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Council Building
2 High Street
Perth
PH1 5PH

01/04/2021

A Virtual Meeting of the **Licensing Committee** will be held on **Thursday, 08 April 2021 at 10:00.**

If you have any queries please contact Committee Services - Committee@pkc.gov.uk.

BARBARA RENTON
Interim Chief Executive

Those attending the meeting are requested to ensure that all notifications area silent on their device and other devices are in silent mode.

Please note that the public section of the meeting will be broadcast live via Microsoft Teams.

Members:

Councillor Chris Ahern (Convener)
Councillor David Illingworth (Vice-Convener)
Councillor Kathleen Baird
Councillor Rhona Brock
Councillor Audrey Coates
Councillor Roz McCall
Councillor Andrew Parrott
Councillor John Rebbeck
Councillor Willie Robertson
Councillor Fiona Sarwar
Councillor Colin Stewart
Councillor Mike Williamson

Licensing Committee

Thursday, 08 April 2021

AGENDA

MEMBERS ARE REMINDED OF THEIR OBLIGATION TO DECLARE ANY FINANCIAL OR NON-FINANCIAL INTEREST WHICH THEY MAY HAVE IN ANY ITEM ON THIS AGENDA IN ACCORDANCE WITH THE COUNCILLORS' CODE OF CONDUCT.

- 1 WELCOME AND APOLOGIES**
- 2 DECLARATIONS OF INTEREST**
- 3 MINUTE OF MEETING OF THE LICENSING COMMITTEE OF 18 FEBRUARY FOR APPROVAL AND SIGNATURE 5 - 8**
(copy herewith)
- 4 GRANT OF TAXI OPERATOR LICENCE - X32 9 - 214**
Report by Head of Legal and Governance Services (copy herewith 21/46)

IT IS RECOMMENDED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEM(S) IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973

- P1 GRANT OF TAXI / PRIVATE HIRE CAR DRIVER LICENCE - TD1520**
- P2 RENEWAL OF TAXI / PRIVATE HIRE CAR DRIVER LICENCE - TD1630**

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LICENSING COMMITTEE

Minute of Meeting of the Licensing Committee held virtually via Microsoft Teams on Thursday 18 February 2021 at 10.00am.

Present: Councillors C Ahern (Convener), D Illingworth (Vice-Convener), K Baird, R Brock, A Coates, R McCall (up to and including Item P2), J Rebbeck, F Sarwar, C Stewart and R Watters (substituting for Councillor M Williamson).

In Attendance: PC L Gregge, Inspector J Allen (up to and including Item P2) and PC S Birrell (for Item P2 only) (all Police Scotland); M McLaren, D Gilkison, S Michie, A Taylor and A Brown (all Corporate and Democratic Services).

Apologies for Absence: Councillors A Parrott, W Robertson and M Williamson.

Councillor C Ahern (Convener), Presiding.

1. WELCOME AND APOLOGIES

The Convener welcomed all present to the meeting. Apologies for absence were noted as above.

2. DECLARATIONS OF INTEREST

In terms of Councillors' Code of Conduct, Councillor R Watters declared a non-financial interest in item P1.

3. MINUTES

The Minute of Meeting of the Licensing Committee of 19 November 2020 was submitted and approved as a correct record.

4. AMENDMENT TO TAXI AND PRIVATE HIRE DRIVERS' KNOWLEDGE TEST LICENSING CONDITION

There was submitted a report by the Head of Legal and Governance Services (21/19) seeking approval of a further amendment required to be made to the licensing condition which requires applicants for Private Hire Car Drivers' and Taxi Car Drivers' licences to pass a knowledge test due to the ongoing restrictions in place during the coronavirus pandemic.

Resolved:

The amendment to Condition One of the Standard Conditions for Taxi and Private Hire Drivers' Licence as detailed in Report 21/19, be approved.

IT WAS AGREED THAT THE PUBLIC AND PRESS SHOULD BE EXCLUDED DURING CONSIDERATION OF THE FOLLOWING ITEMS IN ORDER TO AVOID THE DISCLOSURE OF INFORMATION WHICH IS EXEMPT IN TERMS OF SCHEDULE 7A TO THE LOCAL GOVERNMENT (SCOTLAND) ACT 1973.

HAVING DECLARED AN INTEREST IN THE FOLLOWING ITEM, COUNCILLOR R WATTERS LEFT THE MEETING AT THIS POINT.

P1. SUSPENSION OF SECOND-HAND DEALER LICENCE – SD377

There was submitted a report by the Head of Legal and Governance Services (21/20) regarding Suspension of Second-Hand Dealer Licence No. SD377.

The licence holder was in attendance.

The representatives of Police Scotland addressed the Committee and answered Members' questions. The licence holder also addressed the Committee and answered Members' questions.

FOLLOWING A SHORT ADJOURNMENT, THE COMMITTEE RECONVENED.

Resolved:

Second-Hand Dealer Licence No. SD377 be not suspended.

COUNCILLOR WATTERS REJOINED THE MEETING AT THIS POINT.

PC S BIRRELL JOINED THE MEETING AT THIS POINT.

P2. SUSPENSION OF SECOND-HAND DEALER LICENCE – SD424

There was submitted a report by the Head of Legal and Governance Services (21/21) regarding Suspension of Second-Hand Dealer Licence No. SD424.

The licence holder and his agent were both in attendance.

The representatives of Police Scotland addressed the Committee and answered Members' questions. The licence holder also addressed the Committee and answered Members' questions.

FOLLOWING A SHORT ADJOURNMENT, THE COMMITTEE RECONVENED.

Resolved:

Consideration of Suspension of Second-Hand Dealer Licence No SD424 be deferred to a future meeting of the Licensing Committee to be held as soon as possible following the outcome of any court appearance by the licence holder.

INSPECTOR J ALLEN, PC S BIRRELL AND COUNCILLOR MCCALL ALL LEFT THE MEETING AT THIS POINT.

THE COMMITTEE AGREED TO VARY THE ORDER OF BUSINESS AT THIS POINT.

P4. GRANT OF TAXI / PRIVATE HIRE CAR DRIVERS' LICENCE – TD1998

There was submitted a report by the Head of Legal and Governance Services (21/23) regarding Grant of Taxi / Private Hire Car Drivers' Licence No. TD1998.

The applicant was in attendance.

The representative of Police Scotland addressed the Committee and answered Members' questions. The licence holder also addressed the Committee and answered Members' questions.

FOLLOWING A SHORT ADJOURNMENT, THE COMMITTEE RECONVENED.

Resolved:

Taxi/Private Hire Car Driver's Licence No. TD1998 be not granted.

THERE FOLLOWED A 5 MINUTE RECESS, THE COMMITTEE RECONVENED at 11.20AM

P3. SUSPENSION OF TAXI / PRIVATE HIRE CAR DRIVERS' LICENCE – TD958

There was submitted a report by the Head of Legal and Governance Services (21/21) regarding Suspension of Taxi / Private Hire Car Drivers' Licence No. TD958.

The licence holder was not in attendance. S Michie advised that despite repeated attempts she had been unable to make contact with the licence holder in advance of the meeting.

The representative of Police Scotland addressed the Committee and answered Members' questions.

FOLLOWING A SHORT ADJOURNMENT, THE COMMITTEE RECONVENED.

Resolved:

Taxi/Private Hire Car Driver's Licence TD958 be suspended with effect from 18 February 2021 for the duration of the licence on the grounds that the licence holder is no longer a fit and proper person to be the holder of the licence

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**PERTH AND KINROSS COUNCIL**

**Licensing Committee**

**8 April 2021**

**GRANT OF TAXI OPERATOR LICENCE– X32**

**Report by Head of Legal and Governance Services (Report No. 21/46)**

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name and Address:</b>       | John & Jane McIntosh<br>T/A JJ Tosh Private Hire<br>2 Dufftown Place<br>Perth<br>PH1 3FT                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>9 Month Decision Date:</b>  | 8 November 2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Reason for Report:</b>      | This application is for a Wheelchair Accessible Taxi Operator licence for Perth. In Perth City there is currently a limit on taxi numbers. This is set at 70.                                                                                                                                                                                                                                                                                                                                              |
| <b>Background Information:</b> | The Licensing Committee at a meeting held on 24 May 2018 agreed that the cap on Taxis should remain in place following the results of an unmet demand survey for taxi services in Perth City and Blairgowrie which was carried out in October 2017. The survey was carried out by HKZ Services Ltd, trading as LVSA according to best practice in this field and concluded that based on rank observation and a public survey there was no evidence of significant unmet demand for the services of Taxis. |

**Contact Officer: D Gilkison**





## **Taxi Unmet Demand Survey**

**Perth & Blairgowrie  
April 2018**



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## Executive Summary

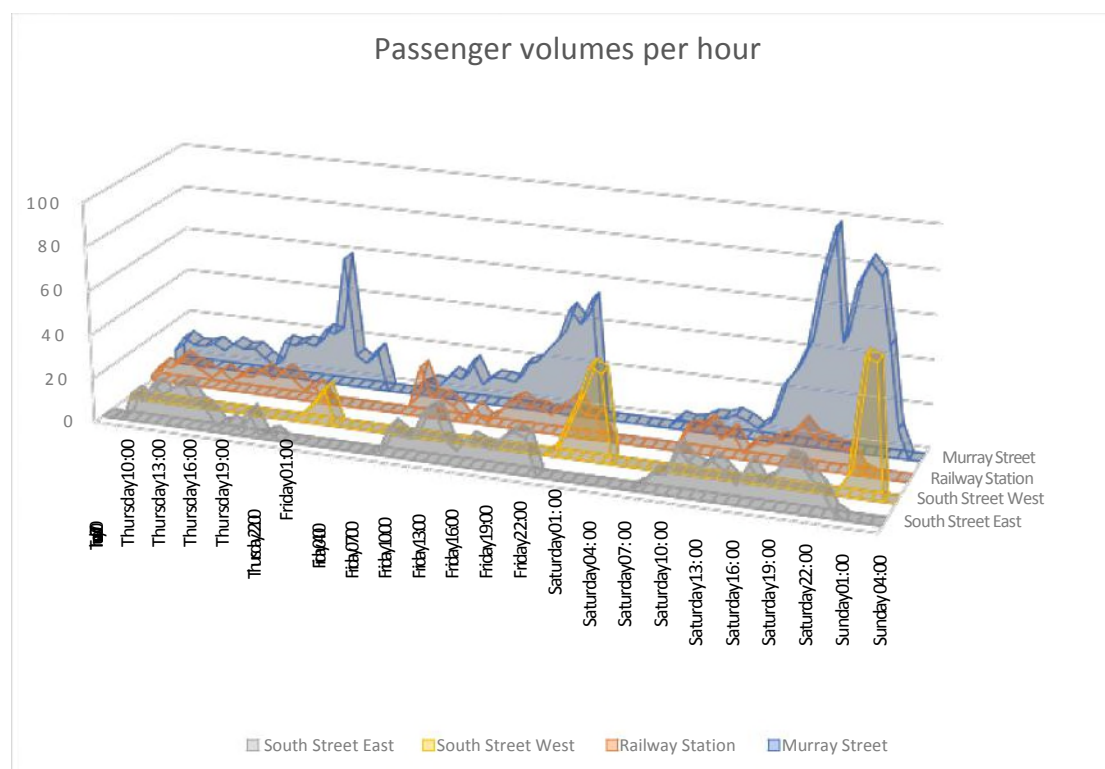
This Taxi Unmet Demand Survey has been undertaken on behalf of Perth & Kinross Council. The study is intended to fulfil the requirements set out in the Civic Government (Scotland) Act 1982 (CGSA) and Best Practice Guidance (BPG) issued by the Scottish Government and relevant case history in regard to unmet demand.

Within the Council licensing area, the council maintains a limit regarding the number of taxis which may be licensed in two areas. The current limit is set at 70 taxi vehicles in Perth and 12 taxi vehicles in Blairgowrie.

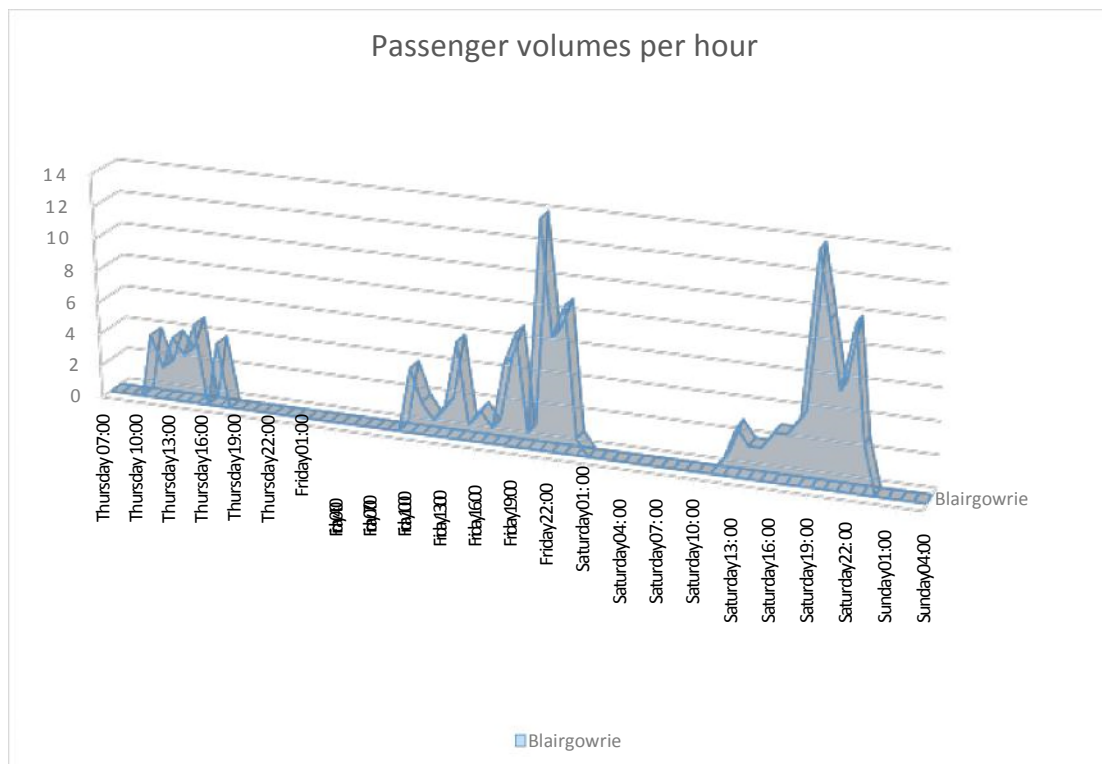
Data has been collected through consultation with stakeholders, the trade and members of the public. In addition, observations of activity at taxi ranks were undertaken to record volumes of taxis and passengers using each rank and whether any passengers had to wait for taxis to arrive at the ranks.

Surveys were undertaken at taxi ranks in Perth and Blairgowrie, over three days, from Thursday 26<sup>th</sup> October 2017 to the early hours of Sunday the 29<sup>th</sup> October 2017. Video cameras were used to record activity at the taxi ranks during this period and the levels of activity during active periods were tabulated and analysed.

The relative levels of activity at the ranks are presented in the following figures.



**Figure 1 - Passenger volumes through ranks in Perth**



**Figure 2 - Passenger volumes through the rank in Blairgowrie**

Some passengers were observed waiting from time to time at the ranks, for Taxis to arrive at the ranks. The waiting passengers were observed at various times during periods of low activity as well as during periods of high activity. The length of time that passengers had to wait was generally low. The number of passengers who had to wait was a relatively low proportion of all passengers and occurrences were normally infrequent. The normal situation was that Taxis were waiting at ranks when passengers arrived at the ranks in order to hire one. There were no extensive periods of continuous passenger waiting and no lengthy queues of passengers formed for extended periods of time.

Public and stakeholder perception of the Taxi fleet was generally favourable with features such as vehicle condition, availability, driver professionalism, knowledge and appearance rated highly. Feedback suggested that for a minority of the trade, driver knowledge, appearance and standards of hygiene were poor.

Several coefficients are calculated from the rank survey results and from public consultation. The coefficients are entered into a formula to calculate the Index of Significant Unmet Demand (ISUD). The index value for the 2017 survey was 6.7 for Perth and 17.3 for Blairgowrie. These values fall below the threshold value of 80, and suggests that there is **no significant unmet demand** in either area.

The ISUD value, considered along with feedback from stakeholders and the public leads to the conclusion that there is **no significant unmet demand** in either Perth or in Blairgowrie.

In conclusion, there is no need to increase the number of licences to meet demand.

The elderly and people with mobility impairments rely more heavily on the services of licensed vehicles, than the population at large. Feedback from consultation with stakeholders and with the trade, suggested that there are issues with the availability of wheelchair accessible vehicles across Perth and Kinross as a whole. The availability of wheelchair accessible vehicles is concentrated in Perth and when vehicles are required in other areas, then they are often dispatched from Perth. This results in additional cost for the time and distance to get to the required location. In addition, the vehicles are unavailable for longer periods, for other users.

The market for providing licensed vehicle services to the elderly and mobility impaired is a growing market and in Perth and Kinross, is growing faster than for Scotland as a whole. It is recommended that the Council work with the licensed vehicle trade to help identify and quantify the potential market growth in this sector and help to encourage investment by the trade towards targeting this market. As a consequence, such measures should help to increase the level of provision of wheelchair accessible vehicles in the licensed vehicle fleets, both taxis and private hire cars.

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## **1 General introduction and background**

Perth & Kinross Council is responsible for the licensing of Taxi and Private Hire Vehicles operating within the Council area. It retains a limit on the number of Taxi vehicles licensed.

This study is intended to fulfil the requirements set out in the Civic Government (Scotland) Act 1982 (CGSA) and Best Practice Guidance (BPG) issued by the Scottish Government.

Current taxi, private hire and operator licensing is undertaken within the legal frameworks set by the Civic Government (Scotland) Act 1982 (CGSA).

Leeds University Institute for Transport Studies developed a tool by which unmet demand could be evaluated and a determination made if this was significant or not. The tool was taken forward and developed as more studies were undertaken. Over time this 'index of significance of unmet demand' (ISUD) has become established as an industry standard tool to be used for this purpose.

In general, the determination of conclusions about significance of unmet demand must take into account the practicability of improving the standard of service through the increase of supply of vehicles. It is also important to have consistent treatment of authorities as well as for the same authority over time.

In conclusion, the present legislation in Scotland sees public fare-paying passenger carrying vehicles firstly split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing. Local licensing authorities have jurisdiction over vehicles carrying eight or fewer passengers.

These are split between taxis which are alone able to wait at ranks or pick up people in the streets without a booking, and private hire who can only be used with a booking made through an operator. If any passenger uses a private hire car without such a properly made booking, they are generally not insured for their journey.





## 2 Local background and context

The authority has a current population of 150,680 using the 2016 estimates currently available from the 2011 census.

All licensing authorities have full powers over licensing the vehicles, drivers and operators serving people within their area. Perth & Kinross Council has chosen to utilize its power to limit Taxi vehicle numbers.

Perth & Kinross Council undertakes regular review of its policy to limit Taxi vehicle numbers in line with the BPG.

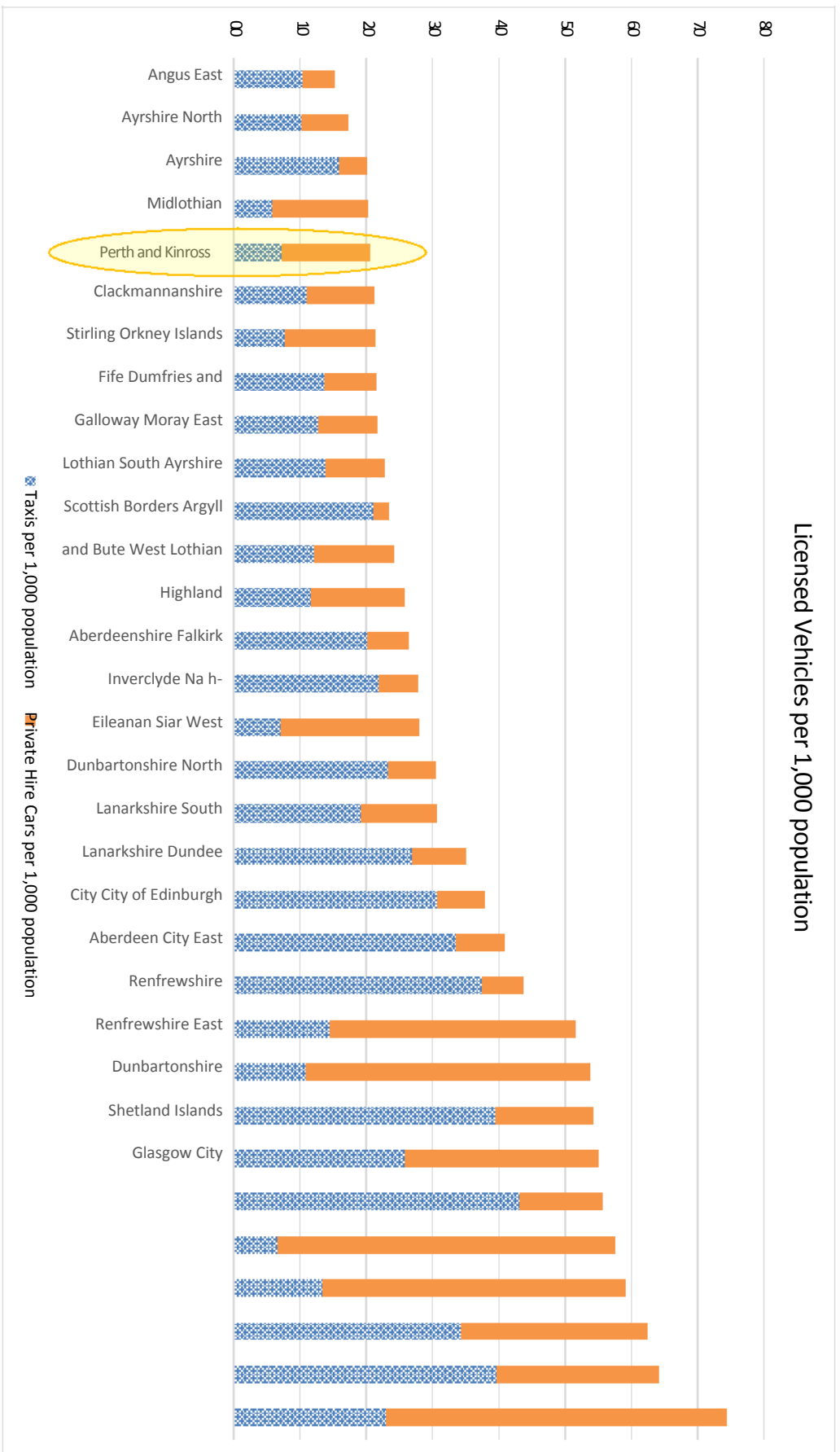
Table 1 and Figure 3 illustrate the fleet composition for the licensing authorities in Scotland. The authorities are arranged in order of increasing licensed vehicles per 1,000 population.

Licensed Vehicle numbers and proportions are based on 2016 figures and Mid 2016 population data.

**Table 1 - Comparison of Licenced Vehicles per 1,000 population**

| Licensing Area           | Population     | Taxi Vehicles | Private Hire Cars | Total Licensed Vehicles | Taxis per 1,000 population | Private Hire Cars per 1,000 population | Total licensed vehicles per 1,000 population |
|--------------------------|----------------|---------------|-------------------|-------------------------|----------------------------|----------------------------------------|----------------------------------------------|
| Angus                    | 116,520        | 121           | 57                | 178                     | 1.0                        | 0.5                                    | 1.5                                          |
| East Ayrshire            | 122,200        | 126           | 86                | 212                     | 1.0                        | 0.7                                    | 1.7                                          |
| North Ayrshire           | 135,890        | 216           | 57                | 273                     | 1.6                        | 0.4                                    | 2.0                                          |
| Midlothian               | 88,610         | 52            | 128               | 180                     | 0.6                        | 1.4                                    | 2.0                                          |
| <b>Perth and Kinross</b> | <b>150,680</b> | <b>109</b>    | <b>202</b>        | <b>311</b>              | <b>0.7</b>                 | <b>1.3</b>                             | <b>2.1</b>                                   |
| Clackmannanshire         | 51,350         | 57            | 52                | 109                     | 1.1                        | 1.0                                    | 2.1                                          |
| Stirling                 | 93,750         | 73            | 128               | 201                     | 0.8                        | 1.4                                    | 2.1                                          |
| Orkney Islands           | 21,850         | 30            | 17                | 47                      | 1.4                        | 0.8                                    | 2.2                                          |
| Fife                     | 370,330        | 477           | 329               | 806                     | 1.3                        | 0.9                                    | 2.2                                          |
| Dumfries and Galloway    | 149,520        | 207           | 135               | 342                     | 1.4                        | 0.9                                    | 2.3                                          |
| Moray                    | 96,070         | 203           | 23                | 226                     | 2.1                        | 0.2                                    | 2.4                                          |
| East Lothian             | 104,090        | 126           | 126               | 252                     | 1.2                        | 1.2                                    | 2.4                                          |
| South Ayrshire           | 112,470        | 132           | 158               | 290                     | 1.2                        | 1.4                                    | 2.6                                          |
| Scottish Borders         | 114,530        | 232           | 70                | 302                     | 2.0                        | 0.6                                    | 2.6                                          |
| Argyll and Bute          | 87,130         | 191           | 52                | 243                     | 2.2                        | 0.6                                    | 2.8                                          |
| West Lothian             | 180,130        | 128           | 378               | 506                     | 0.7                        | 2.1                                    | 2.8                                          |
| Highland                 | 234,770        | 547           | 171               | 718                     | 2.3                        | 0.7                                    | 3.1                                          |
| Aberdeenshire            | 262,190        | 504           | 302               | 806                     | 1.9                        | 1.2                                    | 3.1                                          |
| Falkirk                  | 159,380        | 430           | 129               | 559                     | 2.7                        | 0.8                                    | 3.5                                          |
| Inverclyde               | 79,160         | 243           | 56                | 299                     | 3.1                        | 0.7                                    | 3.8                                          |
| Na h-Eileanan Siar       | 26,900         | 90            | 20                | 110                     | 3.3                        | 0.7                                    | 4.1                                          |
| West Dunbartonshire      | 89,860         | 336           | 56                | 392                     | 3.7                        | 0.6                                    | 4.4                                          |
| North Lanarkshire        | 339,390        | 494           | 1,255             | 1,749                   | 1.5                        | 3.7                                    | 5.2                                          |
| South Lanarkshire        | 317,100        | 344           | 1,362             | 1,706                   | 1.1                        | 4.3                                    | 5.4                                          |
| Dundee City              | 148,270        | 585           | 218               | 803                     | 3.9                        | 1.5                                    | 5.4                                          |
| City of Edinburgh        | 507,170        | 1,316         | 1,471             | 2,787                   | 2.6                        | 2.9                                    | 5.5                                          |
| Aberdeen City            | 229,840        | 989           | 290               | 1,279                   | 4.3                        | 1.3                                    | 5.6                                          |
| East Renfrewshire        | 93,810         | 63            | 476               | 539                     | 0.7                        | 5.1                                    | 5.7                                          |
| Renfrewshire             | 175,930        | 235           | 805               | 1,040                   | 1.3                        | 4.6                                    | 5.9                                          |
| East Dunbartonshire      | 107,540        | 369           | 303               | 672                     | 3.4                        | 2.8                                    | 6.2                                          |
| Shetland Islands         | 23,200         | 92            | 57                | 149                     | 4.0                        | 2.5                                    | 6.4                                          |
| Glasgow City             | 615,070        | 1,419         | 3,153             | 4,572                   | 2.3                        | 5.1                                    | 7.4                                          |
| Scotland                 | 5,404,700      | 10,536        | 12,122            | 22,658                  | 1.9                        | 2.2                                    | 4.2                                          |





**Figure 3 - Comparison of Licensed Vehicles per 1,000 population**

Private Hire and Taxi Monthly magazine publish monthly league tables of the metred fares for taxis in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The lower the ranking (number), the more expensive the journey, compared with other authorities. The December 2017 table indicated that the fares in Perth & Kinross were ranked 259 out of 368 authorities listed. This indicates that taxis in Perth & Kinross are cheaper than for most authorities.

A comparison of the fares ranking of Scottish authorities is presented in Table 2

Table 2 - Comparison of Taxi fares ranks in Scottish authorities

| <b>Local Authority</b> | <b>Rank</b> |
|------------------------|-------------|
| East Lothian           | 24          |
| Fife                   | 44          |
| Mid Lothian            | 91          |
| Argyll & Bute          | 92          |
| Shetland               | 126         |
| Aberdeenshire          | 127         |
| South Ayrshire         | 159         |
| Clackmannan            | 166         |
| Glasgow                | 169         |
| Highland               | 172         |
| East Ayrshire          | 184         |
| Scottish Borders       | 185         |
| Edinburgh              | 201         |
| Orkney                 | 211         |
| Renfrewshire           | 213         |
| West Lothian           | 219         |
| Dundee                 | 225         |
| Angus                  | 227         |
| Dumfries & Galloway    | 231         |
| Moray                  | 242         |
| Dunbarton              | 253         |
| Perth & Kinross        | 259         |
| East Dunbartonshire    | 271         |
| East Renfrew           | 275         |
| South Lanarkshire      | 298         |
| Stirling               | 301         |
| Inverclyde             | 305         |
| North Lanarkshire      | 319         |
| North Ayrshire         | 338         |
| Falkirk                | 345         |
| Western Isles          | 363         |



### 3 Patent demand measurement (rank surveys)

#### Perth taxi ranks

Within Perth & Kinross, Perth is defined as a separate taxi licensing zone, with a limit of 70 taxis licensed within the zone.

Five taxi ranks in Perth were surveyed from the morning of Thursday 26<sup>th</sup> October 2017 to the morning of Sunday 29<sup>th</sup> of October 2017

These locations were:

- 1 Murray Street
- 2 Railway Station
- 3 South Street East (outside Tesco)
- 4 South Street West (outside Loft)
- 5 Pomarium Street, near the bus station

#### Rank surveys

Surveys were undertaken using video cameras which recorded activity at the ranks from Thursday to the following Sunday morning. The active periods at each rank were processed from the video footage, to assess the level of usage of each rank and to record any incidences of passenger waiting. Footage was recorded from 7:00 on Thursday 26<sup>th</sup> October 2017 to 7:00 on Sunday 29<sup>th</sup> October. Footage from active periods at the ranks was processed and tabulated for further analysis.

