea Green also had one company (which was also mentioned at St Helens Junction). Even companies claiming WAV on our internet search did not follow through with mentioning this on the Train Taxi site.

Merseytravel were keen to hear comments from those operating the trains but were concerned about lack of interchange opportunities were we to identify that ranks provided were not used. Most station staff spoken to advised us that people used private hire vehicles even from St Helens Central, with that station being the only one where they felt hackney carriages did wait, but not in any regular manner.

6. Licensed Vehicle Trade Consultation

Trade consultation

A questionnaire and letter prepared by us and agreed with the Council was sent to 701 drivers and operators and also made available on a Council web link. This link fed to our electronic form. Some nine electronic and 21 posted responses were received, 30 in total. This is a response of just 4%, low.

Of these responses, 80% were from private hire – very unusual for this kind of survey. The average length of service in the trade was 13.5 years but ranging from one to 35.

In general those responding worked four to six days, with the average being 5.5 days. None worked seven days. This meant some 39 hours – relatively low for these surveys. The range quoted was between eight and 66 hours.

The major reasons affecting when people worked was trying to meet highest demand levels (47%). The next most important was working around family commitments (21%), then a more general "preference"(16%). There were 5% who said they would not work when difficult customers were around.

90% owned their own vehicle. Just 7% said someone else drove their vehicle.

57% said they used a private hire radio circuit, but none said they operated on a hackney carriage radio network. Six different companies were named, the largest being used by a third of those quoting companies. Another saw 27%, with two at 13% and the remaining two at 7%.

There were a total of 10 responses about ranks used, 50% saying Hall Street, 40% Ormskirk Street and 10% "all St Helens". None mentioned the station. In terms of issues with the current ranks, there were seven responses. Two said there were not enough, one said some were needed nearer to major stores. Other comments were not so related to this question, mainly concern over the relationship between private hire and hackney carriage.

In terms of how people obtained bookings, the 30 respondents gave 48 responses. 44% said phone, 21% ranks, 17% contracts with private companies, 13% school contracts and 6% from hailing (consistent with other estimates). The proportions getting work from contracts is relatively high compared to other areas, even allowing for the fact the main response is from private hire.

All but four responded about if the limit on hackney carriage numbers should remain and 77% said yes – which must therefore include a good number of private hire respondents. All hackney carriage respondents agreed it should remain.

There were just seven responses how the limit remaining benefitted the public. 43% said it stopped over-ranking and congestion, 29% said it helped ensure vehicles were clean, safe and well-maintained, and 14% said keeps better drivers with a further 14% saying it reduced pollution.

Most took opportunity to make comments. Many felt there were too many licensed vehicles and that private hire often took fares even from next to a rank. One recent hackney carriage driver said he had been surprised how long he usually had to wait for a fare at ranks. Many said that without private hire radios they would not be able to survive or make a living. One private hire driver said they felt there were shortages, particularly to take people home in the early hours of Saturday and Sunday mornings. One felt that the low number of hackney carriages had led to the high number of private hire offices in the town centre.

7. Equality Act considerations

The Disability Discrimination Act 1995 (DDA) sought to encourage a significant reduction in discrimination for those whose disabilities meant they needed adapted vehicles to be able to travel. Initially the Government sought to arrange that most hackney carriage fleets would eventually end up with all vehicles fully wheel chair accessible. However, research work identified that this move would be counter-productive as it would lead to many hackney carriages transferring to private hire, with a significant reduction in vehicles available at ranks and for flagging. No further action was taken by Government in terms of further consultation on this. Matters were then overtaken by the Equality Act which repealed the DDA.

The Equality Act 2010 contains 14 paragraphs which apply to either or both hackney carriages and private hire vehicles. However, many of the sections have not been placed into full force. The principal areas which are in force relate to drivers not being able to refuse assistance dogs in either hackney carriage or private hire vehicles, although there is allowance for specific medical exemptions. There are also allowances for medical exemption for drivers unable to physically deal with wheel chairs. The specific sections with respect to areas with limited vehicle numbers not being able to refuse applications by those offering wheel chair accessible vehicles in a mixed fleet situation, nor the definition of a proportion of the fleet, have not been put in place. Promised consultation on further enactment remains on offer but has not moved forward in terms of being released. Part of this was felt to be superceded by the results of the Law Commission review. However, even the consultation and moving forward of this now appears stunted.

In any event, at the present time all St Helens hackney carriage vehicles must be wheel chair accessible although the definition of actual vehicles is relatively wide. This means that even if the section of Act regarding wheel chair vehicles was put in place, it would not apply to St Helens at this time. This is not to say that there may not be issues around equality matters relating to the fleet but that legal options are perhaps further away than they might otherwise be.

Using DfT published statistics (last collected for end of March 2015), there are currently 291 licensing authorities in England excluding London. Of these, 56 have a similar policy to St Helens, requiring all hackney carriages to be fully wheel chair accessible (WAV). The remaining 80% of licensing authorities are split equally between those having some WAV requirement and those having no such requirement. With the current status of legislation and policy development, there is little immediate option for any significant legal change in this position.

In our research, we have not found any authority which has returned from having a fully WAV fleet to having a mixed fleet. Evidence suggests that once a fleet has become fully WAV it would be very difficult to fairly return to a mixed fleet without the disadvantages of the move – particularly in terms of time frame to achieve the goals and benefits – far outweighing those expected gains to the passenger or driver community. The only return from WAV stipulation has been in fleets which were not fully WAV when the change away from this specification was made. There are several authorities who could be in the position of having to make such a decision but this does not apply to St Helens.

One of the key impacts of a fully WAV hackney carriage fleet is often that there is very little if any incentive for the private hire fleet to invest in WAV style vehicles. In some authorities the encouragement for hackney carriage to become WAV included stipulations against private hire obtaining such vehicles. This implies that any person needing a WAV will need to obtain this from the hackney carriage fleet. This is not an issue if the hackney carriage fleet has a large proportion of vehicles which are on either a hackney carriage radio circuit or allied to private hire circuits. For example, Watford Council sees nearly all its private hire companies providing WAV style vehicles on their circuits by hackney carriages being allied to them. However, this can lead to issues as the WAV driver is independent and can choose not to take the booking without any recourse by the passenger.

From our research we understand there is just one small hackney carriage radio circuit with phone contact to hackney carriages. They claim to service most of the local WAV requirement although we did not find any on street or station references to this network anywhere. This network has made an attempt to link into people searching on the internet, which is good practice, although the poor quality advertising does not in our view encourage users. Our search found the following (quoted directly including spelling and grammar errors) : "Your not just a customer with us. Your a friend. We even help you in with your shopping or pram. We don't just sit there and let you struggle" (sic).

Overall advertising of companies offering a WAV service is there, but relatively poor, with two of the private hire companies we found claiming WAV vehicles within their fleet (both of whom we saw hackney carriage examples during our walk-round of the area). The internet suggests three large companies each with over 150 vehicles although some of these relate to non-St Helens vehicles as they refer to the overall company strength not that of St Helen's registered vehicles.

In conclusion, though there appears to be some feeling within the trade that WAV provision is more than sufficient and more than accessible, our external test of the evidence suggests certainly any external person visiting the area would find it hard to make a pre-booking for a WAV and would have no guarantee of arriving at any station and finding one waiting for them. Further, any internal passenger not 'in the know' would similarly find it hard to obtain an appropriate vehicle unless they were able to get to the two main ranks readily. With the high levels of car ownership in the area the likelihood is that people will principally seek private provision although this would tend to encourage such use of less sustainable modes than might be preferable. It would certainly tend to restrain people to such private modes giving issues if such transport were not available (such as when being maintained or with breakdowns, or simply if the person preferred public transport options for a given journey).

8. Summary and Conclusions

St Helen’s is one of the five Metropolitan Boroughs within the former Merseyside county area. It is made up of the main urban centre of St Helen’s as well as at least six other urban areas and a significant amount of rural area. It is well linked into the national highway network and tends to have high levels of car ownership. Rail routes focus on radial routes from Liverpool which have been recently electrified though the rolling stock is only refurbished and not new. Merseytravel does have some policies towards licensed vehicles although these are not as actively pursued at they might be. There is a taxi quality partnership although again not peculiarly active. With St Helens being the local highway authority, all ranks are under the control of the council apart from those provided at Merseytravel administered rail station.

The policy of limiting hackney carriage vehicle numbers in the area has been in place since at least 1993, though there is also evidence that it was tested by a legal challenge in 1989/90 and then reviewed last in 2005 by a demand survey which again identified the level of vehicles was sufficient to mean there was no unmet demand which was significant in terms of the 1985 Transport Act at that time.

Statistical Background

Hackney carriage vehicle numbers have not changed since at least 1989. Since 1997, private hire numbers have increased 56% although driver numbers have only increased 27% in the same period. Whilst dual driver licences (meaning any driver can driver either private hire or hackney carriage vehicles) make specific conclusions hard to draw between the two sides of the trade, they suggest little current double shifting of vehicles occurs. This means that most vehicles are owned and operated by one person and therefore tend to be on the road less than when vehicles are shared by two or more drivers. The low growth of driver numbers compared to vehicle numbers tends to suggest a move away from double shifting to most owning their own vehicle (and many of these therefore being transfers from hackney carriage to private hire).

Although the comparison of statistics to other areas only included other authorities with a limited number of hackney carriages, St Helens has the lowest provision of hackney carriages compared to population levels but a generally higher level of private hire provision as is often the case in areas with limits on hackney carriage vehicle numbers. The overall resulting level of licensed vehicles is in fact second highest in the Merseyside area, though the top authority advised us their level of private hires at the current time was a result of the impact of the Deregulation Bill and not due to demand within their own area.

When compared to national statistics, St Helens has about a third of the English average (excluding London) of 1.2 vehicles per thousand of resident population, but higher than provision of private hire (2.8 compared to 2.2 average).

Rank Survey results

In 2016 there are six 24-hour ranks in central St Helens supplemented by eight further night only locations. There are two 24-hour ranks in other parts of the Borough plus three at Merseytravel station locations although these do not require separate permits to be used. The video-based rank surveys covered some 300 hours of activity. In that period some 2690 vehicles were observed at or near ranks, of which 1,784 were hackney carriages. Of the total, 10% were private cars, 1% were goods or emergency vehicles and a very high 23% were private hire vehicles. This suggest high levels of abuse of ranks by both private hire and private cars, though much of this was at ranks not used generally by the hackney carriage trade.

