



Trafford Council – Hackney Carriage Unmet Demand Study

Final Report

July 2015



EXECUTIVE SUMMARY

Key points

This study has been conducted by Vector Transport Consultancy on behalf of Trafford Council.

The study is intended to fulfil the requirements of Section 16 of the 1985 Transport Act and to address the questions raised in the Department for Transport (DfT) 2010 Best Practice Guidance.

The objectives of the study may be broadly defined as:

- Consultation with major stakeholders
- An unmet need survey
- An assessment of illegal taxi pickups on a match day near Manchester United Football Ground.
- An assessment of Private Hire Vehicle pickups near the Slug and Lettuce pub in Sale.
- Undertake a mystery shopper exercise to look at the disabled passenger experience and over charging on specific routes.

Surveys were undertaken at active taxi ranks, over four days, from Thursday morning to the early hours of Monday morning. The volume of passengers and hackney carriages was recorded, together with Hackney Carriage waiting times, Hackney Carriage queue lengths and wait times for any queuing passengers.

Ten of the existing taxi ranks, which are known to be active, were surveyed. These can be characterised in different ways, defined by surrounding land uses and typical hours of operation.

There are five ranks which serve retailing centres and visitor attractions, these are; Sir Matt Busby Way North, Sir Matt Busby Way South, Barton Dock Road (Trafford Centre), Stretford Mall and Hereford Street.

Ranks which primarily serve the night time economy (pubs, clubs and restaurants) were surveyed at; School Road in Sale, Marsland Road, Sale and Ashley Road in Hale. The retail / tourism based ranks operate during the day, whereas the night time economy based ranks operate primarily, as the name suggests, at night.

There are two more ranks which are active both during the day and at night. These are the station ranks at Altrincham Station and on Northenden Road, outside Sale Metrolink station.

The day time trade is spread throughout the borough. However the night time trade tends to be more active in the centre and south of the borough. This characteristic is emphasised on Friday and Saturday nights, when the night time economy is most active.

The normal situation at ranks, during the hours of operation, is that hackney carriages queue, waiting for passengers. Consequently, incidences of passenger queuing are relatively rare. Approximately 1.6% of passengers had to wait for a Hackney Carriage to arrive at a rank. The incidences of passengers having to wait for a Hackney Carriage were periodic and isolated, rather than continuous queuing. i.e. there were no long or continuous queues forming at the ranks. Extensive queuing over prolonged



periods is one of the indicators of unmet demand and this form of queuing did not occur during the surveys.

Public consultation was undertaken through questionnaire surveys conducted on street in Sale, Urmston and Altrincham. The Public were also offered an opportunity to provide feedback through an online questionnaire. Stakeholder consultation was undertaken with representatives of the taxi trade, minority group representatives, local businesses, visitor attractions, licensed premises, the police, fire brigade and the Council.

The public and stakeholder consultation feedback indicated that:

- The public and stakeholders are generally content with the level of service provided by Hackney Carriages.
- The needs of mobility impaired passengers are generally satisfied by the existing taxi fleet. However, feedback from deaf representatives suggests some frustration with the need to rely on third parties to book taxis on their behalf. Requests for the ability to book taxis by text message were made.
- The storage capacity of some ranks is sometimes insufficient to accommodate all of the hackney carriages waiting for fares.
- There is generally sufficient capacity in the Hackney Carriage fleet to cater for demand.

Unmet need assessment

Data from the taxi rank surveys was used, together with any indication from the public consultation surveys of frustration with non-availability of Hackney Carriages, to calculate an Index of Significant Unmet Demand (ISUD). The ISUD index value calculated from the survey results indicates that while there were occasions when passengers had to wait for Hackney Carriages to arrive at the ranks, the level is below the threshold which is held to indicate that the level of unmet demand is significant.

Mystery shopper exercise

Mystery shopper surveys were undertaken by surveyors, using a wheel chair, to test drivers' willingness to accept short distance hires by wheel chair passengers. One driver refused to take the wheel chair passenger, stating that he didn't do wheel chairs. Otherwise, none of the other drivers hired refused or showed reluctance to take a wheel chair on a short journey. However, only two drivers offered to secure the wheel chair using securing straps. On one of the journeys undertaken, the driver did not turn off the meter on arrival at the destination, and waited until the wheel chair was unloaded, before switching off the meter and charging the surveyor. One driver forgot to switch on the meter for the journey and the estimated charge was higher than the expected fare.

Assessment of illegal taxi pick ups near Manchester United Football Ground, on match day

Video cameras were used to record activity at several locations around Manchester United Football Ground, following a home match. The footage was assessed to record the number of Private Hire Vehicle pickups which appeared to be pre-booked, versus those which appeared not to be pre-booked. The majority of Private Hire Vehicle pickups appeared to not have been pre-booked. Many of these hires were obtained by passengers flagging down approaching Private Hire Vehicles.

Assessment of Private Hire Vehicle pickups in Sale

The roadway outside the Slug and Lettuce pub, on School Road in Sale, was observed for four nights, to assess the activity of Private Hire Vehicles which were known to wait on this section of road and were suspected of illegally plying for hire. Following



assessment of the video footage, many of the vehicles were thought to have picked up hires which were not pre-booked.

Trade Consultation

Trade representatives and drivers were consulted to seek their views on the Hackney Carriage trade in Trafford. The principal issues which were raised by the trade were:

- Concern over the number of Hackney Carriages and Private Hire Vehicles and drivers registered in other licensing authority areas which were working in Trafford in the Private Hire Trade.
- Concerned over the level of perceived plying for hire, by Private Hire Vehicles.
- Concern that Hackney Carriages from other areas, had TAXI roof signs and could easily be confused with licensed Trafford Hackney Carriages, by members of the public.
- Appreciation that with vehicles from other areas operating in Trafford, this limited the revenue stream for the licensing section in Trafford.
- Concern over perceived lack of enforcement in Trafford

It was also pointed out by members of the trade, that several Hackney Carriages were licensed but not effectively in use, by the owners. This feature was attributed to a downturn in trade. This assertion was corroborated by analysing mileage figures from Hackney Carriage tests. Several vehicles had very low mileage increases between tests, suggesting that they were not in daily use.

Conclusions

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

Users are generally content with the service provided by Hackney Carriages.

Hackney Carriage drivers generally provide good customer care to passengers and are helpful to wheel chair users. However, the majority of drivers tested did not fully secure the wheelchair.

Recommendations

Illegal plying for hire by Private Hire Vehicles is a growing source of frustration and concern for the trade. There is a perceived lack of enforcement and suggestions from some members of the trade that more and more drivers are inclined to take matters into their own hands with respect to dealing with Private Hire Vehicles 'stealing their trade'. Some high profile enforcement operations may increase the perception amongst the Private Hire trade that the chances of getting caught are increased and help to allay concerns amongst the Hackney Carriage trade.



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1 STUDY OBJECTIVES

1.1 General

This study has been conducted by Vector Transport Consultancy on behalf of Trafford Council.

The study is intended to fulfil the requirements of Section 16 of the 1985 Transport Act and to address the questions raised in the Department for Transport (DfT) 2010 Best Practice Guidance.

The objectives of the study include:

The objectives of the study may be broadly defined as:

- Consultation with major stakeholders
- An unmet need survey
- Consideration of alternative regimes for taxi regulation
- An assessment of the effectiveness of existing taxi ranks and an assessment of the demand for and suitability of additional ranks
- An assessment of illegal taxi pick ups on match days near Manchester United Football Ground, by out of area taxis.
- An assessment on the general condition of Trafford's taxi fleet
- Assess whether there is any demand from members of the public for 'green vehicles'
- Assess whether the current composition of Trafford's taxi fleet meets the requirements of disabled passengers
- Undertake a mystery shopper exercise to look at the disabled passenger experience and over charging on specific routes.



2 BACKGROUND

2.1 Definitions

This report refers to Taxis, Hackney Carriages and Private Hire Vehicles. Both Hackney Carriages and Private Hire Vehicles are licensed to operate within the Trafford Council area.

Hackney Carriages may be hired in three ways. These are on street hailing, hire at a taxi rank and by telephone or taxi office booking.

Private Hire Vehicles may only be hired through advance booking. This is generally done by telephone or at a Private Hire Vehicle operator's office.

In this report, the term Taxi is used as a generic term to encompass both Hackney Carriages and Private Hire Vehicles.

Trafford Council is the licensing authority for Hackney Carriage and Private Hire operators, drivers and vehicles within their area. They are able to specify the standards they require (over and above the legal minima) for operators, drivers and vehicles, they can regulate Hackney Carriage fares and specify the number of Hackney licenses they issue.

2.2 DfT guidance on Unmet Demand surveys

In 2006 the Department for Transport (DfT) issued Good Practice Guidance to licensing authorities on the Hackney Carriage and Private Hire Vehicle (PHV) industry. This guidance was updated in 2010. It includes advice on the measurement of unmet demand.

Significant Unmet Demand (SUD) has two components:

- Observed or 'patent' demand – that which is directly observable
- Latent or 'suppressed' demand – that which is released by additional supply.

Where a limit has been imposed, the DfT recommend that surveys be repeated every three years to confirm that unmet demand had not arisen.

2.3 Observed unmet demand

This is determined from direct observation of passenger waiting times at representative taxi ranks and at representative times of day. Where the supply of taxis at a particular time and location is inadequate, intending passengers will have to wait until a taxi arrives. Where this waiting time becomes excessive there is unmet demand and where this occurs at a number of locations and for lengthy periods it constitutes Significant Unmet Demand.

2.4 Latent unmet demand

Where potential passengers are deterred from using taxis through the assumption or knowledge that waiting times will be high, these passengers may decide not to travel or use an alternative means of transport. These passengers



will not feature in the taxi rank surveys. Therefore to get an estimate of this latent demand an alternative form of survey is required. This generally consists of face to face interviews with pedestrians to enquire about their experience in hiring and using taxis. Such a survey can also provide other information on taxi use.

2.5 Other Surveys

The DfT guidance also recommends that stakeholders such as taxi providers and representatives of groups which rely heavily on taxis are contacted for their opinions on the number of taxis and the possible impact of licence quantity controls.

2.6 Breakdown of the Hackney Carriage trade

Markets and hire methods typically targeted by Hackneys, in the UK, include:

- Public, private and unofficial ranks;
- Flag down/on-street;
- Telephone / radio bookings
- Contract work for statutory authorities such as for education authorities or social services;
- Commercial contract work;
- One off/occasional private hire for individuals or organisations;
- Evening leisure;
- Daytime shopping/social/business;
- Tourism
- Various combinations of the above that 'fit together' in time

Practices vary by location. For example, in some locations, a large proportion of work is serviced by radio bookings, whereas in other areas, work is based on rank based hire.

In some areas almost all of the trade may focus on one particular aspect of the market at the same time (i.e. school contracts) causing there to be unmet demands in other parts of the market at that time.

The market for taxis – both Private Hire Vehicles and Hackneys is therefore influenced by many factors – both on the demand and the supply side. Demand for example is influenced by:

- The overall population,
- The extent of car ownership,
- Availability of other transport including public, community and private transport,
- Levels of mobility impairment and disability,.
- Seasonality,

The extent and hours of the night time economy will affect demand. The market will also be influenced by the supply of Hackney and PHVs, in terms of the quality, affordability and quantity of provision – both perceived and actual.



3 TAXI RANK SURVEYS

3.1 Current taxi ranks

There were 18 marked taxi ranks in Trafford at the time of the surveys. However, not all of the ranks are well used in practice. The more commonly used ranks were surveyed for the unmet demand survey.

The officially designated rank locations are presented in Table 1

Table 1 - Trafford Taxi Ranks

Location	Number of official spaces	Operating times	Surveyed for unmet demand?
Sir Matt Busby Way, Stretford North and South of the pedestrianised area.	23	24HR (except match days)	Yes
Trafford Wharf Road, Old Trafford	5	Mon - Fri 7pm to 7am Sat - Sun At any time	No
Sir Alex Ferguson Way (Waters Reach), Trafford Park	4	Event Days Only	No
Stretford Mall, Service Road off Kingsway, Stretford	12 + 1	24HR	Yes
Chorley Street, Old Trafford (outside Bishops Blaize)	2	24HR	No
Brian Statham Way Old Trafford	1	24HR	No
Flixton Road	3	24HR	No
Hilton Ave	2	24HR	No
Moorside Road, Davyhulme	2	24HR	No
Barton Dock Road, Trafford Park, Near Asda car park	7	24HR	Yes
Green Lane, Ashton-on-Mersey	2	24HR	No
Marsland Road, Sale	3	24HR	Yes
Northenden Road, Sale	4	24HR	Yes
School Road, Sale	2	24HR	No
School Road, Sale - lay-by between Chapel Road/Waterside Piazza and Britannia Road	4	24HR	Yes
Wynnstay Road, Sale	4	24HR	No
Hereford Street, Sale	6 + 6	24HR	Yes
Ashley Road, Hale (Train Station)	3	24HR	No
Ashley Road, Hale (at Cecil Road)	3	7pm - 3am	Yes
Denmark Street Service Road, Altrincham	3	24HR	No
Stamford New Road, Altrincham (Altrincham Railway Station)	17	24HR	Yes
Ashley Road, Hale (in bus lay-by outside bowling green)	3	7pm - 3am	No
The Downs, Altrincham	3	8pm - 3am	No



3.2 Rank surveys

Only active ranks were surveyed. There was little value to be derived from surveying the ranks known to be unused, or lightly used. The busiest ranks, which were included in the rank surveys, are indicated in Table 1.

3.3 Rank survey results

Full details of tabulated arrival frequencies and waiting times for Hackney Carriages and passengers are presented in Appendix A. Summary results are presented below.

The taxi ranks were surveyed, using video cameras fixed to nearby lamp posts, from Thursday morning to Monday morning, in order to capture the busiest periods of the week. This ensured that if there is any unmet demand that these are the days when this was most likely to be evident, as passenger waiting delays.

Passenger waiting times were recorded when passengers arrived at a taxi rank and there were no taxis waiting at the rank, i.e. passengers had to wait for a taxi to arrive at the rank. On these occasions, waiting times were measured from the time when a passenger arrived at the taxi rank until the passenger boarded a Hackney Carriage.

It is worth noting that the prevalent condition at the taxi ranks in Trafford was that taxis queue at the ranks, waiting for passengers. Therefore, for the majority of the times surveyed, passengers arrived at the taxi ranks and a Hackney Carriage was waiting and ready for immediate boarding. On these occasions, the recorded passenger wait time was zero.

Altrincham Station

The rank serves Altrincham Interchange and demand associated with nearby retail premises as well as nearby licensed premises. The taxi rank at Altrincham station is one of the most constantly active ranks. Activity was recorded throughout the day and late into the evening. Saturday was the busiest day, with activity levels peaking late at night.

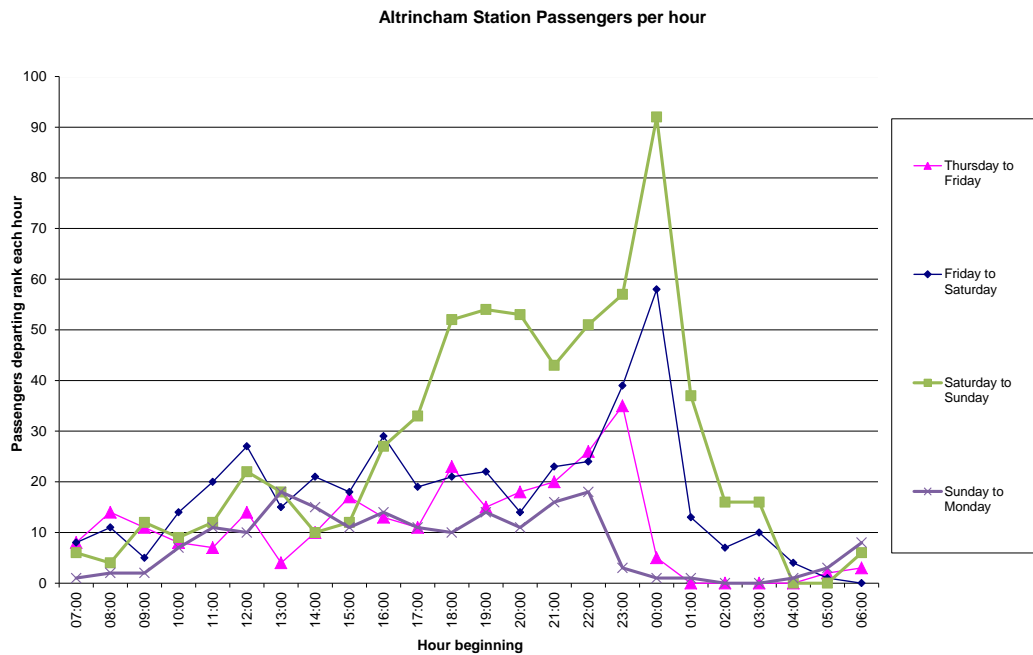


Figure 1 - Hourly departures of passengers at Altrincham Station rank

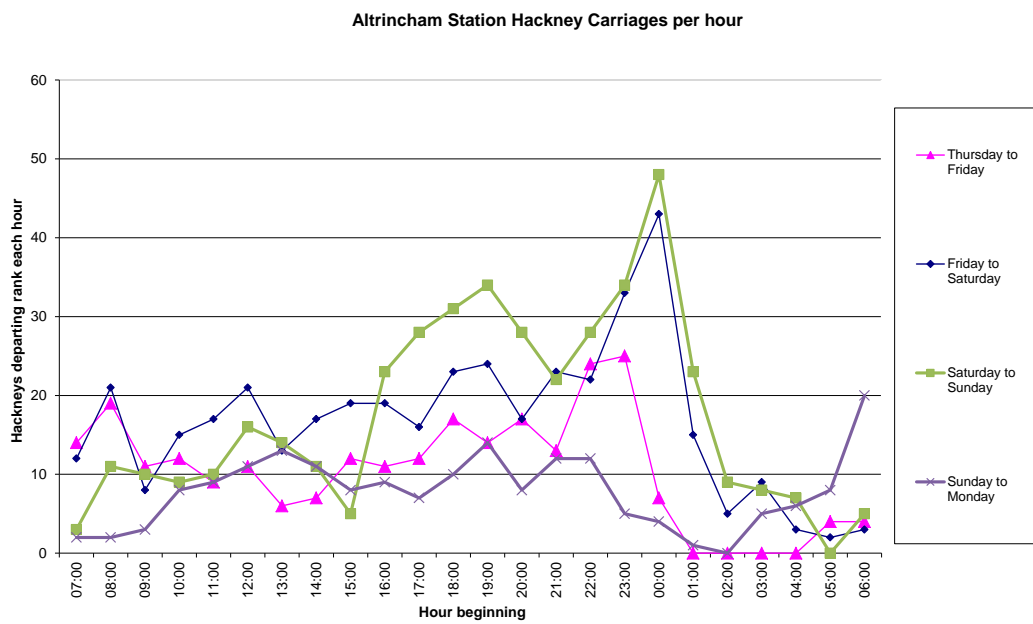


Figure 2 - Hourly departures of Hackney Carriages at Altrincham Station rank



Altrincham Station Hackney Carriage average wait times

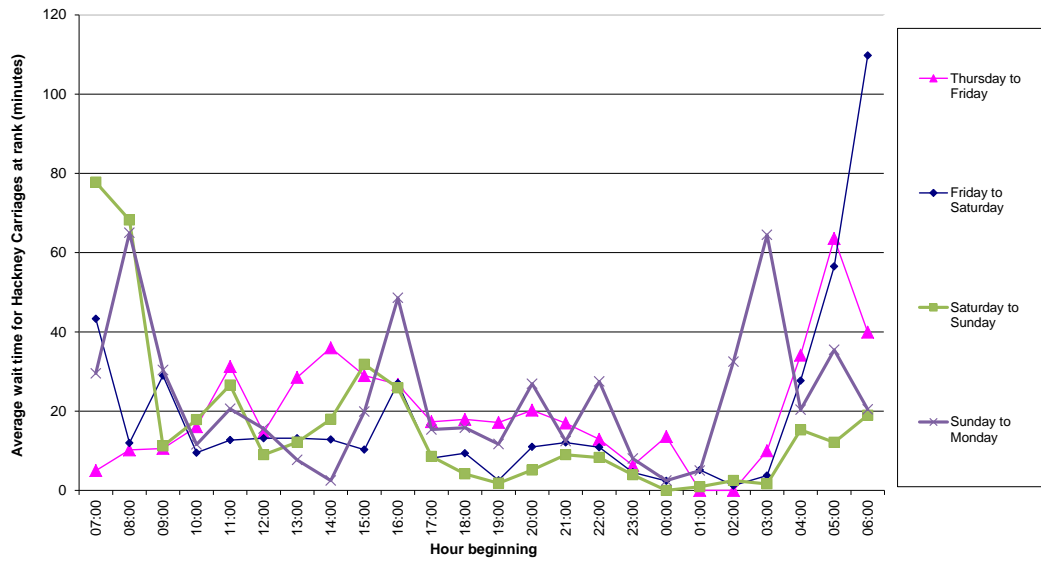


Figure 3 - Average Hackney Carriage wait times at Altrincham Station rank

Altrincham Station Hackney Carriage Queue Length

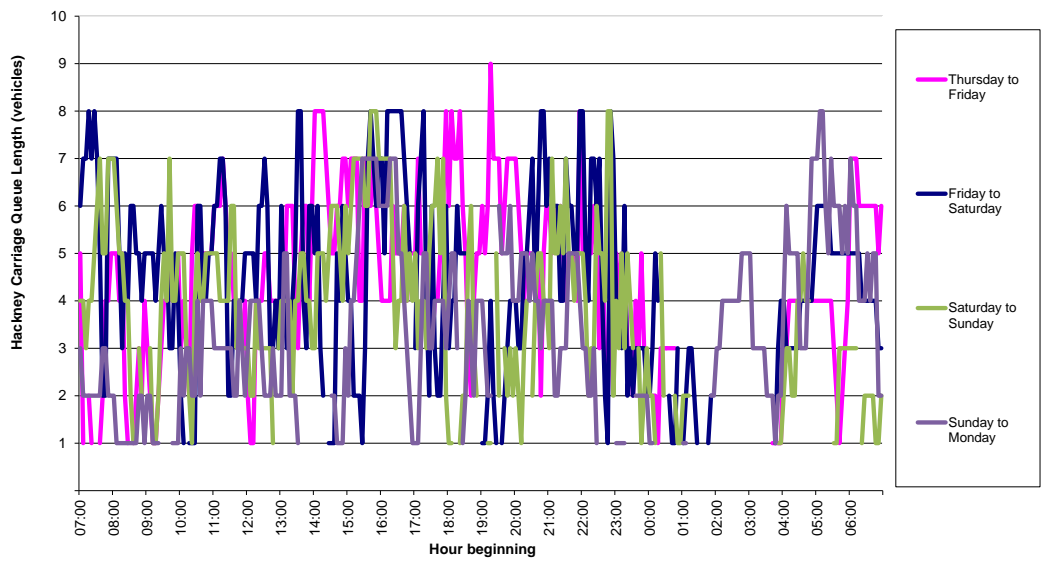


Figure 4 - Hackney Carriage queue length at Altrincham Station



Ashley Road

The rank at Ashley Road operates from 7.00 pm and caters primarily for the night time economy. The surrounding area is well served by restaurants and pubs and these provide much of the demand for the rank at Ashley Road. The rank was busy late on Friday and late on Saturday night. Parked cars were in evidence along Ashley Road during the daytime and until late at night. Some cars parked in the taxi rank during operating hours (after 7 pm) and limited the availability of rank space for Hackney Carriages. Parked cars were generally more prevalent earlier in the evening. Once Hackney Carriages had established a presence on the rank later in the evening, car drivers tended not to park on the rank most frequently. Hackney Carriages were observed waiting in other spaces along the road, until moving on to the rank once space became available.

