TRAFFIC + TRANSPORTATION

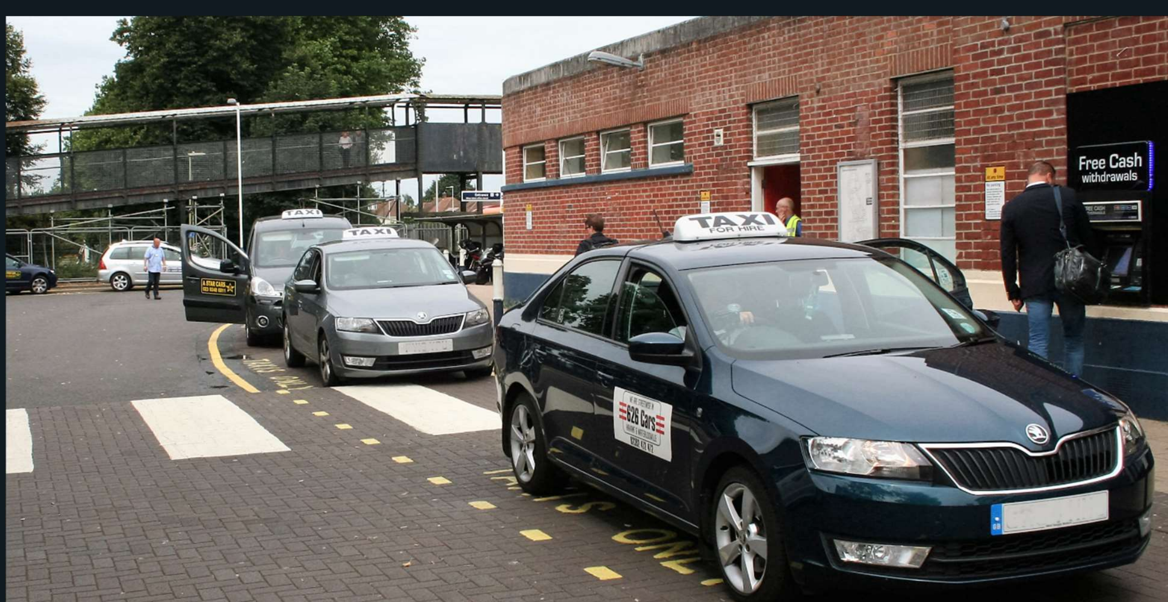
THE DATA COLLECTION SPECIALISTS

Havant Borough Council

Hackney carriage unmet demand survey

Final Report

August 2016



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Executive summary

CTS Traffic and Transportation were appointed by Havant Borough Council to undertake their "Taxi survey" on 15th January 2016. This report presents the results of all investigations undertaken to provide a database of robust information on which a decision can be taken by councillors in regard to the hackney carriage vehicle limitation policy. All research was undertaken in line with the current Department for Transport Best Practice Guidance (April 2010) and taking advantage of the extensive research undertaken by the Law Commission in their recent review of licensing.

Havant is one of eleven local councils within the County of Hampshire. It is a multi-centred area but transport powers lie with the County, who therefore have control of provision of hackney carriage ranks and overall transport policy. However, each Borough has its own Transport Statement. Travel planning, including use of 'taxis' is encouraged part of which is provision of taxi ranks where necessary. Further, station travel plans are being developed for both Havant and Bedhampton. Potential significant change may occur in 2017 with the new local rail franchise due to start in June, with decision of who will be the operator in February 2017.

Present industry statistics confirm the policy of limiting hackney carriage vehicle numbers has been in place since at least 1994. Five plates were added after the 2003 study, lifting hackney carriage numbers by 14%. Since 1997, when private hire numbers were first formally reported by the DfT, their numbers have increased 58%, fairly modest growth although this has reduced the proportion of the fleet which is hackney carriage from 9% in 1997 to 6% now. Driver numbers have increased about 16% since the last survey. Operator numbers have also increased since the last survey despite mergers. In general, the hackney carriage and private hire fleets tend to be fairly separate in their operation, with just a few hackney carriages working for private hire companies. There is a hackney carriage association and radio network. The current permit system at Havant station is very favourable compared to most other situations around the country at this time.

A rank survey programme was undertaken resulting in 94 hours of observations, although nearly half of these covered one rank which was not used during our observations, with the remainder covering the only really active rank at Havant station. The Leigh Park rank saw 28 vehicle movements over two days, but only two were private hire vehicles, with the bulk private cars using the space. The Havant station forecourt rank is more tightly controlled and little abused by any other vehicles. Our observations found 80% of the hackney carriage movements of saloon style. A high level of drivers assisting passengers into vehicles was observed, but no use by any persons in wheel chairs at all.

The Havant station rank is busy for all the extended hours the rail service operates. Overall demand is not high – never more than a passenger every three minutes. Current observations found average levels of supply and demand at this rank very close, meaning that any passenger peaks could very easily lead to passengers having to wait for vehicles to arrive. Fairly uniquely around the country in our recent surveys, passenger growth for the hackney carriage service very closely matched the nationally published level of passenger growth for Havant station. Since 2013, average occupancy of departing hackney carriages has reduced whilst the Saturday evening demand saw higher sustained demand over a longer period than in 2013.

Just 53% of the total fleet was observed during the survey period – although it is known that one plate had no vehicle at the time of the survey and that up to four others rarely served the station (there were just three vehicles without permits current at the time of the survey according to the rail operator). This suggests plenty of spare capacity in the fleet which does not appear to being used at the time of most passenger demand. The ISUD index based on observed survey hours suggested unmet demand levels which were significant. A sensitivity test allowing for no issues in the unobserved off-peak hours found the unmet demand below the level that is significant. This leads us to suggest there is clearly an issue with vehicle supply not matching passenger demand but that issue of further plates would not be the best way to resolve these issues (see below).

200 people were consulted with two samples outside the main Havant central area. This sample suggested a high level of recent usage of licensed vehicles (63%), increased from 2013. People make an average of 4.1 trips per person per month by licensed vehicle, although there is variation over the areas. 70% get their 'taxis' by phone although this is reduced from 2013. One private hire company had 55% of all company mentions whilst the second company had 41%, consistent across the area. Loyalty to single companies was high. With 6% not remembering seeing a hackney carriage and 50% not remembering when they last used one, level of hackney carriage trips was just 0.4 per person per month, a tenth of the overall usage of licensed vehicles.

80% of mentions of rank were the station rank. Leigh Park and Hayling Island ranks were mentioned, with 6% saying they did use these other ranks. We suspect these may actually be either people booking hackney carriages or picking up private hire at ranks from arranged phone calls. Emsworth station was the only significant place people would like a rank. There was a higher response in terms of issues with hackney carriages – but as often, dominated by their perceived cost. The level of quoted need for wheel chair accessible services appeared to have reduced since 2013, with an almost equal split between those needing such vehicles between them being wheel chair accessible and modified in some other way. There was a high increase in people giving up waiting for hackney carriages compared to 2013, confirming the rank survey observations in this respect.

In terms of wanting liveried hackney carriage vehicles, 64% did not know but 26% said they would prefer this.

Stakeholders mainly told us their customers tended to phone for 'taxis', with many providing free phones or cards for customers to use. Just a very small number were aware of the rank at Havant station, none were aware of any other ranks. There were some issues mentioned with delay in vehicles arriving – specifically not keeping to the quoted reaction times from phone bookings.

Driver consultation obtained a similar level of response to 2013. Just four hackney carriages said they were on a radio circuit. There was a slightly higher stated level of quoted sharing of vehicles, but still not overall high. Quite high average and maximum levels of operating days and hours were quoted, albeit similar to 2013. This time more said they worked seven days. There did not appear to be any issues which restrained drivers working – 54% saying they worked when demand was highest. Of the multiple responses received to how drivers obtained fares, 28% were from phone, 23% rank, 18% hail and 15% each for school and other contracts.

A slightly reduced level felt the limit policy should remain, but still 84% of respondents. Some response was given to the public benefit drivers felt the limit gave, with the top benefit being they felt it guaranteed vehicles being at ranks. 90% of drivers answered the question about livery, with 44% saying they preferred a livery, 33% against and 22% with no opinion. A key reduction was the lack of request for more ranks in 2016.

In conclusion, Havant has seen growth in usage of hackney carriage vehicles since 2013, which is unlike many other results from recent surveys. Further, the high level of privilege of the station rank situation is also unlike many other recent surveys. The major concern is the hackney carriage fleet is so dependent on the rail station permit and demand. This is compounded by the recent passenger growth being alongside a reduction in vehicle occupancy, meaning more vehicles are needed to service the same number of customers. This is worsened further by the extension of the Saturday evening peak demand levels, which are even more disparate to the general level of Saturday flow.

Despite evidence of plenty of spare capacity in the fleet, as in 2013, there was unmet demand observed, both during weekday off peak hours and more particularly during the sustained high Saturday evening and night demand. The privilege and strong opportunity for the hackney carriage fleet needs to be honoured and taken advantage of. Our estimates suggest that a further five of the current fleet plates need to be at least on stand-by during observed weekday peaks and more particularly on Saturday nights through the busiest parts of the year.

The announcement of the revised franchise arrangements for Havant station provide an opportunity for a key internal review of the situation in February 2017, when a more rounded decision can be made about how passenger needs might best be met. The committee should reserve the right to issue more plates, or review if the limit remains a valid policy for the area, once this decision about the new franchise is made. The council need to keep the activity of plates at the station under regular internal review, and ensure that all plates issued have active vehicles attached preferably with current and active permits for the station.

Notwithstanding the above, this survey provides the hackney carriage trade with evidence which they should be able to use to increase their business further, and to ensure significant improvement is made to meeting peak passenger need.

There does not appear to be any further need to review or consider adding any further ranks apart from perhaps working with the other railway company at Emsworth station to see if a rank could be developed and activated there.

Further detailed recommendations are contained in the final chapter of this Report.

1. Introduction

Havant Council is responsible for the licensing of hackney carriage and private hire vehicles operating within the council area. The licensing authority retains a limit on the number of hackney carriage vehicles it licences. DfT sources suggest the limit was in place since at least 1994 when formal statistics were first published. Surveys testing the policy and level of the limit were last undertaken in 2013 and previously 2003.

Study timetable

Havant appointed CTS Traffic and Transportation on 15th January 2016 to undertake this survey of taxi demand in line with our quotation dated January 2016 as revised at the Inception Meeting held by telephone on 21st January 2016.

Our review was carried out between February and July 2016, with pedestrian survey work undertaken in June 2016. Licensed vehicle driver opinions were obtained using a letter / questionnaire issued by the Council at the end of January 2016, with return due by the end of February. Other key stakeholder consultation was undertaken between February and July. Rank surveys were undertaken in late June 2016 at a similar time to the previous 2013 rank surveys (perhaps one week earlier). A Draft Final report was submitted and this was reviewed in July 2016 to identify any factual or missing issues. This Final Report was issued in late July 2016.

National background and definitions

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

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

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

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

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

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

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

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

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

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

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

In these terms at the present time, the main issue relates to companies who have bases both in Portsmouth and in Havant. Since the last survey, there has been a major change in the relationship between what are now the two largest companies. Some of the impact has been Portsmouth based vehicles ending up working in Havant on private hire circuits, although both companies tend to have liveries in contrast to the current Havant hackney carriage fleet which does not have any livery. Portsmouth hackney carriages have now long had a silver livery making them clearly distinct although the fleet is mixed between wheel chair accessible and saloons.