The 2005 survey found 84% of the fleet active and cover of most ranks by hackney carriages. HSBC was the busiest rank followed by the Natwest rank. In 2016 we only found three active ranks, one of which saw very small usage only. Vehicle activity was overall the same over both days (84%) but with 78% of the fleet seen on the Friday and 63% on the Saturday. In terms of locations / days observed, a total of 25 sets of location / dates were observed. Of these, only 14 had any activity by passengers at all. Hall Street was active only when the shopping centre was open but had the highest average usage when active, taking the three top busiest average usage slots. Next most active was the HSBC rank, followed by the station. The station was interesting in that it saw vehicles most hours the trains operated but only when trains were due, with vehicles moving to the two other ranks in between train arrivals, evidenced both by our site visits and by the high level of empty vehicle departures from this point.

Only Hall Street saw passenger demand of passengers about every two minutes. All others saw less, with the second busiest rank tending to see a passenger only every six minutes. Station demand was just an average of five passengers per hour. Both the Station and Nat West ranks see a lot more vehicles than passengers, with high levels of empty departures resulting. However, there is concern that a failure to wait all the time at the station may actually mean potential passengers are missed, the growth in patronage there also (together with the potential from the electrified service) suggests this could be a potential area for increased hackney carriage usage.

A unique factor in the area is the very low waiting times observed by vehicles for passengers at all used rank locations. This is partly accounted for by our observing vehicles moving from the station to the other two or three ranks when trains were not due – but the down side of this was that there was a high likelihood that passengers might arrive at ranks when vehicles were at other ranks, which may lead to people not bothering to wait if they see no vehicle there.

When factored to an average week, we estimate around 4,104 passengers per week from ranks in the St Helen's area in 2016. 60% of this is from Hall Street, followed by 30% from HSBC, 9% from St Helens Station and 1% from the Nat West rank. Whilst three other ranks did see passengers (Westfield St, Cotham St and the Post Office) none of the demand here exceeded six passengers in an estimated week. Although this is a 43% increase in estimated demand compared to 2005, it is focussed on three ranks compared to the 16 used in 2005 – with seven of these having at least 8% of the estimated weekly demand.

Overall demand for hackney carriages in the area was highest on Saturday at 15:00. The next highest flow was Friday at 16:00. Night levels were much lower, and the overall conclusion was that demand in the area is mainly day time and clearly not peaked at all. The vehicle activity levels were higher on the Saturday night than the Friday, but still much less than activity levels in the daytime – with the peak 33% Saturday night activity comparing very poorly with the 70% of plates seen during Friday daytime. However, our observation of passengers travelling away in private hire in Westfield Street demonstrates there is night demand near to at least one rank location.

The industry standard index of significance of unmet demand was applied. This index was developed after the instigation of the 1985 Transport Act by researchers at Leeds University which has since become the main index used by demand survey practitioners.

Current average passenger waiting time in 2016 is low at 0.12 minutes, reduced from the level in 2005. 21.6% of weekday daytime hours saw queues, much increased since 2005, whilst the percentage of passengers travelling in hours with queue time over a minute were reduced to 1.1. The overall ISUD index of 2.8 is a long way off the agreed cut-off of 80 which is taken to show unmet demand is significant. This value was 8 in 2005, suggesting a better service overall to customers now than in 2005 albeit the level of chance of having to wait off peak has increased markedly.

Our other discussions within this section however seem to point to some demand which might be best met by hackney carriages, and other new demand, not finding vehicles available when the demand is present. This is a concern.

Public Consultation

In 2005 43% of people had made a journey by licensed vehicle in the month previous to being interviewed. The 348 persons interviewed in 2016 had a higher usage over the last three months at 65%. In 2005, 36% said car ownership reduced their use of hackney carriages. 35% used ranks and 2% hailed. In 2016, car ownership was high at 87%.

The overall level of usage of licensed vehicles in terms of trips per person per month is low at 0.8. Given that 72% of people could not remember when they last used a hackney carriage, and 23% could not remember seeing a hackney carriage in the area, the very low level of 0.04 hackney carriage trips per person per month is not surprising.
95% of all respondents said their main method of hiring was phone, with ranks getting just 3% and hailing 1% (interestingly the latter being the national typical level). When investigated, 24 different companies were phoned, with 90% of these being identifiable local companies. The most popular company obtained 24% of mentions with the top four gaining 76% of mentions. The single hackney carriage radio circuit did get 1% of mentions – not always the case in these surveys although also a very low proportion.

Rank knowledge in the area was very poor. 45% named the Station rank whilst 18% said 'town centre'. 11% said 'college' and 7% Cotham Street. In terms of new ranks wanted, there were just nine replies, six of which were for a rank in Newton-le-Willows. It is interesting that the rank which sees less regular waiting by vehicles is the one most quoted.

There were no real issues in peoples' minds in terms of the hackney carriage fleet. However, the top response was delay getting a vehicle. In terms of matters that might make people use hackney carriages more, response was again low although the top two reasons were more hackney carriages to hail and more to phone for.

A third of people said they could get a hackney carriage when they needed one, with a similar result for both day and night. Just 3% of those responding said there were not enough.

91% of people did not need, or know anyone who needed an accessible vehicle. The split between need of a wheel chair and other style was slightly in favour of other styles. 54% felt those with a disability got a good service from hackney carriages.

The estimated latent demand factor based on true giving up waiting for hackney carriages was low at just 0.8%.

Overall, the sample was representative compared to the census figures for the area. 85% of respondents were from the area.

Stakeholder Consultation

Stakeholder results found supermarkets had customers who used licensed vehicles, some of whom did go to ranks, but many of whom used phone to private hire companies. One of the retail parks did not think many of their customers would use licensed vehicles, and in any event confirmed that there was no space for any ranks on the site due to pressure for all available space to be used for private parking.

One of five hotels said customers might use a rank, but all said customers used licensed vehicles which they would phone for. All four restaurants were aware of ranks but felt many customers phoned for vehicles. A central entertainment venue said customers were aware of a nearby rank, but again that they would phone for a private hire vehicle if people asked. Haydock Park said their customers would all have to phone themselves if they needed vehicles – with no hackney carriage provision nearby at all.

Three of four responding pubs were aware of nearby ranks but felt most of their customers phoned for vehicles when needed. Only one would make a call if requested.

The police told us they felt the outer area ranks had too low demand to justify hackney carriages waiting there, but no response was obtained from the central St Helens police despite many attempts.

Some 17 wheel chair based customers were observed accessing hackney carriages at ranks during the survey. Two other passengers were noted to be visibly disabled. 115 further cases of drivers assisting passengers were observed. These are all high values.

The equality officer said that any complaints received tended to be dealt with effectively by licensing, such that they did not receive very many unresolved complaints themselves. In fact, over many years they could not find any unresolved issues directly related to hackney carriage usage.

The town centre manager felt there were very few hackney carriages in the area, but that both hackney carriage and licensed vehicle drivers were very important key persons to meet people new to the area. They felt that drivers needed good tourist information which was up to date.

Merseytravel were concerned to maximise the options for customers to have multi modal journeys including the option to get to or from stations by licensed vehicle if necessary.

In terms of rail travel, only St Helens Central is advertised as having an active rank (which is only partly true). The ranks at four other stations are ignored, and provision of information about companies to contact exclusively focusses on private hire with only a small number noting any wheel chair accessible options (and not even companies claiming WAV on the internet all do so on the Train Taxi guide). Growth in patronage at St Helens Central since the last survey was 146%, even before the impact of the electric service has been measured. The relative lack of hackney carriage service to this location in terms of waiting vehicles is therefore of concern given the opportunity available.

Trade Consultation

The trade consultation produced a relatively low response of just 4%. The response was also dominated by private hire, unusual. Working hours reported were low at an average of 39 hours, with none claiming to work seven days and the maximum hours being 66. 47% worked when there was most demand. 90% were owner-drivers. Although a high number said they worked on radio circuits, none mentioned the hackney carriage circuit and most respondents to this question were private hire.

The sample suggested they obtained 44% of work from the phone, 21% from ranks, 17% private contracts, 13% school contracts and 6% hailing. Even allowing for the high private hire response, the level of contract work is high.

Despite there being a high private hire response, there was 77% support for retaining the limit. All hackney carriage respondents agreed the limit should remain. The small response regarding how the limited benefitted the public focussed on stopping over-ranking and congestion, and helping ensure vehicles were clean, safe and well-maintained.

Comments recorded how much work appeared to be taken by private hire, even from near ranks. One private hire respondent felt that a shortage of hackney carriages had led to the establishment of many private hire bases within the city centre area. Many hackney carriages said that only phone demand helped them make a living.

Equality Act

One of the potential sections of the Act, relating to limits and proportions of vehicles within this that are wheel chair accessible, would not apply to St Helens even if put in place. However, the low level of WAV in the private hire fleet as well as the relatively low level of WAV accessible on phone links means that despite the hackney carriage fleet being 100% WAV, access by people to WAV is poor. Despite this, overall usage by people in wheel chairs is the highest we have seen in recent surveys.

Synthesis and Conclusions

The typical response to the low level of patent unmet demand as well as the low level of expressed latent demand would be to continue the status quo and say there is no need for issue of further plates. There is certainly no classically significant unmet demand identified by the survey.

However, it is very clear that there has been a significant change in how the hackney carriage service operates in the eleven years between the last survey and now. Despite a narrowing of the active rank locations effectively to no more than four sites, and effectively only two, overall weekly demand has increased. Further, there does not seem to be any requirement from the trade to work the longer hours we observe in other similar studies around the country such that the increased demand over the 11 years seems to be possible to be met in a way that meets the need of those operating in the hackney carriage trade.

However, the bulk of this currently observed met demand is in the daytime, unless note is taken of private hire activity. The public also told us that 95% of their usage of licensed vehicles is now by phone across the area. Even a key served location at St Helens Central station has such little effective service that staff there feel they need to advertise the services of private hire companies to help their customers. This was reiterated by our asking during our site visit if hackney carriages regularly were available at the station and being told they were there sometimes, but that the booking clerk was not able to say exactly when.