On the Saturday evening, parking wardens visited the rank and ticketed cars parked on the rank.

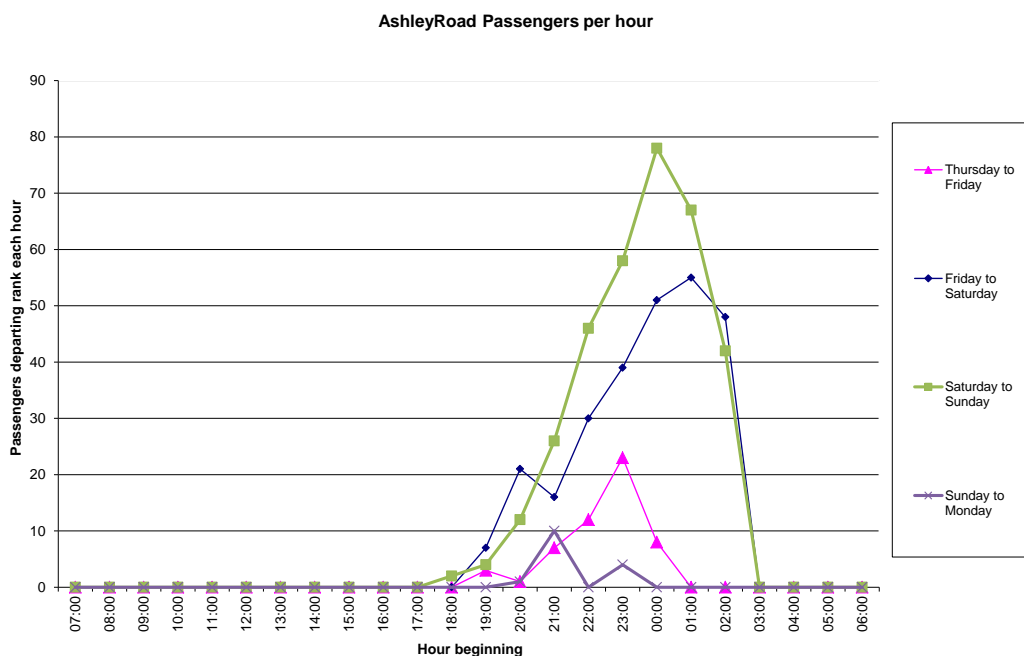


Figure 5 - Hourly departures of passengers at Ashley Road rank

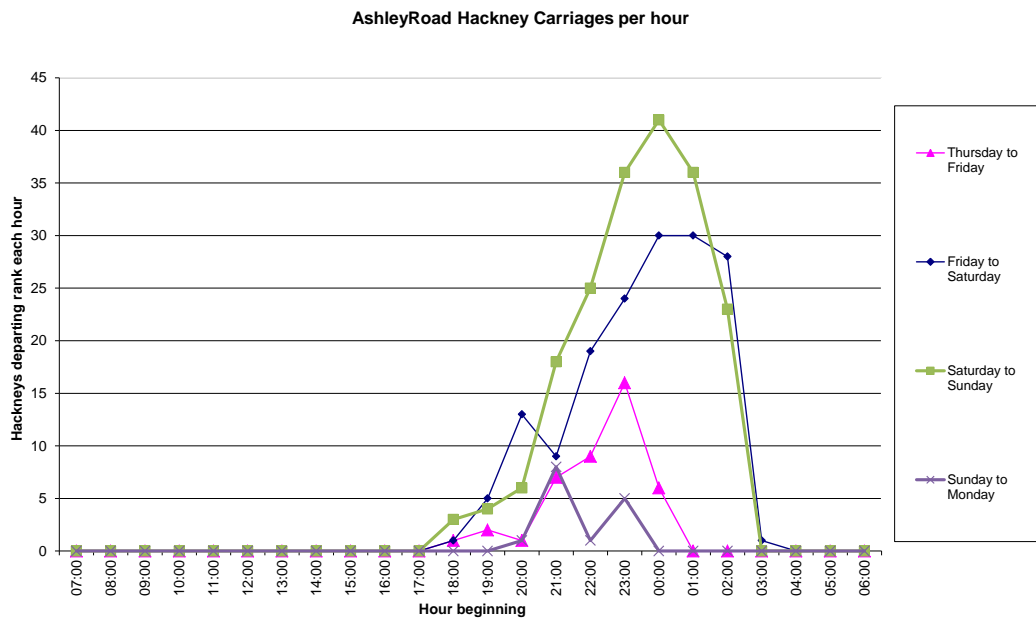


Figure 6 - Hourly departures of Hackney Carriages at Ashley Road rank

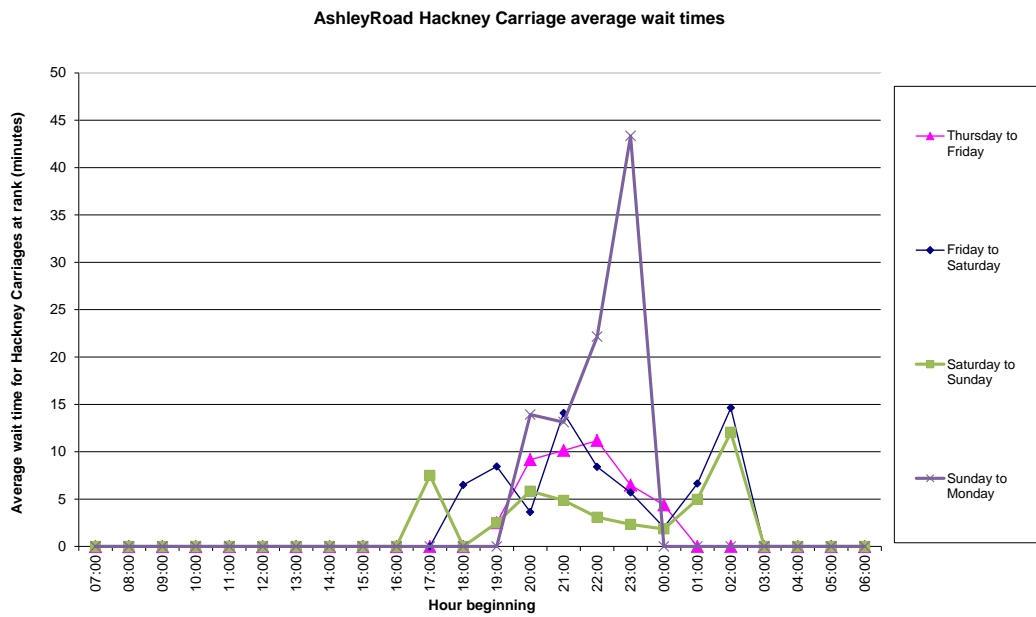


Figure 7 - Average Hackney Carriage wait times at Ashley Road rank

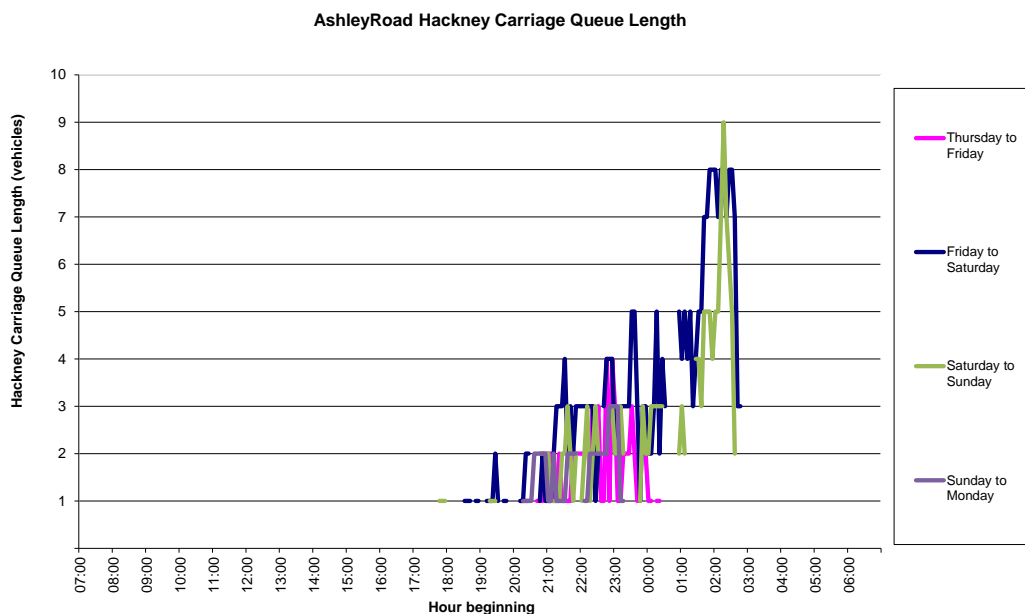


Figure 8 - Hackney Carriage queue length at Ashley Road

Barton Dock Road

The rank at Barton Dock Road caters primarily for shopping traffic and early evening visitors to adjacent catering outlets. The rank is adjacent to the Asda car park at the Trafford Centre. The busiest day in terms of overall volume is Saturday, with a peak in demand on Saturday evening. Some of the Hackney Carriages using this rank leave empty. Some of those which leave empty have dropped off passengers and wait a few minutes on the rank before leaving.

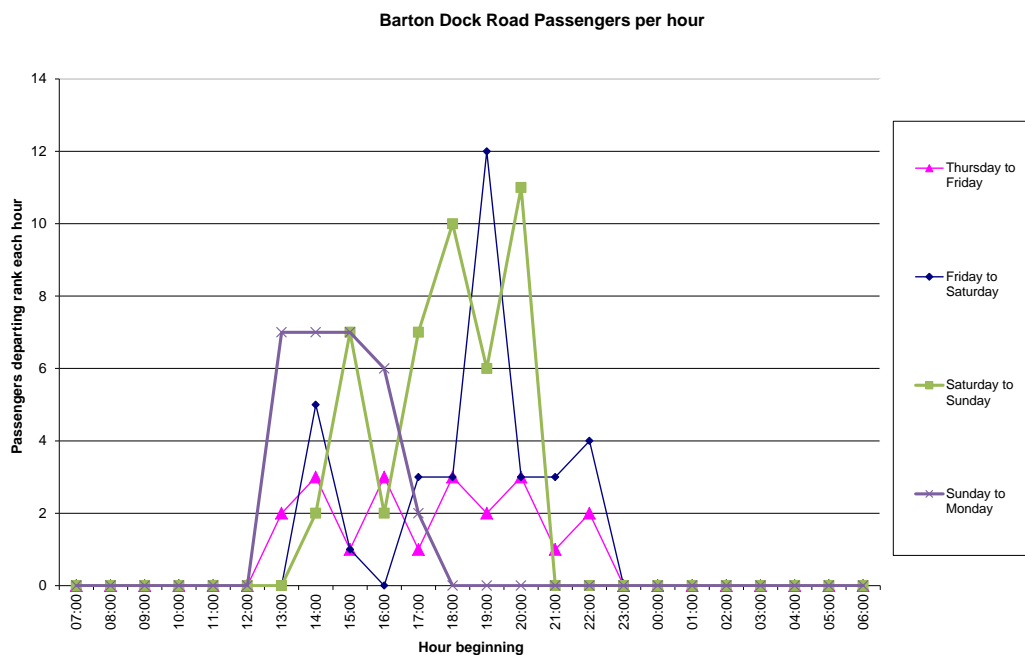


Figure 9 - Hourly departures of passengers at Barton Dock Road

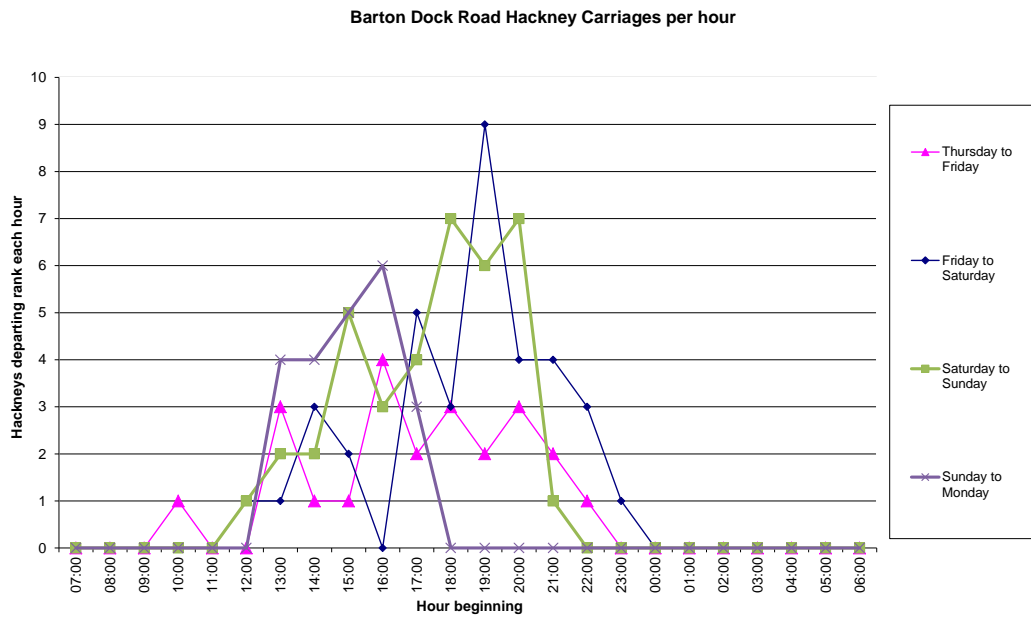


Figure 10 - Hourly departures of Hackney Carriages at Barton Dock Road rank

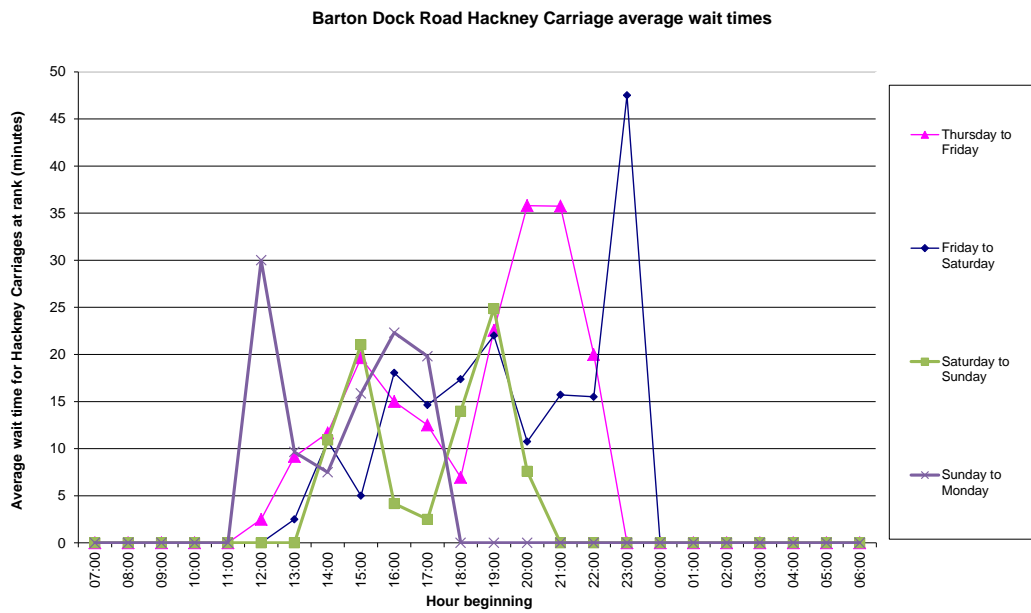


Figure 11 - Average Hackney Carriage wait times at Barton Dock Road rank

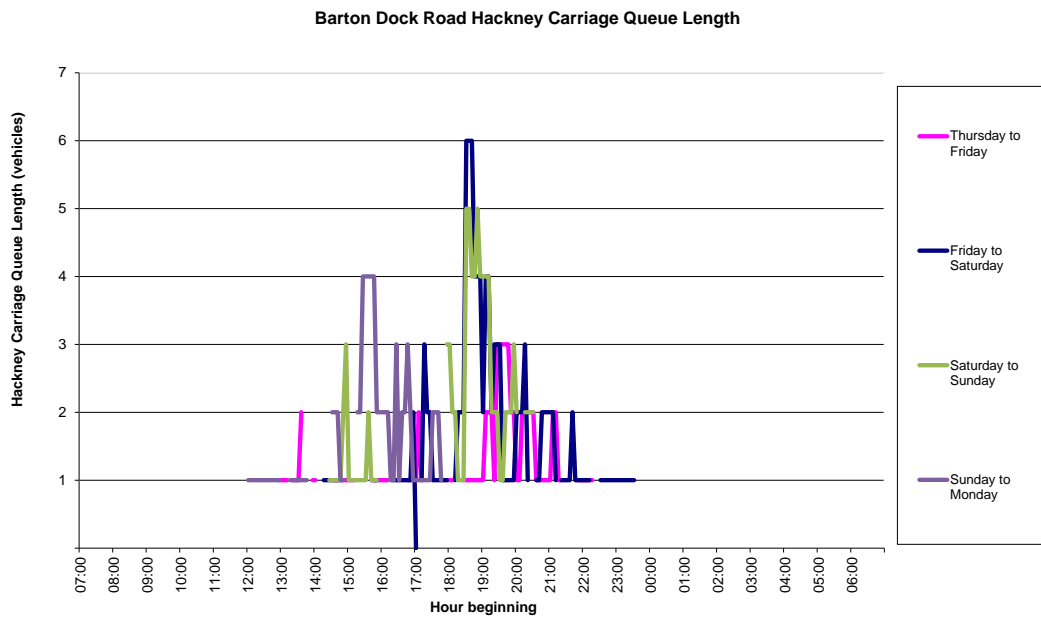


Figure 12 - Barton Dock Road Hackney Carriage Queue Length



Hereford Street

The rank on Hereford Street is outside a Tesco supermarket and close to the shopping precinct in Sale. The rank operates during shop opening hours. Activity levels are similar on Thursday, Friday and Saturday, with lower activity on Sunday.