#### Overview of observations

The levels of activity at ranks was initially classified to identify which were active periods in order to determine which hours of video footage should be fully processed to record volumes and waiting times at ranks.

Each hour was classified as follows:

- No taxis departing with passengers = N (None)
- Up to two taxis departing with passengers = L (Low activity)
- Three or more taxis departing with passengers = A (Active)

The following table indicates the activity level classification at each rank. Active hours at each rank were analysed to determine all passenger and vehicle volumes through the ranks and wait times at the ranks.





## Perth &amp; Blairgowrie Taxi Unmet Demand Survey

Table 3 - Identification of active hours at each taxi rank

| Day      | Date       | Hour | Murray Street | Pomarium Street | Railway Station | South Street East | South Street West |
|----------|------------|------|---------------|-----------------|-----------------|-------------------|-------------------|
| Thursday | 26/10/2017 | 0    |               |                 |                 |                   |                   |
|          |            | 1    |               |                 |                 |                   |                   |
|          |            | 2    |               |                 |                 |                   |                   |
|          |            | 3    |               |                 |                 |                   |                   |
|          |            | 4    |               |                 |                 |                   |                   |
|          |            | 5    |               |                 |                 |                   |                   |
|          |            | 6    | L             | N               | L               | N                 | N                 |
|          |            | 7    | A             | N               | A               | L                 | N                 |
|          |            | 8    | A             | N               | A               | N                 | N                 |
|          |            | 9    | A             | N               | A               | L                 | N                 |
|          |            | 10   | A             | N               | A               | A                 | N                 |
|          |            | 11   | A             | N               | A               | A                 | N                 |
|          |            | 12   | A             | N               | A               | A                 | N                 |
|          |            | 13   | A             | N               | L               | A                 | N                 |
|          |            | 14   | A             | N               | A               | A                 | N                 |
|          |            | 15   | A             | N               | A               | A                 | N                 |
|          |            | 16   | A             | N               | A               | A                 | N                 |
|          |            | 17   | A             | N               | L               | A                 | N                 |
|          |            | 18   | A             | N               | A               | A                 | N                 |
|          |            | 19   | A             | N               | A               | A                 | N                 |
|          |            | 20   | A             | N               | A               | A                 | N                 |
|          |            | 21   | A             | N               | A               | L                 | N                 |
|          |            | 22   | A             | N               | A               | L                 | N                 |
|          |            | 23   | A             | N               | A               | A                 | N                 |
| Friday   | 27/10/2017 | 0    | A             | N               | A               | L                 | A                 |
|          |            | 1    | A             | N               | N               | N                 | A                 |
|          |            | 2    | A             | N               | N               | N                 | A                 |
|          |            | 3    | A             | N               | N               | N                 | L                 |
|          |            | 4    | L             | N               | L               | N                 | N                 |
|          |            | 5    | L             | N               | N               | N                 | N                 |
|          |            | 6    | A             | N               | L               | N                 | N                 |
|          |            | 7    | A             | L               | L               | L                 | N                 |
|          |            | 8    | A             | N               | A               | L                 | N                 |
|          |            | 9    | A             | N               | A               | A                 | N                 |
|          |            | 10   | A             | L               | A               | A                 | N                 |
|          |            | 11   | A             | N               | A               | A                 | N                 |
|          |            | 12   | A             | N               | L               | A                 | N                 |
|          |            | 13   | A             | L               | N               | A                 | N                 |
|          |            | 14   | A             | N               | A               | A                 | N                 |
|          |            | 15   | A             | N               | A               | A                 | N                 |
|          |            | 16   | A             | N               | L               | A                 | N                 |
|          |            | 17   | A             | N               | A               | L                 | N                 |
|          |            | 18   | A             | N               | A               | L                 | N                 |
|          |            | 19   | A             | N               | A               | A                 | N                 |
|          |            | 20   | A             | N               | A               | A                 | N                 |
|          |            | 21   | A             | N               | A               | A                 | N                 |
|          |            | 22   | A             | N               | A               | A                 | L                 |
|          |            | 23   | A             | N               | A               | L                 | A                 |
| Saturday | 28/10/2017 | 0    | A             | N               | A               | N                 | A                 |
|          |            | 1    | A             | N               | A               | L                 | A                 |
|          |            | 2    | A             | N               | N               | L                 | A                 |
|          |            | 3    | A             | N               | N               | L                 | A                 |
|          |            | 4    | L             | N               | N               | N                 | N                 |
|          |            | 5    | L             | N               | L               | N                 | N                 |
|          |            | 6    | L             | N               | N               | N                 | N                 |
|          |            | 7    | L             | N               | L               | L                 | N                 |
|          |            | 8    | A             | N               | L               | A                 | N                 |
|          |            | 9    | A             | N               | A               | A                 | N                 |
|          |            | 10   | A             | N               | A               | A                 | N                 |
|          |            | 11   | A             | N               | A               | A                 | N                 |
|          |            | 12   | A             | N               | A               | A                 | N                 |
|          |            | 13   | A             | N               | A               | A                 | N                 |
|          |            | 14   | A             | N               | A               | A                 | N                 |
|          |            | 15   | A             | N               | A               | A                 | N                 |
|          |            | 16   | A             | N               | L               | A                 | N                 |
|          |            | 17   | A             | N               | A               | A                 | N                 |
|          |            | 18   | A             | N               | A               | A                 | N                 |
|          |            | 19   | A             | N               | A               | A                 | N                 |
|          |            | 20   | A             | N               | A               | A                 | N                 |
|          |            | 21   | A             | N               | A               | A                 | N                 |
|          |            | 22   | A             | N               | A               | A                 | N                 |
|          |            | 23   | A             | N               | A               | A                 | L                 |
| Sunday   | 29/10/2017 | 0    | A             | N               | A               | A                 | A                 |
|          |            | 1    | A             | N               | N               | L                 | A                 |
|          |            | 2    | A             | N               | N               | L                 | A                 |
|          |            | 3    | A             | N               | N               | N                 | L                 |
|          |            | 4    | A             | N               | N               | N                 | L                 |
|          |            | 5    | L             | N               | N               | N                 | N                 |
|          |            | 6    | L             | N               | N               | N                 | N                 |
|          |            | 7    | L             | N               | N               | L                 | N                 |
|          |            | 8    |               |                 |                 |                   |                   |
|          |            | 9    |               |                 |                 |                   |                   |
|          |            | 10   |               |                 |                 |                   |                   |
|          |            | 11   |               |                 |                 |                   |                   |
|          |            | 12   |               |                 |                 |                   |                   |
|          |            | 13   |               |                 |                 |                   |                   |
|          |            | 14   |               |                 |                 |                   |                   |
|          |            | 15   |               |                 |                 |                   |                   |
|          |            | 16   |               |                 |                 |                   |                   |
|          |            | 17   |               |                 |                 |                   |                   |
|          |            | 18   |               |                 |                 |                   |                   |
|          |            | 19   |               |                 |                 |                   |                   |
|          |            | 20   |               |                 |                 |                   |                   |
|          |            | 21   |               |                 |                 |                   |                   |
|          |            | 22   |               |                 |                 |                   |                   |
|          |            | 23   |               |                 |                 |                   |                   |



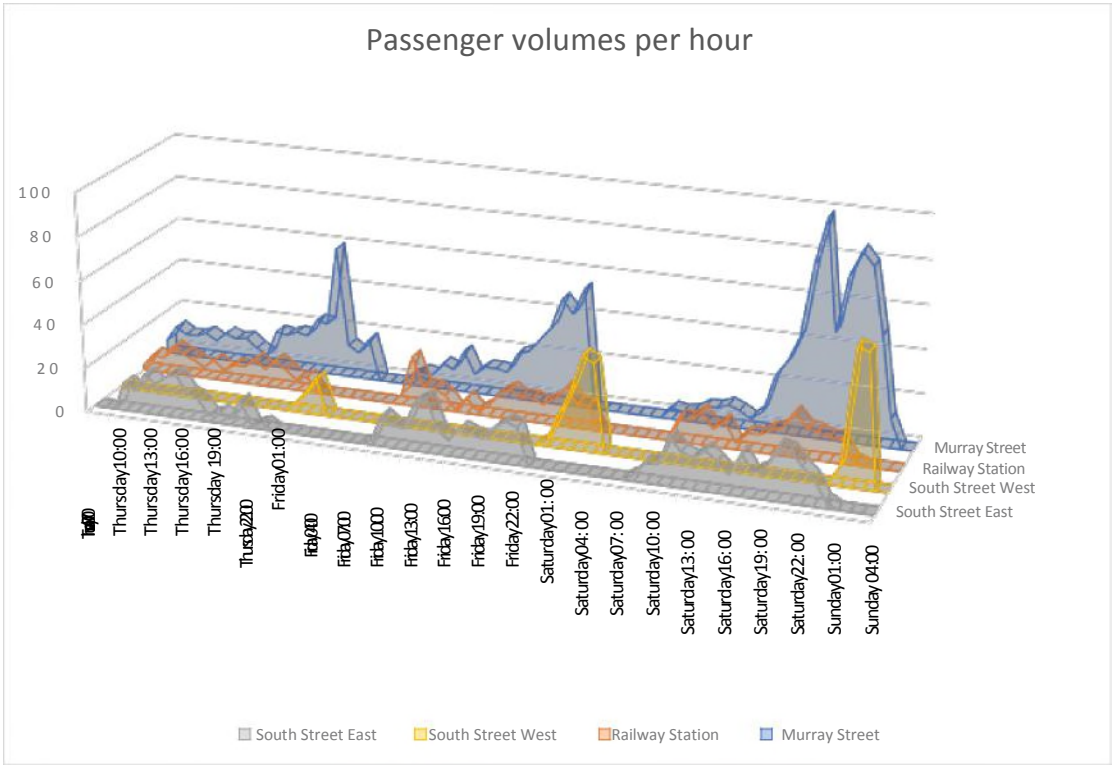
During the course of the survey, some 1,959 vehicles were observed departing the ranks, with passengers. This equates to approximately 30 hires per vehicle (with a fleet size of 70) over the three days of observation. The survey was conducted over the last weekend of the month which was also the Halloween weekend. It would be expected that this would be a relatively busy weekend and an average of 30 rank hires per vehicle over three days is lower than one would expect during this period, if taxis were reliant solely on rank hires for business. The proportion of taxis which left the rank empty was approximately 24%. Taxis normally leave ranks empty for a variety of reasons. These include moving to another rank, having waited unsuccessfully for a hire, or leaving the rank to service a booking sent over a radio or data circuit. Given the proportion of empty departures and the relatively low proportion of rank hires during a busy weekend, It is likely that many vehicles also participate in undertaking pre-booked hires, either as part of a booking circuit, or through personal direct hires, by telephone to the driver.

During the course of the surveys, seven passengers were observed, who used wheelchairs.

Few incidences of passenger waiting were observed. Out of 2,730 passengers observed using Taxis, 159 had to wait for a Taxi to arrive at a rank. This equates to approximately 6%. The maximum wait time observed was 12 minutes 26 seconds, observed at the Murray Street rank on Sunday morning during the hour beginning 00:00. The average waiting time for all passengers who had to wait for a Taxi, was 2 minutes and 8 seconds. The average waiting time for all passengers, including those who didn't have to wait, was 7 seconds.

The levels of passenger activity at the ranks were analysed and the graph presented below summarises the profile of activity across all of the ranks.



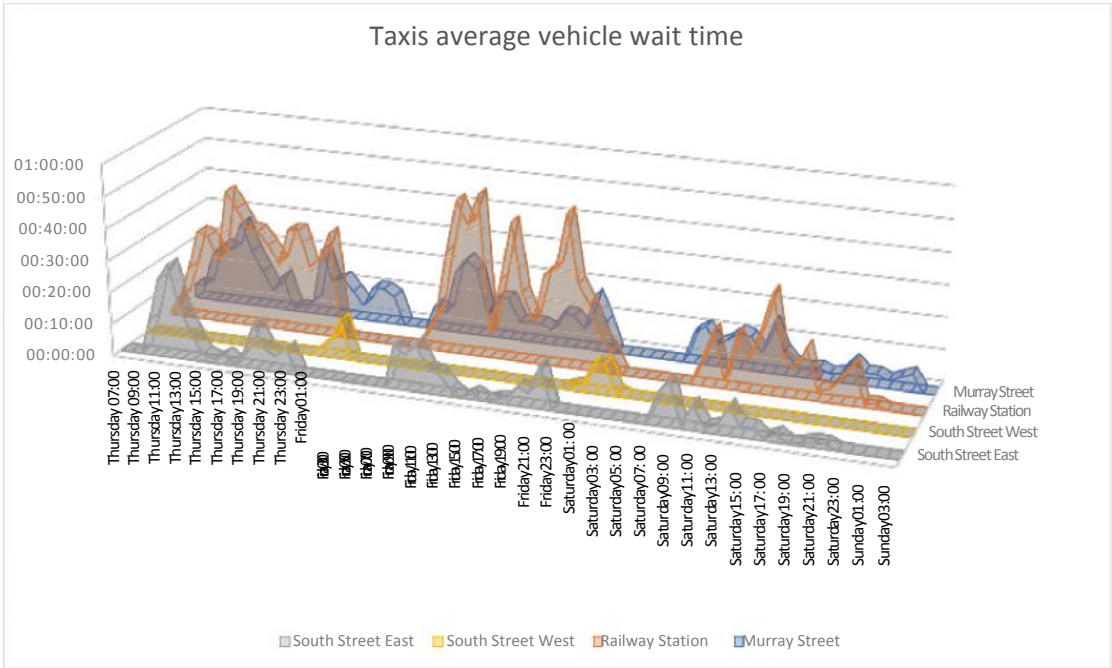


**Figure 4 – Observed volumes of passengers through each rank**

The profile of passenger demand is dominated by the Murray Street rank during the evenings. The South Street West rank operates intensively late on Friday and Saturday nights.

**Taxi Vehicle Waiting Time at ranks**

The time spent by Taxis waiting at the ranks was recorded. The average



hourly wait time is presented in the following figure:

**Figure 5 - Taxis average vehicle wait time (HH:MM:SS)**



The proportion of Taxis leaving the ranks empty, varied significantly by rank.

The following proportions of Taxis leaving the ranks empty were observed:

**Table 4 - Proportion of Taxis leaving ranks empty**

| Rank              | Proportion of Taxis leaving the rank empty |
|-------------------|--------------------------------------------|
| Murray Street     | 29.2%                                      |
| Railway Station   | 14.1%                                      |
| South Street East | 24.2%                                      |
| South Street West | 20.9%                                      |
| All ranks         | 24.4%                                      |

### **Blairgowrie taxi rank**

Within Perth & Kinross, Blairgowrie is defined as a separate taxi licensing zone, with a limit of 12 taxis licensed within the zone.

In Blairgowrie, there is a single taxi rank, on Wellmeadow, near some bus stances. The rank is located in a marked area within a car park. The rank was surveyed from the morning of Thursday 26<sup>th</sup> October 2017 to the morning of Sunday 29<sup>th</sup> of October 2017.

The survey was undertaken using a video camera which recorded activity at the rank from Thursday to the following Sunday morning. The active periods at each rank were processed from the video footage, to assess the level of usage of each rank and to record any incidences of passenger waiting. Footage was recorded from 7:00 on Thursday 26<sup>th</sup> October 2017 to 7:00 on Sunday 29<sup>th</sup> October. Footage from active periods at the ranks was processed and tabulated for further analysis.

### **Overview of observations**

The levels of activity at ranks was initially classified to identify which were active periods in order to determine which hours of video footage should be fully processed to record volumes and waiting times at ranks.

Each hour was classified as follows:

- No taxis departing with passengers = N (None)
- Up to two taxis departing with passengers = L (Low activity)
- Three or more taxis departing with passengers = A (Active)

The following table indicates the activity level classification at the rank. Active hours at the rank were analysed to determine all passenger and vehicle volumes through the ranks and wait times at the ranks.





**Table 5 - Identification of active hours at the taxi rank**

| Day      | Date       | Hour beginning | Well meadow<br>Blairgowrie |
|----------|------------|----------------|----------------------------|
| Thursday | 26/10/2017 | 0              |                            |
|          |            | 1              |                            |
|          |            | 2              |                            |
|          |            | 3              |                            |
|          |            | 4              |                            |
|          |            | 5              |                            |
|          |            | 6              | N                          |
|          |            | 7              | L                          |
|          |            | 8              | A                          |
|          |            | 9              | A                          |
|          |            | 10             | A                          |
|          |            | 11             | A                          |
|          |            | 12             | L                          |
|          |            | 13             | A                          |
|          |            | 14             | A                          |
|          |            | 15             | L                          |
|          |            | 16             | A                          |
|          |            | 17             | A                          |
|          |            | 18             | L                          |
|          |            | 19             | L                          |
|          |            | 20             | L                          |
|          |            | 21             | L                          |
|          |            | 22             | N                          |
|          |            | 23             | L                          |
| Friday   | 27/10/2017 | 0              | N                          |
|          |            | 1              | N                          |
|          |            | 2              | N                          |
|          |            | 3              | N                          |
|          |            | 4              | N                          |
|          |            | 5              | N                          |
|          |            | 6              | N                          |
|          |            | 7              | L                          |
|          |            | 8              | A                          |
|          |            | 9              | L                          |
|          |            | 10             | A                          |
|          |            | 11             | L                          |
|          |            | 12             | L                          |
|          |            | 13             | A                          |
|          |            | 14             | A                          |
|          |            | 15             | A                          |
|          |            | 16             | A                          |
|          |            | 17             | A                          |
|          |            | 18             | A                          |
|          |            | 19             | A                          |
|          |            | 20             | A                          |
|          |            | 21             | A                          |
|          |            | 22             | A                          |
|          |            | 23             | A                          |
| Saturday | 28/10/2017 | 0              | L                          |
|          |            | 1              | N                          |
|          |            | 2              | N                          |
|          |            | 3              | N                          |
|          |            | 4              | N                          |
|          |            | 5              | N                          |
|          |            | 6              | N                          |
|          |            | 7              | N                          |
|          |            | 8              | L                          |
|          |            | 9              | L                          |
|          |            | 10             | L                          |
|          |            | 11             | L                          |
|          |            | 12             | A                          |
|          |            | 13             | A                          |
|          |            | 14             | A                          |
|          |            | 15             | A                          |
|          |            | 16             | A                          |
|          |            | 17             | A                          |
|          |            | 18             | A                          |
|          |            | 19             | A                          |
|          |            | 20             | A                          |
|          |            | 21             | A                          |
|          |            | 22             | A                          |
|          |            | 23             | A                          |
| Sunday   | 29/10/2017 | 0              | N                          |
|          |            | 1              | N                          |
|          |            | 2              | N                          |
|          |            | 3              | N                          |
|          |            | 4              | N                          |
|          |            | 5              | N                          |
|          |            | 6              | N                          |
|          |            | 7              | N                          |
|          |            | 8              |                            |
|          |            | 9              |                            |
|          |            | 10             |                            |
|          |            | 11             |                            |
|          |            | 12             |                            |
|          |            | 13             |                            |
|          |            | 14             |                            |
|          |            | 15             |                            |
|          |            | 16             |                            |
|          |            | 17             |                            |
|          |            | 18             |                            |
|          |            | 19             |                            |
|          |            | 20             |                            |
|          |            | 21             |                            |
|          |            | 22             |                            |
|          |            | 23             |                            |

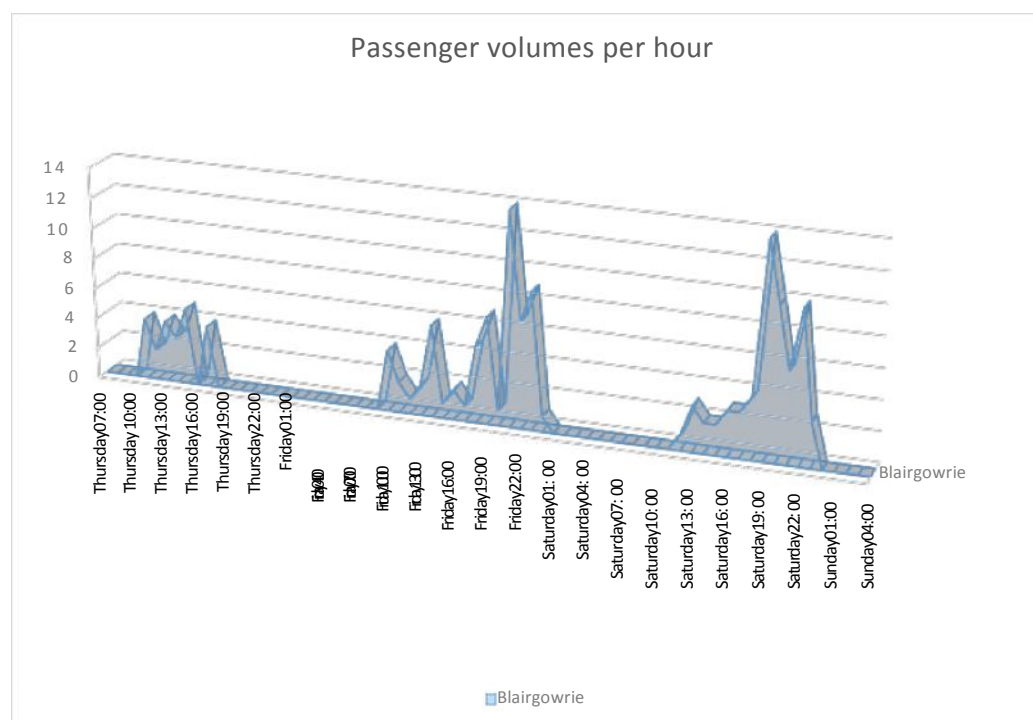


During the course of the survey, some 100 vehicles were observed departing the ranks, with passengers. This equates to approximately 8 hires per vehicle (with a fleet size of 12) over the three days of observation. The survey was conducted over the last weekend of the month which was also the Halloween weekend. It would be expected that this would be a relatively busy weekend and an average of 8 rank hires per vehicle over three days is lower than one would expect during this period, if taxis were reliant solely on rank hires for business. The proportion of taxis which left the rank empty was approximately 49%. Taxis normally leave ranks empty for a variety of reasons. These include moving to another rank, having waited unsuccessfully for a hire, or leaving the rank to service a booking sent over a radio or data circuit. As there is no other rank in Blairgowrie, it is assumed that virtually all empty departures were in order to participate in undertaking pre-booked hires.

During the course of the surveys, no passengers were observed, who used wheelchairs.

Few incidences of passenger waiting were observed. Out of 146 passengers observed using Taxis, 6 had to wait for a Taxi to arrive at a rank. This equates to approximately 4%. The maximum wait time observed was 8 minutes 27 seconds, observed on Thursday afternoon during the hour beginning 14:00. The average waiting time for all passengers who had to wait for a Taxi, was 2 minutes and 30 seconds. The average waiting time for all passengers, including those who didn't have to wait, was 6 seconds.

The levels of passenger activity at the ranks were analysed and the graph



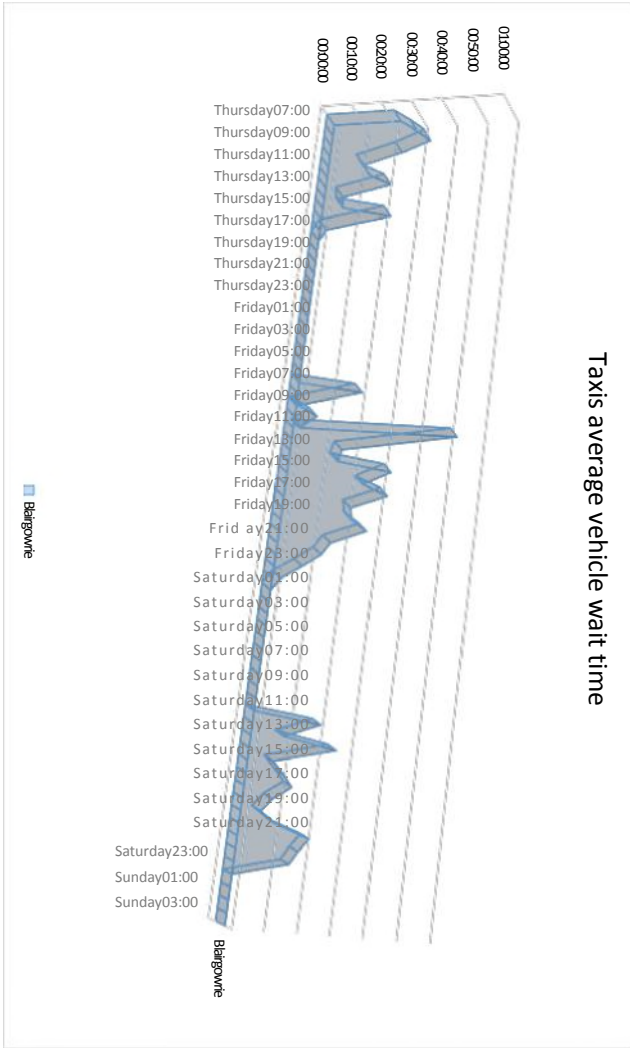
presented below summarises the profile of activity across all of the ranks.

**Figure 6 – Observed volumes of passengers through each rank**



**Taxi Vehicle Waiting Time at ranks**

The time spent by Taxis waiting at the ranks was recorded. The average hourly wait time is presented in the following figure:



**Figure 7 - Taxis average vehicle wait time (HH:MM:SS)**

#### 4 General public views

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

Such surveys can also be key in identifying variation of demand for licensed vehicles across an area, particularly if there are significant areas of potential demand without ranks, albeit in the context that many areas do not have places apart from their central area with sufficient demand to justify taxis waiting at ranks.

Surveys of the public were undertaken around Perth. A total of 202 interviews were undertaken. A further survey was undertaken in Blairgowrie with 50 people interviewed.

The results of the surveys are presented in this chapter. Not all questions were answered by all respondents. The total number of answers to each question have been presented in this chapter along with percentages relating to the total responses to each question, rather than a percentage of all people interviewed.

##### Perth & Blairgowrie public attitude survey results

Interviewees were asked all the ways in which they could hire a Private Hire Car. This question was intended to establish the respondent's understanding of the differences between taxis and private hire cars. In Perth 44% of respondents chose one or more means of hiring a private hire car, which were only valid for taxis. In Blairgowrie, the proportion was 42%.

Interviewees were also asked all the ways in which they could hire a Taxi. Whilst all of the methods identified were valid, 45% of respondents in Perth did not identify hiring at a rank as one of the valid means of hiring a taxi. In Blairgowrie, 48% did not identify hiring at a rank.

Booking by telephone or mobile app was the most popular means identified for both private hire cars and for taxis in Blairgowrie and in Perth.

The public were asked if they had made one or more trips by taxi in the last three months.

| Q2a. IN THE LAST 3 MONTHS, HAVE YOU MADE ONE OR MORE TRIPS BY TAXI? | BLAIRGOWRIE |         | Perth |         | TOTAL |         |
|---------------------------------------------------------------------|-------------|---------|-------|---------|-------|---------|
| YES                                                                 | 24          | 48.00%  | 126   | 62.38%  | 150   | 59.52%  |
| NO (GO TO Q7)                                                       | 26          | 52.00%  | 76    | 37.62%  | 102   | 40.48%  |
| TOTAL                                                               | 50          | 100.00% | 202   | 100.00% | 252   | 100.00% |



The proportion of people who had recently used a taxi was significantly higher in Perth than in Blairgowrie.

Respondents were asked how frequently they travel by Taxi, rather than Private Hire Car, results were:

| Q2b. WAS YOUR TRIP MADE USING A TAXI OR PRIVATE HIRE | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| PRIVATE HIRE                                         | 10          | 40.00%         | 56         | 42.42%         | 66         | 42.04%         |
| TAXI                                                 | 6           | 24.00%         | 32         | 24.24%         | 38         | 24.20%         |
| HAVE USED BOTH                                       | 4           | 16.00%         | 12         | 9.09%          | 16         | 10.19%         |
| DON'T KNOW                                           | 5           | 20.00%         | 32         | 24.24%         | 37         | 23.57%         |
| <b>TOTAL</b>                                         | <b>25</b>   | <b>100.00%</b> | <b>132</b> | <b>100.00%</b> | <b>157</b> | <b>100.00%</b> |

Private hire was more popular than taxi in both Perth and in Blairgowrie.

Interviewees were asked how often they use taxis, as opposed to private hire cars. Responses were as follows:

| Q3. HOW FREQUENTLY DO YOU TRAVEL BY TAXI, AS OPPOSED TO PRIVATE HIRE CARS? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|----------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 3 OR MORE TIME A WEEK                                                      | 1           | 4.17%          | 6          | 4.55%          | 7          | 4.49%          |
| 1 OR 2 TIMES A WEEK                                                        | 7           | 29.17%         | 24         | 18.18%         | 31         | 19.87%         |
| LESS THAN ONCE A WEEK / BUT MORE THAN TWICE A MONTH                        | 1           | 4.17%          | 14         | 10.61%         | 15         | 9.62%          |
| 1 OR 2 TIMES A MONTH                                                       | 7           | 29.17%         | 30         | 22.73%         | 37         | 23.72%         |
| LESS THAN ONCE A MONTH / BUT MORE THAN TWICE A YEAR                        | 2           | 8.33%          | 14         | 10.61%         | 16         | 10.26%         |
| 1 OR 2 TIMES A YEAR                                                        | 3           | 12.50%         | 30         | 22.73%         | 33         | 21.15%         |
| NEVER                                                                      | 3           | 12.50%         | 14         | 10.61%         | 17         | 10.90%         |
| <b>TOTAL</b>                                                               | <b>24</b>   | <b>100.00%</b> | <b>132</b> | <b>100.00%</b> | <b>156</b> | <b>100.00%</b> |

Interviewees were asked the reason for their latest trip by taxi, answers included:

| Q4a. WHAT WAS THE PURPOSE OF YOUR LAST TRIP? | BLAIRGOWRIE |                | Perth     |                | TOTAL      |                |
|----------------------------------------------|-------------|----------------|-----------|----------------|------------|----------------|
| LEISURE                                      | 7           | 28.00%         | 40        | 42.55%         | 47         | 41.96%         |
| WORK / EDUCATION                             | 7           | 28.00%         | 34        | 36.17%         | 41         | 36.61%         |
| SHOPPING                                     | 4           | 16.00%         | 20        | 21.28%         | 24         | 21.43%         |
| PERSONAL BUSINESS                            | 4           | 16.00%         | 20        | 21.28%         | 24         | 21.43%         |
| HOSPITAL / MEDICAL                           | 2           | 8.00%          | 14        | 14.89%         | 16         | 14.29%         |
| LINK TO OTHER TRANSPORT MODE                 | 1           | 4.00%          | 6         | 6.38%          | 7          | 6.25%          |
| OTHER                                        | 0           | 0.00%          | 0         | 0.00%          | 0          | 0.00%          |
| <b>TOTAL</b>                                 | <b>25</b>   | <b>100.00%</b> | <b>94</b> | <b>100.00%</b> | <b>112</b> | <b>100.00%</b> |

Respondents were asked how they obtained a taxi the last time they hired one:

| Q5a. REGARDING YOUR LAST TRIP, HOW DID YOU OBTAIN YOUR TAXI? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|--------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| AT A RANK (GO TO Q5b)                                        | 6           | 24.00%         | 42         | 31.34%         | 48         | 30.19%         |
| HAILED ON STREET (GO TO Q5b)                                 | 2           | 8.00%          | 20         | 14.93%         | 22         | 13.84%         |
| TELEPHONE FOR IMMEDIATE USE (GO TO Q5b)                      | 15          | 60.00%         | 57         | 42.54%         | 72         | 45.28%         |
| TELEPHONE FOR FUTURE USE (GO TO Q5c)                         | 2           | 8.00%          | 14         | 10.45%         | 16         | 10.06%         |
| other                                                        | 0           | 0.00%          | 1          | 0.75%          | 1          | 0.63%          |
| <b>TOTAL</b>                                                 | <b>25</b>   | <b>100.00%</b> | <b>134</b> | <b>100.00%</b> | <b>159</b> | <b>100.00%</b> |

The most popular method was to telephone for a taxi for immediate hire, in both Blairgowrie and in Perth.