Review aims and objectives – national background

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

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

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

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

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

Current Havant requirements

Havant held the previous survey in 2013 and is repeating to meet the BPG encouragement to repeat surveys every three years.

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

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

The study includes the following:

- Inception meeting
- Rank review
- Rank observations based on direct observations
- Public attitude interviews comprising face to face interviews
- Written consultation
- Report (draft and final)

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

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

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

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

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

In essence, the methodology used follows similar principles to all surveys undertaken by CTS together with all developments of methodology more recently applied to our surveys, particularly including guidance from both the 2004 DfT letter and their 2010 Best Practice Guidance (which includes the 2004 guidance as an appendix), and including the latest knowledge arising from the Law Commission Review and the current status of the Equality Act. This report also seeks to provide compatibility with previous reports provided by other consultants to the Council. As the 2013 survey was undertaken by CTS this latter compatibility is readily undertaken. Some items undertaken in 2013 have not been repeated in 2016 to ensure best value for money.

Report structure
This Report provides the following further chapters:

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

2. Background to taxi licensing in Havant

The Havant Borough Council area

Havant Council is one of eleven councils within the county of Hampshire. The Borough has a current population of 123,000 according to the 2016 estimates from the 2011 census. This is around 1% more than the level reported in the 2013 survey for 2013 (121,444).

Havant Borough licensing area covers a mainly urban area with the principal centre being Havant itself, although this area has several districts including Leigh Park, West Leigh, Denvilles, Langstone and Bedhampton amongst others. However, it also includes the large urban settlement of Emsworth to the East, and a large urban agglomeration to the West of the A3(M) including Waterlooville, Purbrook and Cowplain. Finally, the Borough includes Hayling Island. The whole district covers some 30 square miles.

Portsmouth is a very close neighbour and is the key destination for the main rail route which passes east-west through the Borough. At Havant the Southern and South West Trains routes to London diverge. The through Coastway route also passes through Havant providing links across to the West Country.

In terms of rank provision, all ranks are provided by Hampshire County Council which is the highway authority. However, none of these are used and the only rank in use is the private station rank at Havant, operated by South West Trains. This has a formal limit of 20 vehicles applied, although any vehicle can have a permit as long as it is a Havant hackney carriage. A bye-law was also identified defining all ranks in the area (see below).

Background Council policy

Havant does not have direct transport powers, these being held by the County authority, Hampshire. The Borough has transport policies described in the latest Hampshire Local Transport Plan. This document contains details of the overall background policies both for environmental as well as transport policy. The latest, third, Local Transport Plan (LTP3), covers the fifteen-year period from 2011 to 2026, and operates using a three-year implementation plan, the current of which covers 2013 to 2016 and was last rolled forward on 6 May 2014. However, there appears to be little change since 2013.

Each borough has its own Transport Statement covering its area within the context of the LTP. The key LTP aim is to support the sustainable growth and competitiveness of the local economy.

The LTP provides the background that every day in Hampshire some 650,000 people travel to work, 200,000 travel to education, ¾ of a million shop and 13,500 arrive as tourists across the area. The LTP seeks to ensure that all these people are able to reliably get to places, choose if, when and how to travel, do so safely and as far as possible enjoy their journeys. In developing Town Access Plans and District statements, the county and local authorities work with a wide range of stakeholders. The overarching aim is "safe, efficient and reliable ways to get around a prospering and sustainable Hampshire".

Across the county, Hampshire supports 17 taxi / car share schemes. This is seen as providing a safety net for people. Travel planning is encouraged, including use of taxis to complete journeys that would otherwise be undertaken in full by car.

Havant is part of the South Hampshire area, where overall planning is covered by Transport for South Hampshire (TfSH). Policy I "encourages private investment in bus, taxi and community transport solutions"- the measures done in support of taxi services include suitably located taxi ranks, and delivery of station Travel Plans.

The Borough also has a Transport Statement (TS), adopted in September 2012, valid till 2026 but being regularly updated. This confirms that the area is within the Solent Local Enterprise Partnership (LEP) and that the statement draws together aims from the LEP as well as items from the latest Local Development Framework (LDF). The main two developments that will add to transport pressures in the area are those West of Waterlooville and at Dunsbury Hill Farm. There is also an updated spatial strategy for the South Hampshire area led by a partnership known as the Partnership for Urban South Hampshire (PUSH). A sub-regional traffic model is also available to test any changes or impact on the road infrastructure (SRTM). The TS comments that some bus links have become 'call and go' whilst some are provided by taxi or community link options. Station Travel Plans are being developed for Havant and Bedhampton whilst improvements are planned for walking links between Havant railway station and bus station. No specific taxi schemes are identified.

There is potential for future change in the area next year. The current South West Trains franchise ends in June 2017, with the incumbent operator who has been in place since 1996 currently preparing a competitive tender against another operator with a decision to be made by the Department for Transport and made public in February 2017. This could mean the process for providing rank permits at Havant changes, dependent on the operator chosen and their commitments in the franchise.

Policy of restricting hackney carriage vehicle licences

Havant Borough Council has a power to restrict the number of hackney carriage vehicle licences it grants when it is satisfied there is no unmet demand for the services of hackney carriages which is deemed to be significant. This power has been in this format since the introduction of the 1985 Transport Act, Section 16 (before which the power to limit was unfettered). DfT statistics suggest there is no known date for the start of this policy in Havant, but it has clearly been in place since at least 1994 when the statistics were first published.

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

This Report is undertaken within the context of these requirements. It also cross references with previous survey data where comparison is possible.

There has been no change to rank provision in the area since the last report in 2013 and no development of new ranks by Hampshire has occurred or is even in the process of being considered.

Background statistics

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

	HCV	**PHV**	**Total fleet**	**Driver numbers**			**Operators**
	(% WAV)			**hcd**	**Phd**	**Dual**	
	DfT data gives no date for start, at least 1994						
1994D	35	unknown	n/k	551	0	0	
1997D	35	377	412	0	0	550	
1999D	35	468	503				
2001D	35	510	545				
2004D	35	445	480				
2005D	40 (13)	426	466	0	0	589	50
2007D	40 (13)	426	466	0	0	589	50
2009D	40 (13)	419	459	0	0	548	55
2010N	40	438	478				
2011D	40 (13)	425 (8)	465	0	0	523	51
2012N	40	483	523				
2013D	40 (18)	460 (5)	500	0	0	499	51
2013 (Aug)	40	507	547	0	0	505	53
2014N	40	510	550				
2015	40 (20)	529 (5)	569	0	0	515	50
2016 (July)	40	597	637	0	0	637	58

Note: DfT statistics suggested used from 1994 to 2007, 2011/ 2013 and 2015 (D).
National Private Hire Association stats for 2010/12/14(N). Council figures for time of rank survey

The Table above shows that the increase of five plates after the 2003 study remains the only recorded plate increase in the area, which lifted vehicle numbers by 14%. All hackney carriages tend to be owned and operated by one person (see also below).

In terms of private hire vehicle numbers, which cannot be limited, there has been steady growth since the last survey, with 58% growth since 1997 when the first DfT statistics were published.

For the total licensed vehicle fleet, growth from 1997 to date has been some 55% overall, with the bulk of growth therefore on the private hire side (but even when there was no limit). Since 1997 the proportion of vehicles in the fleet which are hackney carriage has fallen to 6% from the level of 9% then, two thirds of what it was.

Driver numbers are all for dual drivers so it is not easy to tell who are the hackney carriage and who are private hire, or in fact who drive both vehicles at different times. However, driver numbers have remained consistent although there has been 16% growth since the last survey.

Operator numbers are now also 15% higher than the first number published, and 9% more than at the time of the last survey. We were advised that changes since the last survey have occurred with various revisions to the private hire trade basically due to increased levels of competition. Some hackney carriages are allied to some of the private hire companies though most remain independent.

Driver ratios

At the present time there are exactly the same number of drivers and total licensed vehicles. This suggests there is no double shifting at all in the area.

Private hire

We were advised that there has been significant change in the private hire market in the area since 2013. An understanding between the two largest companies came to an end. One operator bought out another so that their market share increased and the area effectively had two large private hire companies and the other very small independent operators, nearly all undertaking niche markets and not generally visible across the area. Uber has also registered in the area in January 2016.

Some of the effects of the competition between the top two companies has at times seen Portsmouth based vehicles deployed in the Havant area, albeit with local people not being easily able to tell which authorities vehicle was serving them. The level of hackney carriages in the large private hire operators is very small, three in one, and none in the other. Havant hackney carriages would find it hard to work either in Portsmouth or Chichester as both those authorities have specific hackney carriage vehicle liveries.

Since January 2016, a new policy no longer permits operators to licence larger six or eight seater vehicles unless all seats can be accessed without the need to lift or tip a seat to gain access. In some this can mean a vehicle is plated for less seats than it actually has. The hackney carriages retain a dress code for drivers, although it is felt this can be ‘pushed to the limit’ and there is also a feeling that the hackney carriage fleet tends to be retaining vehicles longer, giving the fleet an older feel.

We were advised that some hackney carriages belong to private hire circuits, but often work mainly on school contracts for them. At the time of the survey, one hackney carriage plate had no vehicle in use though the plate remained available for the owner to use were a vehicle to be obtained. Licensing advised us that they were aware of one driver who very rarely ever serviced the station, and that the trade had advised them that no more than 35 or 36 vehicles had permits (though the train operator confirmed 37 were on issue). The trade is also in a very good position in terms of these permits as there is no limit on numbers available, they are obtainable either via the Association or directly, and relate to the vehicle. As long as extra drivers sign an agreement, a vehicle can be used by more than one driver without extra fee. All of these are very favourable conditions compared to many other similar permit situations we have found around the country at present.

3. Results from rank surveys

The Table below shows the result of our review of the ranks available in the Havant licensing area from the previous report in 2013. The list was produced from a bye-law listing, and has been updated to current. Although we were aware that only the station was active, we undertook extended observations at Leigh Park library rank which was felt to be the one that may see some use.

Rank / operating hours	**Spaces** (approx)	**Comments**
Havant ranks		
Leigh Road	2	Opposite side from main station rank, TRO reconfirmed 6/5/1994 and still marked – little used, on current list
Market Parade	4+4	Two ranks, both in bus lay-bys, surveyed and used in 2003, last section removed in December 2012. May be possible to return a rank into this road.
North Street near Six Bells	4	Removed
West Street near St Faith's Church	n/a	Possible location for new rank
Bus Station, Elm Lane	n/a	Possible location for new rank
Hayling Island ranks		
Beachlands	3	Remains marked but little used
Ferry Boat Inn	4	Remains marked but little used
Creek Road	2	Remains marked but little used, original buildings that provided use removed, not on current list
Sea Front, Eaststoke Corner	2	Though in bye-law and on current list, unable to identify location
Waterlooville ranks		
Rockville Drive Car Park	1	Marked but no TRO and not enforceable, little used, but on current list
London Road	2	Surveyed in 2003 but lost when road became bus only
Hambledon Road, near St George's Church	n/a	Possible location for new rank
Leigh Park ranks		
Somborne Drive, West side	3	Eastern end of Greywells Pedestrian precinct, in bye-law but no longer appears to exist, was given TRO on 13 Jan 1995
Park Parade, South side	2	Near Leigh Park library, still appears on streetview, in bye-law, given TRO on 13 Jan 1995 – possible this location might be made to work as active rank.