Figure 13 - Hourly departures of passengers at Hereford Street rank

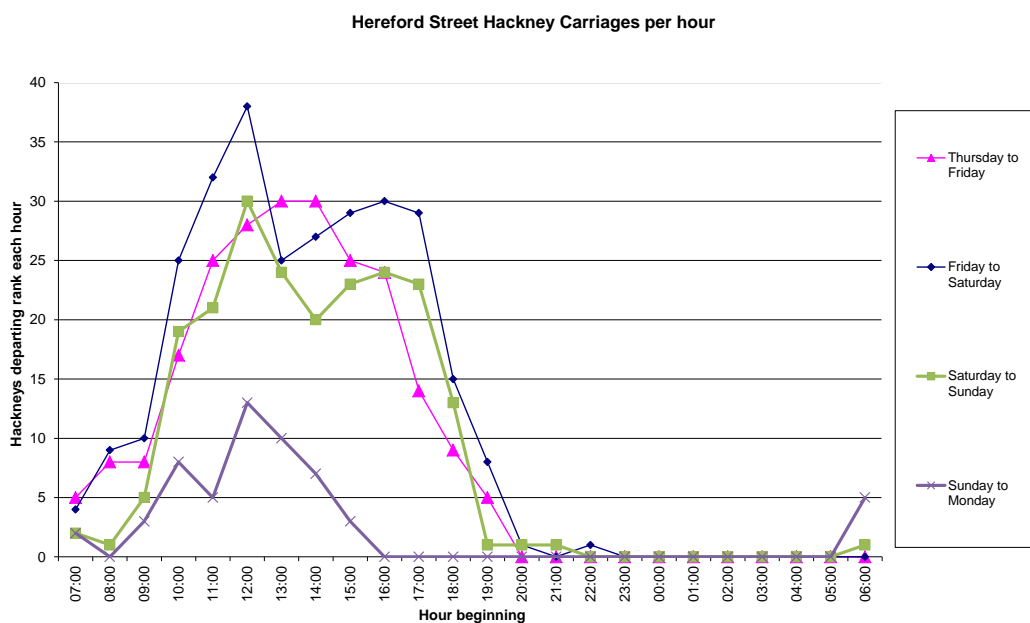


Figure 14 - Hourly departures of Hackney Carriages at Hereford Street rank

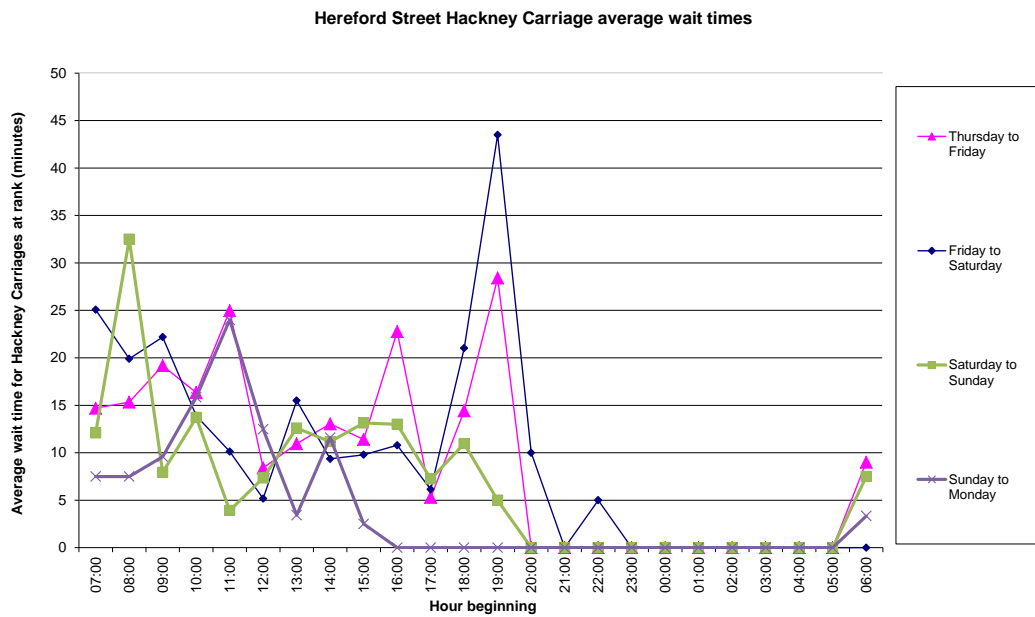


Figure 15 - Average Hackney Carriage wait times at Hereford Street rank

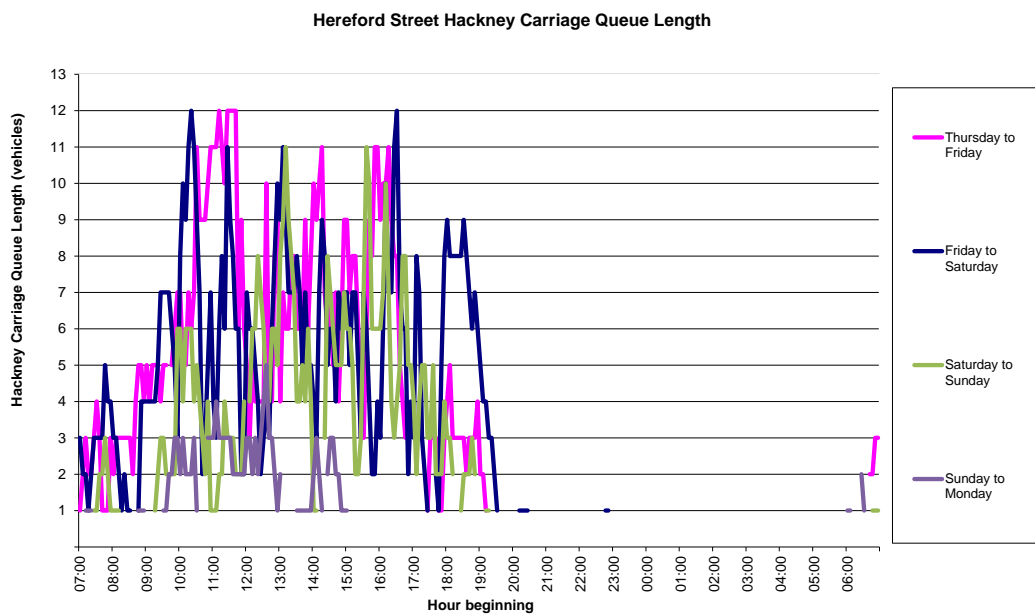


Figure 16 - Hackney Carriage Queue Length at Hereford Street Rank



Northenden Road

Northenden Road rank is located outside the entrance to Sale Station and is generally occupied with Hackney Carriages throughout the day, from 7.00 am through to 4.00 am. Activity levels at the rank increase significantly on Friday and Saturday late evening into the early morning hours, as the rank serves the local night time economy as well as demand associated with Sale Station.

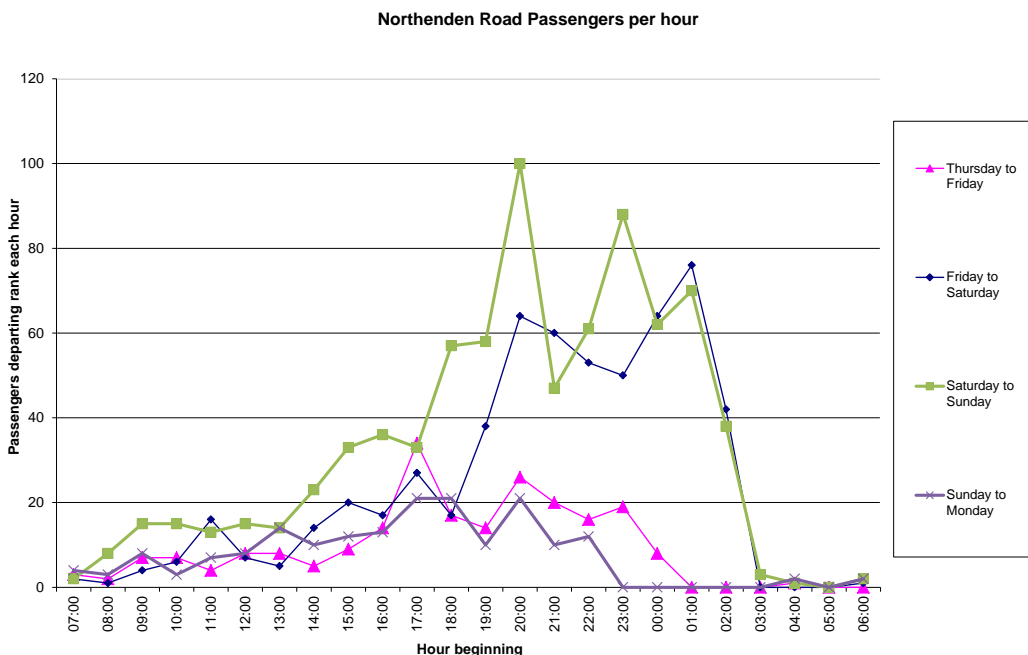


Figure 17 - Hourly departures of passengers at Northenden Road rank

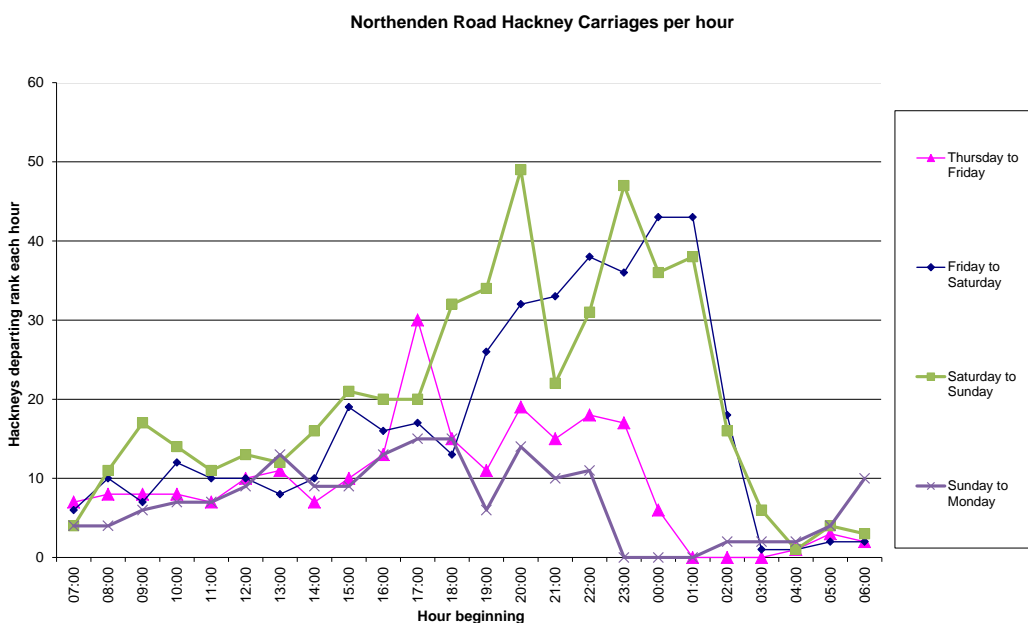


Figure 18 - Hourly departures of Hackney Carriages at Northenden Road rank



Northenden Road Hackney Carriage average wait times

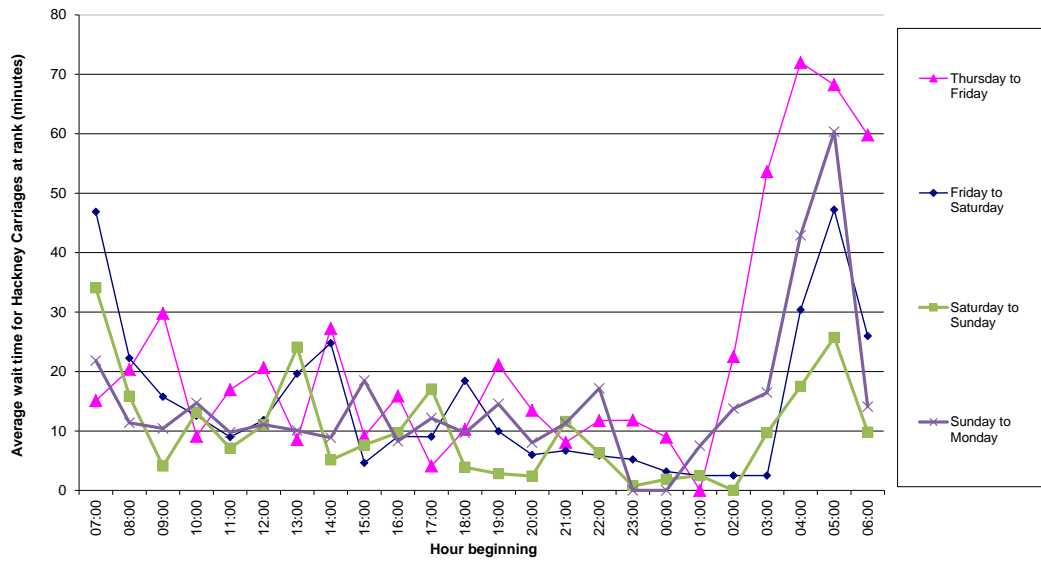


Figure 19 - Average Hackney Carriage wait times at Northenden Road rank

Northenden Road Hackney Carriage Queue Length

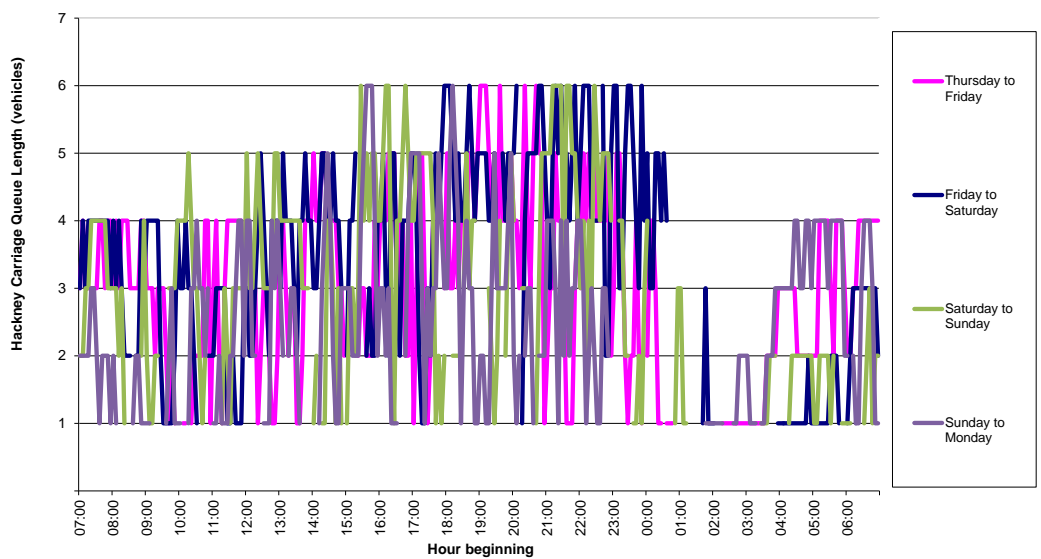


Figure 20 - Hackney Carriage Queue Length at Northenden Road



School Road

The rank at School Road becomes busy on Friday and Saturday evenings. At other times, the passenger volumes are low. However, taxis do wait at the rank at times throughout the day, but often leave empty.

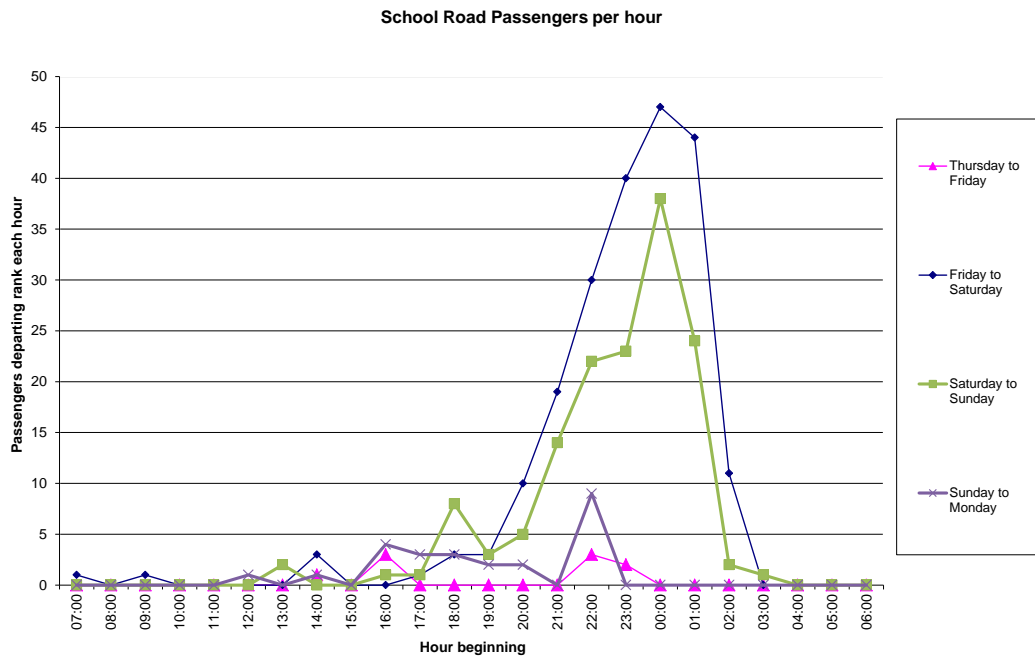


Figure 17 Hourly departures of Hackney Carriages at School Road rank

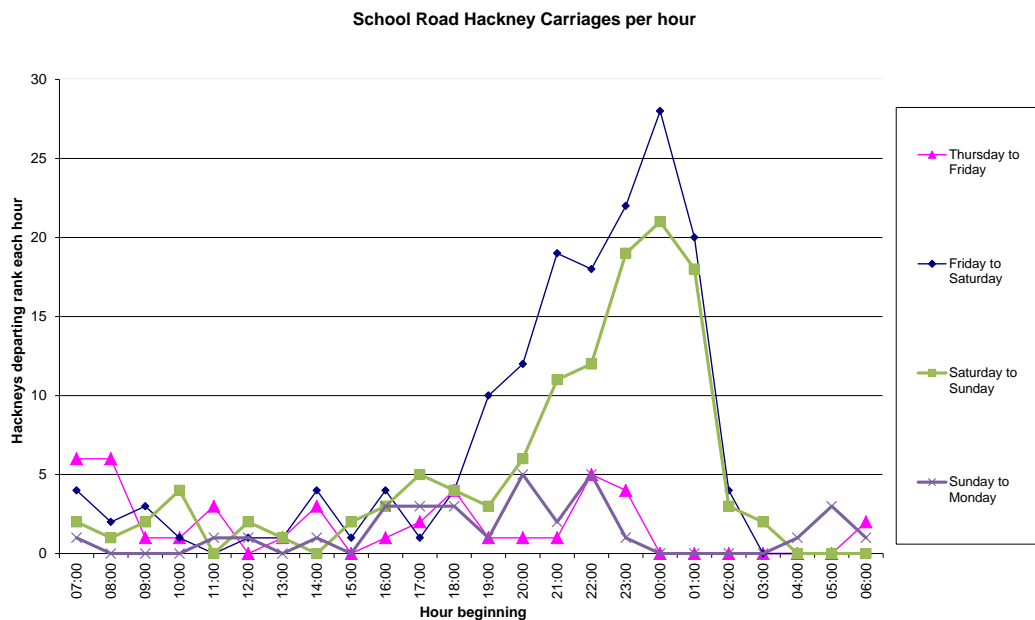




Figure 18 Average Hackney Carriage wait times at School Road rank

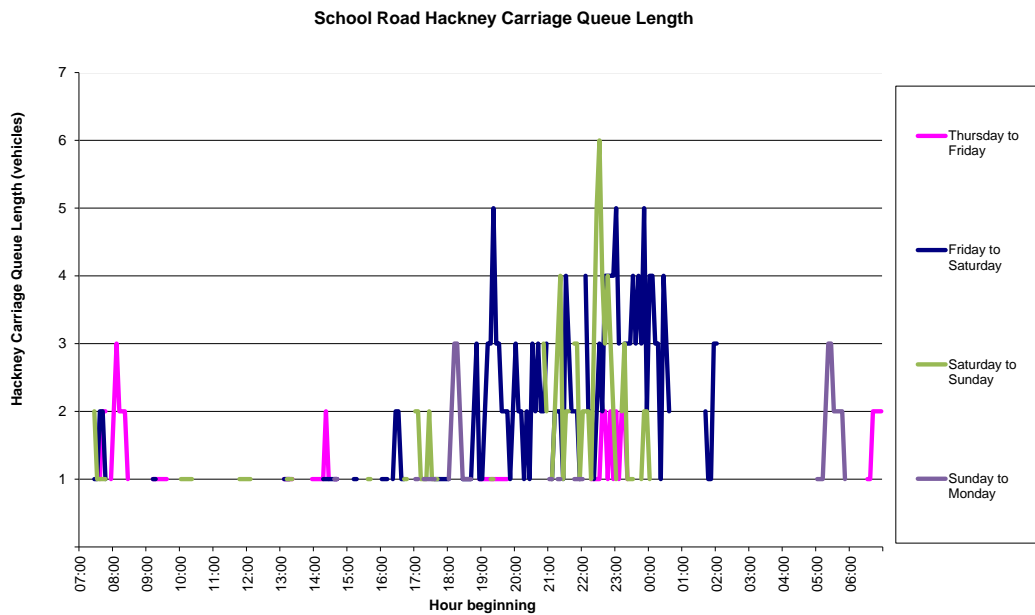
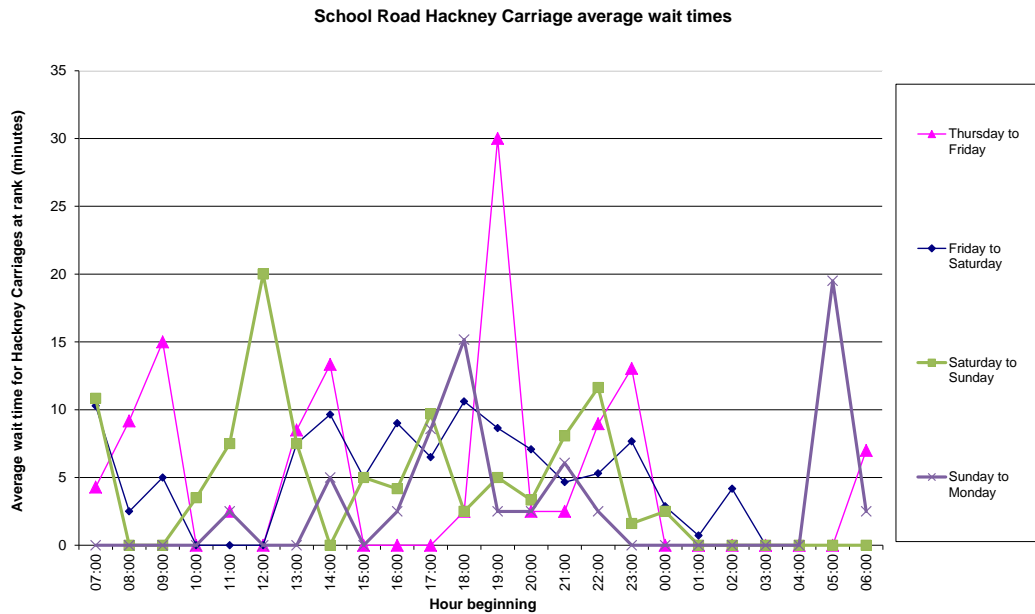


Figure 21 - Hackney Carriage Queue Length at School Road

Sir Matt Busby Way North Rank

There are two ranks on Sir Matt Busby Way. The ranks are separated by a pedestrianised area outside the east stand of Manchester United Football Ground. The north rank is closest to the doors to the stand and the Manchester United shop. The football ground attracts visitors, to the shop, conferences, functions and for grounds tours. With a high footfall throughout the day, the taxi rank is served by taxis throughout the day from around 9.00 am to 7.00 pm weekdays and Saturday. Activity levels on the Saturday (non home match day) were moderately higher than other days.