The quoted average working week provided by the driver survey as well as the high level of waiting noted in off peak hours (albeit at low average levels of wait), and the very low percentage of vehicles out at night suggests that the hackney carriage trade is finding sufficient income during daytime hours and through contracts to mean they do not need to work less preferred time periods. Nor is there any strong pressure for people to share their vehicles with other drivers to help pay their way. Nor does there seem to be much pressure for vehicles to wait around for demand – there seems a very good understanding of how to service the bulk of demand in the most efficient way from a trade point of view.

Further, not only is there little operating hackney carriage service outside the normal shopping week, there is also no operating hackney carriage service anywhere else in the other parts of the Borough beyond St Helen's central area. Whilst this could all be explained by low levels of demand, or by demand being met by private hire, there could clearly be opportunities available for individual vehicles to develop business from ranks and sources that are readily available. The central late night Saturday demand is a case in point. The opportunity developing from the 'sparks' effect of the electrification of the local rail services may also be an opportunity.

However, this has meant that people in the area (and others visiting) are becoming more unaware of the existence of hackney carriages, and increasing their use of private hire more than might otherwise be the case perhaps were the vehicles available at more locations and over an extended time frame. For example, even if all the pick-ups observed at Westfield Street were legitimate, were hackney carriages to be available at the rank there at least a proportion might well choose to use a hackney carriage rather than face the wait any booking usually implies.

Were hackney carriages always available at the rank at St Helens Central at least some people would be tempted to use them more than we observed – in our visits to the area we only rarely saw hackney carriages there when we actually got off a train, and in some cases would made use of one. Having to make a phone call meant our expected journey was much more easily translated into a long walk or consideration of obtaining other public transport from the nearby bus station. Further, the lists provided on booking office windows at three of the stations suggest there must be requests for such information, not just when the offices are staffed but also at other times when passengers are more vulnerable with less onward options available. We also consider that the 'sparks' effect which is well known should lead to increased rail usage even without significantly amended service levels.

Although there is **no evidence** of any classic unmet demand for hackney carriages either patent or latent which is significant at this point in time in the St Helens area, we consider the present hackney carriage operation is not acting in the overall best public interest for the area. We believe that demand has been carefully managed in such a way that at many times and places hackney carriages have chosen not to be available so that people have to make other choices. This is not healthy for the area, nor is it healthy for the hackney carriage trade and its future.

At best it appears that some new demand developing may have not been noticed by the present hackney carriage trade, or at worst may have been ignored. Particularly in areas with restricted vehicle plates, their issue is to provide public service to the council provided ranks. There is an additional privilege in the Merseytravel area that none of the rail ranks require supplementary permits or payments – something which is becoming much rarer at rail stations around the country and a matter which should really be taken advantage of.

9. Recommendations

Limits on the number of hackney carriage vehicles

Our present report provides the Council with upwards of three potential options.

1 – it is possible to say that current demand and supply for hackney carriages are closely met, that there is no classic unmet demand, and the limit can be retained and defended if required
2 – another option could be to suggest that hackney carriage demand is now at such a low level that removal of the limit altogether would be very unlikely to result in any more plates being sought and that the market should decide the entire level of hackney carriage plates. However, in such a case, it would be prudent to retain the requirement for any new vehicles to be wheel chair accessible
3 – a middle option would be to believe that there might be people willing to fill some of the spatial and temporal gaps in the current service, evidenced by the 40-strong waiting list for plates. We would recommend issue of a first tranche of a relatively small number of plates along with clear objectives that the Council would expect to see achieved, with a further internal review after a year to determine if more plates should be issued, the limit should be removed, or the new limit retained, dependent on the results.

We would recommend option 3 be taken forward together with a clear action plan and objectives as outlined further below. We believe this option is important as there have been other areas where additional plates have been added but history showed that they did not improve public service at all, and simply saw new plates creaming off the best demand. It needs to be made clear that the opportunities identified in this report should be the focus of development for both current trade and new entrants, although there is no actual way that any plate can be expected to service any location or time frame. During the testing of the impact of new plates, observation of innovative service should be encouraged and expected – such as an attempt to develop a high level of service for all customers at Lea Green station, carefully documented and evaluated.

Rank provision

There is no evidence that any further ranks need to be provided at this time – a good range exists with a need to see more used more regularly from this present stock before any other developments were considered.

Proposals under Option 3

It is important that officers and the committee work through with the trade a clear action plan with practical objectives which achieve improved levels of availability of hackney carriages to residents and visitors to the whole area.

To maximise the potential for improvement, we recommend that all new plates should be granted only to those willing to provide new wheel chair accessible vehicles with modern facilities available – towards the purpose built or purpose-converted higher end of the market. This implies they should be new vehicles only.

It would be expected that both current and new vehicles would be observed available at all times for service from the St Helens Central station rank. Hopefully this would lead to removal of the private hire advice signs at the station, which possible working with Merseytravel and its policies might assist (see also below).

Enforcement would be necessary in Westfield Street at least on Saturday nights and it would be expected that hackney carriages would be available at the rank there to help build appropriate hackney carriage demand at that location.

A much higher proportion of the hackney carriage fleet need to be allied either to the current hackney carriage circuit, or develop at least one other circuit that would provide wider availability of the wheel chair and disability access options of the current fleet to those needing their services. This could be built by having regular 'hackney access' days where those needing extra disability features met with a range of available vehicles to increase awareness of how peoples' lives could be improved by use of modern hackney carriage accessible vehicles. It may be necessary for disability groups to work with the circuits to help promote and develop their service offer.

A pilot should occur involving Merseytravel, the trade and local groups, to see the potential for a hackney carriage service to be developed at least at one other station in the area – possibly using the Lea Green accessible station as a test. It would be preferably if the trade could record the results of this and present them to the Council, to demonstrate particularly if this was not a worthwhile idea, though it would need at least six months if not more for it to be clear if the location was generating demand or not. The same would be true of any other suggestions about improved service.

Were all additional plates to be taken up within six months and a clear improvement in service both temporally and spatially to be observed within the year, the option would exist for issue of a further tranche of plates if this was considered to be appropriate and that it would lead to further development of the service. At this point, further key actions would need to be set, such as expansion to cover another station, and expectation of hackney carriage offer at perhaps two other central night ranks.

If during the first year, the first offered plates led to less than the number of vehicles offered, further offers to the waiting list should be made until the initial number of plates were in place. The opportunity could be taken to approach the full waiting list to identify if people would be willing to add

plates, at the same time seeking some comment from potential applicants where they felt they might provide additional or new service.
By the time nine months had passed, it should be clear if new service offer had developed into demand or not. If the new plates all migrated to serving the present three ranks, and no extra demand developed, the committee would have the option at the end of the year of retaining the new limit based on active plates at that time, or of full removal of the limit, dependent on what it was felt the test had achieved and what it was felt might best improve service to those using licensed vehicles in the St Helens area.

As already noted, if there are any elements of suggested need for demand identified which for some reason are not practical to meet, the trade should gather clear evidence of the attempts made, and what issues could be dealt with (or otherwise) which mean such development might be hindered or not practicable. This should help further develop a good working relationship between the trade and the licensing department / councillors to help everyone work together to meet clear policy decisions and aims.

The above outline action plan would need to be worked through by the council and trade, with the possible assistance of external help were this thought to be necessary, although it is feasible this could be undertaken entirely internally albeit most likely needing some external trade assistance to help with innovation, such as from a national trade representative or from trade representatives from the Meeting of Minds group. This could be in the form of a steering or working group.

Future review of hackney carriage demand

In any event, the Council should ensure that record is kept that, unless legislation or guidance changes, the next review of unmet demand ensures that fresh rank surveys are undertaken no later than October 2018 with relevant accompanying research by an independent review body. The Law Commission review supported the three year review, and also recommended that both levels of accessibility as well as usage of ranks, be reviewed on a similar basis and therefore any future survey should be comprehensive in this manner.

10. Responses to the Best Practise Guidance

Annex A of the Best Practice Guidance (BPG) last revised and published in April 2010 provides a list of useful questions to help assess the issue of quantity controls of hackney carriage licences.

This chapter takes the form of a response to each question based on the evidence identified earlier in this report. BPG questions are shown in ***bold italic*** with responses following in normal type.

Have you considered the Government's view that quantity control should be removed unless a specific case that such controls benefit the consumer can be made?

Yes, this report is the independent input to this consideration on behalf of St Helens Council. It carefully reviews the present and current case regarding quantity control on hackney carriage vehicle numbers in the area at this point in time.

Questions relating to the policy of controlling numbers:
Have you recently reviewed the need for your policy of quantity controls?

Yes, this report forms a current review of the need for the policy of quantity control of hackney carriages at this point in time in the Council area. The review was undertaken in the early part of 2016 after a council decision that such a review was necessary.

What form did the review of your policy of quantity controls take?

This current review follows the DfT Best Practise Guidance (April 2010) in undertaking a full review of the current situation in regard to the policy towards hackney carriage vehicle limits. It includes:

- A review of the background policies of the Council
- A rank survey program to identify current demand and supply
- Public consultation with people in the streets of the area including smaller centres as well as in the main town
- Stakeholder consultation with all groups recommended by the DfT Best Practice Guidance as far as people were available
- consultation by email or phone with several key stakeholders
- a questionnaire posted to all licensed drivers in the area by the Council (to cover data protection issues) but returned to an independent contractor for confidentiality purposes
- Consideration of the relevant section of the Equality Act

Who was involved in the review?
This review was undertaken by an independent consultant, with previous experience in the provision of Unmet Demand Surveys, and included direct discussion with the following respondents:

- Local supermarkets
- Hotels in the area
- The local hospital
- The police

What decision was reached about retaining or removing quantity controls?

The decision regarding quantity controls is the subject of the final chapter, but is also a matter for decision by the committee appointed to make such decisions on behalf of the Council. The consultant provided a synthesis of the current supply and demand for those responsible for policy to determine the right course of action.

Are you satisfied that your policy justifies restricting entry to the trade?
Please see the summary and conclusions section for guidance on conclusions from our review – ultimately this decision is for the council to make.

Are you satisfied that quantity controls do not:
- ***Reduce the availability of taxis***
- ***Increase waiting times for consumers***
- ***Reduce choice and safety for consumers***

At the present time, there is no classic significant unmet demand for the services of hackney carriages in the Council area. However, there is evidence that supply of hackney carriages is restrained to what may be a lower level of demand than could be the actual case. Some recent changes such as an improved rail offer and development of night life appear to have been either not taken advantage of or perhaps ignored by the current hackney carriage trade.