Emsworth ranks		
High Street or Nile Street	n/a	Possible new rank locations
Private ranks		
Havant railway station – all hours	18	Only active rank identified – permit needed from rail operator
Emsworth railway station – all hours	3	No longer marked – listed in Bye-law but on private land

Since 2013 there have been no moves to attempt to add new ranks or see any of the above find any actual usage. The two chosen ranks were observed, using video methods with the recordings observed by trained staff, and analysed to provide details of the usage and waiting times for both passengers and vehicles. Passenger waiting time was kept to that which was true unmet demand, ie when passengers were waiting but no hackney carriage vehicle was there. In 2013, 86 hours were observed but vehicles were only seen in the 36 observed hours at Havant station. For 2016, we covered 49.5 hours at Havant Station and 44.5 at Leigh Park Library

Full details of the observed volumes of passenger and vehicle traffic are included in **Appendix 1**. Full observation of the total vehicle waiting time was covered at Havant station. All vehicle movements at both ranks were recorded to identify other uses of the space, and any potential abuse of the ranks.

Overall comments on ranks

In total, some 741 different vehicle movements were noted at or around these two ranks. At Leigh Park Library rank, no hackney carriages were observed at all. During the two days, we saw 28 total vehicle movements, of which 64% were private cars, 21% were delivery vehicles, 7% were emergency vehicles and 7% - just two movements – were private hire vehicles.

Given the tighter control of the station forecourt at Havant station, only private hire and hackney carriage were observed there. 27% of the total movements were private hire, principally dropping off passengers. The remaining 73% of movements were hackney carriages utilising the rank.

Of these, 80% were saloon style whilst 20% were wheel chair accessible style. We believe this was very similar to the level of these vehicles currently within the fleet.

There were no wheel chair using passengers during the survey period. Two people appeared to be disabled. 110 cases were seen of drivers helping passengers into vehicles.

Detailed rank performance

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

Rank	Period (2016)	Total passengers observed	Total loaded vehicle departures	Passengers per loaded vehicle	Empty vehicle departures	% of vehicles leaving empty	No. of passengers having to wait for vehicle to arrive
Havant Station (private)	Friday 24th June 10:30 to 05:00	348	264	1.3	20	7	59
	Saturday 25th June 05:00 to 05:00	318	221	1.4	19	8	61
	Sunday 26th June 05:00 to 12:00	14	13	1.1	6	32	1
Leigh Park, Library	Friday 24th June	0	0	0	0	0	n/a
	Saturday 25th June	0	0	0	0	0	n/a

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

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

Havant Station rank

This rank is on Network Rail land administered by South West Trains (SWT). It requires a supplementary permit either via the local taxi association or direct from SWT. It is understood that most, if not all, have a permit for this rank as it is the only location served by hackney carriages regularly. At the time of the survey one plate was not in use. The station rank was observed from 10:30 on Friday 24th June 2016 through to 11:59 on Sunday 26th June 2016. This was about a week earlier than the observations undertaken in 2013, which were the first weekend of July that year.

Friday observations

During the Friday observations 348 passengers were observed leaving in 264 vehicles, giving vehicle occupancy of 1.3 persons per vehicle – low. 20 vehicles left empty (7%). This is higher patronage than in 2013 with lower occupancy meaning more vehicles would be needed to service the demand. Average passenger levels were 22 per active hour compared to 17 in 2013.

59 passengers arrived when no vehicle was available for immediate hire. Waits occurred in the 16:00, 17:00, 19:00, 20:00, 23:00 and midnight hours. The worst waiting was in the 19:00 and 20:00 hours when 15 and 13 people respectively waited, with the longest wait in the first hour some 16 minutes, and 17 minutes in the second hour. The 16:00 hour saw a wait of 13 minutes. Other hours saw longest waits of three, five and eight minutes. In summary, the average wait shared over all passengers was 1 minute 13 seconds, much higher than the average of 35 seconds for 2013.

In passenger terms, flows ranged from three up to 32 (in the 14:00 and 16:00 hours). Flows were over 23 in every hour from 14:00 through to midnight apart from in the 22:00 hour. In 2013 there were only four hours with over 20 passengers – in 2016 there were ten. Once the last train had gone, the area saw no vehicles or passengers.

Average vehicle waiting times for fares reduced as the day progressed. The first four hours saw waiting times from 27 to 48 minutes to get a fare. From 14:00 onwards this reduced as passenger levels rose. They increased again for anyone servicing the last train with this being 45 minutes after the previous departure.

Saturday observations
During the Saturday observations 318 passengers were observed leaving in 221 vehicles, giving vehicle occupancy of 1.4 persons per vehicle – low. Although this is a similar level of usage to 2013, again vehicle occupancy is reduced (from 1.7 in 2013). 19 vehicles left empty (8%), very similar to the Friday.

A very similar number to Friday, 61 passengers had to wait for a vehicle to arrive. This is also similar to the level identified in 2013 (57). People waited in the 12:00, 13:00, 15:00, 16:00, and in each hour from 22:00 to midnight. Whilst many maximum waits were between four and nine minutes in any hour, the 12:00 hour saw waits of up to 20 minutes and the 23:00 hour saw 26 waits of over 11 minutes, one group of three having to wait an hour for a vehicle to collect them. Averaged over all passengers the typical waiting time was just under four minutes – quite high. This is nearly four times the average from 2013, and waits were in seven hours, not just four as in 2013.

In passenger terms, flows were very low until the 13:00 hour, 12 or less in each hour. 16:00 and 17:00 were again quieter, just 13 in each hour, before rising to the peak of 28 passengers in the 20:00 hour. Flows were 26 in each of the 21:00, 23:00 and midnight hours. The 22:00 hour saw 19 passengers providing sustained demand at this level or above from the 20:00 hour to the midnight hour – in fact five of the busiest hours observed. There were three passengers in the 02:00 hour, after which the area became quiet. Average flows were 14 per hour, lower than the 16 found in 2013 but mainly because the rank saw 22 hours operation and not 20. The level of passenger flow was more intense however, with eight hours with over 20 passengers compared to the four in 2013. Six of these were from 18:00 onwards.

Average vehicle waiting times for fares were much more variable than on the Friday, but clearly shorter in the busy five hour period. The 17:00 and 18:00 hours were particularly bad for vehicle waiting, with an observed vehicle wait of 57 minutes in the first hour, and 32 minutes in the second hour.

Sunday observations
During the Sunday observations (which covered only up to 11:59) just 14 passengers left in 13 vehicles, a very low occupancy of 1.1 per vehicle. Six vehicles, 32% of those arriving, left empty. In the 09:00 hour one person had to wait for a vehicle to arrive, but just for five minutes. Shared over all passengers the typical wait was 21 seconds.

Passenger levels were very low, just one per hour for the 06:00, 07:00 and 08:00 hours. The highest flow was five in the 11:00 hour. Vehicles waited frequently well over an hour for fares as might be expected from such low flows.

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

Leigh Park, Library rank
This location was felt to be the most likely to see any hackney carriage demand in the area. It was observed from 11:30 on Friday 24th June 2016 until 08:00 on the morning of Sunday 26th June. As noted above, over the 44.5 hours observed, there were just 28 vehicle movements, of which just two were private hire vehicles. Just one of these private hires left the area with two passengers, at 21:46 on the Friday. No hackney carriages were observed at all. This suggests the rank is never used and has insufficient demand to ever be used.

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

Rank	Period	No of hours rank active	Average vehicle arrivals / hr	Average loaded departures / hr	Overall judgment of service provided
Havant Station (private)	Friday 24th June 10:30 to 05:00	(16)	18	17	Fair
	Saturday 25th June 05:00 to 05:00	22	11	10	
	Sunday 26th June 05:00 to 12:00	6	3	2	

Assuming the station rank became busy at the same time on the Friday morning as on the Saturday (with the first trains in the 05:00 hour), this rank tends to operate 21-22 hours all days apart from Sunday when the train service begins in the 07:00 hour. The rank is generally related to train services though the early hours of Sunday did see some departures after the trains had ceased (unless one train was late, although the operator did not suggest there was any evidence for this).

In terms of overall passenger demand at ranks per hour when operational, Friday is overall much busier than the Saturday with almost twice the average level of vehicles and passengers. Even then, demand is not high in total. In terms of overall service, comparing the number of vehicles supplied and the total number of loaded vehicles leaving (ie taking out the loading factor), all three days see very close comparison of supply and demand. This is based on averages which means that there is a very high likelihood of queues forming if passengers arrive at the same time. This is very likely given demand is dictated by train arrival times.

In 2013 there was clear spare capacity on the Saturday compared to the Friday – explaining why 2016 saw much less ability to react to the sustained late night Saturday demand. The general increase in demand, more so on the Friday, and the length of the sustained demand on the Saturday, has meant overall service levels appear to have reduced. The table above clearly demonstrates this as does the increase in passenger waiting.

Summary of Total demand

The table below calculates a typical week from the observations undertaken in 2016 and compares to information from the previous survey. Ranks or pick-up locations are listed in descending order of passenger usage in 2003.

Rank	Passengers per week, 2016 survey	Passengers per week, 2013 survey	2003 survey (approx. wkly est)
Havant Station	2152	1884	1815
Market Parade (both ranks)	Gone	n/a	259
Leigh Road, Havant	Not surveyed	Not used	28
Beachlands, Hayling Island		0	0
Ferry Boat Inn, Hayling Island		0	0
Eastern Beachlands, Hayling Island		Removed	0
Creek Road, Hayling Island		Not used	0
Hambledon Road, potential rank Waterlooville		0	n/a
London Road, Waterlooville		Removed	0
Park Parade, Leigh Park	Not used	0	n/a
High St / Nile St, potential rank, Emsworth	Not there	0	n/a
Total	***2152 (100)***	***1884(100)***	***2102(100)***
Growth since previous	***+14%***	***-10%***	***n/a***
Growth since 2003	***+2%***	***-10%***	***n/a***

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

Since 2013, there has been some 14% growth overall at ranks in Havant, albeit only at the private station rank. The growth from the 2003 survey is now around 2% compared to a decrease of 10% between 2003 and 2013. The latest survey confirms that hackney carriages are totally dependent on the rank at Havant station, as they were in 2013. There seems no likelihood of any hackney carriage service other than at the station.

Plate activity levels

A sample of plate numbers were collected during the rank surveys to identify the level of activity of the fleet during the survey. Observations covered arrivals and departures from the station rank for a morning hour, an afternoon hour and a late evening hour on each of Friday and Saturday. The figures below are based on the full available licences of 40, although we were aware that one plate had no vehicle at the time of the survey, and that two other vehicles had no permit to pick up at the station (though they might have been observed setting down passengers).

On the Friday, 62 vehicle movements were observed, 19% in the morning, 39% in the afternoon and 42% in the evening. During the observations 48% of the fleet were observed. Of these, 21% were seen in all three periods, 21% morning and afternoon only, 26% afternoon and late evening only, 16% afternoon only and 5% just in the evening. In total, this gave fleet activity levels of 53% morning, 84% afternoon and 63% late evening.