Of those obtaining a taxi at a rank, hailing on the street and phoning for immediate use, respondents were asked how long they waited for one.



In Perth, those who hired at a rank estimated that they waited on average around 2 minutes. Most people indicated no wait, however, a handful of respondents estimated up to 15 minutes wait time. For those who hailed on the street, the average estimated wait time was 8 minutes. For those who telephoned for immediate hire, the average estimated wait time was also approximately 8 minutes.

In Blairgowrie, those who hired at a rank estimated that they waited on average around 5 minutes. Two respondents indicated that they hailed on street. They estimated that they waited 5 and 10 minutes respectively. For those who telephoned for immediate hire, the average of estimated wait times was around 8.5 minutes.

Of those respondents booking a taxi for future use, they were asked how long they waited on their vehicle. Responses were:

| Q5d. IF BOOKED FOR FUTURE USE, HOW LONG DID YOU HAVE TO WAIT FOR YOUR TAXI? | BLAIRGOWRIE |         | Perth |         | TOTAL |         |
|-----------------------------------------------------------------------------|-------------|---------|-------|---------|-------|---------|
| 1 MINUTE EARLY                                                              | 0           | 0.00%   | 2     | 20.00%  | 2     | 16.67%  |
| 5 MINUTES EARLY                                                             | 0           | 0.00%   | 2     | 20.00%  | 2     | 16.67%  |
| ON TIME                                                                     | 1           | 50.00%  | 4     | 40.00%  | 5     | 41.67%  |
| 3 MINUTES LATE                                                              | 1           | 50.00%  | 2     | 20.00%  | 3     | 25.00%  |
| <b>TOTAL</b>                                                                | 2           | 100.00% | 10    | 100.00% | 12    | 100.00% |

Interviewees were asked to rate their last trip by Private Hire Car, in terms of value for money, 1 being very poor and 5 being very good. Results were as follows:

| Q6a. HOW WOULD YOU RATE YOUR LAST TRIP BY PRIVATE HIRE, IN TERMS OF VALUE FOR MONEY? | BLAIRGOWRIE |         | Perth |         | TOTAL |         |
|--------------------------------------------------------------------------------------|-------------|---------|-------|---------|-------|---------|
| 1                                                                                    | 0           | 0.00%   | 2     | 1.37%   | 2     | 1.12%   |
| 2                                                                                    | 3           | 9.38%   | 8     | 5.48%   | 11    | 6.18%   |
| 3                                                                                    | 10          | 31.25%  | 48    | 32.88%  | 58    | 32.58%  |
| 4                                                                                    | 9           | 28.13%  | 36    | 24.66%  | 45    | 25.28%  |
| 5                                                                                    | 10          | 31.25%  | 52    | 35.62%  | 62    | 34.83%  |
| <b>TOTAL</b>                                                                         | 32          | 100.00% | 146   | 100.00% | 178   | 100.00% |

Similarly, interviewees were asked to rate their last trip by Taxi, in terms of value for money, 1 being very poor and 5 being very good. Results were as follows:

| Q6b. HOW WOULD YOU RATE YOUR LAST TRIP BY TAXI, IN TERMS OF VALUE FOR MONEY? | BLAIRGOWRIE |         | Perth |         | TOTAL |         |
|------------------------------------------------------------------------------|-------------|---------|-------|---------|-------|---------|
| 1                                                                            | 0           | 0.00%   | 0     | 0.00%   | 0     | 0.00%   |
| 2                                                                            | 3           | 9.68%   | 8     | 6.15%   | 11    | 6.83%   |
| 3                                                                            | 11          | 35.48%  | 46    | 35.38%  | 57    | 35.40%  |
| 4                                                                            | 6           | 19.35%  | 30    | 23.08%  | 36    | 22.36%  |
| 5                                                                            | 11          | 35.48%  | 46    | 35.38%  | 57    | 35.40%  |
| <b>TOTAL</b>                                                                 | 31          | 100.00% | 130   | 100.00% | 161   | 100.00% |

Private hire cars were generally rated slightly higher than taxis, in terms of value for money.

Respondents were asked to rate Taxi Vehicles in a number of categories including, vehicle cleanliness, vehicle condition, driver helpfulness, driver standard of dress, driver standard of hygiene, driver professionalism, driver

communication, and driver area knowledge. 1 being very poor and 5 being very good, results were as follows:

| Q7a. WITH RESPECT TO THE STANDARD OF TAXI VEHICLES<br>HOW WOULD YOU RATE VEHICLE CLEANLINESS ? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                              | 0           | 0.00%          | 2          | 1.20%          | 2          | 0.97%          |
| 2                                                                                              | 2           | 4.88%          | 4          | 2.41%          | 6          | 2.90%          |
| 3                                                                                              | 15          | 36.59%         | 56         | 33.73%         | 71         | 34.30%         |
| 4                                                                                              | 12          | 29.27%         | 52         | 31.33%         | 64         | 30.92%         |
| 5                                                                                              | 12          | 29.27%         | 52         | 31.33%         | 64         | 30.92%         |
| <b>TOTAL</b>                                                                                   | <b>41</b>   | <b>100.00%</b> | <b>166</b> | <b>100.00%</b> | <b>207</b> | <b>100.00%</b> |

| Q7b. WITH RESPECT TO THE STANDARD OF TAXI VEHICLES,<br>HOW WOULD YOU RATE VEHICLE CONDITION ? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|-----------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                             | 0           | 0.00%          | 2          | 1.20%          | 2          | 0.97%          |
| 2                                                                                             | 2           | 4.88%          | 6          | 3.61%          | 8          | 3.86%          |
| 3                                                                                             | 15          | 36.59%         | 56         | 33.73%         | 71         | 34.30%         |
| 4                                                                                             | 14          | 34.15%         | 58         | 34.94%         | 72         | 34.78%         |
| 5                                                                                             | 10          | 24.39%         | 44         | 26.51%         | 54         | 26.09%         |
| <b>TOTAL</b>                                                                                  | <b>41</b>   | <b>100.00%</b> | <b>166</b> | <b>100.00%</b> | <b>207</b> | <b>100.00%</b> |

| Q7c. WITH RESPECT TO THE STANDARD OF TAXI VEHICLES,<br>HOW WOULD YOU RATE DRIVER HELPFULNESS ? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                              | 1           | 2.44%          | 4          | 2.41%          | 5          | 2.42%          |
| 2                                                                                              | 2           | 4.88%          | 4          | 2.41%          | 6          | 2.90%          |
| 3                                                                                              | 16          | 39.02%         | 58         | 34.94%         | 74         | 35.75%         |
| 4                                                                                              | 13          | 31.71%         | 54         | 32.53%         | 67         | 32.37%         |
| 5                                                                                              | 9           | 21.95%         | 46         | 27.71%         | 55         | 26.57%         |
| <b>TOTAL</b>                                                                                   | <b>41</b>   | <b>100.00%</b> | <b>166</b> | <b>100.00%</b> | <b>207</b> | <b>100.00%</b> |

| Q7d. WITH RESPECT TO THE STANDARD OF TAXI VEHICLES,<br>HOW WOULD YOU RATE DRIVER STANDARD OF DRESS? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|-----------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                   | 1           | 2.44%          | 4          | 2.41%          | 5          | 2.42%          |
| 2                                                                                                   | 2           | 4.88%          | 4          | 2.41%          | 6          | 2.90%          |
| 3                                                                                                   | 11          | 26.83%         | 52         | 31.33%         | 63         | 30.43%         |
| 4                                                                                                   | 19          | 46.34%         | 66         | 39.76%         | 85         | 41.06%         |
| 5                                                                                                   | 8           | 19.51%         | 40         | 24.10%         | 48         | 23.19%         |
| <b>TOTAL</b>                                                                                        | <b>41</b>   | <b>100.00%</b> | <b>166</b> | <b>100.00%</b> | <b>207</b> | <b>100.00%</b> |

| Q7e. WITH RESPECT TO THE STANDARD OF TAXI VEHICLES,<br>HOW WOULD YOU RATE DRIVER STANDARD OF HYGIENE? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|-------------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                     | 0           | 0.00%          | 2          | 1.20%          | 2          | 0.97%          |
| 2                                                                                                     | 0           | 0.00%          | 4          | 2.41%          | 4          | 1.93%          |
| 3                                                                                                     | 13          | 31.71%         | 56         | 33.73%         | 69         | 33.33%         |
| 4                                                                                                     | 17          | 41.46%         | 56         | 33.73%         | 73         | 35.27%         |
| 5                                                                                                     | 11          | 26.83%         | 48         | 28.92%         | 59         | 28.50%         |
| <b>TOTAL</b>                                                                                          | <b>41</b>   | <b>100.00%</b> | <b>166</b> | <b>100.00%</b> | <b>207</b> | <b>100.00%</b> |

| Q7f. WITH RESPECT TO THE STANDARD OF TAXI VEHICLESE,<br>HOW WOULD YOU RATE DRIVER PROFESSIONALISM? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|----------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                  | 0           | 0.00%          | 2          | 1.20%          | 2          | 0.97%          |
| 2                                                                                                  | 1           | 2.44%          | 2          | 1.20%          | 3          | 1.45%          |
| 3                                                                                                  | 13          | 31.71%         | 46         | 27.71%         | 59         | 28.50%         |
| 4                                                                                                  | 16          | 39.02%         | 68         | 40.96%         | 84         | 40.58%         |
| 5                                                                                                  | 11          | 26.83%         | 48         | 28.92%         | 59         | 28.50%         |
| <b>TOTAL</b>                                                                                       | <b>41</b>   | <b>100.00%</b> | <b>166</b> | <b>100.00%</b> | <b>207</b> | <b>100.00%</b> |

| Q7g. WITH RESPECT TO THE STANDARD OF TAXI VEHICLES,<br>HOW WOULD YOU RATE DRIVER COMMUNICATION? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|-------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                               | 0           | 0.00%          | 2          | 1.20%          | 2          | 0.97%          |
| 2                                                                                               | 3           | 7.32%          | 6          | 3.61%          | 9          | 4.35%          |
| 3                                                                                               | 13          | 31.71%         | 48         | 28.92%         | 61         | 29.47%         |
| 4                                                                                               | 14          | 34.15%         | 64         | 38.55%         | 78         | 37.68%         |
| 5                                                                                               | 11          | 26.83%         | 46         | 27.71%         | 57         | 27.54%         |
| <b>TOTAL</b>                                                                                    | <b>41</b>   | <b>100.00%</b> | <b>166</b> | <b>100.00%</b> | <b>207</b> | <b>100.00%</b> |



| Q7h. WITH RESPECT TO THE STANDARD OF TAXI VEHICLES, HOW WOULD YOU RATE DRIVER AREA KNOWLEDGE? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|-----------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                             | 0           | 0.00%          | 2          | 1.20%          | 2          | 0.97%          |
| 2                                                                                             | 1           | 2.44%          | 4          | 2.41%          | 5          | 2.42%          |
| 3                                                                                             | 14          | 34.15%         | 44         | 26.51%         | 58         | 28.02%         |
| 4                                                                                             | 14          | 34.15%         | 60         | 36.14%         | 74         | 35.75%         |
| 5                                                                                             | 12          | 29.27%         | 56         | 33.73%         | 68         | 32.85%         |
| <b>TOTAL</b>                                                                                  | <b>41</b>   | <b>100.00%</b> | <b>166</b> | <b>100.00%</b> | <b>207</b> | <b>100.00%</b> |

Similarly, respondents were asked to rate Private Hire Cars in a number of categories including, vehicle cleanliness, vehicle condition, driver helpfulness, driver standard of dress, driver standard of hygiene, driver professionalism, driver communication, and river area knowledge. 1 being very poor and 5 being very good, results were as follows:

| Q8a. WITH RESPECT TO THE STANDARD OF PRIVATE HIRE VEHICLES, HOW WOULD YOU RATE VEHICLE CLEANLINESS ? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|------------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                    | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 2                                                                                                    | 0           | 0.00%          | 2          | 1.18%          | 2          | 0.96%          |
| 3                                                                                                    | 13          | 33.33%         | 50         | 29.41%         | 63         | 30.14%         |
| 4                                                                                                    | 20          | 51.28%         | 66         | 38.82%         | 86         | 41.15%         |
| 5                                                                                                    | 6           | 15.38%         | 52         | 30.59%         | 58         | 27.75%         |
| <b>TOTAL</b>                                                                                         | <b>39</b>   | <b>100.00%</b> | <b>170</b> | <b>100.00%</b> | <b>209</b> | <b>100.00%</b> |

| Q8b. WITH RESPECT TO THE STANDARD OF PRIVATE HIRE VEHICLES, HOW WOULD YOU RATE VEHICLE CONDITION ? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|----------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                  | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 2                                                                                                  | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 3                                                                                                  | 12          | 30.77%         | 46         | 27.06%         | 58         | 27.75%         |
| 4                                                                                                  | 19          | 48.72%         | 72         | 42.35%         | 91         | 43.54%         |
| 5                                                                                                  | 8           | 20.51%         | 52         | 30.59%         | 60         | 28.71%         |
| <b>TOTAL</b>                                                                                       | <b>39</b>   | <b>100.00%</b> | <b>170</b> | <b>100.00%</b> | <b>209</b> | <b>100.00%</b> |

| Q8c. WITH RESPECT TO THE STANDARD OF PRIVATE HIRE VEHICLES, HOW WOULD YOU RATE DRIVER HELPFULNESS ? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|-----------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                   | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 2                                                                                                   | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 3                                                                                                   | 11          | 28.21%         | 46         | 27.06%         | 57         | 27.27%         |
| 4                                                                                                   | 17          | 43.59%         | 68         | 40.00%         | 85         | 40.67%         |
| 5                                                                                                   | 11          | 28.21%         | 56         | 32.94%         | 67         | 32.06%         |
| <b>TOTAL</b>                                                                                        | <b>39</b>   | <b>100.00%</b> | <b>170</b> | <b>100.00%</b> | <b>209</b> | <b>100.00%</b> |

| Q8d. WITH RESPECT TO THE STANDARD OF PRIVATE HIRE VEHICLES, HOW WOULD YOU RATE DRIVER STANDARD OF DRESS? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|----------------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                        | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 2                                                                                                        | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 3                                                                                                        | 10          | 25.64%         | 50         | 29.41%         | 60         | 28.71%         |
| 4                                                                                                        | 21          | 53.85%         | 74         | 43.53%         | 95         | 45.45%         |
| 5                                                                                                        | 8           | 20.51%         | 46         | 27.06%         | 54         | 25.84%         |
| <b>TOTAL</b>                                                                                             | <b>39</b>   | <b>100.00%</b> | <b>170</b> | <b>100.00%</b> | <b>209</b> | <b>100.00%</b> |

| Q8e. WITH RESPECT TO THE STANDARD OF PRIVATE HIRE VEHICLES, HOW WOULD YOU RATE DRIVER STANDARD OF HYGIENE? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|------------------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                          | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 2                                                                                                          | 0           | 0.00%          | 2          | 1.18%          | 2          | 0.96%          |
| 3                                                                                                          | 10          | 25.64%         | 48         | 28.24%         | 58         | 27.75%         |
| 4                                                                                                          | 21          | 53.85%         | 72         | 42.35%         | 93         | 44.50%         |
| 5                                                                                                          | 8           | 20.51%         | 48         | 28.24%         | 56         | 26.79%         |
| <b>TOTAL</b>                                                                                               | <b>39</b>   | <b>100.00%</b> | <b>170</b> | <b>100.00%</b> | <b>209</b> | <b>100.00%</b> |

| Q8f. WITH RESPECT TO THE STANDARD OF PRIVATE HIRE VEHICLES, HOW WOULD YOU RATE DRIVER PROFESSIONALISM? | BLAIRGOWRIE |                | Perth      |                | TOTAL      |                |
|--------------------------------------------------------------------------------------------------------|-------------|----------------|------------|----------------|------------|----------------|
| 1                                                                                                      | 0           | 0.00%          | 0          | 0.00%          | 0          | 0.00%          |
| 2                                                                                                      | 0           | 0.00%          | 2          | 1.18%          | 2          | 0.96%          |
| 3                                                                                                      | 10          | 25.64%         | 40         | 23.53%         | 50         | 23.92%         |
| 4                                                                                                      | 20          | 51.28%         | 76         | 44.71%         | 96         | 45.93%         |
| 5                                                                                                      | 9           | 23.08%         | 52         | 30.59%         | 61         | 29.19%         |
| <b>TOTAL</b>                                                                                           | <b>39</b>   | <b>100.00%</b> | <b>170</b> | <b>100.00%</b> | <b>209</b> | <b>100.00%</b> |



| Q8g. WITH RESPECT TO THE STANDARD OF PRIVATE HIRE VEHICLES, HOW WOULD YOU RATE DRIVER COMMUNICATION? | BLAIRGOWRIE |         | Perth |         | TOTAL |         |
|------------------------------------------------------------------------------------------------------|-------------|---------|-------|---------|-------|---------|
| 1                                                                                                    | 0           | 0.00%   | 0     | 0.00%   | 0     | 0.00%   |
| 2                                                                                                    | 0           | 0.00%   | 0     | 0.00%   | 0     | 0.00%   |
| 3                                                                                                    | 9           | 23.08%  | 40    | 23.53%  | 49    | 23.44%  |
| 4                                                                                                    | 21          | 53.85%  | 78    | 45.88%  | 99    | 47.37%  |
| 5                                                                                                    | 9           | 23.08%  | 52    | 30.59%  | 61    | 29.19%  |
| TOTAL                                                                                                | 39          | 100.00% | 170   | 100.00% | 209   | 100.00% |

| Q8h. WITH RESPECT TO THE STANDARD OF PRIVATE HIRE VEHICLES, HOW WOULD YOU RATE DRIVER AREA KNOWLEDGE? | BLAIRGOWRIE |         | Perth |         | TOTAL |         |
|-------------------------------------------------------------------------------------------------------|-------------|---------|-------|---------|-------|---------|
| 1                                                                                                     | 0           | 0.00%   | 0     | 0.00%   | 0     | 0.00%   |
| 2                                                                                                     | 0           | 0.00%   | 0     | 0.00%   | 0     | 0.00%   |
| 3                                                                                                     | 8           | 20.51%  | 38    | 22.35%  | 46    | 22.01%  |
| 4                                                                                                     | 20          | 51.28%  | 72    | 42.35%  | 92    | 44.02%  |
| 5                                                                                                     | 11          | 28.21%  | 60    | 35.29%  | 71    | 33.97%  |
| TOTAL                                                                                                 | 39          | 100.00% | 170   | 100.00% | 209   | 100.00% |

Interviewees were asked if they have had any difficulties getting in or out of any type of vehicle in Perth & Kinross. The majority (94.8%) said no, they had not and just 5.2% said they had. Those who had faced difficulty struggled mostly in Private Hire Cars (38.9%) and 22.2% struggled in Taxis. 38.9% didn't know the vehicle type they had difficulties with.

Interviewees were asked what the primary factor is which limits their use of Taxis, responses were:

| Quua. WHAT IS THE PRINCIPAL FACTOR WHICH LIMITS YOUR USE OF TAXIS? | PERTH AND KINROSS |         |
|--------------------------------------------------------------------|-------------------|---------|
| COST                                                               | 49                | 26.20%  |
| I GENERALLY USE A CAR                                              | 34                | 18.18%  |
| USE THE BUS INSTEAD                                                | 34                | 18.18%  |
| I USE PRIVATE HIRE VEHICLES                                        | 34                | 18.18%  |
| NONEED FOR A HACKNEY CARRIAGE                                      | 16                | 8.56%   |
| USUALLY CYCLE OR WALK                                              | 8                 | 4.28%   |
| OTHER                                                              | 3                 | 1.60%   |
| WAITING TIME                                                       | 7                 | 3.74%   |
| THE NEAREST TAXI RANK IS TOO FAR AWAY                              | 2                 | 1.07%   |
| DRIVERS DON'T KNOW THE ROUTE                                       | 0                 | 0.00%   |
| TOTAL                                                              | 187               | 100.00% |

Of those responding 'other', suggestions of other limiting factors were:

- Living outside the area
- Mobility
- Multiple bad experiences

The public were asked if they had experienced problems obtaining a taxi in the last three months in Perth & Kinross, 99.4% said no, while just 0.6% said yes. The 'yes' respondent said this problem occurred as there was no disabled access when trying to obtain a taxi in the afternoon in Perth. The issue occurred on a Wednesday and Friday.

Individuals were asked the most common way they obtain a taxi. Results were:



| Q13a. WHAT METHOD DO YOU USE MOST OFTEN TO OBTAIN A TAXI? | PERTH AND KINROSS |         |
|-----------------------------------------------------------|-------------------|---------|
| PHONE BOOKING                                             | 97                | 49.49%  |
| HAILED                                                    | 8                 | 4.08%   |
| AT A RANK                                                 | 64                | 32.65%  |
| NEVER USE HACKNEY CARRIAGES                               | 26                | 13.27%  |
| other                                                     | 1                 | 0.51%   |
| <b>TOTAL</b>                                              | 196               | 100.00% |

'Other' methods were, booking online.

Respondents were asked to assess the availability of taxis in Perth & Kinross:

| Q14. HOW WOULD YOU ASSESS THE AVAILABILITY OF TAXIS IN PERTH AND KINROSS | PERTH AND KINROSS |         |
|--------------------------------------------------------------------------|-------------------|---------|
| VERY POOR                                                                | 8                 | 4.12%   |
| POOR                                                                     | 8                 | 4.12%   |
| AVERAGE                                                                  | 28                | 14.43%  |
| GOOD                                                                     | 46                | 23.71%  |
| VERY GOOD                                                                | 40                | 20.62%  |
| DON'T KNOW                                                               | 64                | 32.99%  |
| <b>TOTAL</b>                                                             | 194               | 100.00% |

The public were asked if they would use taxis less if the fares increased by 10%. 63% said no, they wouldn't, while 37% said yes they would use them less. On the other hand, interviewees were asked if taxi fares decreased by 10% would they use them more. 60.2% said no, they would not use them more, and 39.8% said yes, they would use them more.

When the public were asked if there were any locations where new taxi ranks should be located, 66.7% said yes and 33.3% said no. Of those responding 'yes', suggestions of locations were:

| Q17b. IF YOU SELECTED 'YES' TO Q15a, PLEASE TELL US WHERE YOU WOULD LIKE TO SEE A NEW RANK? | PERTH AND KINROSS |         |
|---------------------------------------------------------------------------------------------|-------------------|---------|
| HOSPITAL                                                                                    | 2                 | 20.00%  |
| BALLINLUIG                                                                                  | 1                 | 10.00%  |
| CRAGIE                                                                                      | 1                 | 10.00%  |
| CROFT ROAD                                                                                  | 1                 | 10.00%  |
| HIGH STREET                                                                                 | 1                 | 10.00%  |
| LETHAM                                                                                      | 1                 | 10.00%  |
| OATBANK                                                                                     | 1                 | 10.00%  |
| RETAIL PARK, PERTH                                                                          | 1                 | 10.00%  |
| TOWN CENTRE, BLAIRGOWIE                                                                     | 0                 | 0.00%   |
| TESCO / ASDA CREIFF ROAD                                                                    | 1                 | 10.00%  |
| <b>TOTAL</b>                                                                                | 10                | 100.00% |

Interviewees were asked if existing ranks had taxis more reliably found there, would they use them more. 95.2% said no, while 4.8% said yes. Those individuals who would use ranks more if taxis were more reliably found there, suggested they would like to see this at:

| Q18b. IF YOU SELECTED 'YES' TO Q15a, PLEASE TELL US WHERE YOU WOULD LIKE TO SEE A NEW RANK? | PERTH AND KINROSS |         |
|---------------------------------------------------------------------------------------------|-------------------|---------|
| LEONARD STREET, PERTH                                                                       | 1                 | 11.11%  |
| MILL STREET. PERTH                                                                          | 1                 | 11.11%  |
| NEAR PUBS, PERTH                                                                            | 1                 | 11.11%  |
| PERTH CONCERT HALL                                                                          | 1                 | 11.11%  |
| PERTH PLAYHOUSE                                                                             | 2                 | 22.22%  |
| SOUTH STREET, PERTH                                                                         | 3                 | 33.33%  |
| <b>TOTAL</b>                                                                                | 9                 | 100.00% |





Respondents were asked if they had ever given up or made alternative arrangements, as none were available, when trying to hail a taxi. 96.8% said no they had not and 3.2% said yes, in Perth. This statistic is used as an indication of the level of latent unmet demand.

Interviewees were asked if they had ever given up or made alternative arrangements, as the wait time was too long, when trying to book a taxi by phoning. 91.8% said no they had not, and 8.2% said yes they had given up or made alternative arrangements. Respondents were asked how long the wait time quoted was, time in minutes were:

| Q20b. HOW LONG APPROXIMATELY WAS THE WAIT TIME QUOTED? | PERTH AND KINROSS |                |
|--------------------------------------------------------|-------------------|----------------|
| 3                                                      | 2                 | 18.18%         |
| 10                                                     | 4                 | 36.36%         |
| 15                                                     | 2                 | 18.18%         |
| 20                                                     | 0                 | 0.00%          |
| 30                                                     | 2                 | 18.18%         |
| 60                                                     | 1                 | 9.09%          |
| NONE AVAILABLE                                         | 0                 | 0.00%          |
| <b>TOTAL</b>                                           | <b>11</b>         | <b>100.00%</b> |

The public said the following features of Perth & Kinross taxis were particularly good:

| Q21. WHAT FEATURES OF TAXI SERVICES IN PERTH AND KINROSS ARE PARTICULARLY GOOD? | PERTH AND KINROSS |                |
|---------------------------------------------------------------------------------|-------------------|----------------|
| AVAILABILITY                                                                    | 15                | 19.74%         |
| CLEANLINESS                                                                     | 10                | 13.16%         |
| HELPFUL DRIVERS                                                                 | 10                | 13.16%         |
| ACCESSABILITY                                                                   | 8                 | 10.53%         |
| RELIABILITY                                                                     | 6                 | 7.89%          |
| FRIENDLY SERVICE                                                                | 8                 | 10.53%         |
| RANK LOCATIONS                                                                  | 6                 | 7.89%          |
| ROOM                                                                            | 6                 | 7.89%          |
| PROMPT SERVICE                                                                  | 4                 | 5.26%          |
| SPEED OF TRIP                                                                   | 1                 | 1.32%          |
| COMFORTABLE                                                                     | 1                 | 1.32%          |
| DRIVER UNDERSTANDING OF ILLNESS / DISABILITY NEEDS                              | 1                 | 1.32%          |
| <b>TOTAL</b>                                                                    | <b>76</b>         | <b>100.00%</b> |

Cheaper fares were top of the list when the public was asked what would encourage them to use taxis more often. The following answers were also given:

| Q22. WHAT WOULD ENCOURAGE YOU TO USE TAXIS MORE OFTEN? | PERTH AND KINROSS |                |
|--------------------------------------------------------|-------------------|----------------|
| CHEAPER FARES                                          | 52                | 73.24%         |
| MORE VEHICLES AVAILABLE                                | 8                 | 11.27%         |
| FEMALE DRIVERS                                         | 2                 | 2.82%          |
| AN APP                                                 | 3                 | 4.23%          |
| MORE LOCAL DRIVERS                                     | 2                 | 2.82%          |
| BETTER DISABLED ACCESS                                 | 2                 | 2.82%          |
| MORE UNDERSTANDING DRIVERS                             | 1                 | 1.41%          |
| RANK LOCATIONS                                         | 1                 | 1.41%          |
| <b>TOTAL</b>                                           | <b>71</b>         | <b>100.00%</b> |



95% of respondents had never travelled themselves with or travelled with someone else who has a mobility or visual impairment or uses a wheelchair in a taxi. The remaining 5% had experienced this situation. The disabilities or impairments which were travelled with were:

- Wheelchair user
- Knee problems
- Parkinson's / muscular degeneration
- Stroke

Of those 5%, all encountered difficulties in travelling. This was difficulties with access to and from the vehicle. Suggestions for reducing difficulties were, better understanding of mobility issues.

Most respondents (97.4%) did not face difficulties hiring a suitable vehicle. 2.6% found difficulties in an absence of ramps for wheelchairs and cars being unavailable.