What special circumstances justify retention of quantity controls?
This issue is ultimately for the Committee / Councillors to conclude.

How does your policy benefit consumers, particularly in remote rural areas?
St Helens is a multi-centred area and also has relatively high levels of rural area. The issue of service to these other areas is one considered in the Report.

How does your policy benefit the trade?
The current policies towards hackney carriages ensure that the level of trade on offer is shared between a restricted number of vehicles who are therefore able to receive a better level of remuneration than if the demand was shared between a larger volume of vehicles. This enables hackney carriages to be maintained to a higher standard and drivers to be more alert than if they had to work longer hours to make a sufficient living. The limit also helps by providing stability for those who have invested in hackney carriages at this time.

If you have a local accessibility policy, how does this fit with restricting taxi licences?
The present hackney carriage fleet is required to be fully wheel chair accessible. This has been assisted by the limit policy. The survey found a good level of usage by those in wheel chairs accessing the current fleet at ranks. However, there is an issue with few of the hackney carriages being directly accessible if people need to phone, and few private hire vehicles (which are principally accessible by phone) are wheel chair accessible or have links to hackney carriages which are.

Questions relating to setting the number of taxi licences:

When did you last assess unmet demand?
This study was preceded by an earlier one which found no significant unmet demand and no need for further plates although this was in 2006.

How is your taxi limit assessed?
In all previous studies and this one, the limit has been assessed using industry standard techniques and by an independent external assessor.

Have you considered latent demand, ie potential customers who would use taxis if more were available, but currently do not?
Yes, latent demand was considered by several methods, with the key method being through interviews with members of the public. The latent demand factor was low although there was evidence that there might be new demand not taken into account, or very long term latent demand as discussed in the Report.

Are you satisfied that your limit is set at the correct level?
This is a matter for decision by the Council committee based on evidence following in our summary. Various options are provided with different aims in policy terms.

How does the need for adequate taxi ranks affect your policy of quantity controls?
At the present time there are sufficient and adequate ranks in the Council area. It would be most appropriate to see more of these in use before any new ranks were considered.

Questions relating to consultation and other public transport service provision:

When consulting, have you included all those working in the market, consumer and passenger (including disabled groups), groups which represent those passengers with special needs, local interest groups, e.g. hospitals or visitor attractions, the police, a wide range of transport stakeholders, e.g. rail/bus/coach providers and traffic managers?

See above, yes, all appropriate consultees have been taken into account.

Do you receive representations about taxi availability?
Yes

What is the level of service currently available to consumers including other public transport modes?
The area enjoys a good frequency and level of both bus and rail services which provide both competition and potential for the licensed vehicle service. However, the hackney carriage and private hire service provides a door to door service for those needing it, as well as a late night service when other public transport is not economically feasible.

Appendix 1 – Council provided rank plans and photographs

Appendix 2 – Observed Video Observation Hours

Rank usage 2005		1	2	3	4	5	7	10	15	11	12	
		Ormskirk St HSBC	Ormskirk St Nat West	Cotham St	Baldwin St	Bridge St PO	Hall St	Exchange St	Westfield St	Victoria St	St Helen's Central Station	Hours
Operating Hours		All	All	All	00-04	00-04	All	18-07	22-04	All	All	
Rank Spaces		6	3	3	8	5	7	3	2	2	?	
2015 CTS check / other comments		In one way road sbd	In one way road sbd in own layby	o/s Wilkos	bus stop in day - used at night	Fluid n/c	regular daytime use		opp Bar Java but veh can be hailed	is clearly there but unused - but cover	occasinally used but station gives ph co numbers	
Thursday	14:00	Lost	1				1					2
Thursday	15:00	2	2				2					3
Thursday	16:00	3	3				3					3
Thursday	17:00	4	4				4					3
Thursday	18:00	5	5				5					3
Thursday	19:00	6	6				6					3
Thursday	20:00	7	7				7					3
Thursday	21:00	8	8				8					3
Thursday	22:00	9	9			1	9		1			5
Thursday	23:00	10	10			2	10		2			5
Thursday	00:00	11	11		1	3			3			5
Friday	01:00	12	12		2	4			4			5
Friday	02:00	13	13		3	5			5			5
Friday	03:00	14	14		4	6			6			5
Friday	04:00	15	15						7			3
Friday	05:00	16	16						8			3
Friday	06:00	17	17						9			3
Friday	07:00	18	18								1	3
Friday	08:00	19	19								2	3
Friday	09:00	20	20				11				3	4
Friday	10:00	21	21				12				4	4
Friday	11:00	22	22				13			1	5	5
Friday	12:00	23	23				14			2	6	5
Friday	13:00	24	24				15			3	7	5
Friday	14:00	25	25				16			4	8	5
Friday	15:00	26	26				17			5	9	5
Friday	16:00	27	27				18			6	10	5

Friday	17:00	28	28				19			7	11	5
Friday	18:00	29	29				20			8	12	5
Friday	19:00	30	30				21			9	13	5
Friday	20:00	31	31				22			10	14	5
Friday	21:00	32	32				23			11	15	5
Friday	22:00	33	33			7	24		10	12	16	7
Friday	23:00	34	34			8	25		11	13	17	7
Friday	00:00	35	35		5	9			12	14	18	7
Saturday	01:00	36	36		6	10			13		19	6
Saturday	02:00	37	37		7	11			14		20	6
Saturday	03:00	38	38		8	12			15		21	6
Saturday	04:00	39	39						16		22	4
Saturday	05:00	40	40						17			3
Saturday	06:00	41	41						18			3
Saturday	07:00	42	42									2
Saturday	08:00	43	43	1			26					4
Saturday	09:00	44	44	2			27					4
Saturday	10:00	45	45	3			28				23	5
Saturday	11:00	46	46	4			29				24	5
Saturday	12:00	47	47	5			30				25	5
Saturday	13:00	48	48	6			31				26	5
Saturday	14:00	49	49	7			32				27	5
Saturday	15:00	50	50	8			33					4
Saturday	16:00	51	51	9			34					4
Saturday	17:00	52	52	10			35					4
Saturday	18:00	53	53	11			36	1				5
Saturday	19:00	54	54	12			37	2				5
Saturday	20:00	55	55				38	3				4
Saturday	21:00	56	56					4				3
Saturday	22:00	57	57			13		5	19			5
Saturday	23:00	58	58			14		6	20			5
Saturday	00:00	59	59		9	15		7	21			6
Sunday	01:00	60	60		10	16		8	22			6
Sunday	02:00	61	61		11	17		9	23			6
Sunday	03:00	62	62		12	18		10	24			6
Sunday	04:00	63	63					11	25			4
Sunday	05:00	64	64						26			3
Sunday	06:00	65	65						27			3
Sunday	07:00	66	66						28			3
Sunday	08:00	67	67						29			3
Sunday	09:00	68										1
Sunday	10:00	69										1
Sunday	11:00	70										1
Sunday	12:00	71	lost									1
Sunday	13:00	72										1
Sunday	14:00	73										1
Sunday	15:00	Lost										0
Sunday	16:00											0
												30
Total hrs at site		*72*	*67*	*12*	*12*	*18*	*38*	*11*	*29*	*14*	*27*	***30***

Appendix 3 – Detailed rank observation results

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Ormskirk St, HSBC	Th	25/02/16	14	9	11	8	1	0	0%	8	00:08:40	00:08:40	00:16:00	
Ormskirk St, HSBC	Th	25/02/16	15	24	37	20	2	2	9%	22	00:04:55	00:04:49	00:12:00	00:00
Ormskirk St, HSBC	Th	25/02/16	16	21	20	12	2	7	37%	19	00:07:51	00:07:13	00:20:00	00:00
Ormskirk St, HSBC	Th	25/02/16	17	8	16	9	2	2	18%	11	00:08:52	00:05:00	00:11:00	
Ormskirk St, HSBC	Th	25/02/16	18	4	0	0	0	5	100%	5	00:26:15	00:26:00	00:26:00	
Ormskirk St, HSBC	Th	25/02/16	19	1	1	1	1	0	0%	1	01:15:00			
Ormskirk St, HSBC	Th	25/02/16	20	1	0	0	0	1	100%	1	01:01:00			
Ormskirk St, HSBC	Th	25/02/16	21	4	0	0	0	3	100%	3	00:19:15	00:14:00	00:14:00	
Ormskirk St, HSBC	Th	25/02/16	22	4	1	1	1	4	80%	5	00:36:30			
Ormskirk St, HSBC	Th	25/02/16	23	1	0	0	0	1	100%	1	00:28:00			
Ormskirk St, HSBC	Th	26/02/16	0	1	0	0	0	1	100%	1				
Ormskirk St, HSBC	Th	26/02/16	1	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Th	26/02/16	2	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Th	26/02/16	3	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Th	26/02/16	4	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Th	26/02/16	5	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	**Th**	**25/02/16**		**78**	**86**	**51**	**1.7**	**26**	**34%**	**77**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Ormskirk St, HSBC	F	26/02/16	6	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	F	26/02/16	7	1	0	0	0	1	100%	1	01:56:00			
Ormskirk St, HSBC	F	26/02/16	8	2	0	0	0	0	0%	0	00:13:00	00:14:00	00:14:00	
Ormskirk St, HSBC	F	26/02/16	9	13	8	7	1	3	30%	10	00:15:55	00:15:42	00:31:00	
Ormskirk St, HSBC	F	26/02/16	10	6	8	6	1	3	33%	9	00:40:40	00:40:36	00:51:00	
Ormskirk St, HSBC	F	26/02/16	11	18	27	18	2	0	0%	18	00:22:20	00:22:20	00:34:00	
Ormskirk St, HSBC	F	26/02/16	12	22	29	21	1	0	0%	21	00:10:43	00:10:43	00:15:00	
Ormskirk St, HSBC	F	26/02/16	13	21	24	19	1	2	10%	21	00:10:42	00:10:22	00:20:00	
Ormskirk St, HSBC	F	26/02/16	14	23	33	24	1	1	4%	25	00:06:20	00:06:27	00:17:00	
Ormskirk St, HSBC	F	26/02/16	15	25	30	20	2	2	9%	22	00:07:28	00:07:26	00:18:00	
Ormskirk St, HSBC	F	26/02/16	16	20	27	18	2	5	22%	23	00:06:45	00:06:42	00:17:00	