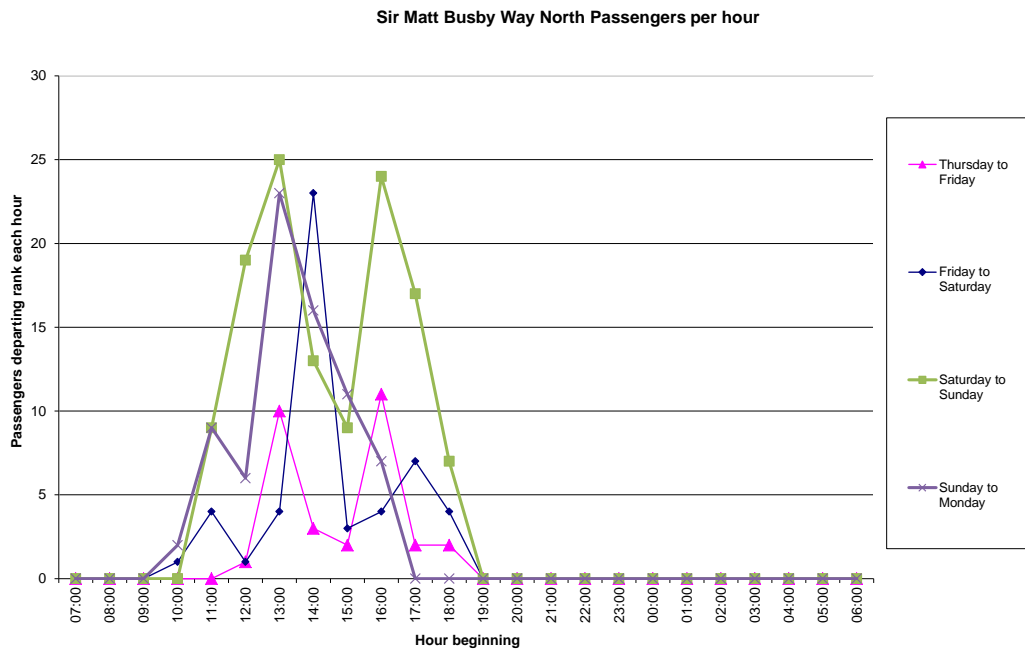


Figure 22 - Hourly departures of passengers at Sir Matt Busby Way North rank

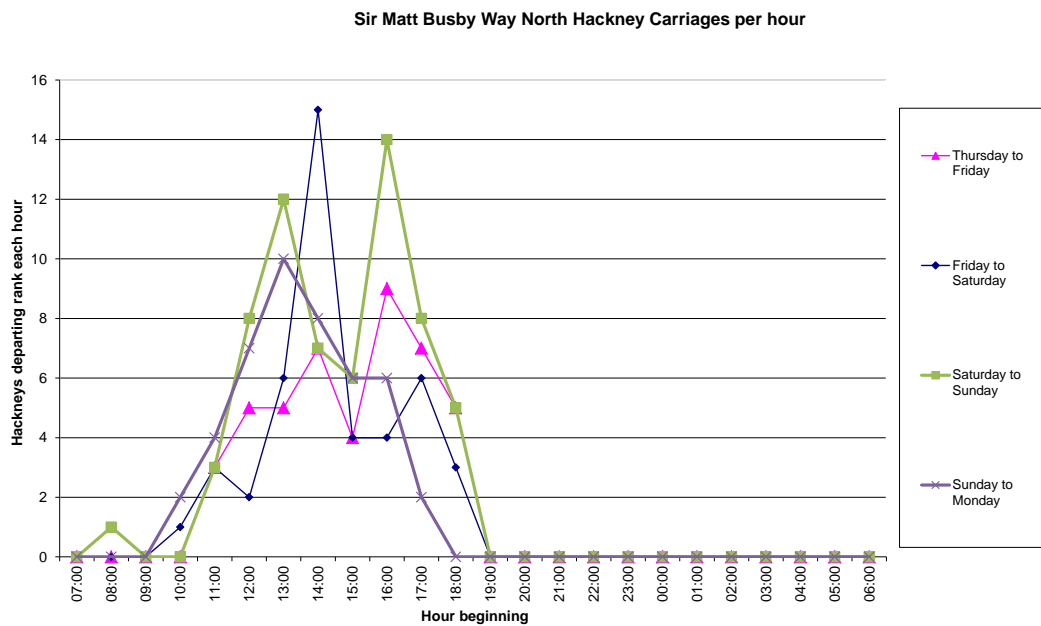


Figure 23 - Hourly departures of Hackney Carriages at Sir Matt Busby Way North rank

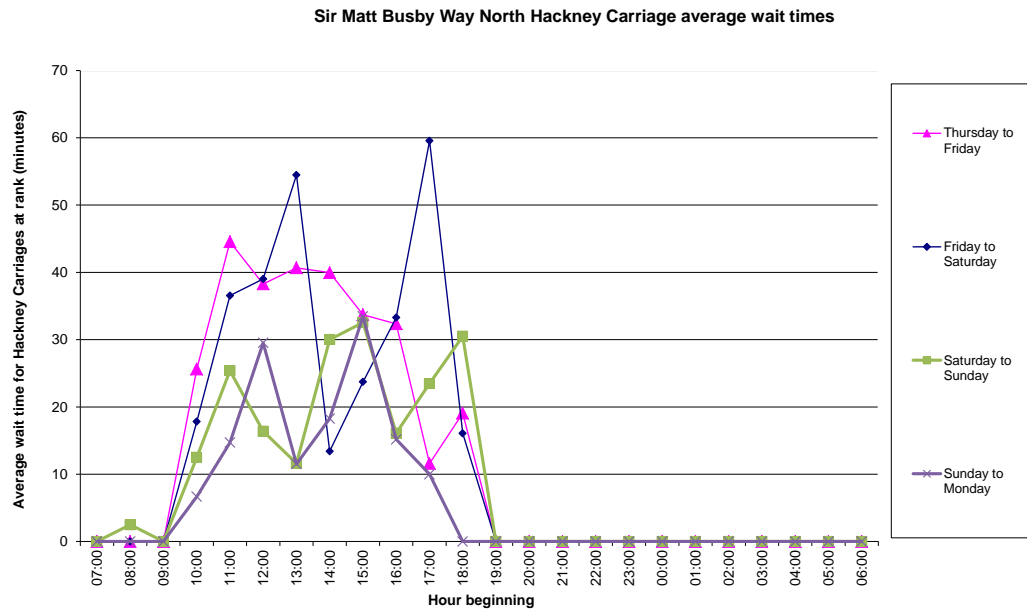


Figure 24 - Average Hackney Carriage wait times at Sir Matt Busby Way North rank

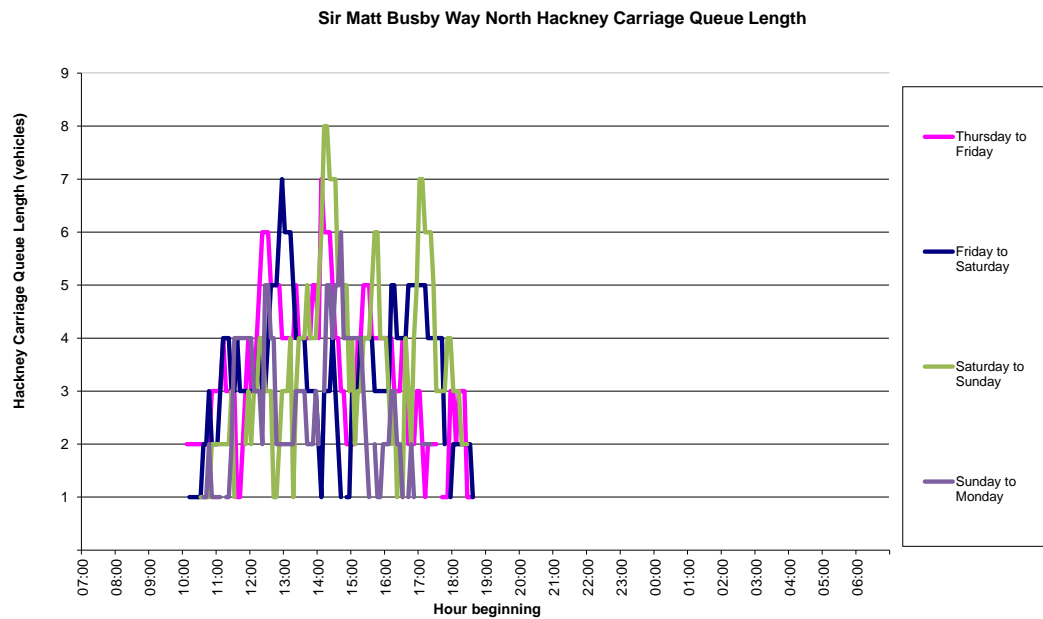


Figure 25 - Hackney Carriage Queue Length at Sir Matt Busby Way North Rank



Sir Matt Busby Way South

Activity levels at the Sir Matt Busby Way South rank were generally lower than at the alternative North rank. Patterns of use are similar to those at Sir Matt Busby Way North, with most activity on Saturday. The average Hackney Carriage wait times on Friday morning were influenced by one hackney carriage which waited on the rank for several hours. During this period, there were no passengers picked up and the Hackney Carriage eventually left the rank empty.

On Thursday afternoon, a Hackney Carriage arrived at the rank at 13:05 and waited until 16:05 before leaving the rank. The Hackney Carriage occupied the first position on the rank for this period. Several other Hackney Carriages arrived at the rank and waited behind the first Hackney Carriage, before picking up passengers and departing.



Figure 26 - Hourly departures of passengers at Sir Matt Busby Way South rank

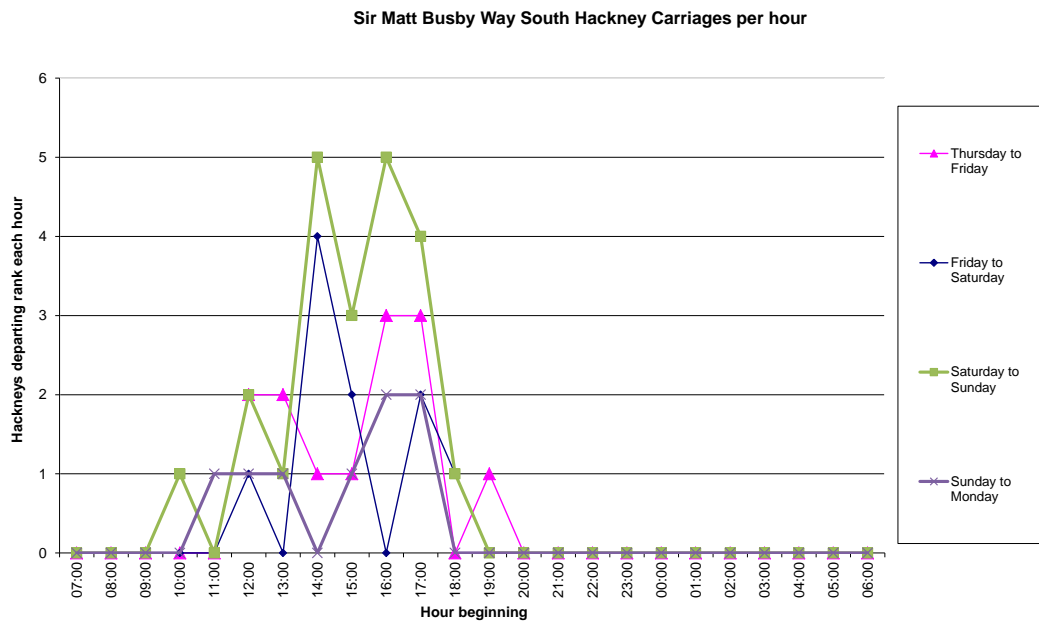


Figure 27 - Hourly departures of Hackney Carriages at Sir Matt Busby Way South rank

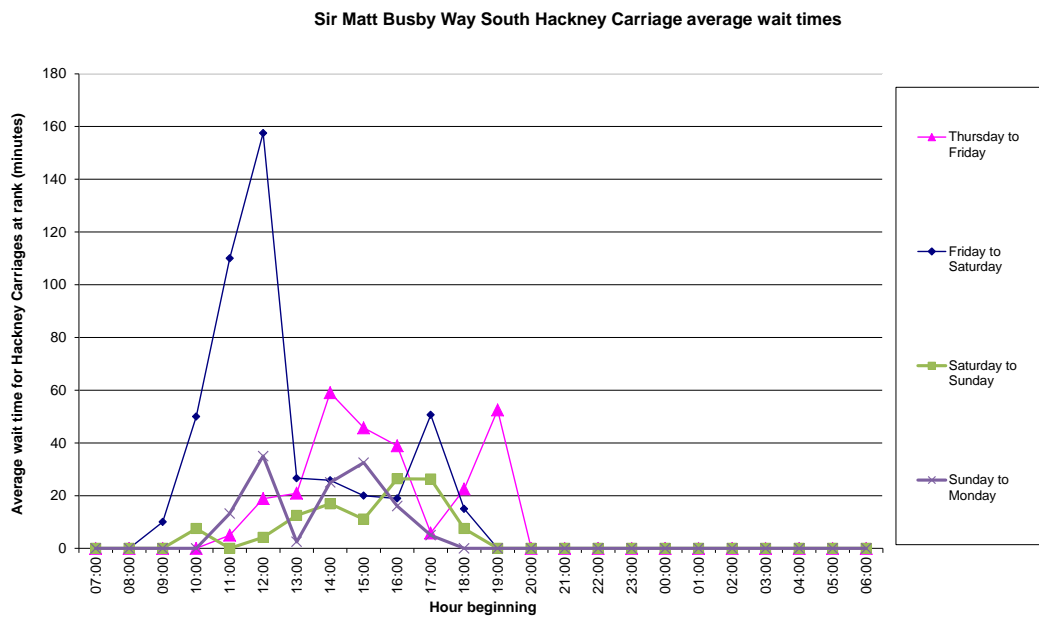


Figure 28 - Average Hackney Carriage wait times at Sir Matt Busby Way South rank

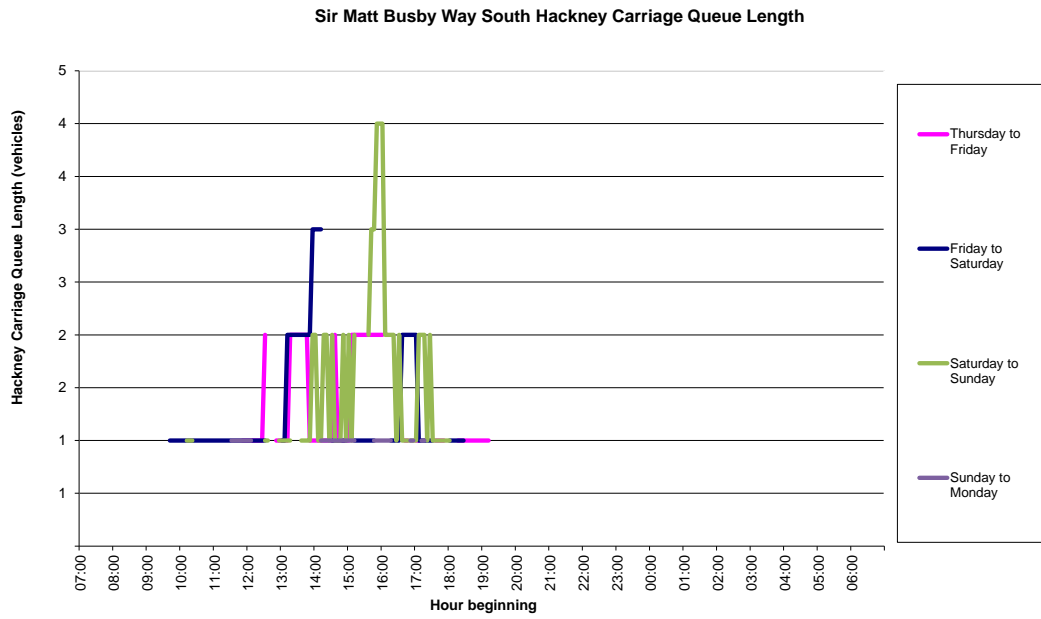


Figure 29 - Hackney Carriage Queue Length at Sir Matt Busby Way South Rank



Stretford Mall

As one would expect, the rank outside Stretford Mall is active during the shop opening hours.