The public said the following features of Perth & Kinross taxis were unsatisfactory:

| Q25. WHAT FEATURES OF TAXI SERVICES IN PERTH AND KINROSS UNSATISFACTORY? | PERTH AND KINROSS |                |
|--------------------------------------------------------------------------|-------------------|----------------|
| COST                                                                     | 4                 | 100.00%        |
| NONE LOCAL OWNERSHIP                                                     | 3                 | 75.00%         |
| ACCESS                                                                   | 2                 | 50.00%         |
| DRIVER ATTITUDES                                                         | 1                 | 25.00%         |
| AVAILABILITY                                                             | 1                 | 25.00%         |
| AVAILABILITY DURING SCHOOL HOURS                                         | 1                 | 25.00%         |
| LIMITED BUGGY SPACE                                                      | 1                 | 25.00%         |
| <b>TOTAL</b>                                                             | <b>4</b>          | <b>100.00%</b> |

The public have listed some features of taxi services in Perth & Kinross they would like to see improvements in:

| Q26. WHAT IMPROVEMENTS TO TAXI SERVICES IN PERTH AND KINROSS WOULD YOU LIKE TO SEE? | PERTH AND KINROSS |                |
|-------------------------------------------------------------------------------------|-------------------|----------------|
| CHEAPER FARES                                                                       | 5                 | 41.67%         |
| DRIVER ATTITUDES                                                                    | 1                 | 8.33%          |
| ACCESS                                                                              | 1                 | 8.33%          |
| MORE VEHICLES AVAILABLE                                                             | 1                 | 8.33%          |
| MORE VEHICLES AVAILABLE AT WEEKENDS                                                 | 1                 | 8.33%          |
| MORE VEHICLES AVAILABLE IN MORNING / SCHOOL HOURS                                   | 1                 | 8.33%          |
| MORE FLEXIBLE PAYMENT METHODS                                                       | 1                 | 8.33%          |
| RANK AT TESCOS                                                                      | 1                 | 8.33%          |
| <b>TOTAL</b>                                                                        | <b>12</b>         | <b>100.00%</b> |

Of all respondents, 76.2% were permanent residents in the Perth & Kinross area, 15.8% were visitors on business or personal business, 7% were tourists and 1% were visitors of another purpose. Just over half of interviewees were female (58.4%) and 41.6% were male. The majority of respondents (38.6%) were aged 30-55, 33.7% were ages 55+ and 27.7% were under 30 years old.



**Online Public Consultation**

In addition to the face to face consultation, an online consultation survey was undertaken. This survey was distributed through Facebook and augmented through further distribution by stakeholders. The online survey is a useful validation of the face to face survey results and offers the public additional opportunities for participation. As the survey is less controlled than the face to face survey, the results are assessed separately and where indications or information is additional to or in conflict with the face to face survey the additional information is drawn into the report.

16 responses were completed in the online survey. The respondents were asked where they were most likely to hire a taxi. 75% indicated Perth, 12.5% indicated Blairgowrie and the remaining 12.5% indicated other areas.

When asked what are the ways in which a private hire car can be hired, 25% of online respondents chose an invalid means of hire, such as from a rank or hailing.

The results of the online survey were broadly similar to the results of the face to face survey. A greater proportion of respondents offered additional comments at the end of the survey. Key comments related to driver standards and indicated that a small proportion of drivers are presented shabbily, with poor standards of dress and hygiene. Multiple respondents suggested that clearer differentiation between taxis and private hire cars, such as different vehicle colours, would help the public identify the correct vehicle types.



## 5 Key stakeholder consultation

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

- Supermarkets
- Hotels
- Pubwatch / individual pubs / night clubs
- Other entertainment venues
- Restaurants
- Hospitals
- Police
- Disability representatives
- Rail operators
- Other council contacts within all relevant local councils

Comments received have been aggregated below to provide an overall appreciation of the situation at the time of this survey. In some cases there are very specific comments from stakeholders. The comments provided in the remainder of this Chapter are the views of those consulted, and not that of the authors of this report.

Our information was obtained by telephone, email, letter or face to face meeting as appropriate. The list contacted includes those suggested by the Best Practice Guidance. Our target stakeholders are as far as possible drawn from across the two licensing areas.

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

### Supermarkets

Feedback from supermarkets indicated that Freephones in the supermarkets, or mobile phones were generally used to book travel by licensed vehicles. None of the representatives contacted were aware of any notable issues with the availability of licensed vehicles for customers. Some of the customer service desks did occasionally phone a private hire company for customers.

### Hotels

None of the hotels contacted indicated that they had a Freephone facility for any particular private hire company. Most guests, if they needed a taxi would call and book one themselves. There is generally information provided by the hotels, with some local numbers. This was the case in both Perth and in Blairgowrie. If a taxi is required in the morning before 10:00 then there can sometimes be a delay or some difficulty obtaining a vehicle quickly. This is generally the reason that guests sometimes ask at reception if there are any other taxi companies that they can call, if they have initially been unsuccessful in booking a taxi, because none were available.





**Public houses**

A selection of public houses were contacted to seek their views on the availability of licensed vehicles. All indicated that customers generally managed to obtain a vehicle when they needed one. At closing time, there can sometimes be a longer wait time for a vehicle. None of the respondents indicated that they were aware of any complaints by customers that there were any persistent problems with availability of or level of service provided by licensed vehicles. However, there was some expectation that obtaining one would take longer late on a Friday or Saturday night.

Those premises close to ranks indicated that they thought many of the customers walked along to the rank to obtain a taxi. Although, even those at locations close to ranks, would commonly phone for a taxi.

In Blairgowrie, late at night it was more common for people to phone for a taxi, than to walk to the rank.

**Night clubs**

No issues were identified by any of the clubs contacted. It was felt that there was generally a mix of Taxis and Private Hire Vehicles used. Many pre-booked hires are fulfilled by Taxis.

**Restaurants**

No issues identified

**Hospitals**

People normally made their own arrangements for taxis. Licensed vehicles frequently set down and pick up from the hospital. No particular problems for most people. Sometimes, if someone needs a wheelchair accessible vehicle in Blairgowrie, it can take a while for it to arrive. However, most trips appear to be booked in advance if a wheelchair accessible vehicle is needed.

**Police**

Police Scotland provided a comprehensive review of the level of service to daytime demand and to the night time economy, from the Police perspective. It was felt that there were adequate taxis available in both Perth and Blairgowrie, to satisfy demand during the day times and at night on the run up to closing time for licensed premises. There are no persistent issues with build up of crowds at ranks. There are generally sufficient taxis waiting at ranks for passengers.

It was felt that the relationship between taxis and Police Scotland is positive.

**Disability**

A sample of care homes were contacted to ask if they use licensed vehicles and if so, what level of service they received. Generally there were no



issues identified by care homes. The majority of care homes use Private Hire companies if necessary and if they need a wheelchair accessible vehicle then their regular suppliers normally had one available. Normally, if needed, transport was booked in advance. Normally care homes had regular suppliers that they used.

Consultation was undertaken with representatives of elderly and disabled user groups and Council representatives who deal with taxi contracts for school and other special need transport.

The representatives consulted also undertook some consultation with their members and fed back the following key issues that some residents face:

- It is impossible to get a taxi at school pick up times
- Sundays are difficult to book WAV's
- It is not always possible to book a WAV in advance
- None of our members would go to a taxi rank to get a WAV they would always phone in advance
- There have been occasions when going out at night the driver of the WAV has gone off shift and nobody would be driving the WAV to take the person home
- There used to be an issue with wheelchair users not getting clamped in properly but due to WAV training this has improved
- Occasionally taxis don't turn up and due to this people are missing NHS appointments
- A lot of members stick to the same company as they have had positive experience with them
- Many wheelchair users do not use taxi as they are confident that they will get a positive experience.
- There are many different sizes of wav taxis and wheelchairs which means that not all taxis are accessible to all taxis
- WAV's are being used for journeys that they are not always necessary for like airport runs
- You can only get one wheelchair in a taxi at a time
- Phone operators at taxi offices could benefit from disability training
- Equipment in the taxis is not checked and can look worn

With respect to transport contracts which require the use of wheelchair accessible vehicles, there are some secondary issues which became apparent during discussion. With respect to licensed vehicle contracts, there are no wheelchair accessible Taxis or Private Hire Cars based in Blairgowrie or Pitlochry. However, there are vehicles which are based in Perth. So contracts which require the use of a wheelchair accessible vehicle have to use Perth based vehicles. This results in a lot of dead mileage (and hence additional cost) and less availability of wheelchair accessible vehicles which are taken out of general availability for longer periods than would be necessary if the vehicles were based closer to the locations required.



Some feedback from mobility impaired users relates to booked licensed vehicles not turning up to fulfil bookings. There appears to be no means of providing feedback to the Council regarding bookings which are not fulfilled and which operators are the worst offenders.

The participants in the consultation discussions made it clear that the problems that people with mobility difficulties face with licensed vehicle services are by no means the norm for all trips. However, the problems occur frequently enough that they are significant issues for many and do affect the choices that people can make.

### **Rail and other transport operators**

In Perth, at the railway station, there are generally plenty of waiting Taxis which arriving passengers can use. It is rare that there are no vehicles present when needed.

Stagecoach buses were contacted and indicated that there were no issues with taxis. The central bus stops in Perth and the bus stances in Blairgowrie were close to taxi ranks, if customers needed to get a taxi.



## 6 Trade consultation

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

A link to an online questionnaire was sent to all taxi operators.

A total of 22 valid response to the online questionnaire was received.

Of those responding, 63.6% said they normally drove a taxi. A further 22.7% indicated that they didn't normally drive, but did own a taxi. 9% of respondents indicated that they drove private hire cars. 4.5 % of respondents indicated that they didn't normally drive.

Approximately 80% of respondents indicated that they normally worked in Perth. The 5% indicated that they normally worked in Blairgowrie and the remaining 15% indicated that they normally worked in other locations within Perth and Kinross.

In terms of typical hours worked, the majority of taxi drivers who responded worked day time rather than night time hours. Working hours per week ranged from 40 to 63 hours per week. Six day working was the most common number of days worked by taxi drivers.

The average number of hires picked up at ranks was approximately 12. Hires from hailing were less common with few drivers regularly picking up hires from hailing. Approximately a third of drivers had one or two contract hires per day. Around two thirds of drivers undertook telephone hires regularly. The estimated number of telephone hires per day, for those who undertook them, was approximately 5 hires per day.

Based on the responses from taxi drivers, approximately two thirds of hires are obtained from rank hires, the next most common source of hires are telephone bookings followed by contract hires.

Approximately two thirds of drivers rarely pick up wheelchair using passengers. Of the remaining third, most pick up around one or two wheelchair using passengers per week. These were normally pre-booked. One driver regularly carried over ten passengers per week. These were contract hires.

Other than through contract hires, drivers generally didn't have regular clients with mobility impairments.

Around two thirds of drivers indicated that the vehicle they normally drove, was driven by more than one driver. As such, these multi-shifted vehicles cover different times of day, such as daytime demand and evening/ night time demand, by different drivers.





Respondents were asked what issues could adversely affect the taxi trade. A range of responses were received. Some felt that ownership of multiple taxi plates by individuals who rented plates to drivers, was wrong and some felt aggrieved that they could not obtain a plate in their own right.

One driver commented that as a taxi driver from another area, he could drop passengers off in Perth, but couldn't pick up passengers at the ranks in Perth, despite driving past passengers waiting at the ranks.

Several respondents mentioned lack of rank space, lack of wheelchair accessible vehicles, poor customer service by some drivers and vehicles parking on taxi ranks.

Respondents were asked what the effect would be if the number of taxi vehicle licensed were increased or decreased. The consensus was that there was not enough business to support more taxis and there was not sufficient rank space to cope with increased numbers. Some respondents acknowledged that if numbers were reduced then earnings would increase. It was also suggested that if numbers were increased, by adding wheelchair accessible vehicles then this could benefit wheelchair users.

Responses to questions regarding a need for new or improved ranks, generated several common suggestions from multiple respondents. The most common responses related to the rank on South Street near Tesco. Several respondents suggested that the rank could be moved back along South Street and extended in length. The next most common response was that the active ranks in general don't have sufficient space to accommodate waiting taxis. Parked vehicles on the ranks was cited as a common problem.

Suggestions for new ranks included a suggestion for a larger rank in Blairgowrie, Kinnoul Street to serve shopping demand, the Concert Hall, Broxden Interchange and improved marking to make it clear that a rank exists at night outside Loft nightclub.

School contract times (7:30 to 9:30 and 14:00 to 16:00 weekdays) were highlighted as times when the public may face difficulties finding a taxi.

Some suggestions were received to improve lighting at the taxi ranks and clearer road markings at ranks.

It was felt that the level of customer care from taxi drivers was generally good. But some driver offered poor levels of customer care and were not fully aware of customer needs.

Respondents were asked to identify any benefits of limiting the number of taxi plates.

Benefits included more comprehensive provision of service as with some vehicles having multiple drivers and operating shifts, drivers were less likely



to cherry pick their working hours. With limited plates, there is more investment in vehicles to ensure vehicles are newer and well maintained.

Respondents were invited to provide any further comments they wished to make. The most common comments related to the ownership of existing plates, with some respondents suggesting that there should be a limit to how many plates are owned by one individual. Several respondents with extensive experience in the trade felt that the level of business from rank hires has dropped over the years. Some respondents felt that there could be more wheelchair accessible vehicles in the fleet. The standard of dress and hygiene of some drivers was criticised.

### **Additional direct trade consultation**

In addition to the responses online, informal discussions were held with several drivers at ranks in Perth and Blairgowrie. In Perth, the drivers on the ranks offered similar views to those offered in the online survey. One additional suggestion was made, that taxis may be allowed into the pedestrianised shopping streets to drop off or pick up elderly or disabled passengers, who sometimes struggle to get to the taxi ranks.

In Blairgowrie, comments related to the position of the taxi rank. Whilst much of the trade in Blairgowrie relies on telephone bookings for immediate hire, there is some walk up demand at the rank. However, the rank location is not immediately obvious to visitors in the town and is relatively far from the principal night time economy venues in the town centre. A rank closer to or on Wellmeadow, next to the green, would be a sensible location to wait for passengers.



## 7 Evaluation of unmet demand and its significance

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

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

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

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

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for Taxis and reflect this numerically. Whilst the principal inputs are from the rank surveys, the measure of latent demand comes from the public on-street surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of continuing the current



policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

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

The first component which can be zero is the proportion of daytime hours where people are observed to have to wait for a Taxi to arrive. The level of wait used is ANY average wait at all within any hour. The industry definition of these hours varies, the main index user counts from 10:00 to 18:00 (i.e. eight hours ending at 17:59). The present index is clear that unmet demand cannot be significant if there are no such hours. The only rider on this component is that the sample of hours collected must include a fair element of such hours, and that if the value is non-zero, review of the potential effect of a wider sample needs to be considered.

The other component which could be zero is the test identifying the proportion of passengers which are travelling in any hour when the average passenger wait in that hour is greater than one minute.

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

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

The seasonality factor allows for the undertaking of rank survey work in periods which are not typical, although guidance is that such periods should normally be avoided if possible particularly as the impact of seasons may not just be on the level of passenger demand, but may also impact on the level of supply. This is particularly true in regard to if surveys are undertaken when schools are active or not.

Periods when schools are not active can lead to more Taxi vehicles being available whilst they are not required for school contract work. Such periods can also reduce Taxi demand with people away on holiday from the area. Generally, use of Taxis is higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December to 1.2 for January / February.

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





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

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

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

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

#### ISUD value, Perth

For the 2017 survey, average passenger delay was 0.12 minutes (7 seconds). Periods when passengers had to wait for a taxi to arrive at the rank amounted to 4.80% of the observed off peaks hours. 11.63 % of passengers travelled in hours when there was an average wait of over a minute. The demand profile did not exhibit highly peaked demand, resulting in a factor of 1.0 being used. The seasonal factor is 1.0. The latent demand factor was 1.032 The resultant **ISUD** value of **6.7** is less than the value of 80 that would suggest the observed unmet demand might be significant. Consequently, this suggests that there is **no significant unmet demand**. This permits the authority to retain its current policy of limiting vehicle numbers, and also allows the number of vehicles to remain unchanged.



## ISUD value, Blairgowrie

For the 2017 survey, average passenger delay was 0.10 minutes (6 seconds). Periods when passengers had to wait for a taxi to arrive at the rank amounted to 22.50% of the observed off peaks hours. 7.53 % of passengers travelled in hours when there was an average wait of over a minute. The demand profile did not exhibit highly peaked demand, resulting in a factor of 1.0 being used. The seasonal factor is 1.0. The latent demand factor was 1.021 The resultant **ISUD** value of **17.3** is less than the value of 80 that would suggest the observed unmet demand might be significant. Consequently, this suggests that there is **no significant unmet demand**. This permits the authority to retain its current policy of limiting vehicle numbers, and also allows the number of vehicles to remain unchanged.

**Table 6 ISUD Components**

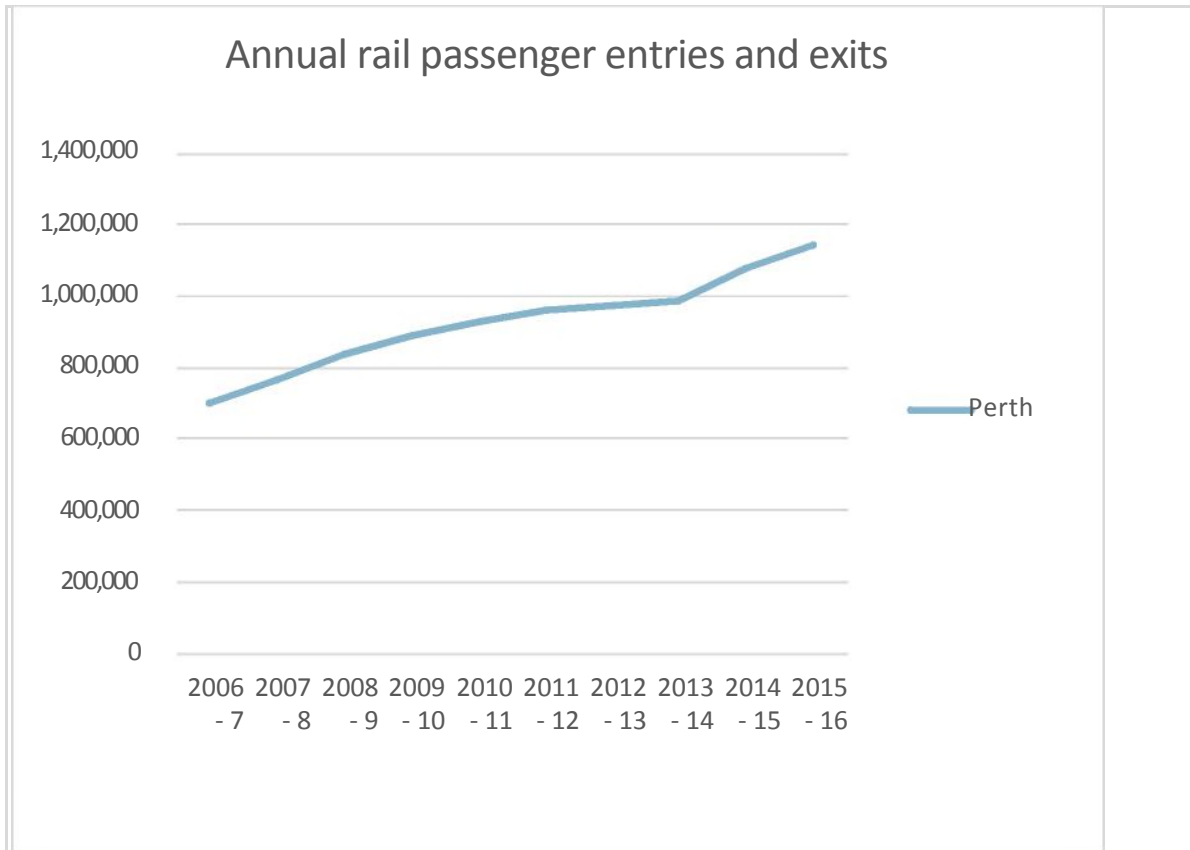
| ISUD component                                                       | Perth | Blairgowrie |
|----------------------------------------------------------------------|-------|-------------|
| Average passenger delay                                              | 0.12  | 0.1         |
| Off peak hours with observed waiting                                 | 4.80  | 22.50       |
| % of passengers travelling in hours with average queue over a minute | 11.63 | 7.53        |
| Seasonal factor                                                      | 1.0   | 1.0         |
| Peak factor                                                          | 1.0   | 1.0         |
| Latent demand factor                                                 | 1.032 | 1.021       |
| Overall ISUD index estimate                                          | 6.7   | 17.3        |



## 8 Comments on railway statistics and mobility impairment

### Railway Statistics

Some demand for licensed vehicles is related to rail passenger volumes. Where rail passenger volume increases, we would expect to observe some



increase in associated use of licensed vehicles by rail passengers.

### Figure 8 - Annual passenger movements at principal Railway Stations

Data is available for annual passenger numbers each year, from 2009 to 2016.

Passenger usage of Perth Railway Station has grown, on average, by around 8% per annum over the last three years.

### Mobility impairment statistics

The Perth and Kinross Community Planning Partnership provide the following data: Data from the 2011 Census indicates that there are around 26,000 people in Perth and Kinross living with a long-term activity-limiting health problem or disability.

The 2011 Census also shows there are 10,500 people in Perth and Kinross with deafness or partial hearing loss and 3,500 with blindness or partial sight loss.

80% of people with a learning disability have some form of sight loss which



equates to 424 people in Perth and Kinross. It is well established that ageing is the single greatest determinant of vision and hearing loss. Older people are also far more likely to have a physical disability than the rest of the population. It is clear that the levels of support needed for people with a physical disability and/or sensory impairment will increase substantially in line with the projected increases in the older population.

Around 20% of the population of Perth and Kinross are aged 65 years or over and the area has the highest projected growth rate in Scotland. The number of people over 65 years is predicted to increase by 40% between 2011 and 2027. By comparison, the traditional working age population is projected to increase by 14%.

Perth and Kinross faces particular challenges in the future due to its demographics.





## 8 Summary and study conclusions

Feedback from the public and stakeholders suggests that for general use there are high levels of satisfaction with the level of service provided by Taxis. Relatively few general use issues were identified and levels of availability were felt to be high. There was some feedback that a few drivers offered lower levels of service, such as poor local knowledge, poor customer service, low levels of awareness of customer needs and poor standards of dress and hygiene. These issues were not the norm, but common enough that they were mentioned by the trade and members of the public. Some issues with availability of wheelchair accessible vehicles were identified.

From the observation of activity at taxi ranks, there were periods during day time and night time, when passengers had to wait for a Taxi to arrive at the ranks. The periods tended to vary and waiting occurred from time to time at periods of low demand as well as during periods of higher demand. There were no periods when large and persistent queues of passengers formed for extensive periods. The proportion of passengers who had to wait for a Taxi to arrive was generally low. This proportion, coupled with the variety of periods when waiting occurred and the lack of any persistent and extended passenger queueing suggests that the Taxi fleet is generally able to cater for the levels of demand at various times of day. .

The number of waiting passengers and the duration of waiting time needs to be considered in the context of all passengers at all times. Within this context, it was established that the level of passenger waiting was not considered to be significant. The service level in Perth and that in Blairgowrie were considered separately, as separate limits apply in each area. It was concluded that there was **no significant unmet demand in either Perth or in Blairgowrie.**

It appears that there is heavy reliance on pre-booked hires as a vital component of the income stream for many vehicles in the Taxi fleet. This is not uncommon and helps to meet changing demand profiles from the public, especially with regard to the use of mobile phones and smart phone apps, to obtain licensed vehicle services. However, it should be borne in mind that in some licensing areas, where the pre-booked hire market dominates the source of hires for Taxis, this can lead to pressure on Taxis to service pre-booked hires in preference to rank based hires at times of peak demand, such as on a Saturday night. As a consequence, this can lead to significant passenger queues during peak demand periods, despite the size of the Taxi fleet nominally exceeding the level required to service such demand. This feature is not an issue in Perth or in Blairgowrie at the present time and there appears to be sufficient vehicles servicing rank based demand at peak times. However, the trade would benefit in the long term by monitoring the situation at peak times and ensuring that rank



based demand continues to be adequately serviced during those times, as it is at present.

Availability of wheelchair accessible vehicles in particular and the reliability of pre-booked trips for medical appointments have been raised as issues which affect some people around Perth & Kinross as a whole. Availability of wheelchair accessible vehicles was raised as an issue by the trade and by stakeholders during consultation.

The need for accessible vehicles is a key and growing market sector within the trade. In some licensing areas, elsewhere in the UK, the existence of this market is recognised and targeted by some operators as a key business opportunity, especially as a component of daytime demand. There are some operators in Perth & Kinross who do have wheelchair accessible vehicles available and who have trained staff available to service demand. However, it appears that the level of demand exceeds the supply of available vehicles at some times of day. Part of the issue appears to be the length of time that accessible vehicles are tied up on contract work. Lengthy dead mileage legs for some of these contracts means that the vehicles fulfilling the contracts are not available for other work. This affects the availability for wheelchair users.

Older people and people with mobility impairments often have higher reliance on licensed vehicles for travel, than the general population at large. Perth and Kinross has a significant proportion of the population who are elderly or disabled. This proportion of the population is projected to grow at a faster rate than the population as a whole. As such, the market sector for elderly and mobility impaired passengers is likely to present an increasingly significant sector within the licensed vehicle market.

From the results of stakeholder and trade consultation, there appears to be a need for additional provision of wheelchair accessible vehicles and for some increased driver awareness of the needs for elderly and mobility impaired passengers.

The licensed vehicle trade consists of independent operators who are free to decide on working patterns and working locations and what market sectors to target. The Council may wish to explore measures which can improve availability of wheelchair accessible vehicles and the level of service offered to older and mobility impaired users. The most effective measures are likely to be ones which encourage the trade to invest in training, marketing and vehicles which can target and service this market on a commercial basis. Further identification of the potential market size, for wheelchair accessible vehicles and other mobility impaired users would help providers to understand the market potential and make commercial judgements regarding how to target this market.







## 9 Recommendations

On the basis of the evidence gathered, our key conclusion is that there is no evidence of significant unmet demand for the services of Taxis. There is no compelling need to increase the number of Taxi vehicle licences to meet current levels of demand.

The principal issue identified is lack of availability of wheelchair accessible vehicles at some times of day and in some locations. It is recommended that the Council discuss the potential market size for wheelchair users and mobility impaired passengers, with the trade, with the objective of encouraging investment towards targeting this particular market sector.





**Appendix A Rank Survey Data**



## Perth &amp; Blairgowrie Taxi Unmet Demand Survey

**Table 7 - Perth & Blairgowrie ranks, total passengers**

| Total passengers |               |                 |                   |                   |             |
|------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time       | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday07:00    | 6             | 2               |                   |                   |             |
| Thursday08:00    | 13            | 8               |                   |                   |             |
| Thursday09:00    | 10            | 7               |                   |                   |             |
| Thursday10:00    | 10            | 13              |                   |                   |             |
| Thursday11:00    | 12            | 10              |                   |                   | 4           |
| Thursday12:00    | 9             | 8               |                   |                   | 2           |
| Thursday13:00    | 13            | 5               |                   |                   | 4           |
| Thursday14:00    | 11            | 9               |                   |                   | 3           |
| Thursday15:00    | 12            | 5               |                   |                   | 5           |
| Thursday16:00    | 8             | 8               |                   |                   |             |
| Thursday17:00    | 5             | 8               |                   |                   | 4           |
| Thursday18:00    | 17            | 12              |                   |                   |             |
| Thursday19:00    | 16            | 8               |                   |                   |             |
| Thursday20:00    | 18            | 13              |                   |                   |             |
| Thursday21:00    | 17            | 9               | 2                 |                   |             |
| Thursday22:00    | 25            | 5               |                   |                   |             |
| Thursday23:00    | 24            | 7               | 2                 |                   |             |
| Friday00:00      | 60            |                 |                   | 3                 |             |
| Friday01:00      | 15            |                 |                   |                   |             |
| Friday02:00      | 12            |                 |                   |                   |             |
| Friday03:00      | 19            |                 |                   |                   |             |
| Friday04:00      |               |                 |                   |                   |             |
| Friday05:00      |               |                 |                   |                   |             |
| Friday06:00      |               |                 |                   |                   |             |
| Friday07:00      | 4             |                 |                   |                   |             |
| Friday08:00      | 7             | 5               |                   |                   |             |
| Friday09:00      | 6             | 23              |                   |                   |             |
| Friday10:00      | 12            | 10              |                   |                   | 4           |
| Friday11:00      | 10            | 10              |                   |                   | 2           |
| Friday12:00      | 19            | 7               |                   |                   | 1           |
| Friday13:00      | 9             | 1               |                   |                   | 2           |
| Friday14:00      | 13            | 7               |                   |                   | 6           |
| Friday15:00      | 13            | 2               |                   |                   | 1           |
| Friday16:00      | 12            | 5               |                   |                   | 2           |
| Friday17:00      | 21            | 11              |                   |                   | 1           |
| Friday18:00      | 23            | 14              |                   |                   | 5           |
| Friday19:00      | 29            | 11              |                   |                   | 7           |
| Friday20:00      | 35            | 11              | 1                 |                   | 1           |
| Friday21:00      | 49            | 9               | 3                 |                   | 14          |
| Friday22:00      | 43            | 12              | 2                 |                   | 7           |
| Friday23:00      | 55            | 18              |                   | 27                | 9           |
| Saturday00:00    |               | 11              |                   | 3                 | 1           |
| Saturday01:00    |               | 11              |                   | 2                 |             |
| Saturday02:00    |               |                 |                   | 4                 |             |
| Saturday03:00    |               |                 |                   | 1                 |             |
| Saturday04:00    |               |                 |                   |                   |             |
| Saturday05:00    |               |                 |                   |                   |             |
| Saturday06:00    |               |                 |                   |                   |             |
| Saturday07:00    |               |                 |                   |                   |             |
| Saturday08:00    |               |                 |                   |                   |             |
| Saturday09:00    |               | 11              |                   |                   |             |
| Saturday10:00    |               | 11              |                   |                   |             |
| Saturday11:00    |               | 15              |                   |                   |             |
| Saturday12:00    |               | 8               |                   |                   | 1           |
| Saturday13:00    |               | 12              |                   |                   | 3           |
| Saturday14:00    |               | 3               |                   |                   | 2           |
| Saturday15:00    |               | 8               |                   |                   | 2           |
| Saturday16:00    |               | 8               |                   |                   | 3           |
| Saturday17:00    |               | 11              |                   |                   | 3           |
| Saturday18:00    |               | 13              |                   |                   | 4           |
| Saturday19:00    |               | 20              |                   |                   | 14          |
| Saturday20:00    |               | 14              |                   |                   | 10          |
| Saturday21:00    |               | 13              |                   |                   | 6           |
| Saturday22:00    |               | 11              |                   |                   | 10          |
| Saturday23:00    |               | 11              | 7                 |                   | 3           |
| Sunday00:00      |               | 2               | 2                 | 7                 |             |
| Sunday01:00      |               |                 |                   | 1                 |             |
| Sunday02:00      |               |                 |                   | 1                 |             |
| Sunday03:00      |               |                 |                   |                   |             |
| Sunday04:00      |               |                 |                   |                   |             |
| Total            | 692           | 486             | 19                | 49                | 146         |