Ormskirk St, HSBC	F	26/02/16	17	12	16	11	2	2	15%	13	00:04:55	00:04:54	00:16:00	00:00
Ormskirk St, HSBC	F	26/02/16	18	9	12	8	2	2	20%	10	00:02:00	00:01:25	00:04:00	00:00
Ormskirk St, HSBC	F	26/02/16	19	2	1	1	1	1	50%	2	00:03:00	00:06:00	00:06:00	
Ormskirk St, HSBC	F	26/02/16	20	5	4	4	1	1	20%	5	00:01:48	00:01:15	00:03:00	
Ormskirk St, HSBC	F	26/02/16	21	8	5	2	3	4	67%	6	00:10:37	00:09:30	00:15:00	
Ormskirk St, HSBC	F	26/02/16	22	7	4	2	2	4	67%	6	00:17:51	00:19:45	00:24:00	
Ormskirk St, HSBC	F	26/02/16	23	11	9	6	2	4	40%	10	00:08:10	00:08:25	00:16:00	00:00
Ormskirk St, HSBC	F	27/02/16	0	13	19	12	2	2	14%	14	00:04:04	00:03:16	00:07:00	00:00
Ormskirk St, HSBC	F	27/02/16	1	17	27	15	2	2	12%	17	00:04:38	00:04:37	00:09:00	00:00
Ormskirk St, HSBC	F	27/02/16	2	9	11	8	1	4	33%	12	00:09:20	00:09:24	00:14:00	
Ormskirk St, HSBC	F	27/02/16	3	2	4	1	4	1	50%	2	00:04:00	00:02:00	00:02:00	
Ormskirk St, HSBC	F	27/02/16	4	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	F	27/02/16	5	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	**F**	**26/02/16**		**246**	**298**	**203**	**1.5**	**44**	**18%**	**247**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Ormskirk St, HSBC	Sa	27/02/16	6	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Sa	27/02/16	7	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Sa	27/02/16	8	1	0	0	0	0	0	0	00:35:00			
Ormskirk St, HSBC	Sa	27/02/16	9	5	1	1	1	2	67%	3	00:25:36	00:22:00	00:26:00	
Ormskirk St, HSBC	Sa	27/02/16	10	8	13	7	2	0	0%	7	00:26:52	00:24:51	00:39:00	
Ormskirk St, HSBC	Sa	27/02/16	11	18	22	18	1	2	10%	20	00:09:26	00:09:24	00:21:00	
Ormskirk St, HSBC	Sa	27/02/16	12	19	41	19	2	0	0%	19	00:06:25	00:06:25	00:14:00	00:00
Ormskirk St, HSBC	Sa	27/02/16	13	13	29	15	2	0	0%	15	00:07:23	00:07:23	00:20:00	
Ormskirk St, HSBC	Sa	27/02/16	14	22	36	19	2	0	0%	19	00:05:08	00:05:08	00:13:00	
Ormskirk St, HSBC	Sa	27/02/16	15	14	29	13	2	1	7%	14	00:13:25	00:13:27	00:28:00	
Ormskirk St, HSBC	Sa	27/02/16	16	16	37	18	2	1	5%	19	00:05:15	00:05:28	00:13:00	00:00
Ormskirk St, HSBC	Sa	27/02/16	17	15	15	9	2	5	36%	14	00:06:28	00:06:20	00:13:00	
Ormskirk St, HSBC	Sa	27/02/16	18	6	5	4	1	2	33%	6	00:13:10	00:12:12	00:18:00	
Ormskirk St, HSBC	Sa	27/02/16	19	5	8	5	2	1	17%	6	00:03:48	00:03:15	00:11:00	
Ormskirk St, HSBC	Sa	27/02/16	20	11	9	4	2	4	50%	8	00:07:32	00:07:10	00:17:00	
Ormskirk St, HSBC	Sa	27/02/16	21	12	18	9	2	5	36%	14	00:04:45	00:05:37	00:18:00	
Ormskirk St, HSBC	Sa	27/02/16	22	18	36	14	3	4	22%	18	00:04:03	00:04:04	00:07:00	
Ormskirk St, HSBC	Sa	27/02/16	23	24	43	18	2	3	14%	21	00:05:07	00:04:57	00:11:00	
Ormskirk St, HSBC	Sa	28/02/16	0	25	47	25	2	1	4%	26	00:05:36	00:05:22	00:19:00	00:00
Ormskirk St, HSBC	Sa	28/02/16	1	21	41	23	2	1	4%	24	00:02:51	00:02:51	00:09:00	00:00
Ormskirk St, HSBC	Sa	28/02/16	2	21	40	21	2	0	0%	21	00:02:00	00:02:00	00:07:00	00:00
Ormskirk St, HSBC	Sa	28/02/16	3	13	29	12	2	1	8%	13	00:01:13	00:01:15	00:04:00	
Ormskirk St, HSBC	Sa	28/02/16	4	4	10	4	3	0	0%	4	00:05:30	00:05:30	00:16:00	
Ormskirk St, HSBC	Sa	28/02/16	5	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	**Sa**	**27/02/16**		**291**	**509**	**258**	**2.0**	**33**	**11%**	**291**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Ormskirk St, HSBC	Su	28/02/16	6	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Su	28/02/16	7	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Su	28/02/16	8	0	0	0	0	0	0%	0				
Ormskirk St, HSBC	Su	28/02/16	9	1	0	0	0	1	100%	1	00:17:00			
Ormskirk St, HSBC	Su	28/02/16	10	3	1	1	1	1	50%	2	00:09:20	00:05:00	00:05:00	
Ormskirk St, HSBC	Su	28/02/16	11	6	2	2	1	4	67%	6	00:08:50	00:08:40	00:22:00	00:02
Ormskirk St, HSBC	Su	28/02/16	12	1	2	1	2	1	50%	2	00:12:00			
Ormskirk St, HSBC	Su	28/02/16	13	1	2	1	2	0	0%	1	00:02:00	00:02:00	00:02:00	00:01
Ormskirk St, HSBC	Su	28/02/16	14	4	0	0	0	4	100%	4	00:03:30			
Ormskirk St, HSBC	**Su**	**28/02/16**		**16**	**7**	**5**	**1.4**	**11**	**69%**	**16**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Ormskirk St, NW	Th	25/02/16	14	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	25/02/16	15	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	25/02/16	16	1	0	0	0	1	100%	1	00:04:00			
Ormskirk St, NW	Th	25/02/16	17	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	25/02/16	18	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	25/02/16	19	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	25/02/16	20	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	25/02/16	21	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	25/02/16	22	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	25/02/16	23	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	26/02/16	0	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	26/02/16	1	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	26/02/16	2	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	26/02/16	3	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	26/02/16	4	0	0	0	0	0	0%	0				
Ormskirk St, NW	Th	26/02/16	5	0	0	0	0	0	0%	0				

Ormskirk St, NW	**Th**	**25/02/16**		**1**	**0**	**0**	**0.0**	**1**	**100%**	**1**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Ormskirk St, NW	F	26/02/16	6	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	7	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	8	1	0	0	0	0	0	0	00:05:00	00:05:00	00:05:00	
Ormskirk St, NW	F	26/02/16	9	4	3	2	2	3	60%	5	00:02:45	00:03:00	00:03:00	
Ormskirk St, NW	F	26/02/16	10	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	11	3	0	0	0	3	100%	3	00:05:20			
Ormskirk St, NW	F	26/02/16	12	1	0	0	0	1	100%	1	00:00:00			
Ormskirk St, NW	F	26/02/16	13	1	0	0	0	1	100%	1	00:02:00			
Ormskirk St, NW	F	26/02/16	14	1	0	0	0	1	100%	1	00:01:00			
Ormskirk St, NW	F	26/02/16	15	1	0	0	0	1	100%	1	00:04:00			
Ormskirk St, NW	F	26/02/16	16	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	17	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	18	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	19	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	20	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	21	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	22	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	26/02/16	23	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	27/02/16	0	1	1	1	1	0	0%	1	00:01:00	00:01:00	00:01:00	
Ormskirk St, NW	F	27/02/16	1	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	27/02/16	2	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	27/02/16	3	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	27/02/16	4	0	0	0	0	0	0%	0				
Ormskirk St, NW	F	27/02/16	5	0	0	0	0	0	0%	0				
Ormskirk St, NW	**F**	**26/02/16**		**13**	**4**	**3**	**1.3**	**10**	**77%**	**13**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Ormskirk St, NW	Sa	27/02/16	6	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	7	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	8	1	0	0	0	1	100%	1	00:02:00			