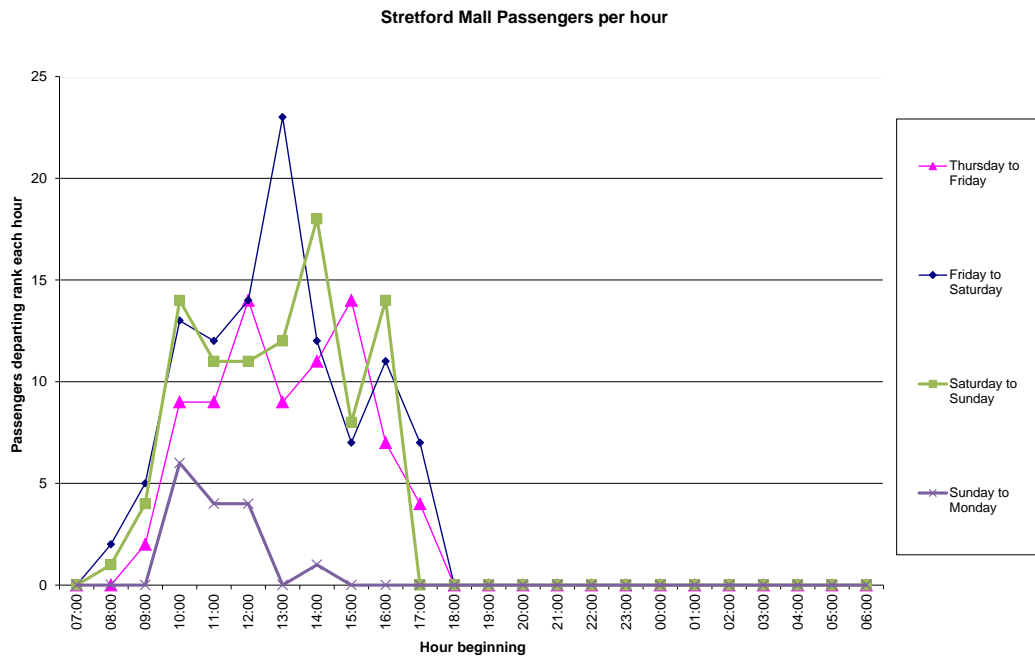


Figure 30 - Hourly departures of Hackney Carriages at Stretford Mall rank

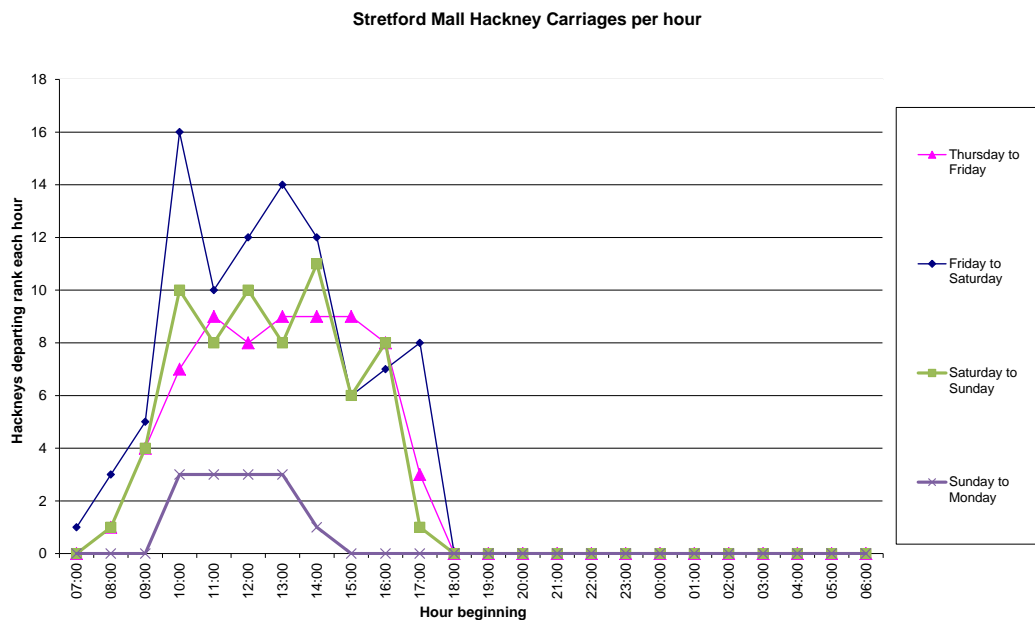


Figure 31 - Hourly departures of Hackney Carriages at Stretford Mall rank

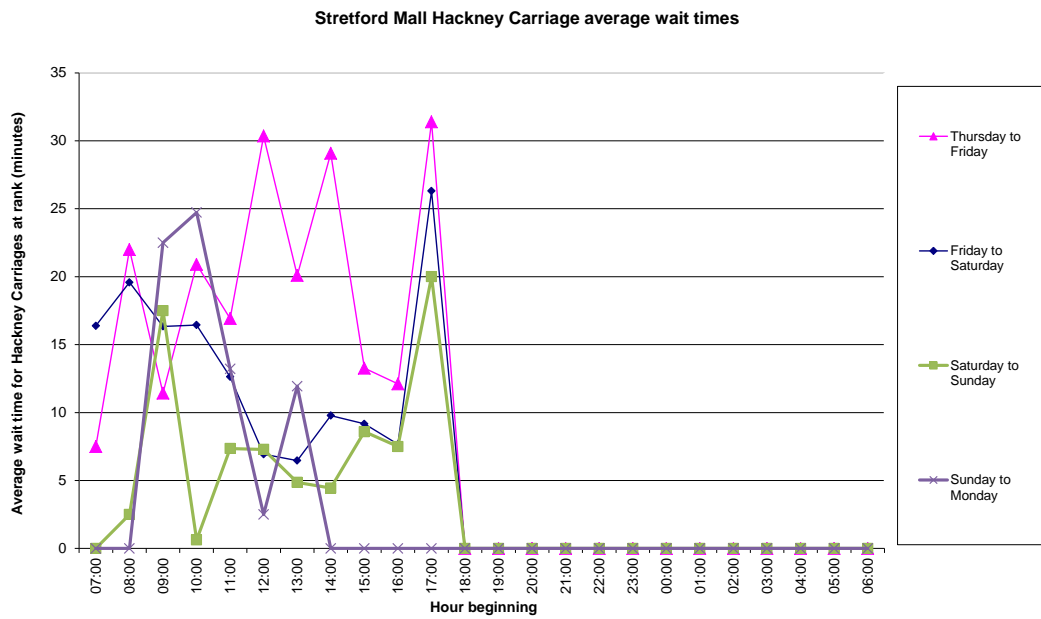


Figure 32 - Average Hackney Carriage wait times at Stretford Mall rank

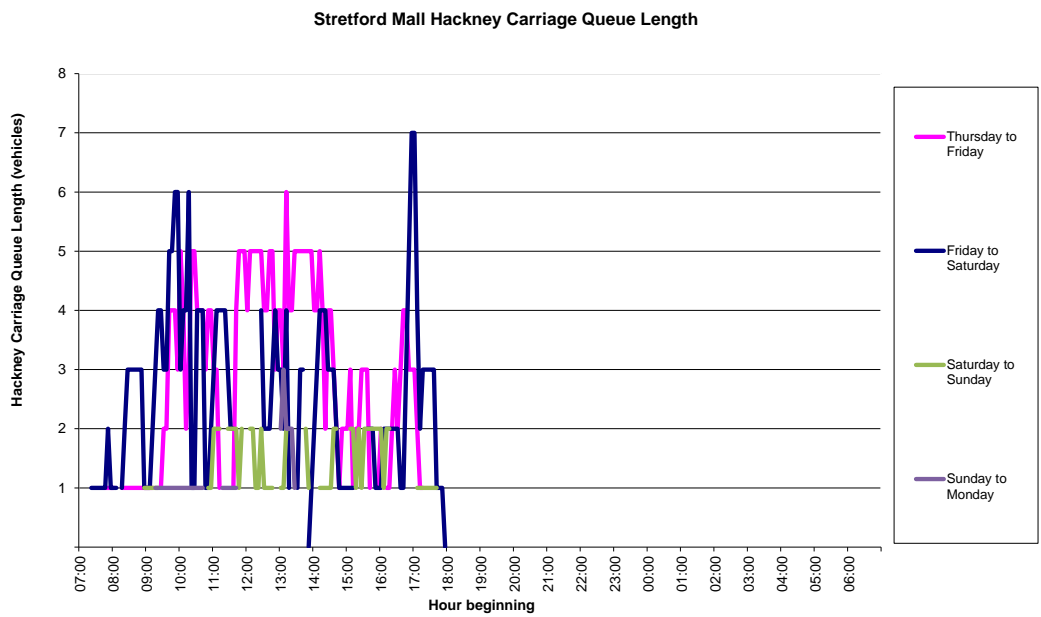


Figure 33 - Hackney Carriage Queue Length at Stretford Mall



Marsland Road

The rank lies outside the Little B pub. As one may expect, the rank primarily serves demand associated with the night time economy. Whilst Hackney Carriages did wait at the rank from time to time and did pick up passengers when waiting at the rank. However, many of the Hackney Carriages picking up passengers, appeared to be responding to a booking.

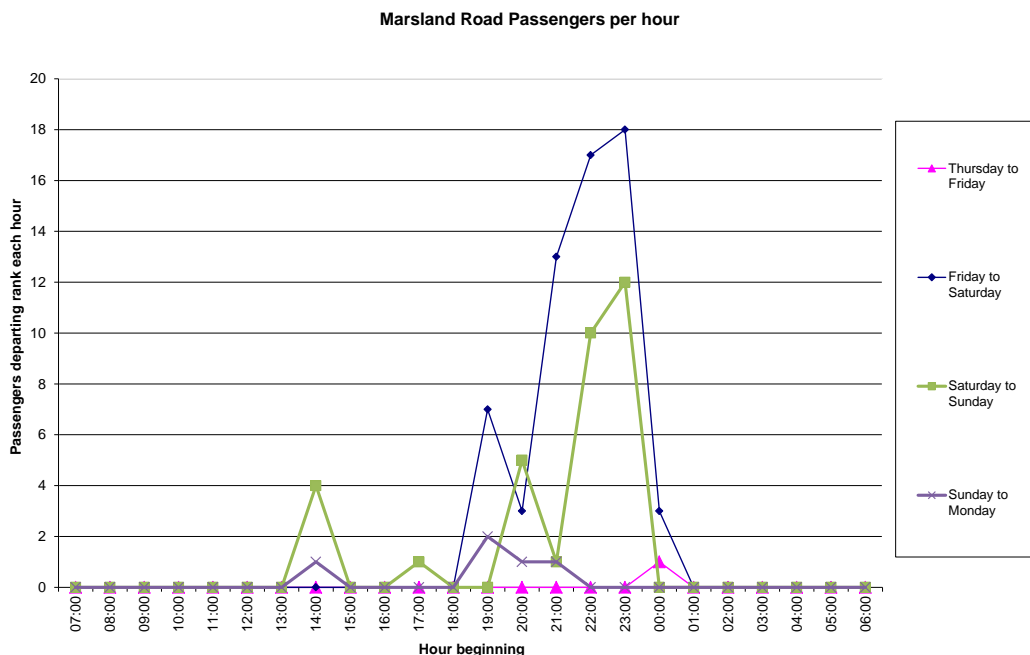


Figure 34 - Hourly departures of Passengers at Marsland Road Rank

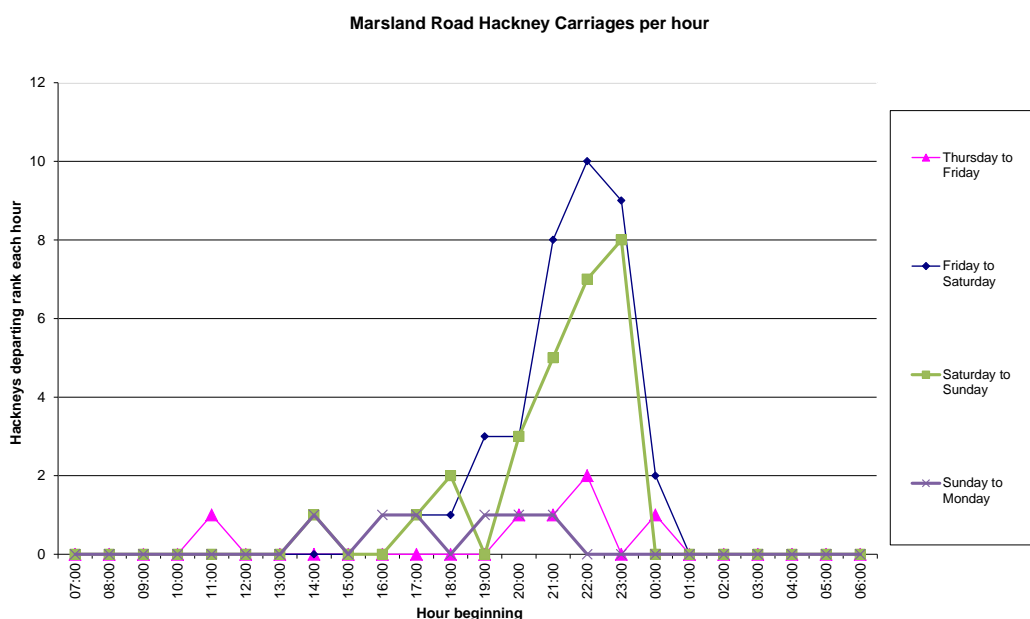


Figure 35 - Hourly departures of Hackney Carriages at Marsland Road Rank

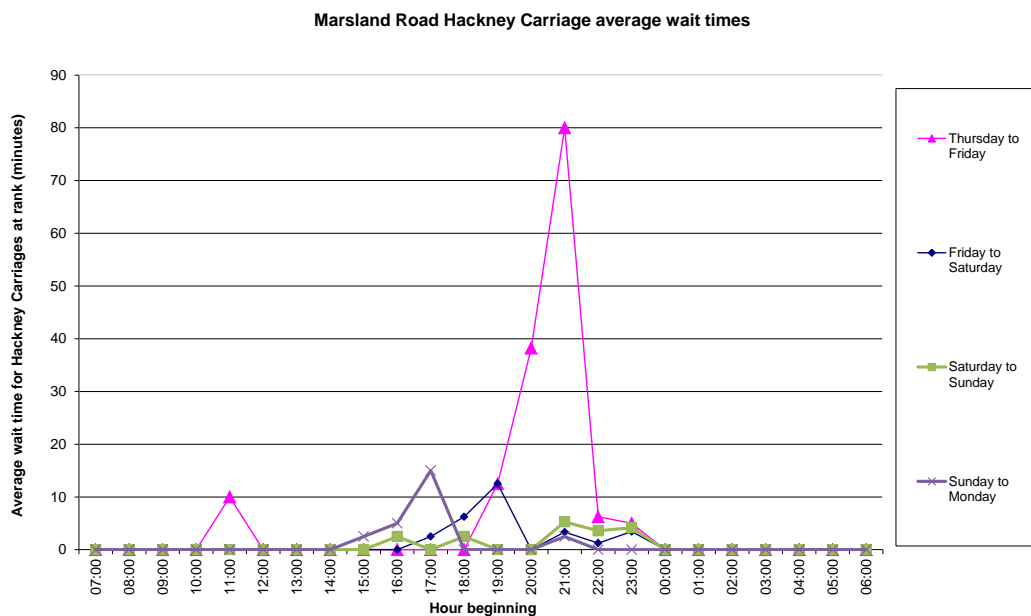


Figure 36 - Average Hackney Carriage wait times at Marsland Road rank

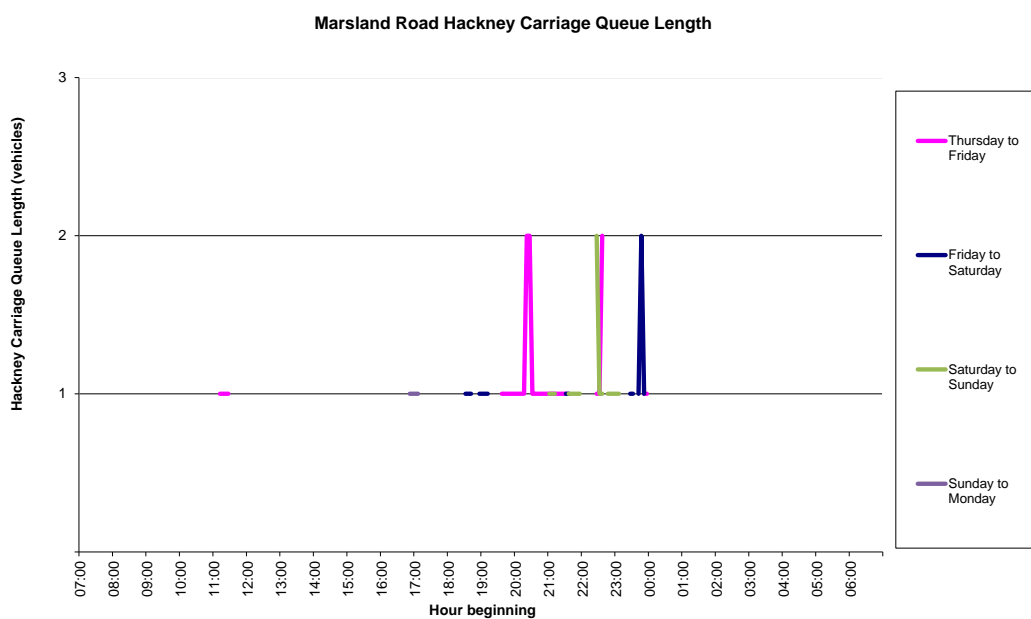


Figure 37 - Hackney Carriage Queue Length at Marsland Road

The number of hires (i.e. the numbers of Hackney Carriages which left ranks with passengers) were aggregated across all ranks. The results are presented in Figure 38.



Figure 38 - Total hires across all ranks

The total daily volumes of passengers and Hackney Carriages passing through each rank have been tabulated for comparison and are presented in the following pages.

Table 2 - Total volumes through each rank on Thursday

Thursday to Friday							
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)	
Barton Dock Road		9	14	23	21	1.5	18
Sir Matt Busby Way North		29	16	45	31	1.9	31
Sir Matt Busby Way South		6	7	13	11	1.6	29
Stretford Mall		8	59	67	79	1.3	20
School Road		36	6	42	9	1.5	7
Marsland Road		5	1	6	1	1.0	23
Northenden Road		42	184	226	222	1.2	13
Hereford Street		45	183	228	266	1.5	15
Altrincham Station		52	197	249	264	1.3	16
Ashley Road P		4	38	42	54	1.4	8
Total		236	705	941	958	1.4	15

Table 3 - Total volumes through each rank on Friday

Friday to Saturday						
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Barton Dock Road	15	21	36	34	1.6	16
Sir Matt Busby Way North	9	35	44	51	1.5	31
Sir Matt Busby Way South	6	4	10	8	2.0	42
Stretford Mall	16	78	94	106	1.4	12
School Road	45	114	159	213	1.9	5
Marsland Road	4	33	37	62	1.9	3
Northenden Road	61	352	413	584	1.7	8
Hereford Street	47	236	283	337	1.4	12
Altrincham Station	98	302	400	423	1.4	11
Ashley Road P	5	155	160	267	1.7	7
Total	306	1330	1636	2085	1.6	10



Table 4 - Total volumes through each rank on Saturday

Saturday to Sunday						
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Barton Dock Road	13	25	38	45	1.8	12
Sir Matt Busby Way North	5	59	64	123	2.1	21
Sir Matt Busby Way South	9	13	22	23	1.8	18
Stretford Mall	5	62	67	93	1.5	6
School Road	39	82	121	144	1.8	4
Marsland Road	8	19	27	33	1.7	3
Northenden Road	51	427	478	794	1.9	6
Hereford Street	24	185	209	284	1.5	10
Altrincham Station	59	358	417	642	1.8	10
Ashley Road P	5	187	192	335	1.8	4
Total	218	1417	1635	2516	1.8	8

Table 5 - Total volumes through each rank on Sunday

Sunday to Monday						
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
Barton Dock Road	6	16	22	29	1.8	16
Sir Matt Busby Way North	8	37	45	74	2.0	19
Sir Matt Busby Way South	3	5	8	10	2.0	16
Stretford Mall	4	9	13	15	1.7	12
School Road	19	13	32	25	1.9	4
Marsland Road	2	4	6	5	1.3	4
Northenden Road	45	127	172	181	1.4	11
Hereford Street	14	42	56	58	1.4	10
Altrincham Station	58	130	188	188	1.4	16
Ashley Road	4	11	15	15	1.4	24
Total	163	394	557	600	1.5	13

An estimate of weekly volumes was made by combining four times the Thursday volumes, plus Friday, Saturday and Sunday volumes.

Table 6 - Estimated weekly volumes through each rank

Estimated weekly total					
RANK LOCATION	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE
Barton Dock Road	70	118	188	192	1.6
Sir Matt Busby Way North	138	195	333	372	1.9
Sir Matt Busby Way South	42	50	92	85	1.7
Stretford Mall	57	385	442	530	1.4
School Road	247	233	480	418	1.8
Marsland Road	34	60	94	104	1.7
Northenden Road	325	1642	1967	2447	1.5
Hereford Street	265	1195	1460	1743	1.5
Altrincham Station	423	1578	2001	2309	1.5
Ashley Road	30	505	535	833	1.6
Total	1631	5961	7592	9033	1.5

3.4 Commentary on results

Saturday was the busiest day in terms of total Hackney Carriage hires. Friday volumes were only slightly lower than Saturday volumes.

The volume of hires on Friday and Saturday nights were similar, across all ranks. This feature is relatively unusual. In most licensing areas, it is normal to see an increase in activity on both Friday and Saturday nights, but, generally, Saturday night is significantly busier than Friday night.



Northenden Road, Hereford Street and Altrincham Station accounted for over 70% of observed hires.

3.5 Passenger queuing

There were some incidences of passenger queuing observed throughout the surveys, during quiet periods and at busy periods and locations. A total of 245 passengers had to wait for a Hackney Carriage to arrive at the rank. This represents 1.6% of the 6,159 passengers observed during the surveys.

The majority of incidences were isolated events, when a single passenger or group of passengers arrived at a rank and had to wait for a Hackney Carriage to arrive. On Saturday night at Altrincham Station, queues of more than one passenger group formed for a brief period at around 2:45, for around ten minutes.

A key consideration, with respect to identifying significant unmet demand, would be to find incidences of consistent and prolonged passenger queuing. Such conditions can often occur during the busiest periods during the festive period on the run up to Christmas. On these occasions, at some ranks, it may be common practice to implement taxi marshalling whilst passengers queue for taxis. If this situation were to consistently occur outside the festive period, then this would be an indicator that there was insufficient Hackney Carriage capacity to cater for demand, during the busiest periods. However, the queuing observed at ranks in Trafford is not consistent or prolonged and so would not in itself be a strong indicator of unmet demand.

The incidence of queuing at ranks around Trafford is taken into account when calculating the Index of Significant Unmet Demand (ISUD).



4 ASSESSMENT OF LICENSED VEHICLE PICKUPS ON A MANCHESTER UNITED HOME MATCH DAY

4.1 Background

There is concern that on match days, there is a high level of illegal taxi pickups around Manchester United Football Ground. Anecdotal evidence suggests that out of area Hackney Carriages and Private Hire Vehicles ply for hire after football matches.

The issue is compounded by the fact that the location of the ground is close to the administrative border with neighbouring licensing authorities.

The activity following a match, was recorded and analysed at several locations around Manchester United Football Ground. The date the survey took place was Sunday 12th April 2015, following a game against Manchester City.

4.2 Locations

The roadways covered by the surveys are indicated in the following figures:



Figure 39 - Trafford Wharf Way and Sir Alex Ferguson Way



Figure 40 - Wharfedale Way and Sir Alex Ferguson Way



Figure 41 - Chester Road and Chorley Street

4.3 Results

The roadways indicated were observed from the video recordings from when pedestrians started to leave the football match until activity levels appeared to stabilise. This was more than two hours after the match on most of the observed stretches of roads.

Results are tabulated below.



Table 7 - Activity following Manchester United Home Game

	Private Hire Vehicles		Hackney Carriage Hire	
	Apparent pre-booked hire	Apparent not pre-booked hire	Hired	Non Trafford Hackney Carriage hired
Trafford Wharf Road, west of Sir Alex Ferguson Way	1			
Sir Alex Ferguson Way, north of Waterside	11		1	1
Trafford Wharf Road, east of Sir Alex Ferguson Way	4	15	11	3
Sir Alex Ferguson Way, south of Waterside, including the match day taxi rank.	21	35	16	6
Wharfside Way, east of Sir Matt Busby Way	6	27	5	2
Wharfside Way, west of Sir Matt Busby Way	1	1		
Chester Road, outside Tesco	4	5	9	2
Chester Road, between Warwick Road and Tesco, including Chorley Street outside Bishops Blaize	11	28	13	4
Chester Road, KFC lay by	15	14	8	1
Totals	74	125	63	19

The nature of this type of survey is that whilst hires can be clearly observed and quantified, the classification of hires requires judgement from the observer. Such judgement, between whether a hire appears to be pre-booked or otherwise, depends on several factors. For example, when a Private Hire Vehicle waits at a location and is approached by several individuals or groups and is not hired, this would be judged to be a pre-booked hire, when the hire does eventually take place. However, when a Private Hire Vehicle approaches and is hired by a group or individual who has already been observed trying to flag down vehicles, this would be judged to be a not pre-booked hire. Across all the observation locations, the trend was for pre-booked hires to occur immediately after the game finished and for not pre-booked hires to occur after this initial period. Hiring activity took place for over two hours after the match. Owing to the extent of roadways covered by each camera and the distance from each camera where activity took place, it was not always possible to distinguish between Trafford Hackney Carriages and Hackney Carriages from other licensing areas. However, some Hackney Carriages had license plates on the front of the vehicle, or had rear license plates which were a different colour to the Trafford Hackney Carriage plates. As these could be identified as non-Trafford Hackney Carriages, any hires of these vehicles were classified accordingly.

Trafford Wharf Road, west of Sir Alex Ferguson Way

Relatively few licensed vehicles approached from the west along Trafford Wharf Road. Most of those which did, turned into Sir Alex Ferguson Way, without having picked up passengers en-route. Vehicles travelling east along Trafford Wharf Way had generally picked up passengers prior to reaching this section of road.