On the Saturday, 46 vehicle movements were observed, 22% in the morning, 39% in the afternoon and 39% in the evening. During the observations, 40% of the fleet were observed. Of these just one (6%) was seen in all three periods, 19% morning only, 19% morning and afternoon, 19% afternoon only, 19% afternoon and evening, and 19% evening only. In total, this gave fleet activity levels of 44% morning, 63% afternoon and 44% evening.

Over both days, 53% of the fleet was seen. This suggests significant spare capacity although it is not clear why nearly half the available vehicles are not choosing to work on the two busiest days. This is a lower proportion even than allowing for one vehicle not existing, and at least two others being unable to wait at the station rank, and perhaps several others choosing not to use their valid permit.

Comparing the activity profiles suggests that the expected busy periods from our survey were Friday afternoon, Friday evening, Friday morning, Saturday afternoon, and finally Saturday evening and morning. This suggests a mismatch between the demand we observed and what the trade either expect or prefer to work, leading to the issues on the Saturday night of high levels of queueing by passengers.

In terms of average return times to the rank, based on those which returned within the hour slots used, this was 22 minutes on the Friday and 23 minutes on the Saturday. Further discussion of these statistics follows in the synthesis chapter where other results are also drawn in to the discussion to keep things in overall context.

Application of the ISUD index

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

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

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

The current index has two elements which can negate the need for use of the index by setting the value to zero. The first test relates to if there are any daytime hours (Monday to Friday 1000 to 1800) where people are observed to queue for hackney carriages. Using the direct outputs from the survey a value of 25% is estimated.

The other index that could be zero – proportion of passengers in hours in which waits occurred which was over 1 minute – was 28%.

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

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

Average passenger delay in minutes across the whole survey is 0.35 minutes (or 21 seconds).

From the public attitude work, the latent demand factor is 1.135 assuming all who did not give an answer had not ever given up waiting.

The ISUD index is the multiple of all the above. Using detailed numbers (but then rounding) the calculated value is 278. This is well beyond the accepted cut off of 80 which suggests unmet demand to be significant. This result takes on board both patent (measureable) and latent demand.

However, there is a sensitivity test which can be undertaken with the daytime hours calculation. This takes the opposite extreme assuming that the two hours in the period observed were in fact the only two hours during the 40 possible hours within a full week when people faced such waits for vehicles. This reduces the 25% estimate to 5%, which in turn reduces the ISUD estimate to 55.6, a good way beneath the cut-off value for the observed unmet demand to be considered significant. The true ISUD value will lie somewhere between these two points in the absence of any further evidence.

This needs to be considered with other evidence to understand the right course of action with plate numbers.

Comparison to previous studies

The ISUD index was used in the 2009 and 2013 studies. The Table below shows the change in specific indices between years to give an indication of the movement of the market between these two studies (where information is available). The surveys were all undertaken at the same time of year, so the seasonality index was 1.0 in all cases and has not been reported. There will be some differences arising from the specific sample hours used but in general an outline comparison is informative on the state of the hackney carriage market in Havant over the last six years.

Element	2009	2013	2016
Average wait (mins)		0.8	0.35
Peak factor		1.0	1.0
% Queues in weekday daytime hours		0	25
% pass in hours with waiting over 1 minute		10	28
Latent demand		1.05	1.135
Overall index		0	278

The average wait for passengers overall has reduced. However, the level of queueing in off peak periods has become non zero and relatively high, whilst the percentage of passengers waiting in hours where the average queue is over a minute has also increased, as has the latent demand factor.

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

4. Public Consultation results

A seventeen question survey was undertaken with 200 persons in the Havant Council area (300 were obtained in 2013 including four out of town samples, only two of which were repeated this time). Surveys were undertaken on Friday 24th June and Monday 27th June 2016 in the shopping areas of Havant, Leigh Park and Emsworth. Responses were mainly from those available during the day time, following standard practise for these interviews. The Table in **Appendix 2** summarises the overall responses.

63% of those interviewed had used a licensed vehicle in the Havant Council area in the last three months, a high level of recent usage. This was much higher than 2012 (18% with range of 13 to 26%). Havant saw the highest usage at 75%, with Leigh Park just below average, 56% and Emsworth the lowest at 46%.

Of the respondents who told us they had used a licensed vehicle recently, all said how often they used a licensed vehicle. On average, there are 4.1 person trips by licensed vehicle per month based on these assumptions, a high level. Again, Havant levels are above the average, Leigh Park just below, and Emsworth much further below. Compared to 2013 these values are also higher, the former range was 0.2 to 1.2 with an average of 0.95.

Interviewees told us how they obtained licensed vehicles in the Council area. Some gave multiple answers. By far the highest percentage got taxis by booking them by telephone (42%), followed by mobile or smart phone (28%), with the total by phone methods being 70%. 29% said they got them from ranks and 1% said their normal method was hailing (national average), although only mentioned in Havant itself. Interestingly, the level of quoted rank usage was fairly consistent across the areas, with the main difference being more people used smart phones in Havant than elsewhere. Compared to 2013, the level of booking of vehicles has reduced against an increase in rank usage.

The use of phones was queried further, seeking to understand the companies that people used. Across the full survey people suggested just six different companies, three of whom only obtained 2.5% or less of the total 206 mentions given. The largest company has since 2013 bought out the smallest of these three, and therefore in total obtained 55% of mentions, followed by 41%. This was generally consistent across areas though the largest company was most dominant in Leigh Park. In terms of people giving more than one company, only a small number in Havant named three companies. The level naming two companies was between 10 and 31%. This suggests people tend to be loyal to a single company, and that the area tends to be dominated by just two companies. This is a further reduction in competition since 2013, and has ended people mentioning non Havant companies. Just a few appeared to use hackney carriage phone companies.

A set of questions were then asked relating specifically to use of hackney carriages. Nearly all of those questioned provided hackney carriage usage frequencies. 6% said they could not remember when they had last seen a hackney carriage in the area. 50% said they could not remember when they last used one. Although this time everyone answered this question, the level of non-use and lack of knowledge of hackney carriages appears to have increased.

Overall, the number of trips per person per month from the stated frequencies of use of hackney carriages was 0.4, or 10% of that quoted for total licensed vehicles – lower than the quoted usage of vehicles from ranks. While the overall level of usage of hackney carriages is higher than in 2013 using this statistic, the relationship between usage of the two types of licensed vehicle has remained the same.

People were asked to name all the rank locations they were aware of in the Council area and if they used the locations they named or not. Of the 206 different mentions given, there were 17 different names (some of which may be the same location). 80% of mentions were of the station rank. 8% mentioned Leigh Park in some format whilst Hayling Island saw 5% of mentions. Of all those ranks quoted, 37% said they used the station rank whilst 6% said they used various other ranks mainly split between Leigh Park and Hayling Island. This does appear to be an increase since 2013, although we suspect many of these other locations will be private hire picking up at or near the ranks rather than hackney carriages. In any event, the level of usage is very small.

When asked about new locations, the whole sample provided 31 responses. The highest level sought a rank at Emsworth station (23%) which already exists but is not used. Others suggested at supermarkets, which are all generally private land. The level of suggestions is increased from 2013 but covers similar locations. Again, it would not suggest high levels of potential usage although nearly all those saying places they would want ranks said they would use them.

In terms of problems with the local hackney carriages service there were more responses this time even from less people. A total of 78 responses were received. The highest issue was the cost of hackney carriages – quoted by 47%. The next issue was delay getting (37%) although it is not totally clear if this is all hackney carriages or a mix, given the lack of activity other than at the Havant station rank.

The opposite question, in regard to what would make people use hackney carriages more, as normal gained a higher response. The response was consistent in that 59% said they would use them, or use them more, were they to cost less. The next proportion, 17% was if there were more of them at ranks or to hail. Better drivers and better located ranks each got 10% of response. This is a change from 2013 in the move towards focus on cost, and suggests it would be hard to increase hackney carriage usage levels to any significant degree. This may also be increased given the more vigorous activity of the two private hire companies since last time.

People were asked if they or anyone they knew had a disability needing either a wheel chair accessible licensed vehicle, or a vehicle adapted in some other way. 93% said they did not need, nor were they aware of anyone, who needed a disabled friendly vehicle. Of those needing a style of vehicle a slightly higher proportion (about 4%) said WAV style with 3% saying other style of vehicle. Emsworth respondents all said they had no need at all. The level of need appears to be much lower in 2013, but closer to the typical average for these surveys.

To clarify further, people were asked if they arrived at a rank and had a choice of vehicle type, which they would choose. 91% said the first available with just 4% saying the WAV style vehicle. Since 2013, this is an increase in those saying they would take the first vehicle (71% said this in 2013 with most saying if they chose a saloon it would be to leave the WAV for those needing them). People were asked to clarify their choice, and most said their focus was on convenience or not having to wait. Just 10% said they would choose the saloon in fairness to those needing a WAV whilst 10% said they chose the WAV as they needed its features.

Of those answering if they had ever given up waiting for a hackney carriage, 33 said they had, a high increase from 2013. Of these, 27 said they had given up waiting at Havant station. This gives a latent demand index of 1.135, relatively high and much greater than three years ago.

People were asked if they would prefer all local hackney carriages to be more distinctive by all being the same colour. 26% said yes whilst 64% said they did not know.

77% lived in the area although Emsworth respondents only said 40% of them lived in the area. Both values were similar to those in 2013.

Our gender sample saw a lower proportion of men (45% compared to 48% in the 2016 census estimate). Our age sample saw high under-representation of the older group (27% compared to 44%), some over-representation of the middle group – 40% compared to 36% in the census, with the younger group surveyed over-represented (34% compared to 20%). This is a generally representative sample but different in composition to 2013.

5. Stakeholder Consultation

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

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

Specific comments have been aggregated below to provide an overall appreciation of the current situation, although in some cases comments are specific to the needs of a particular stakeholder. It should be noted that the comments contained in this Chapter are the views of those consulted, and not that of the authors of this Report. **Appendix 3** provides further details of those consulted. Information was obtained by telephone / email / letter as appropriate. Contacts were made with a selection chosen from an extensive list provided by the Council as well as by checking internet sources for other contact details or more detailed references.

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

Supermarkets

Nine supermarkets were contacted. During the time available and following several attempts, five responses were obtained. Four said their customers used taxis, another (with a delivery service) said they thought their customers never used them. Three had direct free phones to companies whilst another would phone a company from their customer service desk if asked. None were aware of ranks though one said the only one they were aware of was at the station in Havant.

One had no issues. Two said the companies they phoned often provided vehicles later than they said. One was particularly concerned about the standard of driving within their car park, and had a near miss with a private hire vehicle nearly knocking down a customer last year.

Hotels

Five hotels were contacted and during the time available four provided response. All said their customers used 'taxis'. Two would phone a company for their customers. One would phone if asked but felt most customers made their own calls. Another said customers generally made their own calls. Two were aware of ranks, both stating Havant station but one also saying there was a rank at Emsworth. One said they used one company and felt that was effectively 'rank' provision for their area.

Just one location had severe issues and wanted action to improve the poor service they obtained, saying they found drivers generally rude and vehicles late arriving.