Ormskirk St, NW	Sa	27/02/16	9	1	0	0	0	1	100%	1	00:03:00			
Ormskirk St, NW	Sa	27/02/16	10	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	11	1	0	0	0	1	100%	1	00:09:00			
Ormskirk St, NW	Sa	27/02/16	12	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	13	1	0	0	0	1	100%	1	00:03:00			
Ormskirk St, NW	Sa	27/02/16	14	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	15	2	0	0	0	2	100%	2	00:00:30			
Ormskirk St, NW	Sa	27/02/16	16	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	17	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	18	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	19	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	20	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	21	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	22	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	27/02/16	23	2	1	1	1	1	50%	2	00:00:30	00:00:00	00:00:00	
Ormskirk St, NW	Sa	28/02/16	0	2	0	0	0	2	100%	2	00:00:00			
Ormskirk St, NW	Sa	28/02/16	1	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	28/02/16	2	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	28/02/16	3	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	28/02/16	4	0	0	0	0	0	0%	0				
Ormskirk St, NW	Sa	28/02/16	5	0	0	0	0	0	0%	0				
Ormskirk St, NW	**Sa**	**27/02/16**		**10**	**1**	**1**	**1.0**	**9**	**90%**	**10**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Ormskirk St, NW	Su	28/02/16	6	0	0	0	0	0	0%	0				
Ormskirk St, NW	Su	28/02/16	7	0	0	0	0	0	0%	0				
Ormskirk St, NW	Su	28/02/16	8	0	0	0	0	0	0%	0				
Ormskirk St, NW	**Su**	**28/02/16**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Cotham St	Sa	27/02/16	8	0	0	0	0	0	0%	0				
Cotham St	Sa	27/02/16	9	0	0	0	0	0	0%	0				
Cotham St	Sa	27/02/16	10	1	0	0	0	1	100%	1	00:03:00			
Cotham St	Sa	27/02/16	11	2	1	1	1	0	0%	1	00:43:00	00:03:00	00:03:00	
Cotham St	Sa	27/02/16	12	0	0	0	0	1	100%	1				
Cotham St	Sa	27/02/16	13	0	0	0	0	0	0%	0				
Cotham St	Sa	27/02/16	14	0	0	0	0	0	0%	0				
Cotham St	Sa	27/02/16	15	0	0	0	0	0	0%	0				
Cotham St	Sa	27/02/16	16	0	0	0	0	0	0%	0				
Cotham St	Sa	27/02/16	17	0	0	0	0	0	0%	0				
Cotham St	Sa	27/02/16	18	0	0	0	0	0	0%	0				
Cotham St	Sa	27/02/16	19	0	0	0	0	0	0%	0				
Cotham St	**Sa**	**27/02/16**		**3**	**1**	**1**	**1.0**	**2**	**67%**	**3**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Baldwin St	Th	25/02/16		Rank begins operating at midnight										
Baldwin St	Th	26/02/16	0	0	0	0	0	0	0%	0				
Baldwin St	Th	26/02/16	1	0	0	0	0	0	0%	0				
Baldwin St	Th	26/02/16	2	0	0	0	0	0	0%	0				
Baldwin St	Th	26/02/16	3	0	0	0	0	0	0%	0				
Baldwin St	**Th**	**25/02/16**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Baldwin St	F	26/02/16		Rank begins operating at midnight										
Baldwin St	F	27/02/16	0	0	0	0	0	0	0%	0				
Baldwin St	F	27/02/16	1	0	0	0	0	0	0%	0				
Baldwin St	F	27/02/16	2	0	0	0	0	0	0%	0				
Baldwin St	F	27/02/16	3	0	0	0	0	0	0%	0				
Baldwin St	**F**	**26/02/16**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Baldwin St	Sa	27/02/16		Rank begins operating at midnight										
Baldwin St	Sa	28/02/16	0	2	0	0	0	2	100%	2	00:00:30			
Baldwin St	Sa	28/02/16	1	1	0	0	0	1	100%	1	00:00:00			
Baldwin St	Sa	28/02/16	2	1	0	0	0	1	100%	1	00:00:00			
Baldwin St	Sa	28/02/16	3	0	0	0	0	0	0%	0				
Baldwin St	**Sa**	**27/02/16**		**4**	**0**	**0**	**0.0**	**4**	**100%**	**4**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Bridge St PO	Th	25/02/16	22	0	0	0	0	0	0%	0				
Bridge St PO	Th	25/02/16	23	0	0	0	0	0	0%	0				
Bridge St PO	Th	25/02/16	0	0	0	0	0	0	0%	0				
Bridge St PO	Th	25/02/16	1	0	0	0	0	0	0%	0				
Bridge St PO	Th	25/02/16	2	0	0	0	0	0	0%	0				
Bridge St PO	Th	25/02/16	3	0	0	0	0	0	0%	0				
Bridge St PO	**Th**	**25/02/16**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Bridge St PO	F	26/02/16	22	0	0	0	0	0	0%	0				
Bridge St PO	F	26/02/16	23	0	0	0	0	0	0%	0				
Bridge St PO	F	27/02/16	0	1	2	1	2	0	0%	1	00:01:00	00:01:00	00:01:00	
Bridge St PO	F	27/02/16	1	0	0	0	0	0	0%	0				
Bridge St PO	F	27/02/16	2	0	0	0	0	0	0%	0				
Bridge St PO	F	27/02/16	3	0	0	0	0	0	0%	0				
Bridge St PO	**F**	**26/02/16**		**1**	**2**	**1**	**2.0**	**0**	**0%**	**1**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Bridge St PO	Sa	27/02/16	22	0	0	0	0	0	0%	0				
Bridge St PO	Sa	27/02/16	23	1	0	0	0	1	100%	1	00:01:00			
Bridge St PO	Sa	28/02/16	0	0	0	0	0	0	0%	0				
Bridge St PO	Sa	28/02/16	1	0	0	0	0	0	0%	0				
Bridge St PO	Sa	28/02/16	2	0	0	0	0	0	0%	0				
Bridge St PO	Sa	28/02/16	3	0	0	0	0	0	0%	0				
Bridge St PO	**Sa**	**27/02/16**		**1**	**0**	**0**	**0.0**	**1**	**100%**	**1**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Hall St	Th	25/02/16	14	51	79	46	2	0	0%	46	00:05:37	00:05:28	00:16:00	
Hall St	Th	25/02/16	15	32	46	30	2	1	3%	31	00:10:24	00:10:21	00:19:00	
Hall St	Th	25/02/16	16	29	56	31	2	3	9%	34	00:08:37	00:08:28	00:18:00	
Hall St	Th	25/02/16	17	13	18	12	2	1	8%	13	00:09:04	00:10:05	00:20:00	00:00
Hall St	Th	25/02/16	18	2	0	0	0	3	100%	3	00:06:30			
Hall St	Th	25/02/16	19	0	0	0	0	0	0%	0				
Hall St	Th	25/02/16	20	0	0	0	0	0	0%	0				
Hall St	Th	25/02/16	21	0	0	0	0	0	0%	0				
Hall St	Th	25/02/16	22	0	0	0	0	0	0%	0				
Hall St	Th	25/02/16	23	0	0	0	0	0	0%	0				
Hall St	**Th**	**25/02/16**		**127**	**199**	**119**	**1.7**	**8**	**6%**	**127**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Hall St	F	26/02/16	9	18	15	13	1	2	13%	15	00:19:46	00:20:07	00:42:00	
Hall St	F	26/02/16	10	40	57	35	2	3	8%	38	00:08:28	00:08:31	00:18:00	
Hall St	F	26/02/16	11	37	50	36	1	5	12%	41	00:06:43	00:06:12	00:17:00	00:00
Hall St	F	26/02/16	12	53	73	48	2	2	4%	50	00:04:10	00:04:07	00:14:00	00:00
Hall St	F	26/02/16	13	52	70	47	2	3	6%	50	00:06:04	00:05:57	00:10:00	
Hall St	F	26/02/16	14	49	78	48	2	2	4%	50	00:04:48	00:04:43	00:11:00	00:00
Hall St	F	26/02/16	15	44	61	39	2	2	5%	41	00:03:50	00:03:49	00:12:00	00:00
Hall St	F	26/02/16	16	43	88	48	2	2	4%	50	00:06:23	00:06:24	00:13:00	
Hall St	F	26/02/16	17	26	43	24	2	2	8%	26	00:02:53	00:02:52	00:12:00	00:00
Hall St	F	26/02/16	18	1	2	2	1	0	0%	2	00:00:00	00:00:00	00:00:00	
Hall St	F	26/02/16	19	0	0	0	0	0	0%	0				
Hall St	F	26/02/16	20	0	0	0	0	0	0%	0				
Hall St	F	26/02/16	21	0	0	0	0	0	0%	0				
Hall St	F	26/02/16	22	0	0	0	0	0	0%	0				
Hall St	F	26/02/16	23	0	0	0	0	0	0%	0				
Hall St	**F**	**26/02/16**		**363**	**537**	**340**	**1.6**	**23**	**6%**	**363**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Hall St	Sa	27/02/16	8	2	0	0	0	1	100%	1	00:37:00			
Hall St	Sa	27/02/16	9	14	9	7	1	5	42%	12	00:11:34	00:07:33	00:19:00	
Hall St	Sa	27/02/16	10	25	32	21	2	6	22%	27	00:11:52	00:10:51	00:21:00	
Hall St	Sa	27/02/16	11	38	50	29	2	5	15%	34	00:08:14	00:08:16	00:13:00	00:00
Hall St	Sa	27/02/16	12	40	62	34	2	4	11%	38	00:07:04	00:07:18	00:16:00	
Hall St	Sa	27/02/16	13	41	89	43	2	3	7%	46	00:06:04	00:06:10	00:12:00	
Hall St	Sa	27/02/16	14	43	65	42	2	2	5%	44	00:04:22	00:04:24	00:12:00	
Hall St	Sa	27/02/16	15	55	99	52	2	0	0%	52	00:03:00	00:03:00	00:14:00	00:00
Hall St	Sa	27/02/16	16	40	69	39	2	2	5%	41	00:06:52	00:06:45	00:12:00	
Hall St	Sa	27/02/16	17	29	51	26	2	4	13%	30	00:04:35	00:03:45	00:12:00	00:00
Hall St	Sa	27/02/16	18	0	1	1	1	1	50%	2				
Hall St	Sa	27/02/16	19	0	0	0	0	0	0%	0				
Hall St	Sa	27/02/16	20	0	0	0	0	0	0%	0				
Hall St	**Sa**	**27/02/16**		**327**	**527**	**294**	**1.8**	**33**	**10%**	**327**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Exchange St	Sa	27/02/16	18	0	0	0	0	0	0%	0				
Exchange St	Sa	27/02/16	19	0	0	0	0	0	0%	0				
Exchange St	Sa	27/02/16	20	0	0	0	0	0	0%	0				
Exchange St	Sa	27/02/16	21	0	0	0	0	0	0%	0				
Exchange St	Sa	27/02/16	22	0	0	0	0	0	0%	0				
Exchange St	Sa	27/02/16	23	0	0	0	0	0	0%	0				
Exchange St	Sa	28/02/16	0	0	0	0	0	0	0%	0				
Exchange St	Sa	28/02/16	1	0	0	0	0	0	0%	0				
Exchange St	Sa	28/02/16	2	0	0	0	0	0	0%	0				
Exchange St	Sa	28/02/16	3	0	0	0	0	0	0%	0				
Exchange St	Sa	28/02/16	4	0	0	0	0	0	0%	0				
Exchange St	**Sa**	**27/02/16**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Westfield St	Th	25/02/16	22	0	0	0	0	0	0%	0				
Westfield St	Th	25/02/16	23	0	0	0	0	0	0%	0				
Westfield St	Th	26/02/16	0	0	0	0	0	0	0%	0				
Westfield St	Th	26/02/16	1	0	0	0	0	0	0%	0				
Westfield St	Th	26/02/16	2	0	0	0	0	0	0%	0				
Westfield St	Th	26/02/16	3	0	0	0	0	0	0%	0				
Westfield St	Th	26/02/16	4	0	0	0	0	0	0%	0				
Westfield St	Th	26/02/16	5	0	0	0	0	0	0%	0				
Westfield St	Th	26/02/16	6	0	0	0	0	0	0%	0				
Westfield St	**Th**	**25/02/16**		**0**	**0**	**0**	**0.0**	**0**	**0%**	**0**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Westfield St	F	26/02/16	22	1	0	0	0	1	100%	1	00:00:00			
Westfield St	F	26/02/16	23	0	0	0	0	0	0%	0				
Westfield St	F	27/02/16	0	2	0	0	0	2	100%	2	00:01:00			
Westfield St	F	27/02/16	1	0	0	0	0	0	0%	0				
Westfield St	F	27/02/16	2	0	0	0	0	0	0%	0				
Westfield St	F	27/02/16	3	0	0	0	0	0	0%	0				
Westfield St	F	27/02/16	4	0	0	0	0	0	0%	0				
Westfield St	F	27/02/16	5	0	0	0	0	0	0%	0				
Westfield St	F	27/02/16	6	0	0	0	0	0	0%	0				
Westfield St	**F**	**26/02/16**		**3**	**0**	**0**	**0.0**	**3**	**100%**	**3**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Westfield St	Sa	27/02/16	22	0	0	0	0	0	0%	0				
Westfield St	Sa	27/02/16	23	1	1	1	1	0	0%	1	00:01:00	00:01:00	00:01:00	
Westfield St	Sa	28/02/16	0	5	0	0	0	5	100%	5	00:00:48			
Westfield St	Sa	28/02/16	1	0	0	0	0	0	0%	0				
Westfield St	Sa	28/02/16	2	0	0	0	0	0	0%	0				
Westfield St	Sa	28/02/16	3	0	0	0	0	0	0%	0				
Westfield St	Sa	28/02/16	4	0	0	0	0	0	0%	0				
Westfield St	Sa	28/02/16	5	2	5	2	3	0	0%	2	00:00:00	00:00:00	00:00:00	00:00
Westfield St	Sa	28/02/16	6	0	0	0	0	0	0%	0				
Westfield St	Sa	28/02/16	7	0	0	0	0	0	0%	0				
Westfield St	Sa	28/02/16	8	0	0	0	0	0	0%	0				
Westfield St	**Sa**	**27/02/16**		**8**	**6**	**3**	**2.0**	**5**	**63%**	**8**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
Vic St, Rainhill	F	26/02/16	11	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	12	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	13	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	14	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	15	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	16	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	17	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	18	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	19	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	20	1	0	0	0	1	100%	1	00:17:00			
Vic St, Rainhill	F	26/02/16	21	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	22	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	26/02/16	23	0	0	0	0	0	0%	0				
Vic St, Rainhill	F	27/02/16	0	0	0	0	0	0	0%	0				
Vic St, Rainhill	**F**	**26/02/16**		**1**	**0**	**0**	**0.0**	**1**	**100%**	**1**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
St H Cent Stn	F	26/02/16	7	1	0	0	0	1	100%	1	00:04:00			
St H Cent Stn	F	26/02/16	8	4	2	2	1	2	50%	4	00:00:30	00:00:00	00:00:00	
St H Cent Stn	F	26/02/16	9	14	3	2	2	8	80%	10	00:11:55	00:09:00	00:14:00	
St H Cent Stn	F	26/02/16	10	40	2	1	2	40	98%	41	00:04:28	00:10:00	00:11:00	
St H Cent Stn	F	26/02/16	11	20	2	1	2	22	96%	23	00:05:42			
St H Cent Stn	F	26/02/16	12	14	0	0	0	14	100%	14	00:03:17			
St H Cent Stn	F	26/02/16	13	31	6	3	2	24	89%	27	00:03:32	00:02:25	00:04:00	00:00
St H Cent Stn	F	26/02/16	14	39	5	5	1	38	88%	43	00:03:35	00:02:00	00:02:00	
St H Cent Stn	F	26/02/16	15	1	0	0	0	1	100%	1	00:00:00			
St H Cent Stn	F	26/02/16	16	16	6	3	2	12	80%	15	00:02:03	00:02:45	00:06:00	
St H Cent Stn	F	26/02/16	17	2	3	2	2	0	0%	2	00:04:00	00:04:00	00:07:00	00:01
St H Cent Stn	F	26/02/16	18	7	10	5	2	1	17%	6	00:11:00	00:07:36	00:17:00	
St H Cent Stn	F	26/02/16	19	8	11	7	2	2	22%	9	00:06:00	00:05:34	00:09:00	
St H Cent Stn	F	26/02/16	20	10	9	7	1	2	22%	9	00:11:36	00:13:22	00:24:00	
St H Cent Stn	F	26/02/16	21	2	4	4	1	0	0%	4	00:05:30	00:05:30	00:10:00	00:02
St H Cent Stn	F	26/02/16	22	5	6	4	2	1	20%	5	00:03:00	00:03:00	00:08:00	00:01
St H Cent Stn	F	26/02/16	23	6	6	6	1	0	0%	6	00:03:10	00:03:10	00:07:00	00:00
St H Cent Stn	F	27/02/16	0	0	0	0	0	0	0%	0				
St H Cent Stn	F	27/02/16	1	0	0	0	0	0	0%	0				
St H Cent Stn	F	27/02/16	2	0	0	0	0	0	0%	0				
St H Cent Stn	F	27/02/16	3	0	0	0	0	0	0%	0				
St H Cent Stn	F	27/02/16	4	0	0	0	0	0	0%	0				
St H Cent Stn	**F**	**26/02/16**		**220**	**75**	**52**	**1.4**	**168**	**76%**	**220**				