**Table 8 - Perth & Blairgowrie ranks, total Taxis departing with passengers**

| Total Taxis departing with passengers |               |                 |                   |                   |             |
|---------------------------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time                            | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday 07:00                        | 6             | 2               |                   |                   |             |
| Thursday 08:00                        | 10            | 8               |                   |                   |             |
| Thursday 09:00                        | 10            | 7               |                   |                   |             |
| Thursday 10:00                        | 8             | 13              | 10                |                   |             |
| Thursday 11:00                        | 9             | 10              | 8                 |                   | 3           |
| Thursday 12:00                        | 7             | 8               | 14                |                   | 2           |
| Thursday 13:00                        | 10            | 5               | 10                |                   | 3           |
| Thursday 14:00                        | 9             | 9               | 13                |                   | 3           |
| Thursday 15:00                        | 11            | 5               | 15                |                   | 4           |
| Thursday 16:00                        | 7             | 8               | 12                |                   |             |
| Thursday 17:00                        | 5             | 8               | 8                 |                   | 3           |
| Thursday 18:00                        | 12            | 10              | 3                 |                   |             |
| Thursday 19:00                        | 11            | 7               | 5                 |                   |             |
| Thursday 20:00                        | 12            | 13              | 3                 |                   |             |
| Thursday 21:00                        | 11            | 9               | 10                |                   |             |
| Thursday 22:00                        | 18            | 5               | 1                 |                   |             |
| Thursday 23:00                        | 15            | 6               | 3                 |                   |             |
| Friday 00:00                          | 36            |                 |                   | 4                 |             |
| Friday 01:00                          | 12            |                 |                   | 7                 |             |
| Friday 02:00                          | 8             |                 |                   | 9                 |             |
| Friday 03:00                          | 8             |                 |                   |                   |             |
| Friday 04:00                          |               |                 |                   |                   |             |
| Friday 05:00                          |               |                 |                   |                   |             |
| Friday 06:00                          |               |                 |                   |                   |             |
| Friday 07:00                          | 4             |                 |                   |                   |             |
| Friday 08:00                          | 6             | 5               |                   |                   |             |
| Friday 09:00                          | 6             | 18              | 2                 |                   |             |
| Friday 10:00                          | 10            | 6               | 14                |                   | 3           |
| Friday 11:00                          | 8             | 8               | 10                |                   | 2           |
| Friday 12:00                          | 15            | 6               | 10                |                   | 1           |
| Friday 13:00                          | 8             | 1               | 20                |                   | 2           |
| Friday 14:00                          | 10            | 7               | 19                |                   | 4           |
| Friday 15:00                          | 10            | 2               | 10                |                   | 1           |
| Friday 16:00                          | 9             | 5               | 6                 |                   | 2           |
| Friday 17:00                          | 13            | 11              | 10                |                   | 1           |
| Friday 18:00                          | 17            | 14              | 7                 |                   | 4           |
| Friday 19:00                          | 20            | 11              | 9                 |                   | 4           |
| Friday 20:00                          | 24            | 9               | 12                |                   | 1           |
| Friday 21:00                          | 31            | 9               | 15                |                   | 6           |
| Friday 22:00                          | 24            | 10              | 13                |                   | 4           |
| Friday 23:00                          | 33            | 11              |                   | 2                 | 7           |
| Saturday                              |               | 10              |                   | 10                | 1           |
| Saturday                              |               | 10              |                   | 21                |             |
| Saturday                              |               |                 |                   | 25                |             |
| Saturday                              |               |                 |                   | 25                |             |
| Saturday                              |               |                 |                   |                   |             |
| Saturday                              |               |                 |                   |                   |             |
| Saturday                              | 5             |                 |                   |                   |             |
| Saturday                              | 4             |                 | 3                 |                   |             |
| Saturday                              | 5             | 8               | 7                 |                   |             |
| Saturday                              | 6             | 7               | 7                 |                   |             |
| Saturday                              | 7             | 13              | 13                |                   |             |
| Saturday                              | 6             | 6               | 13                |                   | 1           |
| Saturday                              | 7             | 9               | 10                |                   | 2           |
| Saturday                              | 3             | 3               | 16                |                   | 2           |
| Saturday                              | 8             | 6               | 10                |                   | 1           |
| Saturday                              | 14            | 8               | 8                 |                   | 2           |
| Saturday                              | 21            | 11              | 14                |                   | 2           |
| Saturday                              | 30            | 11              | 8                 |                   | 3           |
| Saturday                              | 43            | 13              | 12                |                   | 8           |
| Saturday                              | 55            | 13              | 15                |                   | 7           |
| Saturday                              | 31            | 13              | 19                |                   | 4           |
| Saturday                              | 40            | 10              | 12                |                   | 5           |
| Saturday                              | 47            | 8               | 7                 |                   | 2           |
| Sunday 00:00                          | 44            | 2               | 3                 | 6                 |             |
| Sunday 01:00                          | 33            |                 |                   | 38                |             |
| Sunday 02:00                          | 9             |                 |                   | 35                |             |
| Sunday 03:00                          |               |                 |                   |                   |             |
| Sunday 04:00                          |               |                 |                   |                   |             |
| Total                                 | 90            | 427             | 449               | 18                | 100         |



**Table 9 - Perth & Blairgowrie ranks, total Taxis departing the ranks empty**

| Total Taxis departing ranks empty |               |                 |                   |                   |             |
|-----------------------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time                        | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday 07:00                    | 9             | 2               |                   |                   | 1           |
| Thursday 08:00                    | 4             |                 |                   |                   | 3           |
| Thursday 09:00                    | 9             |                 |                   |                   | 2           |
| Thursday 10:00                    | 13            |                 | 4                 |                   | 2           |
| Thursday 11:00                    | 11            | 1               |                   |                   | 1           |
| Thursday 12:00                    | 5             | 3               | 3                 |                   | 1           |
| Thursday 13:00                    | 6             | 9               | 4                 |                   | 2           |
| Thursday 14:00                    | 7             | 1               | 1                 |                   | 3           |
| Thursday 15:00                    | 4             |                 | 1                 |                   | 1           |
| Thursday 16:00                    | 4             |                 | 1                 |                   | 3           |
| Thursday 17:00                    | 1             |                 |                   |                   | 2           |
| Thursday 18:00                    | 5             |                 | 2                 |                   |             |
| Thursday 19:00                    | 7             | 1               | 5                 |                   |             |
| Thursday 20:00                    | 5             |                 | 7                 |                   |             |
| Thursday 21:00                    | 13            | 4               | 7                 |                   |             |
| Thursday 22:00                    | 6             | 1               | 2                 |                   |             |
| Thursday 23:00                    | 14            |                 | 3                 |                   |             |
| Friday 00:00                      | 6             |                 |                   | 6                 |             |
| Friday 01:00                      | 8             |                 |                   | 5                 |             |
| Friday 02:00                      | 4             |                 |                   | 5                 |             |
| Friday 03:00                      | 9             |                 |                   |                   |             |
| Friday 04:00                      |               |                 |                   |                   |             |
| Friday 05:00                      |               |                 |                   |                   |             |
| Friday 06:00                      |               |                 |                   |                   |             |
| Friday 07:00                      | 10            |                 |                   |                   |             |
| Friday 08:00                      | 7             | 1               |                   |                   | 2           |
| Friday 09:00                      | 12            | 2               | 5                 |                   | 2           |
| Friday 10:00                      | 7             | 5               | 4                 |                   | 3           |
| Friday 11:00                      | 15            | 2               | 7                 |                   |             |
| Friday 12:00                      | 4             | 1               | 10                |                   |             |
| Friday 13:00                      | 9             | 4               |                   |                   | 2           |
| Friday 14:00                      | 4             | 4               | 1                 |                   | 4           |
| Friday 15:00                      | 3             | 1               |                   |                   | 1           |
| Friday 16:00                      | 1             |                 | 2                 |                   | 5           |
| Friday 17:00                      | 1             |                 |                   |                   | 2           |
| Friday 18:00                      | 2             | 1               | 4                 |                   | 2           |
| Friday 19:00                      | 3             | 2               | 5                 |                   | 4           |
| Friday 20:00                      | 13            | 4               | 3                 |                   | 5           |
| Friday 21:00                      | 10            | 4               | 8                 |                   | 1           |
| Friday 22:00                      | 7             | 3               | 2                 |                   | 3           |
| Friday 23:00                      | 16            | 1               |                   | 6                 | 1           |
| Saturday                          |               | 2               |                   | 1                 | 1           |
| Saturday                          |               |                 |                   | 4                 |             |
| Saturday                          |               |                 |                   | 10                |             |
| Saturday                          |               |                 |                   | 6                 |             |
| Saturday                          |               |                 |                   |                   |             |
| Saturday                          |               |                 |                   |                   |             |
| Saturday                          | 8             |                 |                   |                   |             |
| Saturday                          | 5             |                 | 1                 |                   |             |
| Saturday                          | 2             | 1               | 5                 |                   |             |
| Saturday                          | 1             |                 | 1                 |                   |             |
| Saturday                          |               | 2               | 1                 |                   |             |
| Saturday                          | 3             |                 | 1                 |                   | 1           |
| Saturday                          | 3             |                 | 1                 |                   | 4           |
| Saturday                          | 3             | 1               | 2                 |                   | 1           |
| Saturday                          | 3             |                 | 8                 |                   | 3           |
| Saturday                          | 4             |                 | 4                 |                   | 3           |
| Saturday                          | 3             |                 | 1                 |                   | 2           |
| Saturday                          | 3             | 1               | 1                 |                   | 4           |
| Saturday                          |               |                 | 1                 |                   |             |
| Saturday                          | 10            | 2               | 10                |                   | 7           |
| Saturday                          | 20            | 2               | 8                 |                   | 7           |
| Saturday                          | 11            |                 | 6                 |                   | 2           |
| Saturday                          | 10            | 1               |                   |                   | 4           |
| Sunday 00:00                      | 1             | 1               | 1                 |                   |             |
| Sunday 01:00                      | 5             |                 |                   | 5                 |             |
| Sunday 02:00                      | 2             |                 |                   |                   |             |
| Sunday 03:00                      |               |                 |                   |                   |             |
| Sunday 04:00                      |               |                 |                   |                   |             |
| Total                             | 371           | 70              | 143               | 48                | 97          |





**Table 10 - Perth & Blairgowrie ranks, total Taxis departing the ranks**

| Total Taxis departing ranks |               |                 |                   |                   |             |
|-----------------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time                  | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday 07:00              | 15            | 4               |                   |                   | 1           |
| Thursday 08:00              | 14            | 8               |                   |                   | 3           |
| Thursday 09:00              | 19            | 7               |                   |                   | 2           |
| Thursday 10:00              | 21            | 13              | 14                |                   | 2           |
| Thursday 11:00              | 20            | 11              | 8                 |                   | 4           |
| Thursday 12:00              | 12            | 11              | 17                |                   | 3           |
| Thursday 13:00              | 16            | 14              | 14                |                   | 5           |
| Thursday 14:00              | 16            | 10              | 14                |                   | 6           |
| Thursday 15:00              | 15            | 5               | 16                |                   | 5           |
| Thursday 16:00              | 11            | 8               | 13                |                   | 3           |
| Thursday 17:00              | 6             | 8               | 8                 |                   | 5           |
| Thursday 18:00              | 17            | 10              | 5                 |                   |             |
| Thursday 19:00              | 18            | 8               | 10                |                   |             |
| Thursday 20:00              | 17            | 13              | 10                |                   |             |
| Thursday 21:00              | 24            | 13              | 17                |                   |             |
| Thursday 22:00              | 24            | 6               | 3                 |                   |             |
| Thursday 23:00              | 29            | 6               | 6                 |                   |             |
| Friday 00:00                | 42            |                 |                   | 10                |             |
| Friday 01:00                | 20            |                 |                   | 12                |             |
| Friday 02:00                | 12            |                 |                   | 14                |             |
| Friday 03:00                | 17            |                 |                   |                   |             |
| Friday 04:00                |               |                 |                   |                   |             |
| Friday 05:00                |               |                 |                   |                   |             |
| Friday 06:00                |               |                 |                   |                   |             |
| Friday 07:00                | 14            |                 |                   |                   |             |
| Friday 08:00                | 13            | 6               |                   |                   | 2           |
| Friday 09:00                | 18            | 20              | 7                 |                   | 2           |
| Friday 10:00                | 17            | 11              | 18                |                   | 6           |
| Friday 11:00                | 23            | 10              | 17                |                   | 2           |
| Friday 12:00                | 19            | 7               | 20                |                   | 1           |
| Friday 13:00                | 17            | 5               | 20                |                   | 4           |
| Friday 14:00                | 14            | 11              | 20                |                   | 8           |
| Friday 15:00                | 13            | 3               | 10                |                   | 2           |
| Friday 16:00                | 10            | 5               | 8                 |                   | 7           |
| Friday 17:00                | 14            | 11              | 10                |                   | 3           |
| Friday 18:00                | 19            | 15              | 11                |                   | 6           |
| Friday 19:00                | 23            | 13              | 14                |                   | 8           |
| Friday 20:00                | 37            | 13              | 15                |                   | 6           |
| Friday 21:00                | 41            | 13              | 23                |                   | 7           |
| Friday 22:00                | 31            | 13              | 15                |                   | 7           |
| Friday 23:00                | 49            | 12              |                   | 8                 | 8           |
| Saturday                    |               | 12              |                   | 11                | 2           |
| Saturday                    |               | 10              |                   | 25                |             |
| Saturday                    |               |                 |                   | 35                |             |
| Saturday                    |               |                 |                   | 31                |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    | 13            |                 |                   |                   |             |
| Saturday                    | 9             |                 | 4                 |                   |             |
| Saturday                    | 7             | 9               | 12                |                   |             |
| Saturday                    | 7             | 7               | 8                 |                   |             |
| Saturday                    | 7             | 15              | 14                |                   |             |
| Saturday                    | 9             | 6               | 14                |                   | 2           |
| Saturday                    | 10            | 9               | 11                |                   | 6           |
| Saturday                    | 6             | 4               | 18                |                   | 3           |
| Saturday                    | 11            | 6               | 18                |                   | 4           |
| Saturday                    | 18            | 8               | 12                |                   | 5           |
| Saturday                    | 24            | 11              | 15                |                   | 4           |
| Saturday                    | 33            | 12              | 9                 |                   | 7           |
| Saturday                    | 43            | 13              | 13                |                   | 8           |
| Saturday                    | 65            | 15              | 25                |                   | 14          |
| Saturday                    | 51            | 15              | 27                |                   | 11          |
| Saturday                    | 51            | 10              | 18                |                   | 7           |
| Saturday                    | 57            | 9               | 7                 |                   | 6           |
| Sunday 00:00                | 45            | 3               | 4                 | 6                 |             |
| Sunday 01:00                | 38            |                 |                   | 43                |             |
| Sunday 02:00                | 11            |                 |                   | 35                |             |
| Sunday 03:00                |               |                 |                   |                   |             |
| Sunday 04:00                |               |                 |                   |                   |             |
| Total                       | 1272          | 497             | 592               | 230               | 197         |



**Table 11 - Perth & Blairgowrie ranks, average Taxi vehicle waiting time at the rank (hh:mm)**

| Taxi average vehicle wait times (HH:MM) |               |                 |                   |                   |             |
|-----------------------------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time                              | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday 07:00                          | 00:04         | 00:01           |                   |                   | 00:22       |
| Thursday 08:00                          | 00:04         | 00:06           |                   |                   | 00:28       |
| Thursday 09:00                          | 00:15         | 00:16           |                   |                   | 00:33       |
| Thursday 10:00                          | 00:18         | 00:28           | 00:11             |                   | 00:24       |
| Thursday 11:00                          | 00:17         | 00:27           | 00:24             |                   | 00:11       |
| Thursday 12:00                          | 00:27         | 00:20           | 00:29             |                   | 00:14       |
| Thursday 13:00                          | 00:18         | 00:42           | 00:15             |                   | 00:21       |
| Thursday 14:00                          | 00:11         | 00:37           | 00:08             |                   | 00:06       |
| Thursday 15:00                          | 00:05         | 00:31           | 00:02             |                   | 00:06       |
| Thursday 16:00                          | 00:11         | 00:31           | 00:01             |                   | 00:23       |
| Thursday 17:00                          | 00:01         | 00:26           | 00:03             |                   | 00:02       |
| Thursday 18:00                          | 00:01         | 00:21           | 00:00             |                   |             |
| Thursday 19:00                          | 00:03         | 00:32           | 00:05             |                   |             |
| Thursday 20:00                          | 00:21         | 00:33           | 00:14             |                   |             |
| Thursday 21:00                          | 00:11         | 00:21           | 00:06             |                   |             |
| Thursday 22:00                          | 00:13         | 00:24           | 00:05             |                   |             |
| Thursday 23:00                          | 00:09         | 00:33           | 00:08             |                   |             |
| Friday 00:00                            | 00:04         |                 |                   | 00:02             |             |
| Friday 01:00                            | 00:11         |                 |                   | 00:05             |             |
| Friday 02:00                            | 00:11         |                 |                   | 00:12             |             |
| Friday 03:00                            | 00:08         |                 |                   |                   |             |
| Friday 04:00                            |               |                 |                   |                   |             |
| Friday 05:00                            |               |                 |                   |                   |             |
| Friday 06:00                            |               |                 |                   |                   |             |
| Friday 07:00                            | 00:07         |                 |                   |                   |             |
| Friday 08:00                            | 00:05         | 00:05           |                   |                   | 00:21       |
| Friday 09:00                            | 00:19         | 00:11           | 00:13             |                   | 00:00       |
| Friday 10:00                            | 00:24         | 00:31           | 00:11             |                   | 00:07       |
| Friday 11:00                            | 00:20         | 00:48           | 00:15             |                   | 00:02       |
| Friday 12:00                            | 00:07         | 00:41           | 00:07             |                   | 00:53       |
| Friday 13:00                            | 00:13         | 00:50           | 00:06             |                   | 00:17       |
| Friday 14:00                            | 00:13         | 00:07           | 00:02             |                   | 00:16       |
| Friday 15:00                            | 00:06         | 00:24           |                   |                   | 00:33       |
| Friday 16:00                            | 00:06         | 00:43           | 00:02             |                   | 00:25       |
| Friday 17:00                            | 00:06         | 00:22           |                   |                   | 00:33       |
| Friday 18:00                            | 00:04         | 00:13           | 00:01             |                   | 00:22       |
| Friday 19:00                            | 00:10         | 00:28           | 00:01             |                   | 00:22       |
| Friday 20:00                            | 00:10         | 00:31           | 00:06             |                   | 00:28       |
| Friday 21:00                            | 00:06         | 00:48           | 00:04             |                   | 00:17       |
| Friday 22:00                            | 00:17         | 00:26           | 00:13             |                   | 00:14       |
| Friday 23:00                            | 00:09         | 00:20           |                   | 00:01             | 00:09       |
| Saturday                                |               | 00:11           |                   | 00:02             | 00:02       |
| Saturday                                |               | 00:07           |                   | 00:09             |             |
| Saturday                                |               |                 |                   | 00:09             |             |
| Saturday                                |               |                 |                   | 00:01             |             |
| Saturday                                |               |                 |                   |                   |             |
| Saturday                                |               |                 |                   |                   |             |
| Saturday                                | 00:09         |                 |                   |                   |             |
| Saturday                                | 00:12         |                 | 00:09             |                   |             |
| Saturday                                | 00:07         | 00:07           | 00:13             |                   |             |
| Saturday                                | 00:08         | 00:17           | 00:01             |                   |             |
| Saturday                                | 00:11         | 00:02           | 00:07             |                   |             |
| Saturday                                | 00:10         | 00:17           | 00:01             |                   | 00:21       |
| Saturday                                | 00:06         | 00:10           | 00:02             |                   | 00:10       |
| Saturday                                | 00:16         | 00:19           | 00:08             |                   | 00:27       |
| Saturday                                | 00:07         | 00:31           | 00:03             |                   | 00:08       |
| Saturday                                | 00:03         | 00:12           | 00:03             |                   | 00:11       |
| Saturday                                | 00:03         | 00:09           | 00:00             |                   | 00:14       |
| Saturday                                | 00:03         | 00:16           | 00:02             |                   | 00:09       |
| Saturday                                | 00:02         | 00:03           |                   |                   | 00:06       |
| Saturday                                | 00:03         | 00:04           | 00:00             |                   | 00:11       |
| Saturday                                | 00:07         | 00:07           | 00:01             |                   | 00:22       |
| Saturday                                | 00:04         | 00:12           | 00:01             |                   | 00:19       |
| Saturday                                | 00:04         | 00:01           |                   |                   | 00:17       |
| Sunday 00:00                            | 00:02         | 00:01           |                   |                   |             |
| Sunday 01:00                            | 00:04         |                 |                   |                   |             |
| Sunday 02:00                            | 00:05         |                 |                   |                   |             |
| Sunday 03:00                            |               |                 |                   |                   |             |
| Sunday 04:00                            |               |                 |                   |                   |             |



**Table 12 - Perth & Blairgowrie ranks, maximum Taxi vehicle waiting time (hh:mm)**

| Maximum Taxi Vehicle wait time |               |                 |                   |                   |             |
|--------------------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time                     | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday 07:00                 | 00:15         | 00:06           |                   |                   |             |
| Thursday 08:00                 | 00:11         | 00:11           |                   |                   |             |
| Thursday 09:00                 | 00:31         | 00:24           |                   |                   |             |
| Thursday 10:00                 | 00:27         | 00:47           |                   |                   | 00:13       |
| Thursday 11:00                 | 00:25         | 01:18           |                   |                   | 00:22       |
| Thursday 12:00                 | 00:44         | 00:34           |                   |                   | 00:16       |
| Thursday 13:00                 | 00:32         | 01:01           |                   |                   | 00:30       |
| Thursday 14:00                 | 00:17         | 00:54           |                   |                   | 00:07       |
| Thursday 15:00                 | 00:08         | 00:55           |                   |                   | 00:09       |
| Thursday 16:00                 | 00:23         | 01:02           |                   |                   | 00:42       |
| Thursday 17:00                 | 00:02         | 00:48           |                   |                   | 00:01       |
| Thursday 18:00                 | 00:01         | 00:44           |                   |                   |             |
| Thursday 19:00                 | 00:10         | 01:06           |                   |                   |             |
| Thursday 20:00                 | 00:29         | 00:45           |                   |                   |             |
| Thursday 21:00                 | 00:18         | 00:33           | 00:02             |                   |             |
| Thursday 22:00                 | 00:25         | 00:31           |                   |                   |             |
| Thursday 23:00                 | 00:13         | 00:55           | 00:10             |                   |             |
| Friday 00:00                   | 00:13         |                 |                   | 00:04             |             |
| Friday 01:00                   | 00:14         |                 |                   |                   |             |
| Friday 02:00                   | 00:22         |                 |                   |                   |             |
| Friday 03:00                   | 00:16         |                 |                   |                   |             |
| Friday 04:00                   |               |                 |                   |                   |             |
| Friday 05:00                   |               |                 |                   |                   |             |
| Friday 06:00                   |               |                 |                   |                   |             |
| Friday 07:00                   | 00:10         |                 |                   |                   |             |
| Friday 08:00                   | 00:09         | 00:15           |                   |                   |             |
| Friday 09:00                   | 00:29         | 00:21           |                   |                   |             |
| Friday 10:00                   | 00:34         | 00:44           |                   |                   | 00:16       |
| Friday 11:00                   | 00:31         | 01:17           |                   |                   | 00:03       |
| Friday 12:00                   | 00:13         | 00:44           |                   |                   | 00:53       |
| Friday 13:00                   | 00:22         | 01:17           |                   |                   | 00:29       |
| Friday 14:00                   | 00:20         | 00:05           |                   |                   | 00:21       |
| Friday 15:00                   | 00:10         | 00:39           |                   |                   |             |
| Friday 16:00                   | 00:13         | 01:09           |                   |                   | 00:29       |
| Friday 17:00                   | 00:12         | 00:37           |                   |                   |             |
| Friday 18:00                   | 00:19         | 00:26           |                   |                   | 00:28       |
| Friday 19:00                   | 00:15         | 00:46           |                   |                   | 00:22       |
| Friday 20:00                   | 00:16         | 00:45           | 00:00             |                   | 00:39       |
| Friday 21:00                   | 00:18         | 00:39           | 00:03             |                   | 00:19       |
| Friday 22:00                   | 00:25         | 00:42           | 00:00             |                   | 00:18       |
| Friday 23:00                   | 00:15         | 00:34           |                   | 00:08             | 00:12       |
| Saturday 00:00                 |               | 00:49           |                   | 00:00             | 00:02       |
| Saturday 01:00                 |               | 00:12           |                   | 00:07             |             |
| Saturday 02:00                 |               |                 |                   | 00:08             |             |
| Saturday 03:00                 |               |                 |                   | 00:05             |             |
| Saturday 04:00                 |               |                 |                   |                   |             |
| Saturday 05:00                 |               |                 |                   |                   |             |
| Saturday 06:00                 |               |                 |                   |                   |             |
| Saturday 07:00                 | 00:25         |                 |                   |                   |             |
| Saturday 08:00                 | 00:22         |                 |                   |                   |             |
| Saturday 09:00                 | 00:19         | 00:18           |                   |                   |             |
| Saturday 10:00                 | 00:23         | 00:35           |                   |                   |             |
| Saturday 11:00                 | 00:30         | 00:11           |                   |                   |             |
| Saturday 12:00                 | 00:16         | 00:35           |                   |                   | 00:23       |
| Saturday 13:00                 | 00:15         | 00:19           |                   |                   | 00:15       |
| Saturday 14:00                 | 00:28         | 00:46           |                   |                   | 00:45       |
| Saturday 15:00                 | 00:17         | 00:40           |                   |                   |             |
| Saturday 16:00                 | 00:10         | 00:30           |                   |                   | 00:14       |
| Saturday 17:00                 | 00:09         | 00:21           |                   |                   | 00:16       |
| Saturday 18:00                 | 00:09         | 00:25           |                   |                   | 00:06       |
| Saturday 19:00                 | 00:07         | 00:09           |                   |                   | 00:11       |
| Saturday 20:00                 | 00:09         | 00:09           |                   |                   | 00:14       |
| Saturday 21:00                 | 00:15         | 00:20           |                   |                   | 00:35       |
| Saturday 22:00                 | 00:08         | 00:25           |                   |                   | 00:24       |
| Saturday 23:00                 | 00:09         | 00:03           | 00:01             |                   | 00:23       |
| Sunday 00:00                   | 00:06         | 00:02           | 00:05             | 00:02             |             |
| Sunday 01:00                   | 00:24         |                 |                   | 00:02             |             |
| Sunday 02:00                   | 00:16         |                 |                   | 00:02             |             |
| Sunday 03:00                   |               |                 |                   |                   |             |
| Sunday 04:00                   |               |                 |                   |                   |             |
| Maximum                        | 00:44         | 01:18           | 00:10             | 00:08             | 00:53       |



**Table 13 - Perth & Blairgowrie ranks, average passenger waiting times (hh:mm)**

| Average passenger wait time |               |                 |                   |                   |             |
|-----------------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time                  | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday 07:00              |               |                 |                   |                   |             |
| Thursday 08:00              | 00:02         |                 |                   |                   |             |
| Thursday 09:00              | 00:03         |                 |                   |                   |             |
| Thursday 10:00              |               |                 |                   |                   |             |
| Thursday 11:00              |               |                 |                   |                   | 00:03       |
| Thursday 12:00              |               |                 |                   |                   |             |
| Thursday 13:00              |               |                 |                   |                   |             |
| Thursday 14:00              |               |                 |                   |                   | 00:02       |
| Thursday 15:00              |               |                 |                   |                   |             |
| Thursday 16:00              |               |                 |                   |                   |             |
| Thursday 17:00              | 00:01         |                 |                   |                   |             |
| Thursday 18:00              | 00:02         |                 |                   |                   |             |
| Thursday 19:00              | 00:01         |                 |                   |                   |             |
| Thursday 20:00              |               |                 |                   |                   |             |
| Thursday 21:00              |               |                 |                   |                   |             |
| Thursday 22:00              |               |                 |                   |                   |             |
| Thursday 23:00              |               |                 |                   |                   |             |
| Friday 00:00                |               |                 |                   |                   |             |
| Friday 01:00                |               |                 |                   |                   |             |
| Friday 02:00                | 00:00         |                 |                   |                   |             |
| Friday 03:00                | 00:01         |                 |                   |                   |             |
| Friday 04:00                |               |                 |                   |                   |             |
| Friday 05:00                |               |                 |                   |                   |             |
| Friday 06:00                |               |                 |                   |                   |             |
| Friday 07:00                |               |                 |                   |                   |             |
| Friday 08:00                |               | 00:00           |                   |                   |             |
| Friday 09:00                |               |                 |                   |                   |             |
| Friday 10:00                |               |                 |                   |                   | 00:00       |
| Friday 11:00                |               |                 |                   |                   |             |
| Friday 12:00                |               |                 |                   |                   |             |
| Friday 13:00                |               |                 |                   |                   |             |
| Friday 14:00                | 00:00         |                 |                   |                   |             |
| Friday 15:00                |               |                 |                   |                   |             |
| Friday 16:00                |               |                 |                   |                   |             |
| Friday 17:00                | 00:00         |                 |                   |                   |             |
| Friday 18:00                | 00:00         |                 |                   |                   |             |
| Friday 19:00                | 00:00         |                 |                   |                   |             |
| Friday 20:00                |               |                 |                   |                   |             |
| Friday 21:00                |               |                 |                   |                   |             |
| Friday 22:00                |               |                 |                   |                   |             |
| Friday 23:00                |               |                 |                   | 00:08             |             |
| Saturday                    |               |                 |                   | 00:00             |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    | 00:01         |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    | 00:01         |                 |                   |                   |             |
| Saturday                    | 00:00         |                 |                   |                   |             |
| Saturday                    | 00:01         |                 |                   |                   | 00:02       |
| Saturday                    | 00:01         |                 |                   |                   |             |
| Saturday                    | 00:00         |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Sunday 00:00                | 00:02         |                 |                   | 00:01             |             |
| Sunday 01:00                | 00:00         |                 |                   |                   |             |
| Sunday 02:00                |               |                 |                   |                   |             |
| Sunday 03:00                |               |                 |                   |                   |             |
| Sunday 04:00                |               |                 |                   |                   |             |