Sir Alex Ferguson Way, north of Waterside

The majority of pickups along this stretch of road appeared to be pre-arranged pickups.



Trafford Wharf Road, east of Sir Alex Ferguson Way

Licensed vehicles approached from the east along Trafford Wharf Road. The majority of hires, of both Hackney Carriages and Private Hire Vehicles, appeared to be speculative hires by pedestrians flagging down passing licensed vehicles, or later in the observation period, by licensed vehicles slowing down or stopping adjacent to pedestrians and subsequently being hired.

Sir Alex Ferguson Way, south of Waterside, including the match day taxi rank

On Sir Alex Ferguson Way, there is a marked taxi rank, which is operational on match days. Immediately prior to the end of the game, the rank was fully occupied by waiting Private Hire Vehicles. However, as the match finished, the roadway was blocked, temporarily, to stop traffic leaving Sir Alex Ferguson Way and turning on to Wharfside Way. This facilitated movement of the crowds of pedestrians leaving the match. The signs and cones blocking the roadway were put in place cutting off part of the marked taxi rank and some of the waiting Private Hire Vehicles were moved on. However, some remained on the rank.

Once the roadway was blocked, vehicles of all sorts waited in the roadway, double and treble parked on the southbound side of the road. Vehicles included Private Hire Vehicles, Hackney Carriages, private cars and mini buses. Most of those Private Hire Vehicles waiting at the end of the match, appeared to be waiting for pre-booked hires. However, after the initial flurry of activity and once the road was re-opened, it was clear that the majority of Private Hire Vehicle hires were not pre-booked. Private Hire Vehicles approached the marked taxi rank and waited on the rank before being hired. In addition, non-Trafford Hackney Carriages were also observed waiting on the marked rank for hires. The majority of Private Hire Vehicle hires appeared to be not pre-booked hires.

Wharfside Way, east of Sir Matt Busby Way

Immediately after the match, the roadway was closed to enable the crowd to leave the ground. Once the crowd had thinned, the road was re-opened. Initially, following the match, most of the Private Hire Vehicle hires appeared to be pre-booked. However, after the initial flurry of hires, many of the subsequent Private Hire Vehicle hires appeared to be not pre-booked. Much of the activity took place outside the Hotel Football. Typically, Private Hire Vehicles would wait by the roadside outside the hotel and pick up passengers. Some Private Hire Vehicles, approaching from the east, were flagged down and hired, before they reached the hotel.

Wharfside Way, west of Sir Matt Busby Way

The roadway was backed up with a queue of waiting eastbound traffic which had to wait when the road was closed immediately after the match finished. There were relatively few hires observed.

Chester Road, outside Tesco

At the end of the match, much of the roadway was occupied by parked coaches and mini buses. However, there were several licensed vehicles waiting to pick up passengers. Initially, most of the hires appeared to be pre-booked. The road was initially closed at Sir Matt Busby Way to enable the crowd to leave. Consequently, traffic eastbound was queued. Some Private Hire Vehicles and Hackney Carriages managed to drive alongside the queued traffic and u-turn outside Tesco and pick up passengers on the westbound side of the road.



Chester Road, between Warwick Road and Tesco, including Chorley Street outside Bishops Blaize

The taxi rank outside the Bishops Blaize pub is rarely used in normal circumstances. However, during the after match period, it was used by Private Hire Vehicles both to pick up pre-booked hires and to pick up hires which were not pre-booked.

Initially, following the match, Chester Road was closed to enable the crowd to leave the football stadium. Licensed vehicles already waiting at this time, appeared to be waiting for pre-booked hires. Once the road re-opened, Private Hire Vehicles and Hackney Carriages approached from both east and west and picked up passengers along the observed stretch of Chester Road and on Chorley Street. After the initial hires after the match, most Private Hire Vehicle hires appeared to be not pre-booked.

Chester Road, KFC lay-by

Before the match finished, the lay-by was fully occupied by Private Hire Vehicles. However, as the match was due to finish, parking wardens came along and cleared all vehicles from the lay-by. The parking wardens remained in place, moving vehicles on from the lay-by, for approximately half an hour. During this time, pedestrians arrived and waited at the lay-by, presumably having arranged to be picked up from this location. The pedestrians were picked up by vehicles which arrived and pulled up to collect their waiting passengers. After the parking wardens had left, the lay-by was used by Private Hire Vehicles and Hackney Carriages to pick up passengers, some of whom appeared to have booked a vehicle and some of whom had clearly not pre-booked.

4.4 Comments on after match activity

The roads around Manchester United Football Ground were busy with vehicles picking up passengers. During the initial period following the match, most of the Private Hire Vehicle hires appeared to be pre-booked hires, with vehicles waiting at a pre-arranged location, or arriving to pick up waiting passengers at pre-arranged locations. However, after this initial period, many of the licensed vehicles were flagged down as they approached the area or approached waiting pedestrians in the hope of a hire. This practice applied to both Hackney Carriages and Private Hire Vehicles. The majority of Private Hire Vehicle hires appeared not to have been pre-booked.



5 ASSESSMENT OF PRIVATE HIRE VEHICLE ACTIVITY ON SCHOOL ROAD, OUTSIDE THE SLUG AND LETTUCE PUB

5.1 Background

Within the scope of the commission, observation of activity on School Road, outside the Slug and Lettuce pub, was required. This requirement was in response to anecdotal evidence that Private Hire Vehicles were plying for hire at this location, amongst others.

A camera was set up, to record activity on this stretch of road over the same period of the rank surveys.

Results are presented in Table 8.

Table 8 - Private Hire activity at the Slug & Lettuce

Evening	Number of PHVs waiting and leaving empty without having been approached by	Number of PHVs waiting and leaving empty having been approached by pedestrians	Number of PHVs Which left with hires, which appeared to be pre-booked	Number of PHVs which left with hires which did not appear to have been pre-booked
Thursday night	11	0	5	0
Friday night	37	1	11	16
Saturday night	26	3	12	8
Sunday night	2	0	2	0
Total	76	4	30	24

Activity generally commenced around 7.00 pm and continued until up to 4.00 am. Some Private Hire Vehicles waited until they had received a booking, then left the area. However, some of the waiting Private Hire Vehicles did appear to accept walk up bookings. Other Private Hire Vehicles were seen to stop at the roadside, near to waiting pedestrians, then, when not hired, would drive off again. Some Private Hire Vehicles responded to hailing by pedestrians at the roadside.

It would appear that many of the Private Hire Vehicle hires were not pre-booked. However, it should be noted that majority did appear to have been pre-booked and some did appear to turn down approaches from pedestrians.



6 PUBLIC CONSULTATION

6.1 Public consultation questionnaires

A public attitude survey was undertaken in Sale, Urmston and Altrincham town centres between the 13th and 15th of April and replicated as an online questionnaire. The questionnaire was designed for this study, in order to address the requirements of the brief. 239 surveys were completed, including 26 completed online. Results are presented in this chapter.

The terms Hackney Carriage and Private Hire Vehicle are used in relation to these specific vehicle types.

In order to establish a level of understanding of respondents knowledge, regarding differences between how Hackney Carriages and Private Hire Vehicles may be hired, the questionnaire included questions asking respondents to indicate the ways in which a Private Hire Vehicle and a Hackney Carriage may be hired. 33% of respondents indicated methods other than pre-booking, as ways in which to hire a Private Hire Vehicle. The other methods indicated included hailing a passing vehicle, hiring a Private Hire Vehicle waiting on the street or in a car park and hiring one off a rank.

The differences between how each type of licensed vehicle may be hired, were explained to respondents who chose ineligible means of hire.

Respondents were asked if they had made one or more trips by taxi in Trafford in the last three months. Responses were as follows:

Yes Private Hire 15%
Yes Hackney Carriage 8%
Yes both types 56%
No 21%

79% of respondent indicated that they had used a licensed vehicle in the previous three months.

Last trip by taxi

Respondents who had used a taxi in the last three months, were asked further questions, regarding the last trip they had made. The responses were as follows:

Work or education 11%
Shopping 49%
Leisure 26%
Hospital / medical 4%
Link to other transport mode 3%
Personal business 1%
Other 0%

On the last trip the most common trip purpose, given by almost half the respondents, was for shopping.



When asked how many people were in the party which travelled in the last trip, the following profile of responses was received:

One 15%
Two 61%
Three 21%
Four 3%
Five 1%
More than five 0%

2% of respondents indicated that there was someone in their party who was disabled.

For the last trip, 40% of taxis were hired at a rank, 24% by on street hailing and 36% by telephone booking.

For taxis hired from a rank on the last trip, 83% of respondents did not have to wait for a taxi. 9% of respondents had to wait for up to two minutes for a taxi. The remaining 8% of respondents indicated that they had to wait more than two minutes. The maximum wait time given was ten minutes.

78% of taxis booked by telephone were booked for immediate hire. Of those taxis booked by telephone for immediate hire 50% arrived within 10 minutes. The maximum wait given was 20 minutes.

55% of taxis booked for later hire, arrived at the time booked. The remaining taxis arrived up to 10 minutes late.

2% of respondents indicated that they had faced difficulty getting in and out of a Hackney Carriage or Private Hire Vehicle. The difficulties were encountered with both Hackney Carriages and Private Hire Vehicles. All of the respondents who had faced difficulty getting into or out of a taxi, regarded themselves as having a disability. The type of licensed vehicle used when facing the difficulty, was a Private Hire Vehicle on each occasion.

Hackney Carriage specific questions

Three respondents, (1%) of respondents indicated that they had in the past experienced problems in obtaining a Hackney Carriage. Two respondents stated that the problem was lack of availability. The third respondent indicated that the problem was that the respondent couldn't get through on the phone.

The most common stated method of obtaining a Hackney Carriage is telephone booking (55%), followed by hailing (16%) and at a rank (29%).

3% of respondents indicated that they thought the availability of Hackney Carriages was poor or very poor. 93% of respondents thought that the availability of Hackney Carriages was good or very good.

Two respondents (1%) indicated that they would like a new Hackney Carriage rank. The suggested locations were at Morrisons and outside Old Trafford. Both suggestions were from respondents interviewed in Urmston.



Respondents were asked if there were any existing ranks that they would use more often, if taxis were more reliably found there. No respondents said yes.

1% of respondents said they had tried to hire a Hackney Carriage at a rank or by hailing and had given up.

2% of respondents indicated that they had tried to book a Hackney Carriage, but no Hackney Carriage was available within a reasonable time.

Interviewees were presented with a range of statements and asked to choose which was the most appropriate. The results were as follows:

Clean and in good repair 1	38%
In good repair but not always clean 2	47%
Not always in good repair but usually clean 3	9%
Not always in good repair and not always clean 4	3%
Usually not clean 5	1%
Usually not in good repair 6.	1%
Usually not clean or in good repair 7.	0%
Vehicles are generally too old and worn 8	0%
Don't know / no opinion 9.	2%

Interviewees were asked to rank features of Hackney Carriage services in order of importance. The aggregate ranking, from most important to least important, were as follows:

Feature	Ranking importance
Driver is courteous and helpful	A
Driver has good local knowledge	B
Vehicle is well maintained	C
Vehicle is clean	D
Driver is smartly presented	E
Age of the vehicle	F

Respondents were asked if there were any other features not listed, they considered to be important for Hackney Carriage service. Six people listed features, as follows:

- Stricter licencing rules!
- Bigger taxis
- Local drivers
- A texting service
- More taxis needed
- Bigger taxis



6.2 Comments on results

The use of licensed vehicles in the last three months was relatively high.

Shopping was the most common journey purpose for trips made using licensed vehicles. Leisure use was the second most popular purpose.

There was little desire for additional ranks or for existing ranks to be better serviced. Generally, the availability of Hackney Carriages was felt to be good, with only 1% who had given up trying to hire a Hackney Carriage. This statistic reflects a low level of latent unmet demand.

Hackney Carriages are generally felt to be in good repair and clean. Traditional service values of courteous and helpful drivers with good local knowledge are held to be key features of the Hackney Carriage service. As long as vehicles are well maintained, users are less concerned with the age of vehicles and the presentation (smartness) of drivers.

One user mentioned a potential improvement through the implementation of a texting service.

In general, there is little evidence of public dissatisfaction.



7 STAKEHOLDER CONSULTATION

7.1 Background

In order to gather information from a variety of sources and gather views of the taxi industry and levels of service from different perspectives, consultation was undertaken with a range of stakeholders. These included representatives of groups or organisations which use taxis, or undertake related activities and representatives from the taxi business itself.

7.2 Taxi trade consultation

Discussions were held with representatives of the taxi trade, from the Trafford Taxi Owners and Drivers Association and the GMB. In addition, an online survey was designed and links to the survey distributed to drivers via trade representatives. As an alternative to the online survey, drivers were also invited to send comments by email.

Not all drivers are comfortable with sending responses online or by email. Therefore, additional consultation was undertaken by speaking to a sample of drivers at the ranks around Trafford.

Feedback from the trade was consistent across all the different consultation modes.

The questionnaires invited comment on any subject that the trade felt there were issues to be addressed. In addition, the questionnaire also asked some specific questions on the trade in Trafford.

Drivers were asked to estimate what their average hourly earnings were, after costs. The responses varied, as one may expect. The estimated average hourly earnings ranged from £4 to £10 per hour, with the most frequent estimates in the £6-£7 range.

Drivers were asked what days and hours they typically worked. Responses covered all week days and weekend days as well as those who work predominantly daytime hours and others who worked predominantly night time. Therefore, responses were received from drivers operating a broad spectrum of working hour patterns.

Drivers were asked how many hires they would typically pick up each day from ranks. The average was approximately 9 hires per day.

Drivers were asked how many hires they typically picked up from hailing each week. The responses varied significantly by working hour patterns. Those drivers who worked nights or weekends were more likely to pick up hires from hailing, than those who worked predominantly during day time hours. Some drivers estimated that they could pick up as many as 20 per week. Others picked up very few hires through hailing.



Few drivers work regular contract hires. The extent of telephone booking work varied amongst respondents. Some didn't receive any telephone bookings. Others worked a similar level of telephone hires to rank hires, up to around 10 per day. Those drivers who did not work telephone booked hires tended to receive more rank hires.

Drivers were asked to estimate how many journeys each week required the carriage of a wheel chair. The majority of respondents indicated that more than one journey per week involved the carriage of a wheel chair. Many respondents indicated that they frequently carried wheel chair using passengers. The maximum estimated frequency was 12 per week.

The method by which a wheel chair user hire was obtained varied between pre-booking and rank hire. The drivers who carried higher numbers of wheel chair hires tended to receive the majority of hires through pre-booking and also have regular wheel chair user clients. Those drivers with regular wheel chair user clients also tended to have more regular clients with mobility impairments, other than wheel chair users.

Almost half of the respondents indicated that their vehicle is driven by more than one driver.

Most consultees felt that there were too many Hackney Carriages for the level of demand available and that a fleet of around 130 (based on an average of the numbers proposed) would be adequate to cater for demand. However, it was also felt that should the number of licenses be reduced to this level, whilst customer service would improve and earnings increase for remaining vehicles, the impact on those who would lose licenses would be drastic and unfair. It was generally felt that a reduction would be infeasible and unnecessary, even if a method to implement a reduction could be developed.

A range of further comments were received from trade consultees. The following points were made and issues raised:

There is a widely held perception amongst the trade, that Private Hire Vehicles are plying for hires illegally. It is said to be common practice for some Private Hire Vehicles to seek on street hires by stopping alongside waiting pedestrians and in response to hailing signals. The use of out of area Hackney Carriages as Private Hire Vehicles is thought to further exacerbate the situation, as these vehicles are marked with 'TAXI' roof signs and so may appear, to members of the public, as bona fide Hackney Carriages. In particular, Rossendale Hackney Carriages have been identified as a particular problem in this respect.

Some aspects of the driver's knowledge test are out of dates and some of the route choices deemed to be the 'correct' route are not necessarily the only valid route. Some liaison and consultation on the knowledge test would be welcomed.

Cameras in vehicles would be welcomed by some as they can protect both the driver and passengers. However, cost may be an objection, as well as the continued recording by equipment when the vehicle is not on hire and is used as a personal vehicle when off duty.



Several advantages to the public, of limiting the number of Hackney Carriages, were identified. These include:

- Reduced congestion; an increase in the number of Hackney Carriages in the fleet would lead to further excess queueing at ranks and congestion on the roads around ranks as vehicles wait to get on to the ranks.
- There would be environmental benefits as more vehicles would lead to more dead mileage seeking hires, longer waits at ranks and greater emissions, and more vehicles would lead to more emissions generally.
- Quality of vehicles would be maintained. An increase in the size of the fleet would lead to reduced income per vehicle and increased pressure on running costs. This would be likely to lead to a lower standard of maintenance and an older fleet.
- Quality of service would be maintained. By maintaining the limit at the current level, more experienced drivers would be retained in the trade and customer service standards and driver knowledge in the fleet would be maintained.

More Kastel Kerbs at ranks would be welcomed. This would help passengers with mobility impairments to enter and exit vehicles.

Some of the ranks are oversubscribed by Hackney Carriages waiting to enter the rank at active times. In particular, the ranks at Altrincham Interchange, Sale Station and the rank in Hale on Ashley Road at the junction with Cecil Road. In addition, the rank on Ashley Road is part time and once it comes into operation, there are frequently cars parked on the rank. This limits the number of Hackney Carriages which can wait on the rank. Some consultees suggested that this rank should become 24 hours and be extended to accommodate more Hackney Carriages. The rank at the General Hospital is difficult to use and space limitations mean that wheel chair ramps cannot be deployed on the rank. The new rank at Altrincham Interchange was widely criticised. The turning circle at the front of the rank was criticised as difficult to get out from and the rank area adjacent to the roadway was criticised as being too narrow and leaving Hackney Carriages too close to passing traffic and likely to lead to a collision.

Several suggestions were made for new rank provision. Some of the rank locations identified, were suggested as permanent full time ranks. These were at new Metro stations, Barton Square at the Trafford Centre, Raliway Street Altrincham and in Urmston, on Flixton Road, near the clubs.

In addition, further rank provision as part time measures for match times, were suggested on Brian Statham Way, outside Old Trafford Cricket Ground and additional provision near Manchester United Football Ground, to operate after home games.

Closed Circuit Television recording in cab is generally held as a good feature which would help to protect drivers against unfounded allegations. However, the cost of such a system would be an issue, in the current economic climate.

Some ranks would benefit from clearer road markings and signage, to indicate the presence of a taxi rank and discourage parking by other vehicles.



Several consultees felt that the Hackney Carriage driver licensing test has become more difficult to pass and that this has led to fewer drivers attempting to enter the trade as licensed Hackney Carriage drivers. Many new entrants to the licensed vehicle trade in Trafford have opted to become licensed as Hackney Carriage drivers / owners in Rossendale and then operate as Private Hire in Trafford. This has added to the tension between Hackney Carriage drivers and Private Hire drivers as some of the Rossendale registered vehicles have been accused of touting for hires. In addition, it is felt that the licensing revenue from these vehicles and drivers is going to Rossendale, and applying further pressure on the licensing resources in Trafford, without bringing in the revenue to support the resources necessary to adequately enforce the trade in Trafford.

Feedback from the trade consultation indicated that some Hackney Carriages were not in regular use by owners, owing to lack of trade. This was corroborated by analysis of mileage data from Hackney Carriage test data. The average daily mileage, between tests, is presented in Figure 42 grouped in bands of mileage levels.

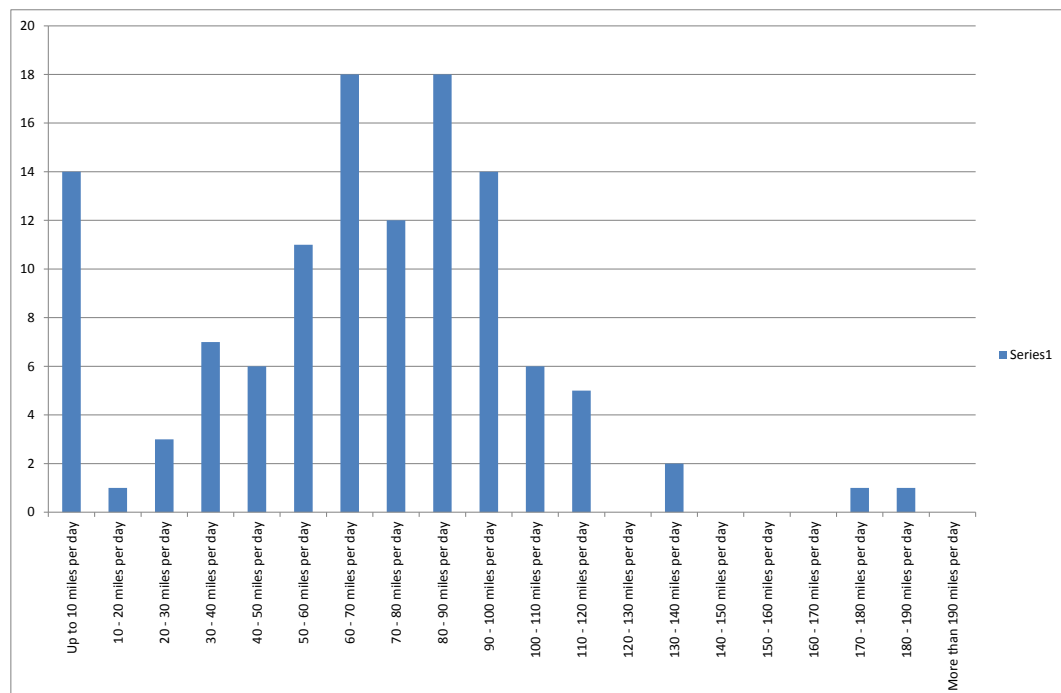


Figure 42- Average daily mileage of Hackney Carriages between tests

Fourteen vehicles had been driven for less than ten miles per day, between tests. Approximately 50% of the fleet averaged more than 70 miles per day and 85% averaged more than 30 miles per day.