Restaurants / Night venues

Five restaurants, an entertainment venue, nine pubs and one night venue were contacted.

During the time available for response, one restaurant refused to provide any comment and all four others never answered our requests for comment, either by email or phone. The same was the case for the entertainment venue.

Seven of the nine pubs contacted provided us a response. All said their customers used local taxis. Four had direct contact phones which customers used, one of which provided customers with a reference number and time which increased confidence in getting a response. One said staff would phone for customers if asked, another said customers called themselves whilst another said customers generally called but they would make the call if asked.

Just two said they were aware of the Havant station rank, but no others. Two had issues with vehicles arriving late. Another had their direct phone taken out as they always seemed to have customers waiting an hour. This pub also felt drivers had no local knowledge nor did the drivers come in to tell customers they had arrived. Even when customers waited outside, they felt the drivers were rude not getting out to open doors for the customer to get in. Another said they were rarely aware that vehicles had arrived since the drivers never came in to announce themselves.

The night venue contacted did not respond.

Hospitals

The only hospital contact found was the NHS Diagnostic Centre, who told us their customers used 'taxis' which they generally phone for on their behalf. They were not aware of any ranks or any issues.

Police

No police response was obtained during the time available.

Disability and other representatives

No response was obtained from those representing people with disabilities. A number of representatives of local associations were contacted, particularly those who responded in 2013. Only three responded, two to say the associations they represented no longer met and they themselves had no comment. Another said a rank would still be helpful in Waterlooville and that nothing had really changed since their 2013 comments.

Other Council representatives (district and county)
No-one was available for response from the County contract section to advise about use of vehicles on county education and social services contracts. A highways representative from the joint Havant / East Hampshire parking and enforcement team confirmed there had been no change in ranks and no request for any further consideration of rank reviews since 2013.

Rail Operators
National statistics are publicly available showing the total number of entries and exits at each rail station in the United Kingdom. These numbers are calculated using ticket barrier and ticket issue information from ticket sales. The Table below shows information from 1997/1998 to date (the last year of data ending in March for the last year quoted, with information published the December after this date). The figures after the station name show the position in rank in terms of usage of English, Welsh and Scottish railway stations, with the smallest usage being the 2,539th station and the highest being 1st in the list (Waterloo, London). Within the Havant licensing area there are four stations – Havant, Emsworth, Bedhampton and Warblington. For 2016, we have only compared rail growth for the main Havant station, which is currently the 239th largest station in the terms of this data collection.

Rail year (ends March in last year noted)	Entries / exits	Growth / decline
	Havant (SWT) (239th)	
1997 / 1998	1,447,312	n/a
1998 / 1999	1,502,539	+4%
1999 / 2000	1,622,322	+8%
2000 / 2001	1,700,799	+5%
2001 / 2002	1,771,919	+4%
2002 / 2003	1,830,202	+3%
2004 / 2005	1,911,821	+4%
2005 / 2006	1,943,917	+2%
2006 / 2007	1,918,386	-1%
2007 /2008	1,995,906	+4%
2008 / 2009	2,184,698	+9%
2009 / 2010	2,124,274	-3%
2010 / 2011	2,153,160	+1%
2011 / 2012	2,045,494	-5%
2012 / 2013	2,152,396	+5%
2013 / 2014	2,203,114	+2%
2014 / 2015	2,351,802	+7%
1997/1998 to 2014/5		+62%
2011/2 to 2014/5	Last three years	+15%

Since data began collection, rail patronage at Havant has increased 62%, compared to overall national growth in the same period of 126%. The last data available suggests over 2.35 million passengers enter or leave the station per year. Growth since the last survey has been in the order of 15%. This is very similar to the level of observed growth in our survey of ranks.

The internet-based Train Taxi guide correctly states that Havant is a major station with taxis usually available on a rank. Advance booking 'is not normally necessary or even possible'. Three private hire operator numbers are given, but none claim wheel chair accessible vehicles.

The same set of companies are recommended for both Warblington (the 2075th largest station, 34,040 entries/exits in the last available year) and Bedhampton (1541st largest, 136,952), neither of which are advised to have ranks or offices. Warblington is operated by Southern whilst Bedhampton is under the auspices of South West Trains similarly to Havant.

Emsworth is the second largest station in the area, but 1013th overall in the rail patronage list with 390,052. Two private hire companies are recommended, none having wheel chair accessible vehicles advertised, with suggestion people should alternatively use Havant station. Emsworth is the location where there used to be a rank, and where some would like a station rank, and is operated by Southern train operating company.

As in 2013, both rail operating companies responded. South West Trains administer permits from their Retail Standards Department centrally. The 2016 policy is exactly the same as in 2013. They confirmed there were 37 current permits (although the trade advised the licensing department there were five or six without permits, i.e. 34 or 35 on issue). Permits relate to a vehicle, although each driver using the vehicle also has to sign and return a Driver Acknowledgment Form. Permits not in use can be returned and a refund estimated. We were advised there remains an Association rate and an individual rate available. The operator was not aware of specific issues and advised us the only known event was London Pride on the Saturday of the survey.

Southern also responded re their two stations but in the time available could not provide further detail.

6. Licensed Vehicle Trade Consultation

Trade consultation

As in 2013, trade consultation was undertaken by issue of a letter and questionnaire by post (sent on our behalf by the Council). Unlike 2013 when all responses had to be posted back to our freepost address, in 2016 people had the option to complete the questionnaire on-line either on a wide range of electronic platforms (mobile, tablet or computer). A total of 39 hackney carriage proprietors and 59 private hire operators were sent copies, all being asked to pass to drivers if any vehicle had other drivers using that vehicle. This was a total of one less hackney carriage but two more private hire letters than in 2013.

A total of 20 responses were received, just one less than in 2013. 30% were returned using the electronic portal. 55% were from those saying they drove hackney carriages (77% in 2013), whilst 5% (one person) said they drove both private hire and hackney carriage vehicles (similar to 2013). The private hire response was just over double (at 40%).

85% said they owned their own vehicle (slightly reduced from 90% in 2013) whilst a slightly higher 20% said that someone else also drove their vehicle (just 14% in 2013). Four hackney carriages said they were on a radio circuit, three on the Havant Cabs network and one on another. None of the private hire said they were part of any larger company. This appears different to 2013 when there was a more even split between companies.

All hackney carriages said they used the Havant station rank – with one driver advising us this was the only viable rank but that it was not provided by the Council but private with a high additional cost of usage.

The experience within the trade saw an average length of service of 15 years with a range of four to 40 years. This was similar to that in 2013.

People said they worked between three and seven days with the highest proportion evenly between six and seven days (30% for each). Hours worked were between 12 and 92 with the average being 54 hours – quite high averages and maximum levels. These levels are similar to those in 2013, with a very slight reduction in the average and maximum hours quoted, but an increase from 19% for those working seven days.

In this survey, drivers were asked what issues affected their choice of shift. 54% said they worked when demand was highest. 31% said their work hours were tailored around family commitments. 8% said they focussed on sociable hours only, whilst 8% said their taxi working hours were affected by other work commitments.

Drivers also told us how they got fares, giving multiple responses in many cases. Of the 53 responses received, 28% were phone, 23% rank, 18% hailing and 15% each for school or other contracts.

84% said the limit policy should remain (a slight reduction from the 90% in 2013). However, were the limit to be increased or removed 71% said they would continue as normal. 12% said they would leave the trade – a much lower level than in 2013. One person said they would leave if any change reduced their income whilst another said they would work longer hours. Compared to 2013 there was no voice suggesting any strong support for deregulation.

Drivers were also asked how they thought having the limit currently benefitted the public. Not many responses were received, with 50% of those responding said it ensured vehicles were always at ranks. One (17%) said it delivered a better service, another said better drivers and another that it kept issues of public safety to a minimum.

In terms of if drivers felt the public would prefer hackney carriage vehicles to be the same colour, 90% responded. Of these, 44% felt they would prefer this, 33% said they would not, and 22% did not have any opinion.

Only one additional comment was provided, essentially advising us that many phone bookings in the area were made in vehicles from private hire companies based outside the area, with two companies dominating. Compared to 2013 there were no comments about extra ranks being needed

7. Summary and conclusions

Policy Background

The policy background is set at high level by the Local Transport Plan of the county of Hampshire, focussed down to district level with a Transport Statement for the Havant area. Taxi / car share is encouraged across the County together with travel planning including use of 'taxis' to reduce journeys otherwise made fully by car. Transport for South Hampshire also encourages provision of taxi ranks and in particular inclusion of taxis within Station Travel Planning, which are under preparation for both Havant and Bedhampton. The documents also note many bus links are becoming 'call and go' and many are now provided by either community or 'taxi' based options.

Havant has restricted hackney carriage vehicle numbers since at least 1994 and currently reviews this policy every three years in accordance with the DfT Best Practise Guidance of April 2010.

Statistical Background

Havant, one of the eleven councils within the county of Hampshire presently has a population of 123,000. It is a multi-centred urban area with a range of district centres and urban agglomeration plus Hayling Island. It is very close to Portsmouth. Hackney carriage plates were increased in 2004 following the survey the previous year. This increased their level by 14%. Since 1997, private hire has increased 58% since 1997. This implies a reduction in the proportion of the fleet which are hackney carriage from 9% in 1997 to 6% now.

We understand that most hackney carriages are owned and operated by one person. A very small number are linked to the private hire companies in the area. Driver statistics confirm there is minimal double shifting of any vehicle in the area. This is despite there being a very low limit on vehicle numbers. About 20% of these hackney carriage vehicles are wheel chair accessible. We were advised that one hackney carriage plate did not have any active vehicle at the time of the survey. Further, two other plates did not have a current station permit, and the trade / licensing believed that two or three others did not currently service the station rank.

Since the 2013 survey there has been significant change in the private hire industry, meaning there are now two large private hire companies plus the many other small independent operators. This has increased the level of competition in the area, although the hackney carriages continue to enjoy significant access to Havant station rank at very favourable conditions, particularly compared to other areas / stations we are aware of.

Rank Survey results

There has been no review or change in ranks since the 2013 survey. In effect, the only active rank in the area is now the Havant Station rank. For this survey, opportunity was taken to observe the rank most likely to see any use for an extended period, but no activity was identified, with very little other than private cars using the location. Over two days there were just two private hire vehicles using the location.

Havant station forecourt is only accessible to hackney carriage and private hire, with the latter only being allowed to drop off or collect pre-booked passengers. This very effectively restrains any other vehicles from the area, so our observations saw 73% of movements being the hackney carriages servicing the rank with the other 27% being private hire principally setting down passengers. From our national knowledge, the restrictions on the permits for the station are very favourable. For example, whilst each vehicle has to have its own permit, drivers could be added by simply completion of an agreement without charge, and there are also two ways by which permits can be obtained.

Of the hackney carriages, 20% were wheel chair accessible style, the same proportion as that within the current fleet.

Although we are not aware of any other rank in the area seeing usage by hackney carriages on a regular – or even sporadic – basis, we were advised one hackney carriage plate had no vehicle during our survey, and that between two and five others either did not have permits for that rank or were not using them actively. This suggests some 15% of the small hackney carriage fleet are principally operating on private bookings or contracts exclusively.