**Table 14 - Perth & Blairgowrie ranks, maximum passenger waiting times (hh:mm)**

| Maximum passenger wait time |               |                 |                   |                   |             |
|-----------------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time                  | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday 07:00              |               |                 |                   |                   |             |
| Thursday 08:00              | 00:12         |                 |                   |                   |             |
| Thursday 09:00              | 00:06         |                 |                   |                   |             |
| Thursday 10:00              |               |                 |                   |                   |             |
| Thursday 11:00              |               |                 |                   |                   | 00:06       |
| Thursday 12:00              |               |                 |                   |                   |             |
| Thursday 13:00              |               |                 |                   |                   |             |
| Thursday 14:00              |               |                 |                   |                   | 00:08       |
| Thursday 15:00              |               |                 |                   |                   |             |
| Thursday 16:00              |               |                 |                   |                   |             |
| Thursday 17:00              | 00:06         |                 |                   |                   |             |
| Thursday 18:00              | 00:07         |                 |                   |                   |             |
| Thursday 19:00              | 00:07         |                 |                   |                   |             |
| Thursday 20:00              |               |                 |                   |                   |             |
| Thursday 21:00              |               |                 |                   |                   |             |
| Thursday 22:00              |               |                 |                   |                   |             |
| Thursday 23:00              |               |                 |                   |                   |             |
| Friday 00:00                |               |                 |                   |                   |             |
| Friday 01:00                |               |                 |                   |                   |             |
| Friday 02:00                | 00:01         |                 |                   |                   |             |
| Friday 03:00                | 00:10         |                 |                   |                   |             |
| Friday 04:00                |               |                 |                   |                   |             |
| Friday 05:00                |               |                 |                   |                   |             |
| Friday 06:00                |               |                 |                   |                   |             |
| Friday 07:00                |               |                 |                   |                   |             |
| Friday 08:00                |               | 00:02           |                   |                   |             |
| Friday 09:00                |               |                 |                   |                   |             |
| Friday 10:00                |               |                 |                   |                   | 00:03       |
| Friday 11:00                |               |                 |                   |                   |             |
| Friday 12:00                |               |                 |                   |                   |             |
| Friday 13:00                |               |                 |                   |                   |             |
| Friday 14:00                | 00:04         |                 |                   |                   |             |
| Friday 15:00                |               |                 |                   |                   |             |
| Friday 16:00                |               |                 |                   |                   |             |
| Friday 17:00                | 00:02         |                 |                   |                   |             |
| Friday 18:00                | 00:04         |                 |                   |                   |             |
| Friday 19:00                | 00:03         |                 |                   |                   |             |
| Friday 20:00                |               |                 |                   |                   |             |
| Friday 21:00                |               |                 |                   |                   |             |
| Friday 22:00                |               |                 |                   |                   |             |
| Friday 23:00                |               |                 |                   | 00:03             |             |
| Saturday                    |               |                 |                   | 00:03             |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    | 00:08         |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    | 00:05         |                 |                   |                   |             |
| Saturday                    | 00:02         |                 |                   |                   |             |
| Saturday                    | 00:06         |                 |                   |                   | 00:07       |
| Saturday                    | 00:08         |                 |                   |                   |             |
| Saturday                    | 00:02         |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    |               |                 |                   |                   |             |
| Saturday                    | 00:01         |                 |                   |                   |             |
| Sunday 00:00                | 00:12         |                 |                   | 00:07             |             |
| Sunday 01:00                | 00:02         |                 |                   |                   |             |
| Sunday 02:00                |               |                 |                   |                   |             |
| Sunday 03:00                |               |                 |                   |                   |             |
| Sunday 04:00                |               |                 |                   |                   |             |
| Maximum                     | 00:12:26      | 00:02:47        |                   | 00:07:46          | 00:08:27    |



**Table 15 - Perth & Blairgowrie ranks, number of passengers who had to wait**

| Total waiting passengers |               |                 |                   |                   |             |
|--------------------------|---------------|-----------------|-------------------|-------------------|-------------|
| Day & Time               | Murray Street | Railway Station | South Street East | South Street West | Blairgowrie |
| Thursday07:00            |               |                 |                   |                   |             |
| Thursday08:00            | 3             |                 |                   |                   |             |
| Thursday09:00            | 8             |                 |                   |                   |             |
| Thursday10:00            |               |                 |                   |                   |             |
| Thursday11:00            |               |                 |                   |                   | 2           |
| Thursday12:00            |               |                 |                   |                   |             |
| Thursday13:00            |               |                 |                   |                   |             |
| Thursday14:00            |               |                 |                   |                   | 1           |
| Thursday15:00            |               |                 |                   |                   |             |
| Thursday16:00            |               |                 |                   |                   |             |
| Thursday17:00            | 2             |                 |                   |                   |             |
| Thursday18:00            | 9             |                 |                   |                   |             |
| Thursday19:00            | 6             |                 |                   |                   |             |
| Thursday20:00            |               |                 |                   |                   |             |
| Thursday21:00            |               |                 |                   |                   |             |
| Thursday22:00            |               |                 |                   |                   |             |
| Thursday23:00            |               |                 |                   |                   |             |
| Friday00:00              |               |                 |                   |                   |             |
| Friday01:00              |               |                 |                   |                   |             |
| Friday02:00              | 1             |                 |                   |                   |             |
| Friday03:00              | 5             |                 |                   |                   |             |
| Friday04:00              |               |                 |                   |                   |             |
| Friday05:00              |               |                 |                   |                   |             |
| Friday06:00              |               |                 |                   |                   |             |
| Friday07:00              |               |                 |                   |                   |             |
| Friday08:00              |               | 1               |                   |                   |             |
| Friday09:00              |               |                 |                   |                   |             |
| Friday10:00              |               |                 |                   |                   | 1           |
| Friday11:00              |               |                 |                   |                   |             |
| Friday12:00              |               |                 |                   |                   |             |
| Friday13:00              |               |                 |                   |                   |             |
| Friday14:00              | 1             |                 |                   |                   |             |
| Friday15:00              |               |                 |                   |                   |             |
| Friday16:00              |               |                 |                   |                   |             |
| Friday17:00              | 1             |                 |                   |                   |             |
| Friday18:00              | 7             |                 |                   |                   |             |
| Friday19:00              | 2             |                 |                   |                   |             |
| Friday20:00              |               |                 |                   |                   |             |
| Friday21:00              |               |                 |                   |                   |             |
| Friday22:00              |               |                 |                   |                   |             |
| Friday23:00              |               |                 |                   | 12                |             |
| Saturday00:00            |               |                 |                   | 2                 |             |
| Saturday01:00            |               |                 |                   |                   |             |
| Saturday02:00            |               |                 |                   |                   |             |
| Saturday03:00            |               |                 |                   |                   |             |
| Saturday04:00            |               |                 |                   |                   |             |
| Saturday05:00            |               |                 |                   |                   |             |
| Saturday06:00            |               |                 |                   |                   |             |
| Saturday07:00            |               |                 |                   |                   |             |
| Saturday08:00            |               |                 |                   |                   |             |
| Saturday09:00            |               |                 |                   |                   |             |
| Saturday10:00            |               |                 |                   |                   |             |
| Saturday11:00            |               |                 |                   |                   |             |
| Saturday12:00            |               |                 |                   |                   |             |
| Saturday13:00            |               |                 |                   |                   |             |
| Saturday14:00            |               |                 |                   |                   |             |
| Saturday15:00            |               |                 |                   |                   |             |
| Saturday16:00            |               |                 |                   |                   |             |
| Saturday17:00            |               |                 |                   |                   |             |
| Saturday18:00            |               |                 |                   |                   | 2           |
| Saturday19:00            |               |                 |                   |                   |             |
| Saturday20:00            |               |                 |                   |                   |             |
| Saturday21:00            |               |                 |                   |                   |             |
| Saturday22:00            |               |                 |                   |                   |             |
| Saturday23:00            |               |                 |                   |                   |             |
| Sunday00:00              |               |                 |                   | 2                 |             |
| Sunday01:00              |               |                 |                   |                   |             |
| Sunday02:00              |               |                 |                   |                   |             |
| Sunday03:00              |               |                 |                   |                   |             |
| Sunday04:00              |               |                 |                   |                   |             |
| Total                    | 45            | 1               |                   | 16                | 6           |





**APPENDIX 2**

From: Cheyne McWilliam [REDACTED]  
Sent: 22 October 2020 20:04  
To: [REDACTED]  
Subject: Disabled taxi

Hello John

Thank you for getting in touch, as a former carer looking after my partner, it was always extremely difficult to try and organise any type of appointment as I knew through experience that we had to work around availability.

Having more taxis accessible in Perth would have made a big difference in our lives.

For us to get into town, we always had to book a taxi and had to plan our times out with school runs.

This greatly limited our times and my partners opportunities. We could never decide on a whim to go out like other people. Everything had to be planned.

I would like to give my support to you in your application for a disabled access Taxi

Yours

Cheyne McWilliam

Sent from my iPhone



# **CENTRE FOR INCLUSIVE LIVING Perth & Kinross**

*Access Equality Independence*

Jane Moncrieff, Development Manager  
90 Tay Street  
Perth, PH2 8NP

26th November 2020

To Whom it may concern,

We are a Disabled Persons Organisation based in Perth and provide wheelchair accessible vehicle training to Taxi Companies in Perth and Kinross.

Through reports from Members and discussions with those we have provided training to we have found that there are not enough WAV's available to those who require them, especially during school drop off/pick up times, handover times and Sundays. I understand that this also is the situation for people who do not require a WAV. Though often a WAV is the only accessible option available for the individual to transport them to an appointment.

It has been reported that people are often told that taxi operators cannot guarantee a WAV will be available and if it is, they cannot guarantee there will be one available to pick them up at the end of their appointment/event/activity.

It has also been reported that if a WAV is required that it must be booked, as the person cannot guarantee that there will be a WAV at a taxi rank.

Through the training that we have provided we are often told by Taxi Drivers that WAV's are used for house moves or to place a child into the WAV while still in their buggy. As you can imagine, this limits the availability of WAV's further.

Our Members and other Residents with impaired mobility or assistance dogs in Perth and Kinross heavily rely on the availability of WAV's due to accessibility restrictions on buses, trains, and other public transport. They would, I am sure, appreciate an increase in the number of available WAV's.

Therefore, we support and would greatly welcome the proposal of further Hackney Licenses for WAV's in Perth.

Should you require any further information, please contact our Manager.

Kind Regards

Jane Moncrieff

**Centre for Inclusive Living Perth and Kinross is a  
Scottish Charity no. SC 016452 and a Company Limited by Guarantee no. SC 339913  
Registered Office: 90 Tay Street. Perth. PH2 8NP.**



From: Fiona Williams [REDACTED]  
Sent: 26 October 2020 18:50  
To: [REDACTED]  
Subject: Letter of Support / Hope this helps with your application.

To whom it may concern -

I am the mother of a severely disabled daughter who is an electric wheelchair user. I am writing this letter of support for JJosh Private Hire Wheelchair Accessible Vehicle as I believe there is a serious need for wheelchair accessible taxis in the Perth and Kinross catchment.

I have known John for over a decade and have called on his services and that of his wheelchair accessible private hire vehicle on many occasions. I have always found John and those who work along side him to be very understanding of the needs of the disabled user.

Due to the limited number of wheelchair accessible Taxis in Perth I have to plan well in advance of any trip my daughter makes using wheelchair accessible taxis or private hire. This is an obvious disadvantage should she wish to go out or needs to get home at short notice using this mode of transport. This not only disadvantages her but also the rest of the elderly and disabled in the Perth and Kinross community.

I therefore support John with his application for a hackney plate so he is able to put a wheelchair accessible vehicle on the taxi rank. Any wheelchair accessible vehicles addition to the Perth and Kinross catchment would be really welcomed by all.

Fiona Williams

*49 Evelyn Terrace  
Perth  
PH2 0BS*

26 March 2021

To Whom It May Concern

I am writing this in support of JJTosh Private Hire being given a hackney license. John and Jane have on many occasions "rescued" my disabled daughter from being stranded, thanks to his wheelchair accessible vehicle and he goes above and beyond when helping vulnerable passengers.

I am a parent of a disabled adult with a large electric wheelchair. We often go shopping in the town of Perth, and occasionally visit the concert hall or cinema, and have extreme difficulty accessing any taxis at the taxi ranks both outside the cinema and on South Street.

We have to pre book taxis to collect us and this does not allow us to be flexible when browsing the shops, having to rush away in order to meet the pre arranged taxi. During normal term time there is always difficulty accessing wheelchair accessible taxis at certain times of day.

Non disabled people do not have this restriction placed upon them. Most taxis (none that I've seen) available on the ranks do not have wheelchair access, which in this day and age of equal access, is unacceptable.

We often travel by train to other towns and cities in Scotland, and can always get a wheelchair accessible taxi at the station ranks. Not in Perth though.... City status should come with disabled access everywhere including transport.

I sincerely hope the taxi licensing committee of Perth & Kinross Council will look favourably on any requests to bring wheelchair taxis into the hackney system, perhaps pushing for all taxis to be wheelchair accessible, and please bear in mind the Equality Act when coming to a decision.

Thank you

Karen Paterson

Telephone [REDACTED]

PKC

3 Hillcrest Avenue

Perth

Dear Sir/Madam

Application for a Hackney Plate. Wheelchair accessible.

I would like to support the above application.

JJTosh Private Hire were an invaluable lifeline for myself and my late husband George for all our outings over several years.

We used this for what we called "cinema Sundays" where we were "chauffeured" every week to the cinema. Not only dropped at kerb but also taking time to take George into the cinema and on return, straight into our home.

Disabled people can be very vulnerable and to have a wheelchair accessible service where you can absolutely trust you are in safe hands is paramount.

We had lots of laughter and banter and George although he had severe communication difficulties always managed to be vocal enough to join in.

"cinema Sunday" days come up every week on my Facebook memories now. I can look back on that day to remember what film we saw that week. It would not happen if it were not for a disabled private hire service like JJTosh.

Due to the limited number of wheelchair accessible Taxis in Perth I had to plan well in advance of any trip my husband and I made using wheelchair accessible taxis or private hire. This is an obvious disadvantage should he wish to go out or needs to get home at short notice using this mode of transport.

I would like to support John with his application for a hackney licence so he can put a wheelchair accessible vehicle on the taxi rank. Any wheelchair accessible vehicles addition to the Perth and Kinross catchment would be really welcomed by all.

Mrs Linda Craig

**From:** Morag Stewart [REDACTED]  
**Sent:** 28 October 2020 18:40  
**To:** [REDACTED]  
**Subject:** Wheelchair Accessible Taxis in Perth

To Whom it May Concern,

I am, and have been concerned at the lack of wheelchair accessible taxis in and around Perth. I have a disabled brother residing in Perth who uses an electric wheelchair on a permanent basis. We require taxis to transport him in and around the city on a regular weekly basis, and when attending out-patient/GP appointments and social events where transport is not provided/ when weather is inclement. This obviously needs to be a taxi adapted to provide wheelchair access. We have found when appointments clash with school start/finish times, there are simply none available. This can and has caused difficulties in his attendance to events.

It is almost impossible to organise an "ad hock" taxi for a spontaneous eventuality, and it would be greatly appreciated if numbers of wheelchair accessible taxis could be increased in and around Perth.

With all this in mind I would like to offer my support to the application of a Hackney licence so that John & Jane of JJTosh Private Hire, can provide a wheelchair accessible Taxi that would be available on the Rank.

We have in the past used this business and found them to be very understanding of the needs of there clients, in particular ensuring that my brother feels safe travelling with them, it is a shame there are not more like them.

On behalf of a concerned wheelchair user,

Morag Stewart

137 Cedar Drive

Perth

PH1 1RW

Dear John

We would like to offer our support to you in your application for an appropriate wheelchair accessible cab on the taxi rank; I am a full time carer for a family member and the lack of accessible vehicles makes it impossible to go into town unless planned, to ensure we can return home safely. The complete lack of access to an appropriate vehicle, is discriminating against people that require support. We fully support the need for a Hackney plate on the rank to allow people to as independent as possible.

Yours sincerely

Peter Sieviewright



The Scottish Parliament  
Pàrlamaid na h-Alba



Ms Lisa Simpson  
Head of Legal & Governance Services  
Perth and Kinross Council  
2 High Street  
Perth  
PH1 5PH

**Our ref. RC9504/EH**

**Please quote this reference  
in all correspondence**

28 January 2021

Dear Ms Simpson,

**Mr John & Mrs Jane McIntosh, 2 Dufftown Place Perth, PH1 3FT**

I have been contacted by my above-named constituents regarding their application for a taxi hackney operator licence.

Mr and Mrs McIntosh tell me that they currently run a private hire taxi business with three wheelchair-accessible taxis and they are in the process of applying for a taxi hackney operator licence.

I understand that there is a cap on the availability of hackney operator licences in Perth and Kinross of 70 but that special consideration can be given to authorising additional licences in certain circumstances. Mr and Mrs McIntosh are keen to be given such consideration as they point out that there are only currently six wheelchair-accessible taxis available in the local authority area with a hackney licence. This is despite the council putting in place measures to encourage operators to put additional accessible taxis in place.

It is clear that more wheelchair-accessible taxis are required across Perthshire. Given that allowing Mr and Mrs McIntosh a hackney taxi licence would increase the availability of accessible taxis by three for the area I would appreciate it if consideration would be given to waiving the 70-licence cap in this instance.

Yours sincerely

Roseanna Cunningham MSP

Mr Scott McIntyre  
9 Waverley Drive  
Callander  
FK178ET

6<sup>th</sup> November 2020

Pullar House  
35 Kinnoull Street  
Perth  
PH1 5GD

Dear Sir/Madam

I would like to support JJ Tosh private hire in his application for a Hackney Plate. I have been using JJ Tosh private hire for the last 8 years. He and his wife offer a friendly reliable wheelchair service in Perth and are very professional. Whether its a trip to the shops, the cinema or even an airport drop of its no hassle to JJ Tosh private hire. I would recommend them highly for a Hackney Plate. They would provide a real benefit to wheelchair users within Perth needing a taxi home knowing they are on the rank would give me and others peace of mind and assurance that your in safe hands with a family friendly business. Perth is in need of more accessible taxis as other companies have failed to live up to the wheelchair accessibly they claim they have. Going on personal experience and talking with other people in a similar situation.

Yours sincerely

A black rectangular box used to redact the signature of Scott McIntyre.

Scott McIntyre.





**Equality Act 2010 161 Control of numbers of licensed taxis: exception****(1) This section applies if—****(a) an application for a licence in respect of a vehicle is made under section 37 of the Town Police Clauses Act 1847,****(b) it is possible for a disabled person—****(i) to get into and out of the vehicle in safety,****(ii) to travel in the vehicle in safety and reasonable comfort, and****(iii) to do the things mentioned in sub-paragraphs (i) and (ii) while in a wheelchair of a size prescribed by the Secretary of State, and****(c) the proportion of taxis licensed in respect of the area to which the licence would (if granted) apply that conform to the requirement in paragraph (b) is less than the proportion that is prescribed by the Secretary of State.****(2) Section 16 of the Transport Act 1985 (which modifies the provisions of the Town Police Clauses Act 1847 about hackney carriages to allow a licence to ply for hire to be refused in order to limit the number of licensed carriages) does not apply in relation to the vehicle; and those provisions of the Town Police Clauses Act 1847 are to have effect subject to this section.****(3) In section 16 of the Transport Act 1985, after “shall” insert “ (subject to section 161 of the Equality Act 2010) ”.**

groups representing disabled people, such as the Disabled Persons Transport Advisory Committee, said that an appropriate threshold, the Committee’s initial recommendation was that it should be in excess of 30% availability, while Disability Rights UK proposed a minimum of 50%. The Joint Committee on Mobility for Disabled People supported the use of quotas until such time as all vehicles are accessible.





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## Shortage of specialist taxis in Perth and Kinross

Wheelchair accessible vehicles call

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By [Paul Cargill](#)

11:05, 29 MAY 2018



 The county needs more wheelchair accessible taxis

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A new survey has found there is still a distinct lack of wheelchair accessible taxis in Perth and Kinross.

The survey, which was originally commissioned to assess whether there was any unmet demand for taxis in Perth and Blairgowrie in general, said feedback suggested it was difficult for wheelchairs users to get suitable taxis throughout Perth and Kinross but particularly in areas outwith the city.

It added the need for more taxis capable of transporting the elderly and impaired is growing faster in the region than much of Scotland and recommended the council "encourage investment by the trade towards targeting this market."

As a result councillors were asked on Thursday last week to approve a report authorising local authority staff to engage with the taxi trade to see what now needs to be done to increase the availability of wheelchair accessible vehicles.

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"Feedback from consultation with stakeholders and with the trade suggested that there are issues with the availability of wheelchair accessible vehicles across Perth and Kinross as a whole," the survey concluded.

"The availability of wheelchair accessible vehicles is concentrated in Perth and when vehicles are required in other areas, then they are often dispatched from Perth. This results in additional cost for the time and distance to get to the required location. In addition, the vehicles are unavailable for longer periods, for other users.

"The market for providing licensed vehicle services to the elderly and mobility impaired is a growing market and in Perth and Kinross is growing faster than for Scotland as a whole.

"It is recommended that the council work with the licensed vehicle trade to help identify and quantify the potential market growth in this sector and help to encourage investment by the trade towards targeting this market.

"As a consequence, such measures should help to increase the level of provision of wheelchair accessible vehicles in the licensed vehicle fleets, both taxis and private hire cars."

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And the report that went before PKC's licensing committee last week said: "The principal issue identified is a lack of availability of wheelchair accessible vehicles at some times of day and in some locations. This is an issue which has been identified in previous surveys.

"It is ... proposed that the council should implement the recommendation made in the report in relation to the market for wheelchair accessible vehicles.

"The matter will be discussed at [a] forum in July and it is proposed that the council engages further with the taxi trade and stakeholders to identify whether there are further steps which the council should take to increase the availability [of] wheelchair accessible vehicles."

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# Access for wheelchair users to Taxis and Private Hire Vehicles

## Statutory Guidance

**Moving Britain Ahead**

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# Ministerial Foreword



This Government is committed to ensuring that transport works for everyone, including disabled people. Since joining the Department for Transport in 2015, and taking on Ministerial responsibility for transport accessibility, I have made it my mission to challenge the status quo and encourage innovative thinking to improve access to transport across the modes.

I know however, that despite the real improvements which have taken place in recent years, some disabled passengers still face discrimination when attempting to travel. I am clear that this is unacceptable.

Owners of assistance dogs are already protected by provisions in the Equality Act 2010 which make it unlawful to refuse or charge them extra. I want similar protections to apply to wheelchair users, which is why I am delighted that we have commenced the remaining parts of sections 165 and 167 of the Equality Act 2010, making it a criminal offence for drivers of designated taxi and private hire vehicles to refuse to carry passengers in wheelchairs, to fail to provide them with appropriate assistance, or to charge them extra. I hope that in so doing we will send a clear signal to the minority of drivers who think it acceptable to discriminate on grounds of disability that such behaviour will not be tolerated – and, more importantly, to enable wheelchair users to travel with confidence.



**Andrew Jones MP,  
Parliamentary Under Secretary of State, Department for Transport**

# 1. Introduction

## Status of guidance

- 1.1 This guidance document has been issued in order to assist local licensing authorities (LAs) in the implementation of legal provisions intended to assist passengers in wheelchairs in their use of designated taxi and private hire vehicle (PHV) services. It provides advice on designating vehicles as being wheelchair accessible so that the new protections can apply, communicating with drivers regarding their new responsibilities and handling requests from drivers for exemptions from the requirements.
- 1.2 This is a statutory guidance document, issued under section 167(6) of the Equality Act 2010 and constitutes the Secretary of State's formal guidance to LAs in England, Wales and Scotland on the application of sections 165 to 167 of the Equality Act 2010. LAs must have regard to this guidance document.

## 2. Putting the law into practice

### Background

- 2.1 We have commenced sections 165 and 167 of the [Equality Act 2010](#) (“the Act”), in so far as they were not already in force. Section 167 of the Act provides LAs with the powers to make lists of wheelchair accessible vehicles (i.e. “designated vehicles”), and section 165 of the Act then requires the drivers of those vehicles to carry passengers in wheelchairs, provide assistance to those passengers and prohibits them from charging extra.
- 2.2 The requirements of section 165 do not apply to drivers who have a valid exemption certificate and are displaying a valid exemption notice in the prescribed manner. An exemption certificate can be issued under section 166 of the Act, which is already in force. This allows LAs to exempt drivers from the duties under section 165 where it is appropriate to do so, on medical grounds or because the driver’s physical condition makes it impossible or unreasonably difficult for them to comply with those duties.
- 2.3 On 15<sup>th</sup> September 2010, the Department for Transport issued guidance on the Act which stated, in relation to section 167, *“although the list of designated vehicles will have no actual effect in law until the duties are commenced, we would urge licensing authorities to start maintaining a list as soon as possible for the purpose of liaising with the trade and issuing exemption certificates”*.
- 2.4 We therefore recognise that many LAs have already implemented some of these provisions, including publishing lists of wheelchair accessible vehicles and exempting drivers. Therefore, there are likely to be a range of approaches being used in practice by LAs across England, Wales and Scotland.

### Transitional arrangements

- 2.5 We want to ensure that the commencement of sections 165 and 167 of the Act has a positive impact for passengers in wheelchairs, ensures they are better informed about the accessibility of designated taxis and PHVs in their area, and confident of receiving the assistance they need to travel safely.
- 2.6 But we recognise that LAs will need time to put in place the necessary procedures to exempt drivers with certain medical conditions from providing assistance where there is good reason to do so, and to make drivers aware of these new requirements. In addition, LAs will need to ensure that their new procedures comply with this guidance, and that exemption notices are issued in accordance with Government regulations. This will ensure that we get a consistent approach and the best outcomes for passengers in wheelchairs.
- 2.7 As such, we would encourage LAs to put in place sensible and manageable transition procedures to ensure smooth and effective implementation of this new law. LAs should only publish lists of wheelchair accessible vehicles for the purposes of

section 165 of the Act when they are confident that those procedures have been put in place, drivers and owners notified of the new requirements and given time to apply for exemptions where appropriate. We would expect these arrangements to take no more than a maximum of six months to put in place, following the commencement of these provisions, but this will of course be dependent on individual circumstances.

- 2.8 A flowchart setting out the sorts of processes that a LA could follow is set out below. This is an indicative illustration, and it will be down to each LA to determine the actions they need to take to ensure this new law is implemented effectively in their area.



## 3. Vehicles

### Overview

- 3.1 Section 167 of the Act permits, but does not require, LAs to maintain a designated list of wheelchair accessible taxis and PHVs.
- 3.2 Whilst LAs are under no specific legal obligation to maintain a list under section 167, the Government recommends strongly that they do so. Without such a list the requirements of section 165 of the Act do not apply, and drivers may continue to refuse the carriage of wheelchair users, fail to provide them with assistance, or to charge them extra.

### Vehicles that can be designated

- 3.3 We want to ensure that passengers in wheelchairs are better informed about the accessibility of the taxi and PHV fleet in their area, confident of receiving the assistance they need to travel safely, and not charged more than a non-wheelchair user for the same journey.
- 3.4 The Act states that a vehicle can be included on a licensing authority's list of designated vehicles if it conforms to such accessibility requirements as the licensing authority thinks fit. However, it also goes on to explain that vehicles placed on the designated list should be able to carry passengers in their wheelchairs should they prefer.
- 3.5 This means that to be placed on a licensing authority's list a vehicle must be capable of carrying some – but not necessarily all – types of occupied wheelchairs. The Government therefore recommends that a vehicle should only be included in the authority's list if it would be possible for the user of a "reference wheelchair"<sup>1</sup> to enter, leave and travel in the passenger compartment in safety and reasonable comfort whilst seated in their wheelchair.
- 3.6 Taking this approach allows the provisions of section 165 of the Act apply to a wider range of vehicles and more drivers than if LAs only included on the list vehicles capable of taking a larger type of wheelchair.
- 3.7 The Government recognises that this approach will mean that some types of wheelchair, particularly some powered wheelchairs, may be unable to access some of the vehicles included in the LA's list. The Act recognises this possibility, and section 165(9) provides a defence for the driver if it would not have been possible for the wheelchair to be carried safely in the vehicle. Paragraph 3.10 of this guidance below aims to ensure that users of larger wheelchairs have sufficient information about the vehicles that will be available to them to make informed choices about their journeys.

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<sup>1</sup> As defined in Schedule 1 of the [Public Service Vehicle Accessibility Regulations 2000](#)

## Preparing and publishing lists of designated vehicles

- 3.8 We want to ensure that passengers in wheelchairs have the information they need to make informed travel choices, and also that drivers and vehicle owners are clear about the duties and responsibilities placed on them.
- 3.9 Before drivers can be subject to the duties under section 165 of the Act, the LA must first publish their list of designated vehicles, and clearly mark it as 'designated for the purposes of section 165 of the Act'.
- 3.10 LAs should ensure that their designated lists are made easily available to passengers, and that vehicle owners and drivers are made aware. Lists should set out the details of the make and model of the vehicle, together with specifying whether the vehicle is a taxi or private hire vehicle, and stating the name of operator. Where possible it would also be helpful to include information about the size and weight of wheelchair that can be accommodated, and whether wheelchairs that are larger than a "reference wheelchair" can be accommodated.
- 3.11 However, we recognise that some passengers in wheelchairs may prefer to transfer from their wheelchair into the vehicle and stow their wheelchair in the boot. Although the legal requirement for drivers to provide assistance does not extend to the drivers of vehicles that cannot accommodate a passenger seated in their wheelchair, we want to ensure that these passengers are provided with as much information as possible about the accessibility of the taxi and PHV fleet in their area.
- 3.12 We would therefore recommend that LAs also publish a list of vehicles that are accessible to passengers in wheelchairs who are able to transfer from their wheelchair into a seat within the vehicle. It should be made clear however that this list of vehicles has not been published for the purposes of section 165 of the Act and drivers of those vehicles are therefore not subject to the legal duties to provide assistance. Authorities may however wish to use existing licensing powers to require such drivers to provide assistance, and impose licensing sanctions where this does not occur.

## Appeals

- 3.13 Section 172 of the Act enables vehicle owners to appeal against the decision of a LA to include their vehicles on the designated list. That appeal should be made to the Magistrate's Court, or in Scotland the sheriff, and must be made within 28 days of the vehicle in question being included on the LA's published list.