The mileage profile presented suggests that around 14 vehicles are effectively inactive in the Hackney Carriage fleet.

The most prevalent issue identified was Private Hire Vehicles touting for hire at various locations around Trafford. This has reportedly led to arguments and aggression on frequent occasions, with altercations between Hackney Carriage drivers and Private Hire drivers. Some drivers expressed a sense of frustration at the limited level of enforcement seen to be occurring on street at night. It is



felt that many of the Private Hire drivers who are operating illegally feel that they can get away with repeated offending, as the chance of getting caught is slim.

Concern was expressed by some consultees that tension between Hackney Carriage drivers and Private Hire drivers is escalating and increasingly, matters are being taken into the hands of drivers 'protecting their livelihood' rather than relying on proper enforcement by the authorities.

7.3 Non Trade Consultation

Views on the taxi trade and taxi services were sought from user groups, representing elderly and disabled, visitor attractions, hotels and licensed premises, transport providers, police, fire and ambulance services.

Feedback was generated through a combination of internet based on line survey, pre-paid mail questionnaire, email and telephone contact.

Responses from hotels and licensed premises indicated that there were generally licensed vehicles available when required. Some hotel responses indicated that there could be a shortage of licensed vehicles in the morning during the 'school run' times. However, at other times taxis were available when required. Most hotels and licensed premises indicated that they or their customers generally used Private Hire Vehicles as opposed to Hackney Carriages. Some responses from pubs indicated that they felt that Hackney Carriage fares were too expensive compared with Private Hire fares, making them uncompetitive.

An issue which was highlighted by several consultees related primarily to Private Hire drivers who did not know the areas within Trafford and found difficulty with addresses. The standard of Hackney Carriage vehicles were generally perceived to be high. However, some respondents commented that the quality of Private Hire cars could be improved.

Late night service to some outlying areas such as Urmston and Warburton were perceived as poor. These related to Private Hire services and in part were felt to be related to proximity with the licensing boundary and poor driver knowledge of the areas.

Visitor attractions were not aware of any issues with availability and some, close to taxi ranks, such as Manchester United Football Club, felt that there were always taxis available should customers and visitors need them.

Match days were recognised as a problem time for availability, as the demand increased sharply for a short period and available vehicles struggled to cope with demand.

Feedback from representatives of elderly and mobility impaired users generally indicated that there were few problems with availability. Mobility impaired users generally had a regular provider who they used.

One issue raised was that for some deaf users, the use of text messaging to book a licensed vehicle, would be a benefit. This would remove the need to get a hearing person to book a licensed vehicle by phone on their behalf.



Generally, there were few issues raised. Those consultees who provided feedback indicated that Hackney Carriage vehicles were generally in good condition and most issues raised, related to Private Hire Vehicles.



8 MYSTERY SHOPPER EXERCISE

8.1 Background issues

The mystery shopper exercise involved a wheel chair user hiring Hackney Carriages at taxi ranks around Trafford and undertaking a range of short journeys at different times of day, in order to record and report on the experience.

8.2 Approach

The mystery shopper exercise was designed to capture data on incidences of refusals to take a hire and to identify incidences of over charging.

The route taken on each test hire was noted and compared with the most direct route calculated using Google Maps.

The hires undertaken by the mystery shoppers were undertaken over two days by surveyors in a wheel chair accompanied by an able bodied person.

8.3 Results

The routes to be sampled were defined prior to commencement of the surveys. The shortest route was used to calculate the minimum meter price based on distance travelled.



Table 9 - Summary of mystery shopper surveys

Origin	Destination	Was the most direct route taken?	Was boarding assistance provided?	Was the wheel chair secured in the vehicle	Was the meter started after the wheel chair was loaded and secured and stopped as the vehicle reached the destination?	Comments
Sir Matt Busby Way North rank	Currys at the White City Retail Park	Yes	Yes	Yes	Yes	
Stretford Mall	TGI Friday	Yes	Yes	No	Yes	
Altrincham Station	Frankie & Bennys, Altrincham	Yes	Yes	No	Yes	Helped into the vehicle, but just asked to put on brakes. Nothing else to help secure the wheel chair within the vehicle. No option of how to position wheelchair in the vehicle. No ramp used to alight from the vehicle.
Hereford Street	TGI Friday	Yes	Yes	Yes	Yes	Very helpful with getting into taxi and ramp and help to secure into Larger taxi so didn't have to upturn the seats Helpful giving us his taxi card before we set off so that we could call him up and get a bigger taxi with wheelchair space for on the way back Extra nice with explaining the clips and ramp etc
Stretford Mall	Manchester United Football Ground	Yes	Yes	No	Yes	



Origin	Destination	Was the most direct route taken?	Was boarding assistance provided?	Was the wheel chair secured in the vehicle	Was the meter started after the wheel chair was loaded and secured and stopped as the vehicle reached the destination?	Comments
Sir Matt Busby Way North	Stretford Mall	Yes	Yes	No	No	Had to ask for help to put wheelchair up ramp. Didn't use restraints for the wheelchair Wheelchair actually moved in the taxi because the wheelchair was not secured. The rug in the back of the Hackney Carriage was loose so the wheelchair slid on that when going round corners. Meter was not stopped until after the wheelchair had been unloaded.
Northenden Road	Washway Medical Practice	Yes	Yes	No	Yes	Courteous and helpful. However, didn't secure the wheelchair.



Origin	Destination	Was the most direct route taken?	Was boarding assistance provided?	Was the wheel chair secured in the vehicle	Was the meter started after the wheel chair was loaded and secured and stopped as the vehicle reached the destination?	Comments
Northenden Road	Pelican Inn, Manchester Road	Yes	Yes	No	No	<p>Could see the restraints for the wheelchair on the floor, but didn't use them, to secure the wheel chair. Very considerate driver, saying that he can put the brakes on the wheels etc.</p> <p>Didn't know where the pelican inn was straight away, needed the number of the inn on Manchester road.</p> <p>Meter not actually started in taxi (driver said he forgot)</p> <p>Previous fare shown on the meter £8.35</p> <p>Final fare charged for the journey £8</p> <p>Scary not being strapped in as wheelchair sometimes moved.</p> <p>Anticipated fare £5.50 -£6.00, actual unmetered fare charged £8.00</p>
Altrincham Station	Premier Inn, Manchester Road					<p>Refusal</p> <p>Driver stated he 'doesn't do wheelchairs'. No certificate or further explanation offered.</p>
Altrincham Station	Premier Inn, Manchester Road	Yes	Yes	No	Yes	<p>Moved Hackney Carriage to get to an area of pavement at the correct level to use the ramp. Helped into vehicle and asked to put on wheel brakes. Not secured.</p>



Origin	Destination	Was the most direct route taken?	Was boarding assistance provided?	Was the wheel chair secured in the vehicle	Was the meter started after the wheel chair was loaded and secured and stopped as the vehicle reached the destination?	Comments
Sir Matt Busby Way North	Morrisons supermarket, Trafford Road	Yes	Yes	No	Yes	Asked to put wheel brakes on. Wheelchair not secured.
Stretford Mall	Manchester united Football Ground	Yes	Yes	No	Yes	Driver had already been surveyed the previous day. Helpful with loading the wheelchair, but not secured. The rug slipped allowing the wheelchair to move.
Northenden Road	TGI Friday	Yes	Yes	No	Yes	



8.4 Further comments on sample journeys

All sample journeys took reasonable routes between the boarding and alighting locations. One driver refused to accept a wheel chair hire. He didn't offer any further explanation regarding why, or whether he was exempt on medical or other grounds.

Only two drivers secured the wheel chair. Others expected the wheelchair brakes to be sufficient to secure against movement. However, in some vehicles, there were floor mats or rugs, which slipped when the wheel chair was on board, allowing the wheel chair to move.

One driver did not stop the meter until after the wheelchair had been alighted. One driver did not switch on the meter and charged a fare which was higher than anticipated for the distance involved.

Generally, drivers were helpful, courteous and friendly.



9 DETERMINATION OF UNMET DEMAND

9.1 Quantitative Assessment

We have calculated a factor for the Incidence of Significant Unmet Taxi Demand (ISUD) using the following standard formula:

$$\text{ISUD} = \text{APD} \times \text{PF} \times \text{SSP} \times \text{GID} \times \text{SF} \times \text{LDF}$$

where:

ISUD = Incidence of Significant Unmet Demand

APD = Average passenger delay across all time periods

PF = whether the demand is highly peaked. This will equal 1 if there is no peaking and 0.5 if peaking is present

SSP = Steady State Performance - Percentage of weekday daytime hours in which passenger queues are observed

GID = General Incidence of Delay - Proportion of Hackney Carriage users travelling in hours where average passenger delay exceeds one minute

SF = Seasonality Factor

LDF = Latent Demand Factor. Takes into account trips not made owing to perceived poor quality of service.

An ISUD value of 80 or higher is generally taken as indicating there is significant unmet demand.

The ISUD factor was developed in the early 1990s and has been used by a number of transport consultancies since that time for Unmet Demand Surveys. It provides a useful benchmark measure of the level of unmet demand that is present. It combines a number of intuitive measures of Unmet Demand with the intention that locations where there are long delays in most hours for a high proportion of passengers produce very high values, while minimal delays for short periods affecting a small minority of passengers result in a low value.

9.2 Calculation of ISUD variables

APD: Passenger delays were relatively rare. The average delay is determined by calculating the total passenger delay as aggregate passenger delay minutes, then dividing by the total number of passengers, including those who did not suffer any delay.

The aggregate delays in passenger minutes, are presented in Table 7



Table 7 Summary of aggregate passenger delays (minutes)

Survey day	Aggregate passenger delays (minutes)	Aggregate passengers
Thursday	108	958
Friday	383	2085
Saturday	515	2516
Sunday	259	600
Total for week (4xThurs + Fri + Sat + Sun)	1589	9033

In order to provide an appropriate weighting to represent weekly delays, we add four times the Thursday aggregate passenger delay, plus the Friday, Saturday and Sunday aggregate passenger delays, to calculate the weekly aggregate passenger delay (as passenger minutes), then divide by aggregate passengers, using the same weightings, to calculate the average delay. The average delay, thus calculated equals **0.18 minutes (11 seconds)**.

PF There are no consistent sharp peaks in demand across the taxi ranks surveyed. Each rank has busier periods, Whilst demand on Friday and Saturday nights is higher than at other times, this was a sustained increase, rather than a sharp peak. Given the lack of sharp peaks in overall demand, the **PF value is 1.0**.

SSP Week day, daytime hours are deemed to be between 7.00 am and 6.00 pm. Within this eleven hour period, there were occasions when passengers were delayed by more than a minute, waiting for Hackney Carriages to arrive at the ranks. These delays occurred in 8 of the 22 week day, day time hours. These were four hours on Thursday and four hours on Friday. Adjusting for an aggregate week, (four times Thursday plus Friday), the **SSP proportion is 36.36%**.

GID The percentage of Hackney Carriage users travelling in hours where the average passenger delay exceeds one minute was weighted to represent values throughout the week, by taking four times Thursday, plus Friday, Saturday and Sunday values.

To GID percentage was calculated to be **1.0%**

SF Due to the nature of these surveys it is not possible to collect information throughout an entire year to assess the effects of seasonality. Experience has suggested that Hackney demand does exhibit a degree of seasonality and this is allowed for by the inclusion of a seasonality factor. The factor is set at a level to ensure that a marginal decision either way obtained in an “untypical” month will be reversed. This factor typically takes a value of 1 for surveys conducted in September to November and March to June, i.e. “typical” months. It takes a value of 1.2 for surveys conducted in January and February and the longer school holidays, where low demand the absence of contract work will bias the results in favour of the Hackney trade, and a value of 0.8 for surveys conducted in December during the pre Christmas rush of activity. For this study, a factor of **1.0** is assumed.



LDF Latent Demand Factor. This is derived from the public attitude survey results and provides a measure of the proportion of the public who have given up trying to obtain a Hackney Carriage at either a rank or by flagging down. It is measured as 1+ proportion giving up waiting. The inclusion of this factor is a response to the latest DfT guidance requiring an estimate of latent demand.

The public consultation survey results indicate that 1% of respondents have given up trying to hire a taxi by hailing or at a rank. Therefore, the **LDF factor is 1.01**.

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

$$\text{ISUD} = \text{APD} \times \text{PF} \times \text{SSP} \times \text{GID} \times \text{SF} \times \text{LDF}$$

$$\text{ISUD} = 0.18 \times 1.0 \times 36.36 \times 1.0 \times 1.0 \times 1.01 = 6.6$$

Where the ISUD value is less than 80, it is generally considered to be an indicator that there is no unmet demand.

9.3 Consideration of wider factors.

The ISUD value of 6.6 is an indicator that there is some unmet demand. However the value falls well below the level which would suggest that the level of unmet demand is significant. However, this should not be taken in isolation. Other available evidence should also be considered.

From the Trafford taxi rank surveys, relatively low passenger queuing was observed. A total of A total of 245 passengers had to wait for a Hackney Carriage to arrive at the rank. This represents 1.6% of the 6,159 passengers observed during the surveys. 633 passengers were observed to have been delayed waiting for a Hackney Carriage. The incidences of passenger delay were isolated for short periods, rather than for lengthy periods. Typically, individuals or individual groups would wait occasionally for a Hackney Carriage to arrive at a rank.

The prevailing condition at the taxi ranks was that of Hackney Carriages waiting for passengers to arrive.



10 CONCLUSIONS AND RECOMMENDATIONS

10.1 Unmet demand

Analysis of the taxi rank survey data and consultation data indicate that there is very little evidence of unmet demand and the level is not found to be significant.

The level of unmet demand is not significant, with respect to the ISUD index calculation.

10.2 Mystery shopper exercise

In general, the treatment of wheelchair passengers was satisfactory during the test purchases, with the exception that the majority of drivers did not secure the wheelchair. One driver did not use the meter which is a cause for some concern. There have been allegations of overcharging by a minority of drivers.

10.3 Plying for hire by Private Hire Vehicles

Observation of activity after a Manchester United home game corroborated feedback from the trade, that Private Hire Vehicles are plying for hire. This was also evident from observations of the roadway outside the Slug and Lettuce on School Road, Sale, where Private Hire Vehicles were observed plying for hire.

10.4 Trade feedback

Some key concerns voiced by the trade were related to illegal plying for hire, by Private Hire Vehicles, including licensed vehicles from other areas operating as Private Hire in Trafford. A perceived lack of enforcement appears to be leading to increasing frustration with this practice and it is alleged that drivers are more and more inclined to take action into their own hands when facing this challenge to their livelihood. There is concern that the enforcement issues are to some extent self-perpetuating, as the out of area vehicles do not contribute licensing income to Trafford and hence limit resources available to enforce licensing rules.

10.5 Public and stakeholder consultation issues

In general, the public and stakeholders appear content with Hackney Carriage services. The principal exception was a desire for deaf users to be able to book a licensed vehicle by text message. It should be noted, when considering this issue, that several Private Hire operators offer mobile application based booking service, which can be used by deaf and hearing people alike, to book a Private Hire Vehicle and in some cases, Hackney Carriage vehicles, if required. In addition many Hackney Carriage drivers accept bookings by mobile phone and are likely to be willing to accept such bookings by text message.

10.6 Recommendations

There is little evidence of unmet demand at present and the level is well below that which would be considered to be significant. Therefore, the survey has



concluded that there is **no significant unmet demand** for Hackney Carriages in Trafford.

On this basis the authority has discretion in its hackney licensing policy and may either:

- Maintain the current limit
- Issue any number of additional plates as it sees fit,
- Remove the numerical limit

With respect to illegal plying for hire by Private Hire Vehicles, additional enforcement may reduce the level of illegal activity, if drivers perceive that they are more likely to be caught.

In order to aid licensed vehicle booking by deaf people, the licensing team may want to consider hosting a voluntary list of Hackney Carriage driver mobile phone numbers. Drivers who are willing to receive bookings by text message, would agree to their number being listed. An agreed protocol for responding to booking requests would be defined. For example, a request should be acknowledged within say five minutes with confirmation of acceptance, or responding to state that the vehicle is not available. If no response is received within five minutes, then the intending passenger would try another driver. This system would supplement any web based systems already in place with some operators.



APPENDIX A TAXI OBSERVATION RESULTS



Barton Dock Road		Thursday to Friday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	1	0	1	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	3
13:00	1	2	3	2	1.0	9
14:00	0	1	1	3	3.0	12
15:00	0	1	1	1	1.0	20
16:00	2	2	4	3	1.5	15
17:00	1	1	2	1	1.0	13
18:00	1	2	3	3	1.5	7
19:00	1	1	2	2	2.0	23
20:00	1	2	3	3	1.5	36
21:00	1	1	2	1	1.0	36
22:00	0	1	1	2	2.0	20
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	9	14	23	21	1.5	18
Barton Dock Road		Friday to Saturday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	1	0	1	0	0.0	0
13:00	1	0	1	0	0.0	3
14:00	2	1	3	5	5.0	11
15:00	1	1	2	1	1.0	5
16:00	0	0	0	0	0.0	18
17:00	3	2	5	3	1.5	15
18:00	0	3	3	3	1.0	17
19:00	2	7	9	12	1.7	22
20:00	2	2	4	3	1.5	11
21:00	2	2	4	3	1.5	16
22:00	0	3	3	4	1.3	16
23:00	1	0	1	0	0.0	48
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	15	21	36	34	1.6	16



Barton Dock Road		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	1	0	1	2	2.0	11
13:00	2	0	2	7	3.5	10
14:00	1	1	2	6	3.0	22
15:00	1	4	5	7	1.4	16
16:00	1	2	3	6	2.0	20
17:00	1	3	4	2	0.5	20
18:00	1	6	7	0	0.0	0
19:00	2	4	6	0	0.0	0
20:00	2	5	7	0	0.0	0
21:00	1	0	1	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	13	25	38	45	1.8	12
Barton Dock Road		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	30
13:00	2	2	4	7	1.75	10
14:00	0	4	4	7	1.75	8
15:00	1	4	5	7	1.4	16
16:00	2	4	6	6	1.0	22
17:00	1	2	3	2	0.67	20
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	6	16	22	29	1.8	16



Sir Matt Busby Way North		Thursday to Friday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	26
11:00	3	0	3	0	0.0	45
12:00	4	1	5	1	1.0	38
13:00	2	3	5	10	3.3	41
14:00	5	2	7	3	1.5	40
15:00	2	2	4	2	1.0	34
16:00	4	5	9	11	2.2	32
17:00	5	2	7	2	1.0	12
18:00	4	1	5	2	2.0	19
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	29	16	45	31	1.9	31
Sir Matt Busby Way North		Friday to Saturday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	1	1	1	1.0	18
11:00	1	2	3	4	2.0	37
12:00	1	1	2	1	1.0	39
13:00	2	4	6	4	1.0	54
14:00	1	14	15	23	1.6	13
15:00	1	3	4	3	1.0	24
16:00	1	3	4	4	1.3	33
17:00	1	5	6	7	1.4	60
18:00	1	2	3	4	2.0	16
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	9	35	44	51	1.5	31



Sir Matt Busby Way North		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	1	0	1	0	0.0	3
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	13
11:00	0	3	3	9	3.0	25
12:00	0	8	8	19	2.4	16
13:00	0	12	12	25	2.1	12
14:00	0	7	7	13	1.9	30
15:00	0	6	6	9	1.5	33
16:00	1	13	14	24	1.8	16
17:00	2	6	8	17	2.8	23
18:00	1	4	5	7	1.8	31
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	59	64	123	2.1	21
Sir Matt Busby Way North		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	2	2	2	1.0	7
11:00	0	4	4	9	2.3	15
12:00	1	6	7	6	1.0	30
13:00	0	10	10	23	2.3	12
14:00	1	7	8	16	2.3	18
15:00	0	6	6	11	1.8	33
16:00	4	2	6	7	3.5	15
17:00	2	0	2	0	0.0	10
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	8	37	45	74	2.0	19



Sir Matt Busby Way South		Thursday to Friday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	5
12:00	1	1	2	2	2.0	19
13:00	1	1	2	1	1.0	21
14:00	0	1	1	2	2.0	59
15:00	0	1	1	3	3.0	46
16:00	2	1	3	1	1.0	39
17:00	1	2	3	2	1.0	6
18:00	0	0	0	0	0.0	23
19:00	1	0	1	0	0.0	53
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	6	7	13	11	1.6	29
Sir Matt Busby Way South		Friday to Saturday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	10
10:00	0	0	0	0	0.0	50
11:00	0	0	0	0	0.0	110
12:00	0	1	1	2	2.0	158
13:00	0	0	0	0	0.0	27
14:00	3	1	4	2	2.0	26
15:00	1	1	2	2	2.0	20
16:00	0	0	0	0	0.0	19
17:00	1	1	2	2	2.0	51
18:00	1	0	1	0	0.0	15
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	6	4	10	8	2.0	42



Sir Matt Busby Way South		Saturday to Sunday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	1	0	1	0	0.0	8
11:00	0	0	0	0	0.0	0
12:00	2	0	2	0	0.0	4
13:00	1	0	1	0	0.0	13
14:00	0	5	5	9	1.8	17
15:00	0	3	3	5	1.7	11
16:00	2	3	5	6	2.0	26
17:00	2	2	4	3	1.5	26
18:00	1	0	1	0	0.0	8
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	9	13	22	23	1.8	18
Sir Matt Busby Way South		Sunday to Monday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (Minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	1	1	3	3.0	13
12:00	1	0	1	0	0.0	35
13:00	0	1	1	2	2.0	3
14:00	0	0	0	0	0.0	25
15:00	0	1	1	2	2.0	33
16:00	0	2	2	3	1.5	16
17:00	2	0	2	0	0.0	5
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	3	5	8	10	2.0	16