The rank observations found around 60 passengers having to wait for vehicles to arrive on both the Friday and Saturday of the observations. Whilst in general Saturday flows were lower than Friday, the late Saturday 'peak' covered a significant and sustained five hour period. The level of passenger flow saw eight hours on the Saturday with over 20 passengers, twice as many hours as in 2013. Further, over both days, passenger occupancy levels had dropped from around 1.7/1.8 to 1.3/1.4. Unusually for a station rank, estimated weekly passenger demand had increased by the same amount as shown in the national rail passenger statistics. This further supports the very favourable circumstances in which the hackney carriages are able to operate at Havant station.

This increase in demand, allied with the reduction in average occupancy, has conspired to reduce service levels and increase the amount of passenger waiting for vehicles to arrive. Notwithstanding this, overall demand levels are not high, with an estimated 2,152 passengers per week. Using the lower average occupancy of 1.3 and 40 vehicles, this equates to just over 40 journeys per vehicle per week from the station.

Reviews of plate activity on both survey days found 48% out on the Friday and 40% on the Saturday, with variation through the day. The net figure was 53% of the fleet of 40 active. If the inactive plate is taken out of the equation, this level rises to 54%. If the worst case is taken of six plates not being active at the station, the 21 we observed is still just 61% of the available fleet.

Our review of activity levels suggested a mismatch between observed high levels of demand and supply, particularly focussed on less vehicles being available to meet the sustained Saturday night increased demand. This may have been exacerbated by the otherwise lower demand levels during Saturday daytime meaning drivers would have to consider coming out just to serve the Saturday evening.

Observations suggested that return to rank times were 22-23 minutes on both days, although the Saturday evening observation found this had reduced to 18 minutes. This also identified there were around six or seven vehicles servicing the rank at that time, with one either completing its service in that hour or ending up on a longer trip. Interestingly, the level of repeat visits in this hour was the highest within our surveyed periods, with two vehicles making four return trips, and one other making three.

Our evaluation using the industry standard ISUD index found that average passenger waits had reduced. However, all other elements of the index had worsened since 2013. A key factor was that queues were now observed in weekday daytime hours, whilst the proportion of passengers waiting over a minute had also gone up significantly – mainly driven by the increased length of the Saturday night demand observed. Latent demand had also increased – an outcome from the extra waiting people were experiencing.

Using our direct survey data, the ISUD index is well above the cut-off that denotes the unmet demand is significant (278 compared to 80). However, a sensitivity test on the daytime queueing reduced the level to 55.6, well below the cut-off. This suggests that issue of further plates would not be prudent at this time, but that significant action is needed to maintain customer service and safety. Further discussion of this is provided below in the synthesis section and then within recommendations.

Public Consultation

200 members of the public were interviewed including some in two of the non central locations. Recent usage of licensed vehicles was high at 63% and increased from 2013. Usage was highest for the Havant sample. The corresponding levels of usage were just over 4 trips per person per month. A similar value for hackney carriages only was just 0.4 trips, a tenth of that for the overall licensed vehicle fleet. 70% of respondents obtained licensed vehicles by various phone methods. 29% said ranks and 1% hailed. Interestingly the level of rank use appears higher than in 2013.

In terms of companies phoned, two companies dominated, with one with 55% of mentions. Just 4% were mentions of other than the top two companies, though many still used the two names of the company which recently merged. Levels of mention of more than one company suggested very high loyalty to companies. There was some mention of hackney carriage phone numbers, but very minor.

Just 6% could not remember seeing a hackney carriage in the area although 50% could not remember when they had last used one. These are higher figures in both cases than in 2013. In terms of rank knowledge, 80% named the station whilst both Leigh Park and Hayling Island were both known of, and 6% said they used one or other of these. The most dominant response for a new rank was for Emsworth station.

In terms of issues with the hackney carriage service, as is typical around the country, the dominant response was their cost to use. This was also the highest reason which might increase usage. This may have been a side effect of the high competition in the private hire market since 2013 which often focusses on price. People were clearly much more sensitive to this issue and difference in this survey.

Just 7% said either they or someone they knew needed an adapted hackney carriage vehicle, much lower than in 2013. A much higher proportion now said at a rank they would take the first available vehicle, with a high reduction in those saying they would leave the wheel chair style for someone who needed it.

The level of those saying they had given up waiting for a hackney carriage was much higher at 13.5 % than in 2013, most of whom had given up waiting at Havant station.

Just 26% said they would prefer hackney carriages to have a livery, with the highest proportion, 64% saying they did not know. The proportion living locally was similar to 2013, though the overall age / gender structure of the sample was different to 2013.

Stakeholder Consultation

Stakeholder results mainly focussed on users obtaining private hire vehicles although most said the only rank was at Havant station when asked. Many obtained a good service with the only issues mentioned being late arrival of phoned for vehicles. Many had direct phones although one had removed theirs due to poor service.

Compared to 2013 it proved much harder to obtain responses from key stakeholders beyond the larger groups. A key factor was that many voluntary groups had ceased to meet or exist. The highway contact was very helpful but confirmed there had been no request to undertake any rank review particularly given the pressures on resources at the current time and the view that little change was likely in levels of usage.

There were no specific concerns from the two rail operators and one provided significant input about the permit system which was very helpful. National rail statistics unusually matched the observed growth in usage of hackney carriages at the station. This is untypical and seems to reflect the relatively advantageous operating conditions available to the hackney carriages at Havant station. Even very well performing local authorities, with significant growth in hackney carriage usage overall had not matched growth at their stations with the national statistics level.

No wheel chair customers were observed accessing hackney carriages at ranks during the survey. 110 cases of drivers assisting passengers were observed.

Trade Consultation

The trade consultation enjoyed a similar level of response to 2013. The private hire response was higher however in this survey. Most of the private hire responses were from smaller individuals. There appeared to be an increase in people saying someone else also drove their vehicle. Just four hackney carriages were on a radio network, three of whom were on the same hackney carriage only network.

Most operating details were very similar to 2013, with high average working levels of 54 hours and 60% saying they worked either six or seven days. 54% said they worked when demand was highest. From the responses, 28% of work tended to be phone, 23% rank, 18% hailing and 30% evenly split between contracts.

There was a slightly reduced level of trade saying the limit should be retained but overall this remained a high proportion – 84%. Fewer said they would leave the trade if the limit was amended. On the contrary, the stronger support for deregulation identified in 2013 had now gone.

In terms of having a livery, 44% said they would prefer this but 33% of the trade would not.

Synthesis and Conclusions

Unlike many other places in the country we have recently studies, Havant has seen a growth in usage of hackney carriages over the last few years. Almost uniquely (but related to the fact the station is the only active rank) the level of growth matches that from the level of growth in demand at the station available from national statistics. Even where other authorities have seen general growth, it is rare for actual observed demand growth to match that from the station statistics. This confirms and strengthens the very privileged position the Havant station hackney carriages are in at this time. We acknowledge there is a key decision point coming when the renewal of the rail operator contract occurs – this could result in significant change to the rank option particularly if the operator changes as many of the benefits pertain to the rank being operated by the current rail operator who takes a very encouraging and favourable attitude to hackney carriages at Havant.

However, there is a current issue which needs addressing. Over recent years passenger growth has been matched with reduction in the occupancy of vehicles, meaning that even more departures are needed to meet the observed level of demand. A further complication found in our survey was that the Saturday evening peak is now much more extended than it was, and even more different to the daytime Saturday flows. Whilst none of this should be an issue for the current number of vehicles, even allowing for six not actually servicing the demand, our surveys found unmet demand. This occurred both during weekday hours (albeit on the Friday) and during the Saturday evenings. The industry standard estimation tool, the ISUD index, identified that based on the direct survey results, this was strongly significant. A sensitivity test found a value below the cut-off.

Given all the factors involved, there is a very clear need to address this issue to ensure that passengers obtain the service they deserve at all times at the station. The Saturday late night issue had been identified and put forward for action in our previous survey – but current evidence is that any action taken has at least not reacted to the further changes in demand since that time – or possibly there was no action taken. The increase in the latent demand statistic confirms that passengers are now more aware of the potential for having to wait for a vehicle to arrive than three years ago.

Our evidence suggests that there is no need for further plates to be issued were the trade to work closely together to ensure observed demand was met by supply. Whatever action is taken, the trade need to find a corporate way of recording their response and its results. This could be as simple as some form of on-line or otherwise recorded log of which plates were available to service the station at what times. Some record of calling in extra vehicles to meet demand and prevent passengers having to wait would also be preferable.

The privilege and strong opportunity of the present favourable situation must be honoured and taken advantage of. This advantage remains despite very strong competition in the private hire market in the area in the last three years, albeit with merger rather than new entrants. This is urgent although we acknowledge that the change of rail franchise might mean any reaction might be too late. The only encouragement is that the current franchisee feels the service provided is good. We believe that a further five plates need to be at least on stand-by during the observed peak weekday periods and at least on Saturday nights through the busiest parts of the year.

A review should be undertaken of these key times, and the overall situation, once the result of the rail franchise competition is known, by the end of February 2017.

The committee need to reserve the right to either issue further hackney carriage plates, or review if the limit remains valid for this area, were no improvement to be found during Summer 2018 were there no significant change to the rank arrangements.

We would point out that, were an alternative arrangement to be agreed by the rail franchisee, up to 40 hackney carriage vehicles could suddenly find themselves without steady work, given that service to other ranks is effectively non-existent (though we understand that many hackney carriages have developed niche markets which tend to remove them from such dependence on station demand. This could have a significant highway impact were most vehicles to begin attempting to use the other ranks. However, at this point, there would be no readily observable demand for hackney carriages, and again a case might be made that removal of the limit may well open up better opportunity for service to such locations with fresh blood or those with different experience that might wish to develop such service. We would not recommend this option be considered until the future of the franchise was known.

8. Recommendations

Limits on the number of hackney carriage vehicles

There is **evidence** of unmet demand for hackney carriages both patent and latent which is significant at this point in time in the Havant area. However, tests of availability of vehicles suggest plenty of spare capacity within the small hackney carriage fleet which it would be preferable to be used rather than the issue of the five extra plates which would otherwise be suggested by the statistics. Further recommendations follow below.

Rank provision

There is no evidence at the present time that any review of ranks across the area would have any benefit. Potential levels of demand are so low that they are best and currently met by private hire vehicles. Rank development would only be necessary in an environment where there was no longer any limit on hackney carriage vehicle numbers, and would probably need the introduction of a livery to ensure people knew which vehicles they could get from ranks or hail legitimately.

Future review of hackney carriage demand

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

However, we would strongly recommend that the licensing officer brings a report to the Committee as early as possible after the result of the rail franchise is known in February 2017, together with any results from the discussion with the hackney carriage trade regarding the reaction to the observed survey results at the station.

Trade development opportunities

The moderately sized hackney carriage owner and driver community must work together to identify a practicable, deliverable and documented way by which they can improve passenger service at Havant station particularly at the times demonstrated in the data collected for the survey.

It would be prudent for the trade at the same time to consider if they felt there were any options for developing business at the other ranks within the Council area, and to identify their plans going forward were the station contract to be significantly modified.