## 4. Drivers

### Driver responsibilities

- 4.1 Section 165 of the Act sets out the duties placed on drivers of designated wheelchair accessible taxis and PHVs.
- 4.2 The duties are:
- to carry the passenger while in the wheelchair;
  - not to make any additional charge for doing so;
  - if the passenger chooses to sit in a passenger seat to carry the wheelchair;
  - to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and
  - to give the passenger such mobility assistance as is reasonably required.
- 4.3 The Act then goes on to define mobility assistance as assistance:
- To enable the passenger to get into or out of the vehicle;
  - If the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair;
  - To load the passenger's luggage into or out of the vehicle;
  - If the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.
- 4.4 Once the duties are commenced, it will be an offence for the driver (unless exempt) of a taxi or PHV which is on the licensing authority's designated list to fail to comply with them. We encourage LAs to provide drivers of taxis and PHVs who are not exempt from the duties with clear guidance on their duties with respect to the carriage of passengers in wheelchairs, either as part of existing driver-facing guidance, or as supplementary communication. **The Disabled Persons Transport Advisory Committee's Disability Equality and Awareness Training Framework for Transport Staff<sup>2</sup> may provide a useful resource.**
- 4.5 Although each situation will be different, we take the view that reasonable mobility assistance will be subject to other applicable law, including health and safety legislation. However, we would always expect drivers to provide assistance such as folding manual wheelchairs and placing them in the luggage compartment, installing the boarding ramp, or securing a wheelchair within the passenger compartment.
- 4.6 Depending on the weight of the wheelchair and the capability of the driver, reasonable mobility assistance could also include pushing a manual wheelchair or

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<sup>2</sup>

<http://webarchive.nationalarchives.gov.uk/20080804135759/http://www.dptac.gov.uk/education/stafftraining/pdf/trainingframework-nontabular.pdf>



light electric wheelchair up a ramp, or stowing a light electric wheelchair in the luggage compartment.

- 4.7 It is our view that the requirement not to charge a wheelchair user extra means that, in practice, a meter should not be left running whilst the driver performs duties required by the Act, or the passenger enters, leaves or secures their wheelchair within the passenger compartment. We recommend that licensing authority rules for drivers are updated to make clear when a meter can and cannot be left running.

## Applying for and issuing exemptions

- 4.8 Some drivers may have a medical condition or a disability or physical condition which makes it impossible or unreasonably difficult for them to provide the sort of physical assistance which these duties require. That is why the Act allows LAs to grant exemptions from the duties to individual drivers. These provisions are contained in section 166, and were commenced on 1<sup>st</sup> October 2010.
- 4.9 Section 166 allows LAs to exempt drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so on medical or physical grounds. The exemption can be valid for as short or long a time period as the LA thinks appropriate, bearing in mind the nature of the medical issue. If exempt, the driver will not be required to perform any of the duties. Since October 2010, taxi and PHV drivers who drive wheelchair accessible taxis or PHVs have therefore been able to apply for exemptions. If they do not do so already, LAs should put in place a system for assessing drivers and a system for granting exemption certificates for those drivers who they consider should be exempt.
- 4.10 We suggest that authorities produce application forms which can be submitted by applicants along with evidence supporting their claim. We understand that some licensing authorities have already put in place procedures for accessing and exempting drivers, and as an absolute minimum, we think that the evidence provided should be in the form of a letter or report from a general practitioner.
- 4.11 However, the Government's view is that decisions on exemptions will be fairer and more objective if medical assessments are undertaken by professionals who have been specifically trained and who are independent of the applicant. We would recommend that independent medical assessors are used where a long-term exemption is to be issued, and that LAs use assessors who hold appropriate professional qualifications and who are not open to bias because of a personal or commercial connection to the applicant. LAs may already have arrangements with such assessors, for example in relation to the Blue Badge Scheme.
- 4.12 If the exemption application is successful then the LA should issue an exemption certificate and provide an exemption notice for the driver to display in their vehicle. As section 166 has been in force since 2010, many LAs will already have processes in place for issuing exemption certificates, and as such we do not intend to prescribe the form that those certificates should take. We are however keen to ensure that passengers in wheelchairs are able to clearly discern whether or not a driver has been exempted from the duties to provide assistance, and as such will prescribe the form of and manner of exhibiting a notice of exemption.
- 4.13 If the exemption application is unsuccessful we recommend that the applicant is informed in writing within a reasonable timescale and with a clear explanation of the reasons for the decision.

## Demonstrating exemptions

- 4.14 In addition to the exemption certificate, exempt drivers need to be issued with a notice of exemption for display in their vehicle.
- 4.15 The Department will soon make regulations which will prescribe the form of and manner of exhibiting a notice of exemption. Where a driver has been exempted from the duties under section 165 of the Act, they must display an exemption notice in the vehicle they are driving in the form and manner prescribed by the regulations. If the notice is not displayed then the driver could be prosecuted if they do not comply with the duties under section 165 of the Act.
- 4.16 The Department aims to distribute copies of the notice of exemption to LAs, but they are of course free to produce their own in accordance with the regulations.
- 4.17 Only one exemption notice should be displayed in a vehicle at any one time.

## Appeals

- 4.18 Section 172 of the Act enables drivers to appeal against the decision of a LA not to issue an exemption certificate. That appeal should be made to the Magistrate's Court, or a sheriff in Scotland, and must be made within 28 days beginning with the date of the refusal.
- 4.19 LAs may choose to establish their own appeal process in addition to the statutory process but this would need to be undertaken rapidly in order to allow any formal appeal to the Magistrate's Court to be made within the 28 day period.

## 5. Enforcement

### Licensing measures and prosecution

- 5.1 It is important to note that a driver will be subject to the duties set out in section 165 of the Equality Act 2010 if the vehicle they are driving appears on the designated list of the LA that licensed them, and the LA has not provided them with an exemption certificate, regardless of where the journey starts or ends.
- 5.2 The Government expects LAs to take tough action where drivers breach their duties under section 165 of the Act.
- 5.3 LAs have wide-ranging powers to determine the rules by which taxis and private hire vehicles within their respective areas may operate. We recommend that they use these powers to ensure that drivers who discriminate against disabled passengers are held accountable.
- 5.4 If a driver receives a conviction for breaching their duties under section 165 of the Act, it would be appropriate for the authority to review whether or not they remained a fit and proper person to hold a taxi or PHV drivers' licence. The Government's presumption is that a driver who wilfully failed to comply with section 165 would be unlikely to remain a "fit and proper person".
- 5.5 Authorities might also apply conditions which enable them to investigate cases of alleged discrimination and take appropriate action, even where prosecution did not proceed.



1. Home (<https://www.gov.uk/>)
2. Transport (<https://www.gov.uk/transport>)
3. Transport accessibility and mobility (<https://www.gov.uk/transport/transport-accessibility-and-mobility>)
4. Taxi and private hire accessibility (<https://www.gov.uk/transport/taxi-and-private-hire-accessibility>)
5. DPTAC position on taxis and private hire vehicles (<https://www.gov.uk/government/publications/dptac-position-on-taxis-and-private-hire-vehicles>)



• (<https://www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee>)

Guidance

## DPTAC position on taxis and PHVs

Published 8 August 2020

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## **The importance of taxis for disabled people**

Taxis and private hire vehicles (PHVs) are one of the most popular modes of transport for disabled people after the private motor car. Disabled people use taxis more than non-disabled people despite more of them living in relative poverty. Taxis and PHVs provide a door-to-door service, with scope for individual assistance with the particular needs of a disabled passenger.

They are also one of the services most complained about by disabled people, with regular reports of drivers refusing to carry passengers or provide the assistance needed.

The Disabled Persons Transport Advisory Committee (DPTAC) believes that taxi and PHV services should be fully accessible to disabled travellers, and this statement sets out our proposed framework for achieving such a service.

## **A comprehensive service**

DPTAC believes that in the modern era a taxi or PHV service is not simply a matter of driving the passenger from A to B. The driver needs to take active steps to ensure that the passenger is safe and comfortable, and provide reasonable assistance to enable the passenger to use their service.

This is not just a matter of assisting disabled passengers. Parents may need help getting children and buggies into a vehicle, or a young woman travelling alone at night may want the driver to check that she gets to her door safely. The recent child abuse scandals in Rochdale and Rotherham have highlighted how drivers have a role in keeping young people safe. The majority of drivers accept that this is part of their role, but a minority are unwilling to help.

DPTAC believes that it should be part of the role of a licensing authority to:

- make drivers aware of the breadth of their duties
- provide training in how to carry out the full extent of their role
- discipline drivers who provide inadequate service to passengers

To bring this about, DPTAC believes that it requires the government to amend licensing legislation to make clear the full scope of the role of taxi and PHV services. This must give licensing authorities the powers to generate sufficient income to enforce this expectation of the role of drivers and apply appropriate sanctions (DPTAC supports the recommendation of the Task and Finish Group on licensing taxis and PHVs (<https://www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-recommendations-for-a-safer-and-more-robust-system>) that larger licensing areas may be needed to fairly generate the necessary revenue to achieve this).

Government also has a role to play in guiding licensing authorities on how to effectively carry out their duties.

Licensing authorities will need – with appropriate guidance from the government – to:

- provide training for drivers on disability awareness and wider customer care issues
- develop a straight-forward and fair way of taking disciplinary action against drivers who fail to provide a reasonable level of service
- develop an exemption regime for drivers who have a disability or other health problems which may limit the assistance they can provide



We believe that this framework will go a long way to developing inclusive taxi and P.H.V. services which will meet the needs of disabled and other passengers.

## **A universally accessible vehicle**

A universal service also requires a vehicle which is fully accessible to all disabled people. The Equality Act 2010 (<https://www.legislation.gov.uk/ukpga/2010/15/contents>) includes powers to introduce regulations to set specifications for such a vehicle. However, these powers have never been used. Attempts to draft regulations have demonstrated that compliance would need a bespoke vehicle, and the size of the market for such a vehicle would not justify the investment needed to develop manufacturing capacity.

At present, the bulk of the UK's taxis and P.H.V.s are conventional saloon cars. These vehicles are accessible to the vast majority of the population, including many disabled people. This includes wheelchair users who can transfer into the seat of the vehicle, with the driver folding the wheelchair and placing it in their boot. However, they cannot carry anyone who has to travel seated in their wheelchair.

Anyone who has to travel in their wheelchair needs what is defined as a wheelchair accessible vehicle (W.A.V.). The London-style taxi and a small number of mass-market people carriers have been adapted so that they can provide a service to wheelchair users who cannot transfer. W.A.V.s can also be used by non-disabled people and many disabled people.

Unfortunately, for a significant number of disabled people, they are difficult to use, particularly those using artificial limbs and others with restricted mobility. Creating the space for the wheelchair frequently means that there is a gap between the door and seat, which some people find difficult to negotiate. Design features, such as swivel seats, have been introduced to mitigate these problems. But D.P.T.A.C. accepts that, at present, there is no W.A.V. available which is a truly universally-accessible vehicle.

For this reason, D.P.T.A.C. believes that a mixed fleet of W.A.V.s and conventional saloon cars is necessary at present. It remains our aspiration to see the introduction of a universally-accessible vehicle, and we're particularly monitoring the development of autonomous vehicle systems to see if they offer the potential for such a vehicle.

## **A mixed fleet of W.A.V.s and conventional vehicles**

There should be a mixed fleet of W.A.V.s and conventional cars for both taxis and P.H.V.s in all licensing areas. Although the boundary between taxis and P.H.V.s has become blurred in recent years, for as long as the two forms of licenses exist, D.P.T.A.C. wants both fleets to meet the needs of disabled people. It's certainly the case that some disabled people will want to pre-book their vehicle by phone or on an app, while others will require a rank or hailed service.

At present, 58% of taxis are W.A.V.s but only 2% of P.H.V.s. However, they are far from evenly distributed. All 20,000 taxis in London are W.A.V.s, and the remainder are concentrated in the major urban areas (82% of W.A.V.s are in metropolitan areas). In many urban areas of the country, fewer than 5% of the licensed fleet are W.A.V.

Concerningly, the situation seems to be deteriorating. The launch of Uber and other app-based systems for booking P.H.V.s has resulted in an increase of over 4% in the number of licensed vehicles. But they are nearly all P.H.V.s and, in London, there has been a reduction in the number of licensed taxis which has resulted in an overall fall in the number of W.A.V.s on the road.



WAVs are significantly more expensive to purchase than conventional saloon cars, which is why they are generally only widely available where licensing authorities have decided that only WAVs can be licensed as taxis.

The other driver for the introduction of WAVs is where local authority education and adult day services have out-sourced transport services to PHV operators who need WAVs to deliver the service. However, even where outsourcing has encouraged the introduction of WAVs, they tend to disappear from service at the end of the day once their contracted work has been completed, and they are less available in the evening and at weekends.

For those disabled passengers who require a WAV, they are a crucially important part of local transport provision. They will be unable to use a conventional car, and their only way of getting about will be to buy a specially adapted car or rely on the very patchy provision of charitable community transport.

Although they can use their Personal Independence Payment (PIP) mobility component to purchase an adapted car, they will, in most cases, still be reliant on family members or paid carers to drive it for them. It may be a far more flexible solution for them to be able to use local taxis when they require them than having a specialist vehicle stood outside their house.

### **Licensing authorities to set requirements for the provision of WAVs**

DPTAC believes that legislation should require licensing authorities to set the proportion of WAVs required in their fleets of taxis and PHVs. This should be based on their knowledge of the current market and existing provision and a review of potential demand.

This review must acknowledge that, in areas of low WAV provision, those who require such vehicles will have developed coping strategies to minimise their use of taxis and PHVs. This will have significantly suppressed demand and may have led some disabled people to dismiss the possibility of using this mode of transport altogether. Government should provide guidance on how to assess need.

The licensing authority's objective in setting the proportion of WAVs in their fleets of taxis and PHVs should be to achieve a number in service sufficient to ensure that they will be readily available to those who need them at all times of day, 7-days-a-week. We suggest that 'readily available' should mean that someone who needs a WAV does not need to wait for more than twice as long as they would for a conventional car.

DPTAC believes that it's unlikely that a proportion of lower than 25% WAVs will achieve the necessary level of service. In cities where there is a high demand for spontaneous travel, the proportion of WAVs in the taxi fleet may need to be higher. Conversely, in areas with many older residents, it may be that they prefer to pre-book their journeys and a higher proportion of PHVs which are WAVs will be required.

In the medium term, we note the opportunities provided by emerging technologies and, in particular, mobility as a service platform (MaaS). MaaS can help match users with the mode of transport best suited to their needs and for each portion of their journey.

Crucially, this also includes the first and last mile of journeys where WAVs can be particularly helpful in getting people to mass transit modes. This can help identify the proportion of WAVs needed for pre-booked journeys, as well as making sure these are allocated effectively. We encourage the Department for Transport (DfT) to consider how MaaS can contribute to improving the mobility of disabled persons and, in particular, provide enhanced access to WAVs.

### **Achieving a proportion of WAVs in the PHV fleet**

To achieve the proportion of PHVs in the fleet of a licensing authority, DPTAC supports the recommendation of the Law Commission that operators of larger fleets should be required to provide a proportion of WAVs. This proportion will be larger than the overall target for the fleet, depending on the number of smaller operators who are exempt.

The government will need to decide whether it wishes to put the definition of a larger operator in legislation, or, leave it to licensing authorities to decide the threshold based on the local market. DPTAC believes that the turnover of vehicles within a PHV fleet is sufficiently rapid that this change will speedily increase the number of WAVs in the area.

DPTAC acknowledges that the, apparently simple solution of the Law Commission, will be complex to implement. A significant proportion of PHVs are owned (or leased) by the driver rather than the operator. Moreover, some owner/drivers work for several different operators.

The PHV sector also includes niche operators of executive travel services and specialist vehicles such as stretch limos, where wheelchair accessibility may not be achievable at present. Nevertheless, we believe that it will be possible for government to find a fair solution for implementing the spirit of this recommendation. For example, adopting an outcome-based approach whereby operators commit to service levels of provision for users requiring WAVs.

DPTAC is also aware that the rise of Uber and other large operators in the PHV market has given rise to potential problems where, drivers and vehicles can be licensed by one authority, but operate elsewhere. This might result in situations where operators seek to avoid their responsibility to provide WAVs by picking where they license their vehicles. We favour some link between the licensing of PHVs and the areas in which they can operate, but we are open to alternative solutions to this problem. For example, if mandatory national standards were introduced.

## **Achieving a proportion of WAV taxis in the fleet**

Because taxis are generally owned by an individual driver, DPTAC believes that some form of subsidy will be required to cover the additional cost of purchasing a WAV. The government should research the amount of the cost difference, and refresh this regularly to avoid market distortion.

Depending on the outcome of this research, DPTAC's preferred model is for the subsidy to WAV drivers to be funded within the licensing budget, either by abolishing the license fee for WAV owners or by subsidising the purchase of the vehicle (or a combination of the two). In this way, taxi owners effectively share the additional cost of purchasing a WAV. If the effect of this is to significantly increase licensing costs, we recognise that some increase in fares will be necessary.

During the implementation phase there will be a period when, in many parts of the country, all the taxis licensed will be WAVs to increase the proportion in the fleet. Some form of additional finance to top up the licensing budget from public funds will be required during this period. We acknowledge that this subsidy may need to continue if the final level of license fees is such that it might force some drivers out of business.

DPTAC understands that, under current legislation, differential licensing fees are not possible. We believe that primary legislation will be required to implement our proposal.

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## Equality Act 2010 – Taxis and Private Hire Vehicles

### Provisions coming into effect in October 2010

#### Introduction

The Equality Act 2010 brings together in one Act a number of different pieces of legislation about discrimination, - including disability discrimination. The new Act includes many of the taxi and private hire vehicle (PHV) provisions which were in the Disability Discrimination Act 1995, but it also includes some important changes.

Sections 160 to 173 of the Equality Act 2010 relate specifically to taxis and private hire vehicles (PHVs).

The Equality Act 2010 can be viewed at  
[http://www.opsi.gov.uk/acts/acts2010/ukpga\\_20100015\\_en\\_1](http://www.opsi.gov.uk/acts/acts2010/ukpga_20100015_en_1)

Some of the taxi/PHV provisions are being brought into force on 1<sup>st</sup> October 2010.

This guidance note explains which taxi/PHV sections are being brought into force on that date and is designed for licensing authorities.

A separate guidance note has been prepared specifically for the taxi and PHV trades.

#### **Duties to assist passengers in wheelchairs.**

Sections 165, 166 and 167 of the Equality Act 2010 deal with the imposition of duties on the drivers of wheelchair accessible taxis and PHVs to assist passengers who use wheelchairs.

The duties which had been contained in the Disability Discrimination Act 1995 had never been brought into force so when the duties are actually brought into force – at a later date, but not before April 2011 - it will constitute a substantive change in the law.

**The duties** - Section 165 places duties on drivers of designated wheelchair accessible taxis and PHVs. Designated vehicles are those listed by the licensing authority under section 167 (see 'Lists of wheelchair accessible vehicles', below).

The duties are:

- to carry the passenger while in the wheelchair;
- not to make any additional charge for doing so;

- if the passenger chooses to sit in a passenger seat to carry the wheelchair;
- to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort; and
- to give the passenger such mobility assistance as is reasonably required.

This section will be commenced at a later date, but not before April 2011.

**Exemptions from the duties** - Section 166 allows licensing authorities to exempt drivers from the duties to assist passengers in wheelchairs if they are satisfied that it is appropriate to do so on medical grounds or because the driver's physical condition makes it impossible or unreasonably difficult for him or her to comply with the duties.

***This section will be commenced on 1 October 2010.***

Consequently, from October, taxi and PHV drivers who drive designated wheelchair accessible taxis or PHVs will be able to apply for exemptions. Licensing authorities that intend to maintain a list of wheelchair accessible taxis and PHVs licensed in their area should therefore be putting in place a system for assessing drivers and a system for granting exemption certificates for those drivers who they consider should be exempt.

The Department will be making regulations early in 2011 specifying the exact format for the Exemption Notices that licensing authorities will issue and exempt drivers will be required to display in their vehicles. The Department will also arrange for the printing and distribution of the Exemption Notices (which will be similar to the Notices for drivers who are exempt from carrying guide dogs). These will be ready shortly after the regulations come into force early in 2011.

**Lists of wheelchair accessible vehicles** – Section 167 allows licensing authorities to maintain a list of “designated vehicles”, that is, a list of wheelchair accessible taxis and PHVs licensed in their area. The consequence of being on this list is that the driver must undertake the duties in section 165.

This section will be commenced at a later date (not before April 2011).

So, although the list of designated vehicles will have no actual effect in law until the duties are commenced, we would urge licensing authorities to start maintaining a list as soon as possible for the purpose of liaising with the trade and issuing exemption certificates.

Also, from October, it will be possible for drivers to appeal against a decision by the licensing authority not to grant an exemption; the appeal will go to the magistrates' court.

When section 167 comes into force, and the lists of designated vehicles have a statutory effect, it will be possible for the owner of a vehicle to appeal against a licensing authority's decision to include his or her vehicle on the list. This appeal will also go to the magistrates' court.

Separate, and more detailed, guidance will be issued about the accessibility requirements which licensing authorities should apply in relation to this provision and other aspects of their functions under this new approach. This guidance will be issued in the autumn.

## **Guide Dogs and Assistance Dogs**

Sections 168 to 171 of the Equality Act 2010 deal with the carriage of guide dogs and other assistance dogs and England and Wales.

These sections have simply been lifted from the Disability Discrimination Act 1995 which imposed duties on taxi and PHV drivers (and PHV operators) to accept guide dogs.

When these sections come into force on 1 October, the existing sections in the Disability Discrimination Act 1995 will be repealed.

So, the change is largely a technical one rather than one with any practical implications.

There is nothing new and nothing additional that drivers (and PHV operators) need to do in relation to assistance dogs. The existing obligations will carry on after 1 October but simply under different legislation.

However, there is one important point to note. The legislation bringing these sections of the Equality Act into force on 1 October is designed to ensure a smooth transition from the assistance dogs provisions in the Disability Discrimination Act 1995 to those contained in the Equality Act 2010.

The legislation will ensure that:

- The Exemption Notice Regulations<sup>1</sup> made under sections 37 and 37A of the Disability Discrimination Act 1995 will continue to have effect – as though they had been made under the Equality Act 2010;
- Taxi and PHV drivers who are already exempt from the duty to carry guide dogs can continue to rely on their certificate of exemption issued by a licensing authority even though the certificate refers to the Disability Discrimination Act 1995;

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<sup>1</sup> The Disability Discrimination Act 1995 (Taxis)(Carrying of Guide Dogs etc.)(England and Wales) Regulations 2000 (SI2000/2990) (as amended) and The Disability Discrimination Act 2003 (Private Hire Vehicles)(Carriage of Guide Dogs etc)(England and Wales)Regulations 2003 (SI 2003/3122) (as amended).

- Licensing authorities will continue to be able to issue certificates to drivers who are exempt from the duty to carry guide dogs even though the certificates say “issued under section 37 or 37A of the Disability Discrimination Act 1995” on them. The certificates are now deemed to have been issued under the Equality Act 2010;
- Licensing authorities will continue to be able to issue the yellow Exemption Notices provided by the Department which exempt drivers must display on their vehicles (and exempt drivers will continue to be able to display them), even though the Notices refer to the Disability Discrimination Act 1995.

The comprehensive guidance issued by the Department in 2007 about the duties to carry assistance dogs and the procedure for granting medical exemptions etc still stands. This is because there has been no substantive change in the actual duties or the assessment of applicants for medical exemptions. The Guidance can be viewed at:  
<http://www.dft.gov.uk/adobepdf/259428/323526/19560LicensingAuthorities321.pdf>

The position in relation to the carriage of assistance dogs in Scotland also remains the same, but the means of achieving this is different. Essentially although the relevant sections of the Disability Discrimination Act 1995 will be repealed, the legislation which brings the Equality Act into force will ensure that the provisions inserted into section 20 of the Civic Government (Scotland) Act 1982 remain.

### **The control of taxi numbers**

Since the Transport Act 1985 it has been possible for licensing authorities in England and Wales (outside of London) to refuse a taxi licence application if they are satisfied that there is no significant unmet demand for taxis in their licensing area.

Section 161 of the Equality Act 2010 qualifies the law in this area, to ensure licensing authorities that have relatively few wheelchair accessible taxis operating in their area, do not refuse licences to such vehicles for the purposes of controlling taxi numbers.

For section 161 to have effect, the Secretary of State must make regulations specifying:

- the proportion of wheelchair accessible taxis that must operate in an area before the respective licensing authority is lawfully able to refuse to license such a vehicle on the grounds of controlling taxi numbers; and
- the dimensions of a wheelchair that a wheelchair accessible vehicle must be capable of carrying in order for it to fall within this provision.



The DfT plans to consult on the content of regulations before section 161 comes in to force; the actual date will be announced in due course, but it will not be before April 2011.





## Taxi and Private Hire Services





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# CHAPTER 12

## ACCESSIBILITY

### INTRODUCTION

- 12.1 Ensuring proper accessibility for all was a stated priority of our review.<sup>1</sup> Whilst improvements have been made over the last 20 years, more needs to be done to improve accessibility, particularly as provision currently varies widely between different licensing areas.

### INCENTIVES

- 12.2 We asked stakeholders whether licensing authorities should have the ability to set a lower licensing fee for vehicles meeting certain accessibility standards.<sup>2</sup> We were interested in finding out whether this could incentivise the uptake of accessible vehicles.

### Consultation

- 12.3 Most consultees agreed with this. At the same time, the majority of stakeholders we met at consultation events told us that it would be difficult to set the incentive at a level where it would make a difference. Torfaen County Borough Council said it had made available discounted fees for four years, but this had not been effective in increasing numbers as the discount did not cover the additional cost of purchasing the vehicle. A number of people suggested waiving VAT, reducing road tax for wheelchair accessible vehicles, or providing other tax breaks.
- 12.4 Consultees who disagreed tended to argue that providing lower fees for accessible vehicles would result in increased fees for other licensees, as fee levels are determined on a cost recovery basis.

### Discussion

- 12.5 Some form of financial incentive would clearly encourage licence holders to meet certain accessibility standards. However, the general view is that a reduction in licensing fees would not be the answer. Any reduction in the fee would most probably not compensate for the additional expense arising from purchasing and operating an accessible vehicle, although this would depend on the type of vehicle and the standards it met.
- 12.6 Further work would also be required to identify the right financial incentives and how the cost of them should be borne. It would not be for us to undertake this kind of assessment, but we recognise that it could be a worthwhile matter for the Secretary of State to pursue.

<sup>1</sup> Reforming the Law of Taxi and Private Hire Services (2012) Law Commission Consultation Paper No 203, pp 136 – 137.

<sup>2</sup> Reforming the Law of Taxi and Private Hire Services (2012) Law Commission Consultation Paper No 203, question 58.



## **ACCESSIBILITY STANDARDS**

- 12.7 In our consultation paper we suggested that the Secretary of State should have the power to set standards for drivers, vehicles and operators. We originally proposed that this power should be limited to conditions relating to safety. As discussed above,<sup>3</sup> we now think the power should extend also to conditions relating to accessibility, to protection of the environment and to matters relevant to enforcement. Accessibility would therefore feature as a central requirement as part of national standards, allowing the Secretary of State to impose the requirements we suggest in this chapter, together with any additional standards the Secretary of State found appropriate, following consultation with a technical panel.<sup>4</sup>

## **ACCESSIBILITY TRAINING**

- 12.8 In our consultation paper we strongly recommended that drivers of both taxis and private hire vehicles should undergo training on disability awareness as a condition of their licence.<sup>5</sup> We felt that many of the problems experienced by disabled people stemmed from lack of awareness and poor attitude, and that this would be most appropriately tackled through education.

### **Consultation**

- 12.9 This proposal attracted high levels of support. The key themes of such training were identified as enabling drivers better to understand the needs of their disabled passengers, and to be able to operate and maintain equipment properly. One respondent suggested that training was needed on how to adjust driving behaviour to address the needs of different passengers.
- 12.10 Anecdotal evidence was provided about drivers not knowing how to operate the ramp in their vehicle, and failing to use the restraints in their vehicle to secure a wheelchair. Other examples included drivers losing their temper with disabled passengers who required assistance in entering the vehicle and trying to require passengers to travel in a way which would not be comfortable or safe for them.
- 12.11 Consultees representing people with learning disabilities told us that such people may have difficulties in communication and often other sensory or physical disabilities, and may need high levels of support. Training is needed to increase awareness of such needs. The needs of passengers with visual and auditory impairments also need to be adequately represented in the training. A number of respondents reported instances of drivers refusing to carry assistance dogs on religious grounds, because dogs are regarded as unclean in some religions. Others described situations where inadequate or inappropriate accommodation was available for assistance dogs, and one case where the carpet was rolled back and the dog required to sit on a metal floor. This is another area which could be covered in mandatory training, particularly as the obligation of taxi and private hire vehicle drivers to carry an assistance dog at no additional charge is already

<sup>3</sup> See Chapter 5, Recommendation 31.

<sup>4</sup> See Chapter 4 for further information on the consultation requirements relating to the Secretary of State's standard-setting powers.

<sup>5</sup> Reforming the Law of Taxi and Private Hire Services (2012) Law Commission Consultation Paper No 203, provisional proposal 61.

- 12.22 One respondent said that local licensing authorities should make the taxi fare tariff available online. This would be of benefit generally, as would the wider distribution of licensing information.

### **Discussion**

- 12.23 We remain persuaded that an obligation contained in vehicle licence conditions, to display complaints information inside the vehicle would be useful. We do not think such a requirement would be unduly onerous, and believe that the benefits would far outweigh any disadvantages. Such a requirement is common in public transport such as buses and trains. Complaints could also help draw the attention of local licensing authorities to those operating contrary to the legal requirements, which would assist with enforcement.
- 12.24 Local authorities are used to dealing with complaints, and are equipped for handling them. Some authorities provide direct links online for licensing complaints.<sup>9</sup> Many local libraries also incorporate local authority customer service centres where complaints could be lodged.
- 12.25 There are various practical issues to consider. It would be necessary to make the information available in alternative formats, such as large print and braille. Information should also be made available at ranks, and on local licensing authority websites. Some stakeholders have also suggested that information should be available on the outside of the vehicle, so that a complaint can be made if a taxi fails to stop when hailed. We are not convinced by this, as it is unlikely the disappointed traveller would be able to note the details, but it is something the Secretary of State could consider.