Location		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
St H Cent Stn	Sa	27/02/16	10	0	0	0	0	0	0%	0				
St H Cent Stn	Sa	27/02/16	11	22	1	1	1	21	95%	22	00:06:00	00:02:00	00:02:00	
St H Cent Stn	Sa	27/02/16	12	14	0	0	0	13	100%	13	00:02:12			

St H Cent Stn	Sa	27/02/16	13	13	0	0	0	9	100%	9	00:04:18	00:05:00	00:05:00	00:27
St H Cent Stn	Sa	27/02/16	14	8	8	4	2	9	69%	13	00:02:00	00:02:20	00:03:00	00:02
St H Cent Stn	**Sa**	**27/02/16**		**57**	**9**	**5**	**1.8**	**52**	**91%**	**57**				

	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour
TOTALS	301	1742	2257	1334	1.7	408	23%	1742				

Appendix 4 Public on street survey results

Q1: Have you used a taxi in this area?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		SU
Yes	32	64%	37	74%	16	31%	20	42%	50	100%	22
No	18	36%	13	26%	35	69%	28	58%	0	0%	28
Total	50	100%	50	100%	51	100%	48	100%	50	100%	50

Q2: How often do you use a taxi within this area?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		SU
Almost daily	3	9%	0	0%	3	21%	2	10%	10	20%	1
Once a week	6	18%	1	2%	4	29%	8	40%	9	18%	8
A few times a month	4	12%	10	24%	4	29%	1	5%	19	37%	6
Once a month	12	36%	7	17%	3	21%	3	15%	5	10%	6
Less than once a month	8	24%	24	57%	0	0%	6	30%	8	16%	29
Total	33	100%	42	100%	14	100%	20	100%	51	100%	50

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

Resulting estimate of trips per person per month	**0.7**	**0.3**	**0.5**	**0.6**	**1.6**	

Q3: How do you normally book a taxi within this area?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS	
At a Taxi rank	4	13%	0	0%	2	20%	0	0%	0	0%
Hail in the street	0	0%	0	0%	0	0%	0	0%	2	4%
Telephone a company	15	50%	37	90%	7	70%	8	67%	15	27%
Use a Freephone	1	3%	4	10%	0	0%	0	0%	1	2%
Use my mobile or smart phone	10	33%	0	0%	1	10%	4	33%	36	65%
Other - ONLINE	0	0%	0	0%	0	0%	0	0%	1	2%
Total	30	100%	41	100%	10	100%	12	100%	55	100%

Q4: If you book a taxi by phone, which 3 companies do you call most often?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		SU
A TO B	16	39%	23	42%	6	26%	0	0%	26	29%	9
DELTA	3	7%	0	0%	2	9%	0	0%	30	34%	0
BRITANNIA	0	0%	14	25%	6	26%	12	46%	17	19%	0
CRITCHLEYS	6	15%	18	33%	0	0%	0	0%	2	2%	31
CABLE	7	17%	0	0%	0	0%	0	0%	11	12%	11
ST HELENS (now gone)	1	2%	0	0%	0	0%	0	0%	0	0%	28
CHLOE	0	0%	0	0%	0	0%	0	0%	0	0%	26
STE'S	0	0%	0	0%	8	35%	4	15%	0	0%	0
SAINTS	3	7%	0	0%	1	4%	2	8%	2	2%	0
LANGRAM	0	0%	0	0%	0	0%	0	0%	0	0%	5
TAXI CALL (hcv radio)	0	0%	0	0%	0	0%	0	0%	0	0%	5
WHEELS (?)	3	7%	0	0%	0	0%	0	0%	0	0%	0
RAINBOW (?)	0	0%	0	0%	0	0%	3	12%	0	0%	0
DAVRON (?)	0	0%	0	0%	0	0%	2	8%	0	0%	0
69 TO 60 (?)	1	2%	0	0%	0	0%	0	0%	0	0%	0
A1 (Warrington)	0	0%	0	0%	0	0%	0	0%	0	0%	1
ABA (?)	1	2%	0	0%	0	0%	0	0%	0	0%	0
BOURNS	0	0%	0	0%	0	0%	1	4%	0	0%	0
FAIRTRADE (now gone)	0	0%	0	0%	0	0%	0	0%	0	0%	0
GEMINI	0	0%	0	0%	0	0%	0	0%	0	0%	0
GRAHAM HORSFALL TAXIS	0	0%	0	0%	0	0%	1	4%	0	0%	0
HALTON (Halton Borough)	0	0%	0	0%	0	0%	0	0%	1	1%	0
SK	0	0%	0	0%	0	0%	1	4%	0	0%	0
SKEM (?)	0	0%	0	0%	0	0%	0	0%	0	0%	0
Total	41	100%	55	100%	23	100%	26	100%	89	100%	11