Appendix 1 – Detailed Video Observation Hours

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Havant Stn	24/06/2016	10	14	3	3	1	0	0%	3	00:44:34	00:44:34	01:59:00						
Havant Stn	24/06/2016	11	10	13	12	1.1	0	0%	12	00:47:48	00:48:33	01:34:00						
Havant Stn	24/06/2016	12	11	16	11	1.5	3	21%	14	00:31:32	00:31:46	00:51:00						
Havant Stn	24/06/2016	13	16	16	13	1.2	1	7%	14	00:26:22	00:26:52	00:48:00						
Havant Stn	24/06/2016	14	16	32	20	1.6	0	0%	20	00:14:07	00:14:07	00:28:00						
Havant Stn	24/06/2016	15	21	23	21	1.1	0	0%	21	00:16:00	00:15:57	00:26:00						
Havant Stn	24/06/2016	16	26	32	24	1.3	2	8%	26	00:05:09	00:05:32	00:13:00	00:01:17	00:05:30	6		2	00:13:00
Havant Stn	24/06/2016	17	25	28	20	1.4	4	17%	24	00:06:28	00:06:19	00:23:00	00:00:30	00:01:51	7			00:03:00
Havant Stn	24/06/2016	18	21	26	21	1.2	2	9%	23	00:10:31	00:10:50	00:20:00						
Havant Stn	24/06/2016	19	17	25	19	1.3	1	5%	20	00:02:35	00:02:41	00:08:00	00:04:52	00:10:04	3	5	7	00:16:00
Havant Stn	24/06/2016	20	22	28	22	1.3	0	0%	22	00:00:32	00:00:32	00:02:00	00:06:32	00:11:04	2	3	8	00:17:00
Havant Stn	24/06/2016	21	25	23	22	1	0	0%	22	00:11:38	00:11:22	00:24:00						
Havant Stn	24/06/2016	22	15	17	14	1.2	1	7%	15	00:13:20	00:13:20	00:29:00						
Havant Stn	24/06/2016	23	20	29	22	1.3	1	4%	23	00:03:45	00:03:47	00:09:00	00:00:55	00:03:22	8			00:05:00
Havant Stn	25/06/2016	0	16	25	15	1.7	0	0%	15	00:05:30	00:05:30	00:15:00	00:01:41	00:05:30	4	4		00:08:00
Havant Stn	25/06/2016	1	8	12	5	2.4	4	44%	9	00:16:22	00:20:00	00:27:00						
Havant Stn	25/06/2016	2																
Havant Stn	25/06/2016	3																
Havant Stn	25/06/2016	4	2		0		1	100%	1	00:18:30								
Havant Stn	**24/06/2016**		**285**	**348**	**264**	**1.3**	**20**	**7%**	**284**				**00:01:13**				**59**	

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5	Number of people waiting 6-	Number waiting 11 mins or	Maximum passenger wait time
Havant Stn	25/06/2016	5	3	3	2	1.5	1	33%	3	00:29:00	00:29:00	00:46:00						
Havant Stn	25/06/2016	6	1	3	2	1.5	0	0%	2	00:12:00	00:12:00	00:12:00						
Havant Stn	25/06/2016	7	4	3	3	1	0	0%	3	00:17:30	00:08:20	00:18:00						
Havant Stn	25/06/2016	8	2	1	1	1	1	50%	2	00:44:30	00:44:30	00:49:00						
Havant Stn	25/06/2016	9	5	2	2	1	0	0%	2	00:34:24	00:31:45	00:48:00						
Havant Stn	25/06/2016	10	4	12	7	1.7	1	12%	8	00:12:15	00:12:15	00:32:00						
Havant Stn	25/06/2016	11	12	9	7	1.3	2	22%	9	00:24:10	00:27:36	00:42:00						
Havant Stn	25/06/2016	12	7	12	10	1.2	0	0%	10	00:11:51	00:11:51	00:37:00	00:04:49	00:11:42	1	3	3	00:20:00
Havant Stn	25/06/2016	13	19	21	14	1.5	0	0%	14	00:06:00	00:06:00	00:20:00	00:00:35	00:02:30	4			00:04:00
Havant Stn	25/06/2016	14	13	18	11	1.6	1	8%	12	00:24:55	00:25:50	00:44:00						
Havant Stn	25/06/2016	15	12	26	18	1.4	0	0%	18	00:11:30	00:11:30	00:34:00	00:00:22	00:02:30	4			00:04:00
Havant Stn	25/06/2016	16	18	13	11	1.2	0	0%	11	00:22:00	00:21:03	00:49:00	00:02:45	00:04:42	4	3		00:09:00
Havant Stn	25/06/2016	17	13	13	9	1.4	2	18%	11	00:34:36	00:37:30	00:57:00						
Havant Stn	25/06/2016	18	17	23	21	1.1	2	9%	23	00:13:14	00:12:00	00:32:00						
Havant Stn	25/06/2016	19	16	22	16	1.4	1	6%	17	00:06:15	00:06:08	00:15:00						
Havant Stn	25/06/2016	20	22	28	20	1.4	2	9%	22	00:06:43	00:06:36	00:11:00						
Havant Stn	25/06/2016	21	15	26	15	1.7	0	0%	15	00:18:08	00:17:30	00:32:00						
Havant Stn	25/06/2016	22	17	19	16	1.2	2	11%	18	00:06:24	00:05:41	00:15:00	00:00:47	00:03:45	3	1		00:09:00
Havant Stn	25/06/2016	23	17	26	17	1.5	0	0%	17	00:05:56	00:05:56	00:15:00	00:25:20	00:35:28		4	26	01:00:00
Havant Stn	26/06/2016	0	14	26	11	2.4	0	0%	11	00:08:47	00:08:47	00:28:00	00:02:23	00:06:12	2	3		00:07:00
Havant Stn	26/06/2016	1	7	9	7	1.3	2	22%	9	00:25:25	00:15:45	00:32:00						
Havant Stn	26/06/2016	2	1	3	1	3	0	0%	1	02:03:00								
Havant Stn	26/06/2016	3			0		1	100%	1									
Havant Stn	26/06/2016	4	1		0		1	100%	1	01:57:00								
Havant Stn	**25/06/2016**		**240**	**318**	**221**	**1.4**	**19**	**8%**	**240**				**00:03:55**				**61**	

Location	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Havant Stn	26/06/2016	5																
Havant Stn	26/06/2016	6	2	1	1	1	1	50%	2	01:06:00	01:06:00	01:38:00			0	0	0	
Havant Stn	26/06/2016	7	1	1	1	1	0	0%	1	01:13:00	01:13:00	01:13:00			0	0	0	
Havant Stn	26/06/2016	8	5	1	1	1	0	0%	1	00:54:12	00:47:00	00:51:00			0	0	0	
Havant Stn	26/06/2016	9	3	4	4	1	2	33%	6	00:24:20	00:24:20	00:35:00	00:01:15	00:05:00	1	0	0	00:05:00
Havant Stn	26/06/2016	10	6	2	2	1	0	0%	2	01:18:50	01:20:15	01:34:00			0	0	0	
Havant Stn	26/06/2016	11	1	5	4	1.2	3	43%	7	00:12:00					0	0	0	
Havant Stn	**26/06/2016**		**18**	**14**	**13**	**1.1**	**6**	**32%**	**19**				**00:00:21**				**1**	
All	**All**		**543**	**680**	**498**	**1.4**	**45**	**8%**	**543**									

Appendix 2 Public on street survey results

Q1. Have you used a Taxi in the last 3 months in the Havant area?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
YES	75	75.00%	28	56.00%	23	46.00%	126	63.00%
NO	25	25.00%	22	44.00%	27	54.00%	74	37.00%
Total	100	100.00%	50	100.00%	50	100.00%	200	100.00%

Q2. How often do you use a Taxi within the Havant area?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
ALMOST DAILY	17	17.00%	0	0.00%	0	0.00%	17	8.50%
ONCE A WEEK	20	20.00%	4	8.00%	3	6.00%	27	13.50%
A FEW TIMES A WEEK	14	14.00%	7	14.00%	7	14.00%	28	14.00%
ONCE A MONTH	13	13.00%	14	28.00%	8	16.00%	35	17.50%
LESS THAN ONCE A MONTH	36	36.00%	25	50.00%	32	64.00%	93	46.50%
Total	100	100.00%	50	100.00%	50	100.00%	200	100.00%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	**4.8**	**3.2**	**2.7**	**4.1**

Q3. How do you normally book a Taxi within the Havant area?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
AT A TAXI RANK	34	26.56%	19	29.23%	22	33.33%	75	28.96%
HAIL IN THE STREET	2	1.56%	0	0.00%	0	0.00%	2	0.77%
TELEPHONE A COMPANY	33	25.78%	38	58.46%	37	56.06%	108	41.70%
USE A FREEPHONE	2	1.56%	0	0.00%	0	0.00%	2	0.77%
USE MY MOBILE OR SMART PHONE	57	44.53%	8	12.31%	7	10.61%	72	27.80%
OTHER – ONLINE	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	128	100.00%	65	100.00%	66	100.00%	259	100.00%

Q4: If you book a taxi by phone, which 3 companies do you call most often?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
626 (now part of Aqua)	51	42.15%	31	60.78%	15	44.12%	97	47.09%
AQUA CARS	13	10.74%	1	1.96%	2	5.88%	16	7.77%
ANDICARS	52	42.98%	15	29.41%	17	50.00%	84	40.78%
HAVANT CABS	1	0.83%	4	7.84%	0	0.00%	5	2.43%
SUMMERFIELD TAXIS	1	0.83%	0	0.00%	0	0.00%	1	0.49%
UBER	3	2.48%	0	0.00%	0	0.00%	3	1.46%
Total	121	100.00%	51	100.00%	34	100.00%	206	100.00%

Q5. How often do you use a hackney carriage within the Havant area?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
ALMOST DAILY	0	0.00%	0	0.00%	0	0.00%	0	0.00%
ONCE A WEEK	3	3.00%	0	0.00%	1	2.08%	4	2.02%
A FEW TIMES A MONTH	6	6.00%	1	2.00%	2	4.17%	9	4.55%
ONCE A MONTH	6	6.00%	6	12.00%	2	4.17%	14	7.07%
LESS THAN ONCE A MONTH	29	29.00%	16	32.00%	17	35.42%	62	31.31%
I CANT REMEMBER WHEN I LAST USED A HACKNEY CARRIAGE	51	51.00%	24	48.00%	23	47.92%	98	49.49%
I CANT REMEMBER SEEING A HACKNEY CARRIAGE IN HAVANT	5	5.00%	3	6.00%	3	6.25%	11	5.56%
Total	100	100.00%	50	100.00%	48	100.00%	198	100.00%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	**0.4**	**0.3**	**0.4**	**0.4**