Stretford Mall		Thursday to Friday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	8
08:00	1	0	0	1	0.0	22
09:00	3	1	4	2	2.0	11
10:00	0	7	7	9	1.3	21
11:00	0	9	9	9	1.0	17
12:00	0	8	8	14	1.8	30
13:00	1	8	9	9	1.1	20
14:00	0	9	9	11	1.2	29
15:00	1	8	9	14	1.8	13
16:00	2	6	8	7	1.2	12
17:00	0	3	3	4	1.3	31
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	8	59	67	79	1.3	20
Stretford Mall		Friday to Saturday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	0	1	0	0.0	16
08:00	1	2	3	2	1.0	20
09:00	0	5	5	5	1.0	16
10:00	4	12	16	13	1.1	16
11:00	0	10	10	12	1.2	13
12:00	2	10	12	14	1.4	7
13:00	0	14	14	23	1.6	6
14:00	3	9	12	12	1.3	10
15:00	0	6	6	7	1.2	9
16:00	0	7	7	11	1.6	8
17:00	5	3	8	7	2.3	26
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	16	78	94	106	1.4	12



Stretford Mall		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	1	1	1	1.0	3
09:00	0	4	4	4	1.0	18
10:00	1	9	10	14	1.6	1
11:00	0	8	8	11	1.4	7
12:00	2	8	10	11	1.4	7
13:00	0	8	8	12	1.5	5
14:00	1	10	11	18	1.8	4
15:00	0	6	6	8	1.3	9
16:00	0	8	8	14	1.8	8
17:00	1	0	1	0	0.0	20
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	62	67	93	1.5	6
Stretford Mall		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	23
10:00	1	2	3	6	3.0	25
11:00	0	3	3	4	1.3	13
12:00	0	3	3	4	1.3	3
13:00	3	0	3	0	0.0	12
14:00	0	1	1	1	1.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	4	9	13	15	1.7	12



School Road		Thursday to Friday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	6	0	6	0	0.0	4
08:00	6	0	6	0	0.0	9
09:00	1	0	1	0	0.0	15
10:00	1	0	1	0	0.0	0
11:00	3	0	3	0	0.0	3
12:00	0	0	0	0	0.0	0
13:00	1	0	1	0	0.0	9
14:00	2	1	3	1	1.0	13
15:00	0	0	0	0	0.0	0
16:00	0	1	1	3	3.0	0
17:00	2	0	2	0	0.0	0
18:00	4	0	4	0	0.0	3
19:00	1	0	1	0	0.0	30
20:00	1	0	1	0	0.0	3
21:00	1	0	1	0	0.0	3
22:00	2	3	5	3	1.0	9
23:00	3	1	4	2	2.0	13
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	2	0	2	0	0.0	7
Total	36	6	42	9	1.5	7
School Road		Friday to Saturday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	3	1	4	1	1.0	10
08:00	2	0	2	0	0.0	3
09:00	2	1	3	1	1.0	5
10:00	1	0	1	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	1	0	1	0	0.0	0
13:00	1	0	1	0	0.0	8
14:00	2	2	4	3	1.5	10
15:00	1	0	1	0	0.0	5
16:00	4	0	4	0	0.0	9
17:00	0	1	1	1	1.0	7
18:00	1	3	4	3	1.0	11
19:00	8	2	10	3	1.5	9
20:00	4	8	12	10	1.3	7
21:00	7	12	19	19	1.6	5
22:00	3	15	18	30	2.0	5
23:00	2	20	22	40	2.0	8
00:00	2	26	28	47	1.8	3
01:00	1	19	20	44	2.3	1
02:00	0	4	4	11	2.8	4
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	45	114	159	213	1.9	5



School Road		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	0	2	0	0.0	11
08:00	1	0	1	0	0.0	0
09:00	2	0	2	0	0.0	0
10:00	4	0	4	0	0.0	4
11:00	0	0	0	0	0.0	8
12:00	2	0	2	0	0.0	20
13:00	0	1	1	2	2.0	8
14:00	0	0	0	0	0.0	0
15:00	2	0	2	0	0.0	5
16:00	2	1	3	1	1.0	4
17:00	4	1	5	1	1.0	10
18:00	0	4	4	8	2.0	3
19:00	1	2	3	3	1.5	5
20:00	3	3	6	5	1.7	3
21:00	3	8	11	14	1.8	8
22:00	1	11	12	22	2.0	12
23:00	6	13	19	23	1.8	2
00:00	1	20	21	38	1.9	3
01:00	2	16	18	24	1.5	0
02:00	2	1	3	2	2.0	0
03:00	1	1	2	1	1.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	39	82	121	144	1.8	4
School Road		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	0	1	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	1	0	1	0	0.0	3
12:00	0	1	1	1	1.0	0
13:00	0	0	0	0	0.0	0
14:00	0	1	1	1	1.0	5
15:00	0	0	0	0	0.0	0
16:00	1	2	3	4	2.0	3
17:00	2	1	3	3	3.0	9
18:00	1	2	3	3	1.5	15
19:00	0	1	1	2	2.0	3
20:00	3	2	5	2	1.0	3
21:00	2	0	2	0	0.0	6
22:00	2	3	5	9	3.0	3
23:00	1	0	1	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	1	0	1	0	0.0	0
05:00	3	0	3	0	0.0	20
06:00	1	0	1	0	0.0	3
Total	19	13	32	25	1.9	4



Marsland Road		Thursday to Friday				
Hour	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	1	0	1	0	0.0	10
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	13
20:00	1	0	1	0	0.0	38
21:00	1	0	1	0	0.0	80
22:00	2	0	2	0	0.0	6
23:00	0	0	0	0	0.0	5
00:00	0	1	1	1	1.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	1	6	1	1.0	23
Marsland Road		Friday to Saturday				
Hour	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	1	1	1	1.0	3
18:00	1	0	1	0	0.0	6
19:00	0	3	3	7	2.3	13
20:00	1	2	3	3	1.5	0
21:00	1	7	8	13	1.9	3
22:00	1	9	10	17	1.9	1
23:00	0	9	9	18	2.0	3
00:00	0	2	2	3	1.5	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	4	33	37	62	1.9	3



Marsland Road		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	1	1	4	4.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	3
17:00	0	1	1	1	1.0	0
18:00	2	0	2	0	0.0	3
19:00	0	0	0	0	0.0	0
20:00	0	3	3	5	1.7	0
21:00	4	1	5	1	1.0	5
22:00	1	6	7	10	1.7	4
23:00	1	7	8	12	1.7	4
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	8	19	27	33	1.7	3
Marsland Road		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	1	1	1	1.0	0
15:00	0	0	0	0	0.0	3
16:00	1	0	1	0	0.0	5
17:00	1	0	1	0	0.0	15
18:00	0	0	0	0	0.0	0
19:00	0	1	1	2	2.0	0
20:00	0	1	1	1	1.0	0
21:00	0	1	1	1	1.0	3
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	2	4	6	5	1.3	4



Northenden Road		Thursday to Friday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	4	3	7	3	1.0	15
08:00	6	2	8	2	1.0	20
09:00	2	6	8	7	1.2	30
10:00	2	6	8	7	1.2	9
11:00	3	4	7	4	1.0	17
12:00	3	7	10	8	1.1	21
13:00	3	8	11	8	1.0	9
14:00	2	5	7	5	1.0	27
15:00	2	8	10	9	1.1	9
16:00	2	11	13	14	1.3	16
17:00	1	29	30	34	1.2	4
18:00	1	14	15	17	1.2	10
19:00	1	10	11	14	1.4	21
20:00	1	18	19	26	1.4	13
21:00	0	15	15	20	1.3	8
22:00	2	16	18	16	1.0	12
23:00	1	16	17	19	1.2	12
00:00	1	5	6	8	1.6	9
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	23
03:00	0	0	0	0	0.0	54
04:00	0	1	1	1	1.0	72
05:00	3	0	3	0	0.0	68
06:00	2	0	2	0	0.0	60
Total	42	184	226	222	1.2	13
Northenden Road		Friday to Saturday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	4	2	6	2	1.0	47
08:00	9	1	10	1	1.0	22
09:00	3	4	7	4	1.0	16
10:00	6	6	12	6	1.0	13
11:00	3	7	10	16	2.3	9
12:00	5	5	10	7	1.4	12
13:00	4	4	8	5	1.3	20
14:00	4	6	10	14	2.3	25
15:00	3	16	19	20	1.3	5
16:00	0	16	16	17	1.1	9
17:00	2	15	17	27	1.8	9
18:00	2	11	13	17	1.5	18
19:00	0	26	26	38	1.5	10
20:00	0	32	32	64	2.0	6
21:00	1	32	33	60	1.9	7
22:00	4	34	38	53	1.6	6
23:00	2	34	36	50	1.5	5
00:00	0	43	43	64	1.5	3
01:00	4	39	43	76	1.9	3
02:00	0	18	18	42	2.3	3
03:00	1	0	1	0	0.0	3
04:00	1	0	1	0	0.0	30
05:00	2	0	2	0	0.0	47
06:00	1	1	2	1	1.0	26
Total	61	352	413	584	1.7	8



Northenden Road		Saturday to Sunday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	2	2	4	2	1.0	34
08:00	4	7	11	8	1.1	16
09:00	5	12	17	15	1.3	4
10:00	4	10	14	15	1.5	13
11:00	1	10	11	13	1.3	7
12:00	4	9	13	15	1.7	11
13:00	1	11	12	14	1.3	24
14:00	2	14	16	23	1.6	5
15:00	0	21	21	33	1.6	8
16:00	1	19	20	36	1.9	10
17:00	3	17	20	33	1.9	17
18:00	1	31	32	57	1.8	4
19:00	2	32	34	58	1.8	3
20:00	1	48	49	100	2.1	2
21:00	1	21	22	47	2.2	12
22:00	1	30	31	61	2.0	6
23:00	2	45	47	88	2.0	1
00:00	4	32	36	62	1.9	2
01:00	2	36	38	70	1.9	3
02:00	0	16	16	38	2.4	0
03:00	5	1	6	3	3.0	10
04:00	0	1	1	1	1.0	18
05:00	4	0	4	0	0.0	26
06:00	1	2	3	2	1.0	10
Total	51	427	478	794	1.9	6
Northenden Road		Sunday to Monday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	1	3	4	4	1.3	22
08:00	1	3	4	3	1.0	11
09:00	2	4	6	8	2.0	10
10:00	4	3	7	3	1.0	15
11:00	1	6	7	7	1.2	10
12:00	3	6	9	8	1.3	11
13:00	3	10	13	14	1.4	10
14:00	1	8	9	10	1.3	9
15:00	1	8	9	12	1.5	18
16:00	3	10	13	13	1.3	8
17:00	0	15	15	21	1.4	12
18:00	3	12	15	21	1.8	10
19:00	1	5	6	10	2.0	15
20:00	1	13	14	21	1.6	8
21:00	2	8	10	10	1.3	11
22:00	1	10	11	12	1.2	17
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	8
02:00	2	0	2	0	0.0	14
03:00	2	0	2	0	0.0	16
04:00	1	1	2	2	2.0	43
05:00	4	0	4	0	0.0	60
06:00	8	2	10	2	1.0	14
Total	45	127	172	181	1.4	11



Hereford Street		Thursday to Friday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	4	1	5	1	1.0	15
08:00	8	0	8	0	0.0	15
09:00	5	3	8	4	1.3	19
10:00	0	17	17	24	1.4	16
11:00	3	22	25	32	1.5	25
12:00	4	24	28	35	1.5	8
13:00	1	29	30	39	1.3	11
14:00	7	23	30	33	1.4	13
15:00	5	20	25	27	1.4	11
16:00	2	22	24	38	1.7	23
17:00	0	14	14	19	1.4	5
18:00	2	7	9	13	1.9	14
19:00	4	1	5	1	1.0	28
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	9
Total	45	183	228	266	1.5	15
Hereford Street		Friday to Saturday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	3	1	4	1	1.0	25
08:00	6	3	9	4	1.3	20
09:00	2	8	10	10	1.3	22
10:00	4	21	25	24	1.1	14
11:00	2	30	32	39	1.3	10
12:00	5	33	38	51	1.5	5
13:00	2	23	25	34	1.5	15
14:00	2	25	27	41	1.6	9
15:00	5	24	29	34	1.4	10
16:00	4	26	30	40	1.5	11
17:00	2	27	29	38	1.4	6
18:00	4	11	15	15	1.4	21
19:00	4	4	8	6	1.5	43
20:00	1	0	1	0	0.0	10
21:00	0	0	0	0	0.0	0
22:00	1	0	1	0	0.0	5
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	47	236	283	337	1.4	12



Hereford Street		Saturday to Sunday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	2	0	2	0	0.0	12
08:00	1	0	1	0	0.0	33
09:00	1	4	5	5	1.3	8
10:00	1	18	19	26	1.4	14
11:00	0	21	21	32	1.5	4
12:00	0	30	30	43	1.4	7
13:00	0	24	24	38	1.6	13
14:00	0	20	20	36	1.8	11
15:00	4	19	23	34	1.8	13
16:00	4	20	24	28	1.4	13
17:00	3	20	23	28	1.4	7
18:00	5	8	13	12	1.5	11
19:00	0	1	1	2	2.0	5
20:00	1	0	1	0	0.0	0
21:00	1	0	1	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	1	0	1	0	0.0	8
Total	24	185	209	284	1.5	10
Hereford Street		Sunday to Monday				
HOUR BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	1	1	2	2	2.0	8
08:00	0	0	0	0	0.0	8
09:00	1	2	3	2	1.0	10
10:00	1	7	8	7	1.0	16
11:00	1	4	5	6	1.5	24
12:00	4	9	13	12	1.3	12
13:00	0	10	10	14	1.4	3
14:00	0	7	7	13	1.9	12
15:00	1	2	3	2	1.0	3
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	0	0	0	0.0	0
21:00	0	0	0	0	0.0	0
22:00	0	0	0	0	0.0	0
23:00	0	0	0	0	0.0	0
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	5	0	5	0	0.0	3
Total	14	42	56	58	1.4	10



Altrincham Station		Thursday to Friday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	6	8	14	8	1.0	5
08:00	7	12	19	14	1.2	10
09:00	1	10	11	11	1.1	11
10:00	5	7	12	8	1.1	16
11:00	3	6	9	7	1.2	31
12:00	1	10	11	14	1.4	15
13:00	2	4	6	4	1.0	29
14:00	1	6	7	10	1.7	36
15:00	0	12	12	17	1.4	29
16:00	1	10	11	13	1.3	27
17:00	2	10	12	11	1.1	17
18:00	1	16	17	23	1.4	18
19:00	1	13	14	15	1.2	17
20:00	3	14	17	18	1.3	20
21:00	2	11	13	20	1.8	17
22:00	5	19	24	26	1.4	13
23:00	4	21	25	35	1.7	6
00:00	3	4	7	5	1.3	14
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	10
04:00	0	0	0	0	0.0	34
05:00	3	1	4	2	2.0	64
06:00	1	3	4	3	1.0	40
Total	52	197	249	264	1.3	16
Altrincham Station		Friday to Saturday				
HOURLY BEGINNING	TOTAL HACKNEY CARRIAGES DEPARTING RANK EMPTY	TOTAL HACKNEY CARRIAGES DEPARTING RANK WITH PASSENGERS	TOTAL HACKNEY CARRIAGES DEPARTING RANK	TOTAL PASSENGERS DEPARTING RANK	AVERAGE PASSENGERS PER HACKNEY CARRIAGE	AVERAGE WAIT TIME AT THE RANK PER HACKNEY CARRIAGE (MINUTES)
07:00	4	8	12	8	1.0	43
08:00	10	11	21	11	1.0	12
09:00	4	4	8	5	1.3	29
10:00	3	12	15	14	1.2	10
11:00	1	16	17	20	1.3	13
12:00	2	19	21	27	1.4	13
13:00	0	13	13	15	1.2	13
14:00	2	15	17	21	1.4	13
15:00	5	14	19	18	1.3	10
16:00	0	19	19	29	1.5	27
17:00	2	14	16	19	1.4	8
18:00	6	17	23	21	1.2	9
19:00	6	18	24	22	1.2	3
20:00	5	12	17	14	1.2	11
21:00	7	16	23	23	1.4	12
22:00	7	15	22	24	1.6	11
23:00	11	22	33	39	1.8	5
00:00	8	35	43	58	1.7	2
01:00	6	9	15	13	1.4	5
02:00	2	3	5	7	2.3	1
03:00	2	7	9	10	1.4	4
04:00	1	2	3	4	2.0	28
05:00	1	1	2	1	1.0	57
06:00	3	0	3	0	0.0	110
Total	98	302	400	423	1.4	11



Altrincham Station		Saturday to Sunday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank with Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	3	3	6	2.0	78
08:00	7	4	11	4	1.0	68
09:00	2	8	10	12	1.5	11
10:00	3	6	9	9	1.5	18
11:00	3	7	10	12	1.7	27
12:00	0	16	16	22	1.4	9
13:00	1	13	14	18	1.4	12
14:00	3	8	11	10	1.3	18
15:00	0	5	5	12	2.4	32
16:00	4	19	23	27	1.4	26
17:00	7	21	28	33	1.6	9
18:00	1	30	31	52	1.7	4
19:00	2	32	34	54	1.7	2
20:00	3	25	28	53	2.1	5
21:00	1	21	22	43	2.0	9
22:00	3	25	28	51	2.0	8
23:00	1	33	34	57	1.7	4
00:00	3	45	48	92	2.0	0
01:00	4	19	23	37	1.9	1
02:00	0	9	9	16	1.8	3
03:00	3	5	8	16	3.2	2
04:00	7	0	7	0	0.0	15
05:00	0	0	0	0	0.0	12
06:00	1	4	5	6	1.5	19
Total	59	358	417	642	1.8	10
Altrincham Station		Sunday to Monday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank with Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	1	1	2	1	1.0	30
08:00	0	2	2	2	1.0	65
09:00	1	2	3	2	1.0	30
10:00	3	5	8	7	1.4	12
11:00	3	6	9	11	1.8	21
12:00	3	8	11	10	1.3	16
13:00	3	10	13	18	1.8	8
14:00	1	10	11	15	1.5	3
15:00	0	8	8	11	1.4	20
16:00	0	9	9	14	1.6	49
17:00	0	7	7	11	1.6	15
18:00	3	7	10	10	1.4	16
19:00	1	13	14	14	1.1	12
20:00	2	6	8	11	1.8	27
21:00	2	10	12	16	1.6	12
22:00	1	11	12	18	1.6	28
23:00	3	2	5	3	1.5	8
00:00	3	1	4	1	1.0	3
01:00	0	1	1	1	1.0	5
02:00	0	0	0	0	0.0	33
03:00	5	0	5	0	0.0	64
04:00	5	1	6	1	1.0	20
05:00	5	3	8	3	1.0	35
06:00	13	7	20	8	1.1	20
Total	58	130	188	188	1.4	16



Ashley Road		Thursday to Friday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	1	0	1	0	0.0	0
19:00	0	2	2	3	1.5	3
20:00	0	1	1	1	1.0	9
21:00	1	6	7	7	1.2	10
22:00	1	8	9	12	1.5	11
23:00	0	16	16	23	1.4	6
00:00	1	5	6	8	1.6	4
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	4	38	42	54	1.4	8
Ashley Road		Friday to Saturday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank With Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	1	0	1	0	0.0	7
19:00	0	5	5	7	1.4	8
20:00	0	13	13	21	1.6	4
21:00	0	9	9	16	1.8	14
22:00	0	19	19	30	1.6	8
23:00	0	24	24	39	1.6	6
00:00	0	30	30	51	1.7	2
01:00	0	30	30	55	1.8	7
02:00	3	25	28	48	1.9	15
03:00	1	0	1	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	155	160	267	1.7	7



Ashley Road		Saturday to Sunday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank with Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	8
18:00	1	2	3	2	1.0	0
19:00	1	3	4	4	1.3	3
20:00	0	6	6	12	2.0	6
21:00	0	18	18	26	1.4	5
22:00	0	25	25	46	1.8	3
23:00	1	35	36	58	1.7	2
00:00	0	41	41	78	1.9	2
01:00	0	36	36	67	1.9	5
02:00	2	21	23	42	2.0	12
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	5	187	192	335	1.8	4
Ashley Road		Sunday to Monday				
Hour Beginning	Total Hackney Carriages Departing Rank Empty	Total Hackney Carriages Departing Rank with Passengers	Total Hackney Carriages Departing Rank	Total Passengers Departing Rank	Average Passengers per Hackney Carriage	Average Wait Time at the Rank per Hackney Carriage (minutes)
07:00	0	0	0	0	0.0	0
08:00	0	0	0	0	0.0	0
09:00	0	0	0	0	0.0	0
10:00	0	0	0	0	0.0	0
11:00	0	0	0	0	0.0	0
12:00	0	0	0	0	0.0	0
13:00	0	0	0	0	0.0	0
14:00	0	0	0	0	0.0	0
15:00	0	0	0	0	0.0	0
16:00	0	0	0	0	0.0	0
17:00	0	0	0	0	0.0	0
18:00	0	0	0	0	0.0	0
19:00	0	0	0	0	0.0	0
20:00	0	1	1	1	1.0	14
21:00	1	7	8	10	1.4	13
22:00	1	0	1	0	0.0	22
23:00	2	3	5	4	1.3	43
00:00	0	0	0	0	0.0	0
01:00	0	0	0	0	0.0	0
02:00	0	0	0	0	0.0	0
03:00	0	0	0	0	0.0	0
04:00	0	0	0	0	0.0	0
05:00	0	0	0	0	0.0	0
06:00	0	0	0	0	0.0	0
Total	4	11	15	15	1.4	24