Q5: How often do you use a hackney carriage within the St Helens area?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		SU
Almost daily	0	0%	0	0%	0	0%	0	0%	0	0%	0
Once a week	0	0%	0	0%	2	4%	0	0%	0	0%	0
A few times a month	2	10%	0	0%	1	2%	0	0%	3	8%	0
Once a month	0	0%	0	0%	2	4%	1	2%	2	5%	4
Less than once a month	7	33%	4	10%	3	6%	0	0%	3	8%	3
I can't remember when I last used a hackney carriage	12	57%	35	88%	22	44%	22	49%	22	56%	39
I can't remember seeing a hackney carriage in the area	0	0%	1	3%	20	40%	22	49%	9	23%	1
Total	21	100%	40	100%	50	100%	45	100%	39	100%	47

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

Resulting estimate of trips per person per month	**0.04**	**0.00**	**0.12**	**0.01**	**0.08**

Q6: Which ranks are you aware of in the St Helens area?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		SUT
STATION	8	38%	0	0%	2	22%	0	0%	4	29%	22
TOWN CENTRE	7	33%	0	0%	7	78%	1	100%	0	0%	0
COLLEGE	0	0%	0	0%	0	0%	0	0%	0	0%	9
COTHAM STREET	0	0%	0	0%	0	0%	0	0%	5	36%	0
HALL STREET	0	0%	1	100%	0	0%	0	0%	1	7%	0
HSBC	0	0%	0	0%	0	0%	0	0%	1	7%	1
ORMSKIRK STREET	0	0%	0	0%	0	0%	0	0%	0	0%	2
SEFTON	2	10%	0	0%	0	0%	0	0%	0	0%	0
SEFTON PUB	2	10%	0	0%	0	0%	0	0%	0	0%	0
CLAUGHTON STREET	0	0%	0	0%	0	0%	0	0%	0	0%	1
ICELAND	0	0%	0	0%	0	0%	0	0%	1	7%	0
LOW STREET	1	5%	0	0%	0	0%	0	0%	0	0%	0
NEAR ARGOS	0	0%	0	0%	0	0%	0	0%	1	7%	0
OUTSIDE MAIN PUBS	1	5%	0	0%	0	0%	0	0%	0	0%	0
ZOO BAR	0	0%	0	0%	0	0%	0	0%	1	7%	0
Total	21	100%	1	100%	9	100%	1	100%	14	100%	35

Q7: Is there anywhere in the St Helens area you would like to see a rank?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		SUT
NEWTON	0	0%	0	0%	1	100%	0	0%	0	0%	0
NEWTON HIGH STREET	0	0%	0	0%	0	0%	3	60%	0	0%	0
NEWTON STATION	0	0%	0	0%	0	0%	2	40%	0	0%	0
SEFTON STREET	0	0%	0	0%	0	0%	0	0%	1	100%	0
CHURCH ROAD	0	0%	0	0%	0	0%	0	0%	0	0%	0
CHURCH ROAD RAINFORD	0	0%	0	0%	0	0%	0	0%	0	0%	0
Total	0	0%	0	0%	1	100%	5	100%	1	100%	0

Q8: Have you had any problems with the local Hackney carriage service?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		SUT
Design or type of vehicle	0	0%	0	0%	0	0%	0	0%	0	0%	0
Driver Issues	0	0%	0	0%	0	0%	0	0%	1	50%	2
Position of ranks	0	0%	0	0%	0	0%	0	0%	0	0%	0
Delay in getting a Taxi	0	0%	19	100%	0	0%	0	0%	0	0%	0
Cleanliness	2	100%	0	0%	1	50%	0	0%	1	50%	1
Price	0	0%	0	0%	1	50%	3	100%	0	0%	1
Other problems (specify)	0	0%	0	0%	0	0%	0	0%	0	0%	0
Total	2	100%	19	100%	2	100%	3	100%	2	100%	4

Q9. Can you get a Hackney Carriage in the St Helens area when you need one?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		SUT
Yes, in the daytime	7	54%	7	21%	4	40%	1	20%	2	25%	9
Yes, at night	2	15%	7	21%	5	50%	1	20%	3	38%	12

Yes, if I phone for one	1	8%	19	56%	1	10%	0	0%	0	0%	0	
Only in St Helens town centre	1	8%	0	0%	0	0%	3	60%	3	38%	0	
No, never	2	15%	1	3%	0	0%	0	0%	0	0%	0	
Total	13	100%	34	100%	10	100%	5	100%	8	100%	21	

Q10. What would encourage you to use Taxis or use them more often in the St Helens area?	**RAVENSHEAD**		**ST HELENS RETAIL**		**EARLSTOWN**		**NEWTON**		**ST HELENS**		**SU**
Better vehicles	0	0%	2	7%	0	0%	0	0%	2	25%	0
More Hackney Carriages I could phone	0	0%	6	22%	0	0%	1	20%	0	0%	2
Better drivers	0	0%	1	4%	0	0%	0	0%	1	13%	1
More Hackney Carriages I could hail or get at a rank	0	0%	7	26%	0	0%	0	0%	4	50%	0
Better located ranks	0	0%	1	4%	0	0%	1	20%	0	0%	1
Other (price)	8	100%	10	37%	1	100%	3	60%	1	13%	15
Total	8	100%	27	100%	1	100%	5	100%	8	100%	19

Q11. Do you consider you, or anyone you know, to have a disability that means you require an adapted vehicle?	**RAVENSHEAD**		**ST HELENS RETAIL**		**EARLSTOWN**		**NEWTON**		**ST HELENS**		**SU**
No	19	95%	49	100%	47	98%	22	100%	5	63%	37
Yes - WAV	0	0%	0	0%	0	0%	0	0%	1	13%	0
someone I know WAV	1	5%	0	0%	1	2%	0	0%	1	13%	2
Yes,but not WAV	0	0%	0	0%	0	0%	0	0%	0	0%	0
Someone I know, but not WAV	0	0%	0	0%	0	0%	0	0%	1	13%	11
Other	0	0%	0	0%	0	0%	0	0%	0	0%	0
Total	20	100%	49	100%	48	100%	22	100%	8	100%	50

Q12. Have you ever given up waiting for a Hackney Carriage in the St Helens area?	**RAVENSHEAD**		**ST HELENS RETAIL**		**EARLSTOWN**		**NEWTON**		**ST HELENS**		**SU**
No	21	100%	50	100%	7	100%	4	100%	6	75%	50
Yes	0	0%	0	0%	0	0%	0	0%	2	25%	0
Total	21	100%	50	100%	7	100%	4	100%	8	100%	50

Q13. Do you have regular access to a car?	**RAVENSHEAD**		**ST HELENS RETAIL**		**EARLSTOWN**		**NEWTON**		**ST HELENS**		**SU**
Yes	45	100%	49	98%	37	76%	38	90%	4	50%	39
No	0	0%	1	2%	12	24%	4	10%	4	50%	10
Total	45	100%	50	100%	49	100%	42	100%	8	100%	49

Q14. Do you think people in St Helens who have a disability get a good service from hackney carriage vehicles and drivers?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		S
Yes, they do	12	24%	45	98%	1	100%	0	0%	4	50%	1
No, they don't	1	2%	1	2%	0	0%	0	0%	1	13%	(
Other (UNSURE)	11	22%	0	0%	0	0%	9	100%	3	38%	3
Total	24	49%	46	100%	1	100%	9	100%	8	100%	5

Q15. Do you live in the St Helens Borough Council area?	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		S
Yes	42	89%	50	100%	33	65%	39	83%	43	86%	4
No	5	11%	0	0%	18	35%	8	17%	7	14%	1
Total	47	100%	50	100%	51	100%	47	100%	50	100%	5

Q16. Gender	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		S
1. Male	21	43%	33	66%	24	47%	22	47%	19	38%	2
2. Female	28	57%	17	34%	27	53%	25	53%	31	62%	2
Total	49	100%	50	100%	51	100%	47	100%	50	100%	5

Q17: Age	RAVENSHEAD		ST HELENS RETAIL		EARLSTOWN		NEWTON		ST HELENS		S
Under 30	5	10%	0	0%	6	12%	4	9%	20	40%	1
30 - 55	26	53%	15	30%	18	35%	25	53%	24	48%	1
Over 55	18	37%	35	70%	27	53%	18	38%	6	12%	1
Total	49	100%	50	100%	51	100%	47	100%	50	100%	5

Appendix 5 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person	Views returned?
5	**Supermarkets / Shopping Centres**	
	Ravenhead Retail Park	Y
	Asda, St Helens	Y
	Tesco, St Helens	Y
	Aldi, Business Park	R
	Iceland, Business Park	R
	Tesco, Newton le Willows	Y
	Co-operative Rainhill	Y
	Church Square Shopping Centre	Can't help
	Hardshaw Centre	Can't help
5	**Hotels**	
	Chalon Court Hotel	Y
	Park Inn	N
	Holiday Inn	N
	Premier Inn	Y
	Parkview Hotel and Guest House	Y
	Restaurants	
	Station House Cafe	Y
	Havana Bar	Y
	Limassol Greek Restaurant	N
	Rubino Restaurant	Y
	Hudson Smokehouse	Y
5	**Night clubs / Entertainment / Pubs**	
	Haydock Park	Y
	Langtree Park	N
	St Helens Royal Theatre	Y
	Nelson	N
	Market Tavern (near rank)	N
	Royal Tavern (rank outside)	N
	Junction Inn, St Helens Junction	(N)
	Bull and Dog, Lea Green Station	N
	Victoria Hotel Rainhill (near rank)	Y
	Commercial Hotel Rainhill	Y
	Running Horse	Y
	Wheatsheaf	N
	The Sefton Arms	Y
	Olde England	N
	Zoo	(N)
	Imperial Bar	N

	Venue	N
5	**Hospital**	
	St Helens	N
	Lowe House Medical Centre (rank outside)	N
5	**Disability, equality and other local group representatives**	
	Tony Norbury, Merseytravel	Y
	Simon Cousins, Equality Officer, SHC	Y
	Gary Maddock, Town Centre Manager, SHC	Y
	Mark Dickens	N
	Mark Osborne	N
	George Houghton	N
	Rod Jones	N
	Cllr Banks	N
	Cllr ?	N
5	**Police**	
	Merseyside Police, Insp Lowe (Newton)	Y
	(St Helens)	N
6	**Hackney carriage and private hire trade**	
	All drivers and operators	Y (by letter)
	Hackney carriage representative	Y