Q6: Which ranks are you aware of in the Havant area?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
STATION	79	83.16%	44	65.67%	41	93.18%	164	79.61%
LEIGH PARK	1	1.05%	14	20.90%	0	0.00%	15	7.28%
LEIGH PARK LIBRARY	0	0.00%	2	2.99%	0	0.00%	2	0.97%
HAYLING SEAFRONT	3	3.16%	2	2.99%	3	6.82%	8	3.88%
HAYLING	1	1.05%	0	0.00%	0	0.00%	1	0.49%
HAYLING ISLAND	1	1.05%	0	0.00%	0	0.00%	1	0.49%
SEAFRONT	1	1.05%	0	0.00%	0	0.00%	1	0.49%
DENVILLES	1	1.05%	0	0.00%	0	0.00%	1	0.49%
EMSWORTH STATION	0	0.00%	1	1.49%	0	0.00%	1	0.49%
HAVANT	0	0.00%	1	1.49%	0	0.00%	1	0.49%
HSBC	1	1.05%	0	0.00%	0	0.00%	1	0.49%
LIBRARY	0	0.00%	3	4.48%	0	0.00%	3	1.46%
MARKET PARADE	1	1.05%	0	0.00%	0	0.00%	1	0.49%
MCDONALDS	2	2.11%	0	0.00%	0	0.00%	2	0.97%
PARK PARADE	2	2.11%	0	0.00%	0	0.00%	2	0.97%
SAINSBURYS	1	1.05%	0	0.00%	0	0.00%	1	0.49%
TESCO	1	1.05%	0	0.00%	0	0.00%	1	0.49%
Total	95	100.00%	67	100.00%	44	100.00%	206	100.00%

Q7: Is there anywhere in the Havant area you would like to see a rank?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
ASDA	1	5.26%	0	0.00%	0	0.00%	1	3.23%
BINGO	0	0.00%	1	33.33%	0	0.00%	1	3.23%
BUS STATION	2	10.53%	0	0.00%	0	0.00%	2	6.45%
CENTRAL HAVANT	2	10.53%	0	0.00%	0	0.00%	2	6.45%
EMSWORTH STATION	1	5.26%	0	0.00%	6	66.67%	7	22.58%
EMSWORTH	1	5.26%	0	0.00%	0	0.00%	1	3.23%
EMSWORTH TOWN SQUARE	0	0.00%	0	0.00%	2	22.22%	2	6.45%
TESCO	6	31.58%	0	0.00%	0	0.00%	6	19.35%
HAYLING	1	5.26%	0	0.00%	0	0.00%	1	3.23%
HIGH STREET	1	5.26%	0	0.00%	0	0.00%	1	3.23%
LEIGH PARK	1	5.26%	0	0.00%	0	0.00%	1	3.23%
LIDL	0	0.00%	2	66.67%	0	0.00%	2	6.45%
SAINSBURYS	1	5.26%	0	0.00%	0	0.00%	1	3.23%

SOUTH STREET SQUARE	0	0.00%	0	0.00%	1	11.11%	1	3.23%
WATERLOOVILLE	2	10.53%	0	0.00%	0	0.00%	2	6.45%
Total	19	100.00%	3	100.00%	9	100.00%	31	100.00%

Q8. Have you had any problems with the local hackney carriage service?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
DESIGN OR TYPE OF VEHICLE	0	0.00%	1	3.45%	0	0.00%	1	1.28%
DRIVER ISSUES	3	9.68%	3	10.34%	1	5.56%	7	8.97%
POSITION OF RANKS	1	3.23%	1	3.45%	1	5.56%	3	3.85%
DELAY IN GETTING A TAXI	10	32.26%	9	31.03%	10	55.56%	29	37.18%
CLEANLINESS	0	0.00%	1	3.45%	0	0.00%	1	1.28%
OTHER PROBLEMS (SPECIFY)	17	54.84%	14	48.28%	6	33.33%	37	47.44%
Total	31	100.00%	29	100.00%	18	100.00%	78	100.00%

Q9. What would encourage you to use Taxis or use them more often?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
BETTER STANDARD OF VEHICLES	0	0.00%	2	5.13%	0	0.00%	2	1.29%
MORE HACKNEY CARRIAGES I COULD PHONE	1	1.08%	1	2.56%	0	0.00%	2	1.29%
BETTER DRIVERS	12	12.90%	3	7.69%	1	4.35%	16	10.32%
MORE HACKNEY CARRIAGES I COULD HAIL OR GET AT A RANK	13	13.98%	7	17.95%	7	30.43%	27	17.42%
BETTER LOCATED RANKS	6	6.45%	1	2.56%	9	39.13%	16	10.32%
MORE OR DIFFERENT TYPES OF VEHICLES	0	0.00%	0	0.00%	0	0.00%	0	0.00%
OTHER - CHEAPER COSTS	61	65.59%	25	64.10%	6	26.09%	92	59.35%
Total	93	100.00%	39	100.00%	23	100.00%	155	100.00%

Q10. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
NO	89	89.00%	43	87.76%	78	100.00%	210	92.51%
YES – WAV	3	3.00%	1	2.04%	0	0.00%	4	1.76%
SOMEONE I KNOW – WAV	4	4.00%	2	4.08%	0	0.00%	6	2.64%
YES BUT NOT WAV	0	0.00%	2	4.08%	0	0.00%	2	0.88%
SOMEONE I KNOW BUT NOT WAV	4	4.00%	1	2.04%	0	0.00%	5	2.20%
OTHER	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	100	100.00%	49	100.00%	78	100.00%	227	100.00%

Q11. If you arrived at a rank and there were saloon and WAV there, which vehicle would you choose?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
THE FIRST ONE AVAILABLE	87	88.78%	46	100.00%	49	98.00%	182	91.00%
THE SALOON CAR	11	11.22%	0	0.00%	0	0.00%	11	5.50%
THE WHEELCHAIR ACCESSIBLE VEHICLE	2	2.04%	4	8.70%	1	2.00%	7	3.50%
Total	98	100.00%	46	100.00%	50	100.00%	200	100.00%

Q12. If you chose a vehicle type in Q11, why did you choose that specific type?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
CONVENIENCE	19	79.17%	0	0.00%	0	0.00%	19	46.34%
DO NOT REQUIRE WAV	1	4.17%	0	0.00%	0	0.00%	1	2.44%
FAIRNESS TO USERS IN NEED OF WAV	4	16.67%	0	0.00%	0	0.00%	4	9.76%
MORE SPACE	2	8.33%	1	25.00%	1	100.00%	4	9.76%
RELATIVE NEEDS WAV	1	4.17%	0	0.00%	0	0.00%	1	2.44%
NO WAITING	6	25.00%	0	0.00%	0	0.00%	6	14.63%
PICK FIRST ONE	1	4.17%	0	0.00%	0	0.00%	1	2.44%
REQUIRE WAV	1	4.17%	3	75.00%	0	0.00%	4	9.76%
WAV MORE EXPENSIVE	1	4.17%	0	0.00%	0	0.00%	1	2.44%
Total	24	100.00%	4	100.00%	1	100.00%	41	100.00%

Q13. Have you ever given up waiting for a hackney carriage in the Havant area?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
NO	78	78.00%	43	86.00%	46	92.00%	167	83.50%
YES	22	22.00%	7	14.00%	4	8.00%	33	16.50%
Total	100	100.00%	50	100.00%	50	100.00%	200	100.00%

Q14. If you answered YES to the previous question, please state where.	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
WOODCOTT	2	9.09%	0	0.00%	0	0.00%	2	6.25%
CO-OP ST ALBANS ROAD	3	13.64%	0	0.00%	0	0.00%	3	9.38%
STATION	16	72.73%	6	100.00%	4	100.00%	26	81.25%
WARDENS CRESENT HAYLING	1	4.55%	0	0.00%	0	0.00%	1	3.13%
Total	22	100.00%	6	100.00%	4	100.00%	32	100.00%

Q15. Do you have regular access to a car?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
YES	56	56.00%	37	74.00%	47	78.33%	140	66.67%
NO	44	44.00%	13	26.00%	13	21.67%	70	33.33%
Total	100	100.00%	50	100.00%	60	100.00%	210	100.00%

Q16. Would you prefer all local hackney carriages to be more distinctive by them all being the same colour?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
YES	32	32.00%	9	18.00%	10	20.00%	51	25.50%
NO	18	18.00%	2	4.00%	1	2.00%	21	10.50%
DON'T KNOW	50	50.00%	39	78.00%	39	78.00%	128	64.00%
Total	100	100.00%	50	100.00%	50	100.00%	200	100.00%

Q17. Do you live in the area?	HAVANT		LEIGH PARK		EMSWORTH		TOTAL	
YES	54	75.00%	20	90.91%	2	40.00%	76	76.77%
NO	18	25.00%	2	9.09%	3	60.00%	23	23.23%
Total	72	100.00%	22	100.00%	5	100.00%	99	100.00%

Q18. Gender	HAVANT		LEIGH PARK		EMSWORTH		TOTAL		Census
MALE	41	41.00%	23	46.00%	25	50.00%	89	44.50%	48%
FEMALE	59	59.00%	27	54.00%	25	50.00%	111	55.50%	52%
Total	100	100.00%	50	100.00%	50	100.00%	200	100.00%	

Q19: Age	HAVANT		LEIGH PARK		EMSWORTH		TOTAL		
1. Under 30	44	44.00%	19	38.00%	4	8.00%	67	33.50%	20%
2. 31 – 55	46	46.00%	22	44.00%	12	24.00%	80	40.00%	36%
3. Over 55	10	10.00%	9	18.00%	34	68.00%	53	26.50%	44%
Total	100	100.00%	50	100.00%	50	100.00%	200	100.00%	

Appendix 3 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person	Views returned?
5	**Supermarkets**	
	Iceland, Havant	Y
	Waitrose, Havant	Y
	Asda, Havant	Y
	Tesco Extra, Havant	(wrong no.)
	Farmfoods, Leigh Park	N
	Waitrose, Waterlooville	Y
	Morrison's, Waterlooville	N
	J+K, Creek Road, Hayling Island	N
	Sainsbury's, Hayling Island	Y
5	**Hotels**	
	Bear Hotel, Havant	Y
	Brookfield Hotel, Emsworth	Y
	Langstone Hotel, Hayling Island	Y
	The Jingles B&B Hotel	Y
	Premier Inn, Portsmouth Havant South	N
	Restaurants	
	Aroma Oriental, Havant	N
	Red Chilli, Havant	N
	Chilli and Lime, Havant	N
	Poppins Restaurant	R
	Fat Olives, Emsworth	N
5	**Night clubs / Entertainment / Pubs**	
	The Spring Arts and Heritage Centre	N
	Ferry Boat Inn, Hayling Island	N
	Lily Sugars, Creek Road, Hayling Island	Y
	Ship Inn, Emsworth	Y
	Railway Inn, Emsworth	Y
	The Heron, Leigh Park	Y
	Heroes, Waterlooville	Y
	Denmead Queen, Waterlooville	N
	The Robin Hood, Havant	Y
	The Old House at Home, Havant	Y
	Portsmouth Jazz Society Club	N
5	**Hospital**	
	Havant NHS Diagnostic Centre	Y

5	**Disability, equality and other local group representatives, including County and Havant Council officers**	
	Waterlooville Community Forum	Ceased
	Warblington and Denvilles Residents Association	(N)
	West Bedhampton Residents Association	Ceased
	Hayling Island Residents Association	N
	NEHRA	N
	HADAG	N
	Alan Johnston	Y
	Hampshire County Social Services / Education Transport	N
	Parking and Traffic Management, Havant Council	Y
5	**Police**	
	No response	N
5	**Rail operating companies**	
	South West Trains, Retail Standards Dept, Adele Richards	Y
	Karl Mc Cormack, Southern Trains	(N)
6	**Hackney carriage and private hire trade**	
	Via letter and questionnaire	Y