#### **Recommendation 63**

**We recommend that the Secretary of State require information on how to complain about taxi and private hire vehicle services to be displayed in taxi and private hire vehicles.**

#### **Recommendation 64**

**We recommend that local licensing authorities should display complaint information in offices, libraries and on websites.**

### **LOCAL ACCESSIBILITY NEEDS REVIEW**

- 12.26 During consultation stakeholders representing disabled passengers highlighted how local standard-setting often overlooked the needs of disabled passengers. Typically, this took the form of overly restricting the type of provision that could be made. Such policies, standards or conditions can be judicially reviewed, and we will recommend a streamlined process for judicial review of local standards.<sup>10</sup>
- 12.27 As we noted in our consultation paper, general equality duties apply to any public

<sup>9</sup> See, for example, Guildford Borough Council's online portal for complaints about licensed vehicles: <http://www.guildford.gov.uk/article/3623/Make-a-complaint-about-a-Guildford-licensed-taxidriver-or-company> (last visited 13 March 2014).

<sup>10</sup> For further details, see Chapter 14.



authority in discharging public functions. Furthermore, in Chapter 11 we recommended that a local authority wishing to impose or continue quantity restrictions must take into account a range of statutory public interest factors, including the impact on of doing so on disabled passengers.<sup>11</sup>

- 12.28 In order to ensure that licensing authorities specifically consider the needs of disabled passengers as part of reviewing their local licensing conditions, we recommend a new procedural requirement for licensing authorities to review their taxi licensing policy at least every three years, in order to assess whether the needs of their disabled constituents are being met.

**Recommendation 65**

**We recommend that licensing authorities conduct an accessibility review at three year intervals.**

- 12.29 This recommendation is given effect by clause 15(5) of the draft Bill.

**A NEW OBLIGATION TO STOP**

- 12.30 We asked stakeholders for their views on how best to tackle taxi drivers ignoring disabled passengers who try to hail them. We asked whether it would help to impose an obligation on drivers to stop, if reasonable and safe to do so.<sup>12</sup> This question is closely tied to that of compellability; we have discussed the question of an obligation to stop in Chapter 3.

**Consultation**

- 12.31 Whilst the majority of respondents agreed that there should be an obligation to stop, a key concern was how to enforce such a requirement. Some stakeholders considered it impractical, not least because it would be difficult to prove whether or not it would have been safe for the driver to stop. A number of respondents suggested that “mystery shoppers”<sup>13</sup> could be used to test compliance. The Disabled Persons Transport Advisory Committee recommended that fixed penalty notices should be used to enforce against failure to stop.
- 12.32 Some regulators in Wales said that licensing authorities needed clear enforcement powers to sanction drivers who fail to offer reasonable assistance to disabled passengers, with more appropriate penalties for offences. This could be combined with national training in relation to recommended approaches and techniques. They suggested a standard mandatory requirement for roof lights to be connected to the taxi meter, to record when the vehicle is available for hire. Others agreed that there should be some obvious mechanism to show when a vehicle is available for hire. Many respondents thought that an illuminated roof sign already signalled availability for hire and obliged the driver to stop where safe.

<sup>11</sup> Draft Taxi and Private Hire Vehicles Bill, clause 18(7)(b), and discussion at para 11.81 above.

<sup>12</sup> Reforming the Law of Taxi and Private Hire Services (2012) Law Commission Consultation Paper No 203, question 63.

<sup>13</sup> An expression used by competition authorities to describe people presenting themselves as potential customers with a view to reporting infringements.



greater detail in Chapter 3 above.<sup>16</sup>

- 12.38 Recommendation 16, contained in Chapter 3 above, gives effect to this policy.

### **EQUALITY ACT 2010**

- 12.39 In our consultation paper we highlighted the application of the Equality Act 2010 to the area of taxi and private hire licensing. We noted that licensing authorities are subject to a duty to eliminate discrimination and promote equality of opportunity, whilst service providers must not discriminate against disabled people in the provision of services. We note that it would not fall within the scope of this project for the Law Commission to recommend bringing into force those sections of the Act which deal specifically with taxi and private hire services.
- 12.40 As will be clear from earlier parts of this chapter and the discussion in Chapter 3,<sup>17</sup> during consultation we heard a significant amount of concerning evidence about discrimination against disabled people. Two things were particularly clear: first, that a lack of training and understanding are at the bottom of many of the problems experienced; and secondly, that enforcement of existing protections is weak, if indeed it takes place at all.
- 12.41 We recommend in Chapter 5 that the Secretary of State should have the power to set national standards for driver, vehicle and dispatcher licences. These powers would include setting standards relating to safety, accessibility and matters relating to enforcement. Discrimination against disabled people is an area in which these three categories of standards are inherently intertwined.
- 12.42 As the law currently stands, much of the behaviour complained of by disabled passengers would infringe the provisions of the Equality Act 2010, in particular the requirement not to discriminate in the provision of services.<sup>18</sup> However, the only means of enforcing this is through pursuing an action in the civil courts. This is costly, complex and, without the support of a representative organisation or charity, not feasible for most individuals. Furthermore, even if action were to be taken against a driver or dispatcher, the court would not have the power to take action against the licence.
- 12.43 In order to provide a more effective means of enforcement, and one which targets the offending behaviour more squarely, we strongly recommend that the Secretary of State should exercise the standard-setting powers to make it a condition of licence for both drivers and operators that they comply with the provisions of the Equality Act 2010, specifically section 29, which prohibits discrimination in the provision of a service.
- 12.44 This would allow a licensing authority to take action against the licence where there was sufficient evidence to demonstrate that a driver or dispatcher had, for example, overcharged a customer on the basis of a disability. It would remove the difficulties the customer faces in seeking to take action against this behaviour, as the procedure would be activated simply by lodging a complaint with the

<sup>16</sup> See Recommendation 16, and discussion from para 3.88 above.

<sup>17</sup> See for example the discussion from para 3.83 above.

<sup>18</sup> Equality Act 2010, s 29.

licensing authority. The complaint could then be dealt with through the usual channels put in place by that authority, and would of course be subject to evidential requirements.

#### **Recommendation 66**

**We recommend that the Secretary of State require holders of taxi and private hire driver licences and dispatcher licences to comply with the Equality Act 2010 as a condition of the licence.**

### **ACCESSIBLE VEHICLES**

- 12.45 In our consultation paper we asked whether there should be a separate licensing category for wheelchair accessible vehicles. We suggested that a vehicle holding such a licence could be required to give priority to disabled passengers. We also asked whether there should be a duty of licensing authorities to make adequate provision at ranks for wheelchair accessible vehicles.<sup>19</sup>

#### **Wheelchair-accessible vehicles**

- 12.46 It became apparent during consultation that there is a great deal of confusion and misunderstanding over what is meant by “wheelchair-accessible vehicle”. A number of stakeholders told us that application of the term does not always mean that a disabled person in a wheelchair can travel comfortably or safely in such a vehicle, or that it is suitable for all types of wheelchair.
- 12.47 European specifications are not mandatory for wheelchair accessible vehicles<sup>20</sup> and there is no single standard for such vehicles, although work has been done by the British Standards Institute.<sup>21</sup>
- 12.48 The dimensions for wheelchair accessible vehicles (including regulated rail vehicles, buses and coaches) are based on what is known as a “reference wheelchair.”<sup>22</sup> Some consultees told us that the dimensions are inadequate because many modern wheelchairs, particularly electric wheelchairs, are larger. However, other groups, such as the Disabled Persons Transport Advisory Committee and the Spinal Injuries Association, say that the number of larger wheelchairs is small and that the dimensions of accessible taxis are adequate.
- 12.49 Many wheelchair accessible vehicles are rear-loading, and some passengers prefer that. Others, however, prefer a side-loading vehicle. From a safety point of

<sup>19</sup> Reforming the Law of Taxi and Private Hire Services (2012) Law Commission Consultation paper No 203, question 57.

<sup>20</sup> Directive 2007/46/EC establishing a framework for the approval of motor vehicles and their trailers, and of systems, components and separate technical units for such vehicles. See in particular Annex XI, Appendix 3.

<sup>21</sup> See Specification for M1 vehicles for the carriage of one or more passengers seated in wheelchairs. Manufacturing requirements PAS 2012-1:2012, and Specification for M1 vehicles for the carriage of one or more passengers seated in wheelchairs. Retail requirements PAS 2012-2:2012, both published by the BSI <http://www.bsigroup.com/en-GB/> (last visited 19 March 2013).

<sup>22</sup> As defined in the Rail Vehicle Accessibility (Non-interoperable Rail System) Regulations 2010, SI 2010/432, Schedule 2, diagram A. The dimensions are length 1200mm, width 700mm, sitting height 1350 and height of footrest about the floor, 150 mm.



view a rear-loading vehicle can present problems because the passenger can only access the vehicle from the road. This means that a longer ramp is required because the kerb cannot be used, which can present access problems.

- 12.50 Many consultees emphasised that for a vehicle to be accessible did not necessarily mean that it must be capable of carrying a wheelchair. Indeed, wheelchair-accessible vehicles can pose difficulties for non-wheelchair using disabled people; for example, those with mobility difficulties may struggle with the high step and raised floor of a purpose-built vehicle. This has played an important part in our policy consideration in this area.

### **Consultation**

- 12.51 Consultees were fairly evenly divided on the question of a separate licensing category for wheelchair accessible vehicles. The Disabled Persons Transport Advisory Committee regarded the proposal as an "important recommendation". The Committee also considered that wheelchair accessible vehicles should be granted priority at taxi ranks.
- 12.52 However, other consultees thought this could be potentially harmful, creating tension between disabled people and other travellers. A comment made by a number of respondents, in particular representatives of disabled people, was that fair and equal access for all was the key, rather than priority treatment.
- 12.53 Another important point raised was that most disabled people do not require wheelchair accessible vehicles – for example, some consultees with mobility difficulties stated that they prefer saloon cars as they do not have to climb upwards into them as they do with a traditional black cab.
- 12.54 Some stakeholders felt it would be useful if licensing authorities distributed information regarding the range of vehicles available in the area, and who they are operated by. Others noted that they often have difficulty in accessing vehicles at ranks; during consultation we were shown ranks without dropped kerbs or where there is insufficient space to extend a ramp. At one railway station, it was only possible to load a wheelchair into an accessible taxi from the road, and not from the pavement. We have already mentioned issues surrounding rear-loading wheelchair-accessible vehicles; it is often difficult to accommodate these on ranks as space for a ramp must be left clear behind them. As a result, some licensing authorities will not license rear-loading vehicles.

### **Discussion**

- 12.55 There are a number of practical difficulties arising from a separate licensing category. It introduces another level of complexity into the licensing regime. A category solely for wheelchair accessible vehicles would ignore the point made by many respondents that the system needs to cater for many different types of disability.
- 12.56 There would also be practical difficulties in requiring a licensee to give priority to disabled passengers. For example, it may not always be obvious to a driver that a potential passenger is disabled.
- 12.57 We do not recommend a separate licensing category for wheelchair accessible



**PERTH AND KINROSS COUNCIL****Licensing Committee – 12 July 2012****LIMIT ON TAXI NUMBERS IN PERTH****Report by Head of Legal Services****ABSTRACT**

This report outlines the findings and recommendations of a recent survey of demand for taxis in Perth and proposes that the limit of seventy taxis for Perth City should remain unchanged.

**1 RECOMMENDATION**

1.1 It is recommended that the Committee:

- (i) Notes the findings of the survey carried out by the Transport Research Institute at Napier University;
- (ii) Agrees that the current limit of seventy taxi operator licences granted by the Council for the area of Perth remains unchanged;

**2 BACKGROUND**

- 2.1 In terms of Section 10(3) of the Civic Government (Scotland) Act 1982, an application for the grant of a taxi licence may be refused by a licensing authority for the purpose of limiting the number of taxis in respect of which licences are granted by them if, but only if, they are satisfied that there is no significant demand for the services of taxis in their area which is unmet. The Council currently limits the number of taxi operator licences for the Perth City to seventy.
- 2.2 A survey of whether there is any significant unmet demand for taxi services in the Perth area was carried out in January and February 2012. The survey was carried out by the Transport Research Institute at Napier University according to current best practice in this field. The survey is based on rank observation and a public survey.
- 2.3 The survey concludes that there is no significant unmet demand for taxi services in Perth. A copy of the survey is attached at Appendix One.

**3 PROPOSALS**

As the survey concludes that there is no significant unmet demand for taxi services in Perth at this time, it is proposed that the current limit on the number of taxi operator licences granted by the Council for Perth City remains unchanged.

Figure 1: Pomarium Street stance serving Leonard Street bus station



Inset: approximate fares table at stance

There were few times of day where taxi availability was considered an issue in general use, but some comments were made in respect of accessible taxi availability during "school run" hours, discussed in the next section.

### 3.4 Disabled users of taxis

A particular focus was placed on the use of taxis by individuals with disabilities. An initial contact was made with the Perth and Kinross Access Group (PKAG), with a survey distributed by the group to its members and published on the PKAG website. Members of the study team also attended a training session facilitated by the group for taxi drivers.



### *Nature of Demand*

It was recognised by all that the demand for taxis crossed a wide number of users with a variety of needs. The most commonly assumed issue relates to the carriage of wheelchairs in taxis, though this is one of a wider range of disabilities felt to impact on taxi use. This said the need for wheelchair accessible taxis is a significant problem in the use of the fleet and this is reflected in wider discussion at Scottish and UK levels.

Disabled passengers often prefer to engage taxis through pre-booking as this provides a level of certainty in appropriate provision. WATs were generally felt to be available through pre-booking and this view was reflected in the responses of the trade itself. Some concerns as to availability at specific times of day were voiced, most respondents acknowledging a limited delay at peak times, but it was underlined that service levels across all communities should reflect equal access rather than be more biased to one community than others.

The differing forms of vehicle type and nature of engagement is a common theme and widely reflected in comparable locations. A problem may exist, however, in the assumption that pre-booking is a satisfactory replacement for other forms of engagement for all wheelchair journeys. Difficulties were expressed in the comparability of service responses for WAT requests compared to other forms of booking, and a direct parallel can be drawn against the effective service level to a non-disabled person walking to a stance compared to the same journey requiring booking and response with a WAT.

A number of other studies express a concern that equality is not achieved where time and service levels differ, and this is underlined in the Equality Act clause specific to issuing WAT licences. Individual stories of difficulty in engaging at rank were described, with comments on stance performance included in the review of individual stances, below.

A physical review of the accessibility of some taxi types was undertaken with the assistance of PKAG, with a discussion of the limitations in place in the "Blue Book", the Perth and Kinross licensing condition guidebook made available to the trade. Particular concern was expressed about the suitability and current licensing of post production converted WATs. The lack of common standards in defining WATs is a common issue across a number of authority areas, and it is recommended that the council consider the nature and use of WATs in the Perth fleet as an outcome of this study.

#### *Nature of driver training*

In addition to the appropriateness of vehicles for accessible use, a common view emerged that a role was played by the driver being aware if and equipped to deal with issues arising from the carriage of individuals with specialist needs. Training provided by the PKAG appeared effective and was well received by the members of the trade attending, but this forms a minority of the total pool of drivers, who attend voluntarily.

Disability awareness is a significant issue in providing equal access to service, and should go beyond the basic concepts of customer service, as it directly affects the ability of all to travel.

### **3.5 Taxi Trade Consultation**

The study team sought the views of the taxi trade in three separate exercises. A taxi trade survey was distributed widely throughout Licence holders, with the assistance of companies in both passing out and returning completed survey forms. Individual meetings were held with a number of companies and a focus group meeting held with the Taxi Grouping in the offices of McLeods glaziers.



Taxi stance locations appear to serve the majority of the city centre well, with a potential oversupply of stances in the vicinity of the bus and railway stations. Stance locations are adequately marked on street with appropriate signage. Two issues appear appropriate for consideration in respect of stance provision; the numbers of spaces available for waiting taxis, considered to be insufficient to the numbers of waiting taxis; and the issue of offside loading at the South Street stance.

Supply of taxis is generally greater than the demand for their services, reflected by the significant extent of excess supply and very small level of excess demand (3% of all demand). It can be concluded that the market for taxi services in general is not negatively impacted by the presence of the licence restriction. The market for supply of WATs differs somewhat, and this is reflected in the views of disability groups. Demand for accessible vehicles at stance is limited, and this would not, in itself, indicate a negative impact arising from the policy of licence restriction. We have measured the response times and taken account of demand for WATs by other engagement methods. This is included in the calculations of ISUD as a local demand factor and does not increase ISUD values to an extent that would indicate a negative impact arising from restriction. Indeed the reverse might be argued in that restriction within the market has provided a sufficient business base to support the purchase of (more expensive) WATs. This said, the numbers of WATs apparent within the fleet, and the use of post production conversions should be of concern beyond the measurement of ISUD alone. We would conclude that a need exists to review the definitions of vehicles that may be used as WATs in Perth, and set in place a policy that proactively encourages their provision.

Following comments within the disabled community in respect of driver approach, we would also consider it appropriate to consider more widespread use of disability awareness training and highlighting this as best practice to companies providing such services.

## 6. Recommendations

On the basis of our analysis we would conclude that the overall market for taxi services operates well and result in low levels of unmet demand. In line with current best practice we do not recommend a change to the current licensing policy, nor a need to increase numbers of licenses in the city, nor in Blairgowrie.

We have identified, however, a number of issues that we consider appropriate for recommendation, set out below. As the market for taxis is comprised of inter-related factors we have included recommendations specific to each. We strongly advise these be considered as a part of a “package” of measures that, in combination, enhance the supply of taxis in Perth.

In respect of the supply of taxi stances we would recommend the council consider provision of additional permanent spaces on South Street to the west of The Loft nightclub. Stance design appears appropriate in most instances though we recommend the renewal of street markings where these are faded. The stance in South Street outside Tesco's requires offside loading which we would conclude is not an optimal pattern of loading. We see few options to alter this in the current location, but recommend the renewal of traffic side markings.

In respect to the provision of WATs and driver awareness of the specific needs of the disabled we would recommend consideration of two policy steps. The highlighting and indication of appropriate training available to drivers and fleet owners. This has the effect of making the current supply better suited to the disabled user and should be seen as a normal part of driver training. We would also underline the need for a sufficient number of WATs to be available. Whilst our measurement does not indicate the current supply is insufficient, it is also apparent that wheelchair users tailor journeys around pre-booking and known companies rather than having a wider and more equitable use of taxis. We

would recommend the council considers pro-active measures to encourage supply of WATs. This should, in our view, be accompanied by a review of the vehicle types considered to be accessible.



**PERTH & KINROSS COUNCIL****Licensing Committee – 26 March 2015****LIMIT ON TAXI NUMBERS IN PERTH AND BLAIRGOWRIE****Report by Head of Legal Services****PURPOSE OF REPORT**

This report outlines the findings and recommendations of a recent survey of demand for taxis in Perth and in Blairgowrie and proposes that the limit of seventy taxis for Perth and twelve taxis for Blairgowrie should remain unchanged.

**1 BACKGROUND/MAIN ISSUES**

- 1.1 The Council is responsible for regulating taxi and private hire operators and drivers in the Perth and Kinross area. In terms of Section 10(3) of the Civic Government (Scotland) Act 1982, an application for the grant of a taxi licence may be refused by a licensing authority for the purpose of limiting the number of taxis in respect of which licences are granted by them if, but only if, they are satisfied that there is no significant demand for the services of taxis in their area which is unmet. The Council currently limits the number of taxi operator licences for Perth and Blairgowrie to seventy and twelve respectively. In order to be satisfied that there is no significant unmet demand, it is normal practice to carry out a survey.
- 1.2 A survey of whether there is any significant unmet demand for taxi services in the Perth and Blairgowrie areas was carried out in January and February 2015. The survey was carried out by Vector Transport Consultancy according to current best practice in this field. The survey was based on rank observation and a public survey.
- 1.3 The survey concludes that there is no significant unmet demand for taxi services in Perth or Blairgowrie. A copy of the report which outlines the findings is attached as an Appendix.

**2 PROPOSAL**

As the survey concludes that there is no significant unmet demand for taxi services in Perth or Blairgowrie at this time, it is proposed that the current limits on the number of taxi operator licences granted by the Council for these areas remains unchanged.

**3 CONCLUSIONS AND RECOMMENDATIONS**

3.1 Following receipt of a survey that concludes that there is no significant unmet demand for taxis in the Perth and Blairgowrie area it is recommended that the Committee:

- (i) Notes the findings of the survey carried out by Vector Transport Consultancy;
- (ii) Agrees that the current limits of 70 operator licences and twelve operator licences granted by the Council for the areas of Perth and Blairgowrie respectively remain unchanged.

**Author**

| <b>Name</b>   | <b>Designation</b> | <b>Contact Details</b>                              |
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**Approved**

| <b>Name</b> | <b>Designation</b> | <b>Date</b>   |
|-------------|--------------------|---------------|
| Geoff Fogg  | Legal Manager      | 12 March 2015 |

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## IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

|                                                     |                   |
|-----------------------------------------------------|-------------------|
| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>None</b>       |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>None</b>       |
| Strategic Environmental Assessment                  | <b>None</b>       |
| Sustainability (community, economic, environmental) | <b>None</b>       |
| Legal and Governance                                | <b>Yes</b>        |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>None</b>       |
| External                                            | <b>Yes</b>        |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

The report contributes to the following priority:

- 1.1 (iv) Supporting people to lead independent, healthy and active lives

#### Corporate Plan

- 1.2 The report contributes to the following priority:

- (iv) Supporting people to lead independent, healthy and active lives

### 2. Resource Implications

#### Financial

- 2.1 Not Applicable

#### Workforce

- 2.2 Not Applicable

#### Asset Management (land, property, IT)

Not Applicable

### **3. Assessments**

Not applicable

#### Equality Impact Assessment

- 3.1 Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

This section should reflect that the proposals have been considered under the Corporate Equalities impact Assessment process (EqIA) with the following outcome:

- (i) Assessed as not relevant for the purposes of EqIA

#### Strategic Environmental Assessment

Not Applicable

- 3.2 The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals.
- 3.3 The proposals contained within this report have been considered under the Act. However, no action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

#### Sustainability

Not applicable

#### Legal and Governance

- 3.3 The Head of Legal Services has been consulted.

#### Risk

Not Applicable



#### **4 Consultation**

Internal

4.1 Not applicable

External

#### **5 Communication**

5.1 The trade was consulted about this report.

#### **6 Background papers**

None

#### **7 Appendices**

One



**PERTH AND KINROSS COUNCIL****Licensing Committee****24 May 2018****LIMIT ON TAXI NUMBERS IN PERTH AND BLAIRGOWRIE****Report by Head of Legal & Governance Services (Report No. 18/188)****PURPOSE OF REPORT**

This report outlines the findings and recommendations of a recent survey of demand for taxis in Perth and Blairgowrie and proposes that the limit of seventy taxis for Perth and twelve taxis for Blairgowrie should remain unchanged.

**1. BACKGROUND / MAIN ISSUES**

- 1.1 The Council is responsible for regulating taxi and private hire operators and drivers in the Perth and Kinross area. In terms of Section 10 (3) of the Civic Government (Scotland) Act 1982, an application for the grant of a taxi licence may be refused by a licensing authority for the purpose of limiting the number of taxis in respect of which licences are granted. However, applications can only be refused on this ground if the Council is satisfied that there is no significant demand for the services of taxis in their area which is unmet.
- 1.2 Before the Council can rely on this ground to refuse applications, it must be able to establish that there is no significant unmet demand for taxis in its area. This has been the subject of a number of court cases across Scotland over the years, which have clearly established that the most appropriate way in which Councils can assess demand is to carry out a survey at regular intervals. This is also reflected in the Scottish Government Best Practice Guidance at <https://www.gov.uk/government/publications/taxi-and-private-hire-vehicle-licensing-best-practice-guidance>. It is recommended that this takes place at least every three years.
- 1.3 The Council limits the number of taxi operator licences for Perth and Blairgowrie and has done so for many years. In 2010, the Council reviewed its policy of having a limit on taxis and considered whether the limit should be removed. This would have allowed unlimited numbers of taxis in Perth and Kinross. The Council decided, following that review, that it was necessary to continue to limit the number of taxis in Perth and Blairgowrie (report 11/15). The principle reason behind that decision was that there would be significant benefits to the public because having a limit supports continued investment in the taxi trade. Since then, surveys have been carried out at three yearly intervals. The last survey was carried out in 2015 and the outcome of this was that there continued to be no significant unmet demand for taxis within Perth and Blairgowrie. The current limit on taxi numbers in Perth is 70, and in Blairgowrie is 12.

1.4 A further survey of whether there is any significant unmet demand for taxi services in the Perth and Blairgowrie areas was carried out from October 2017 to March 2018. The survey was carried out by LVSA according to best practice in this field. Data was collected through consultation with stakeholders, the trade and members of the public. In addition, observations of activity at taxi ranks were undertaken to record volumes of taxis and passengers using each rank and whether any passengers had to wait for taxis to arrive at the ranks.

1.5 The survey concluded that there is no significant unmet demand for taxi services in Perth and Blairgowrie. The principal issue identified is a lack of availability of wheelchair accessible vehicles at some times of day and in some locations. This is an issue which has been identified in previous surveys.

A number of steps have already been taken to encourage the use of wheelchair accessible vehicles. We now offer a reduced fee to applicants who wish to licence a Wheelchair Accessible Vehicle. Training is also provided free of charge to drivers of those vehicles by the Centre of Inclusive Living which is funded by the Council. On completion of the training, the driver is provided with a distinctive red and white Taxi Driver Identity Badge. A report was submitted to the Licensing Committee on 26 October 2017 (17/349) which extended the age limit for Wheelchair Accessible Vehicles from 10 years to 12 years.

It is recommended in the report that the Council discuss the potential market size for wheelchair users and mobility impaired passengers with the trade, with the objective of encouraging investment towards this particular market sector. The recommendations of this report will be sent out to the trade and will be placed as an agenda item at the next taxi forum meeting in July 2018.

1.6 A copy of the report which outlines the findings is attached as Appendix A.

## **2. PROPOSALS**

2.1 As the survey concludes that there is no significant unmet demand for taxi services in Perth or Blairgowrie at this time, it is proposed that the current limits on the number of taxi operator licences granted by the Council for these areas remain unchanged.

2.2 It is also proposed that the Council should implement the recommendation made in the report in relation to the market for wheelchair accessible vehicles. The matter will be discussed at the Forum in July and it is proposed that the Council engages further with the taxi trade and stakeholders to identify whether there are further steps which the Council should take to increase the availability to increase Wheelchair Accessible Vehicles.

### 3. CONCLUSION AND RECOMMENDATIONS

- 3.1 Following receipt of a survey that concludes that there is no unmet demand for taxis in the Perth and Blairgowrie area, it is recommended that the Committee:
- (i) Note the findings of the survey carried out by HKZ Services Ltd, trading as LVSA;
  - (ii) Agrees that the current limits of 70 operator licences and 12 Operator Licences granted by the Council for the areas of Perth and Blairgowrie respectively remain unchanged;
  - (iii) Agrees that the Council engage further with the taxi trade and stakeholders to identify whether there are further steps which the Council should take to increase the availability of wheelchair accessible vehicles.

#### Author(s)

| Name           | Designation       | Contact Details |
|----------------|-------------------|-----------------|
| Debra Merchant | Licensing Manager |                 |

#### Approved

| Name         | Designation                           | Date       |
|--------------|---------------------------------------|------------|
| Lisa Simpson | Head of Legal and Governance Services | 9 May 2018 |

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Council Text Phone Number 01738 442573

# 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

| <b>Strategic Implications</b>                       | <b>Yes / None</b> |
|-----------------------------------------------------|-------------------|
| Community Plan / Single Outcome Agreement           | <b>Yes</b>        |
| Corporate Plan                                      | <b>Yes</b>        |
| <b>Resource Implications</b>                        |                   |
| Financial                                           | <b>None</b>       |
| Workforce                                           | <b>None</b>       |
| Asset Management (land, property, IST)              | <b>None</b>       |
| <b>Assessments</b>                                  |                   |
| Equality Impact Assessment                          | <b>Yes</b>        |
| Strategic Environmental Assessment                  | <b>None</b>       |
| Sustainability (community, economic, environmental) | <b>None</b>       |
| Legal and Governance                                | <b>Yes</b>        |
| Risk                                                | <b>None</b>       |
| <b>Consultation</b>                                 |                   |
| Internal                                            | <b>None</b>       |
| External                                            | <b>None</b>       |
| <b>Communication</b>                                |                   |
| Communications Plan                                 | <b>None</b>       |

## 1. Strategic Implications

### Community Plan/Single Outcome Agreement

The proposals set out in this report will support the delivery of the Perth and Kinross Community Plan/Single Outcome Agreement in terms of the following priorities:

- Promoting a prosperous, inclusive and sustainable economy
- Creating a safe and sustainable place for future generations.

### Corporate Plan

The proposals set out in this report will support the delivery of the Corporate Plan in terms of the following priorities:

- Promoting a prosperous, inclusive and sustainable economy
- Creating a safe and sustainable place for future generations

## **2. Resource Implications**

### Financial

2.1 Not applicable

### Workforce

2.2 Not applicable

### Asset Management (land, property, IT)

Not applicable

## **3. Assessments**

### Equality Impact Assessment

Under the Equality Act 2010, the Council is required to eliminate discrimination, advance equality of opportunity, and foster good relations between equality groups. Carrying out Equality Impact Assessments for plans and policies allows the Council to demonstrate that it is meeting these duties.

The proposals have been considered under the Corporate Equalities Impact Assessment process (EqIA) and are considered to be a positive step to encourage the provision of more Wheelchair Accessible Vehicles.

### Strategic Environmental Assessment

Not applicable.

### Sustainability

Not applicable.

### Legal and Governance

The proposals are compatible with the requirements of the Civic Government (Scotland) Act 1982.

**4. Consultation**

Internal

4.1 Not applicable

External

4.2 Not applicable

**5. Communication**

Not applicable

**6. Background Papers**

Not applicable

**Appendices**

Appendix A – Copy of Unmet Demand Survey.



[Population Estimates](#)
[Population Projections](#)
[Births](#)
[Deaths](#)
[Life Expectancy](#)
[Migration](#)
[Marriages and Civil Partnerships](#)
[Household Estimates](#)
[Household Projections](#)
[Dwellings](#)
[Tables](#)

## APPENDIX 13

# Perth and Kinross Council Area Profile



Please note: In smaller council areas (e.g. Shetland Islands), there are large fluctuations in the data. This is because small changes have a much larger effect in small populations than in large ones (e.g. Glasgow City).

## Population Estimates

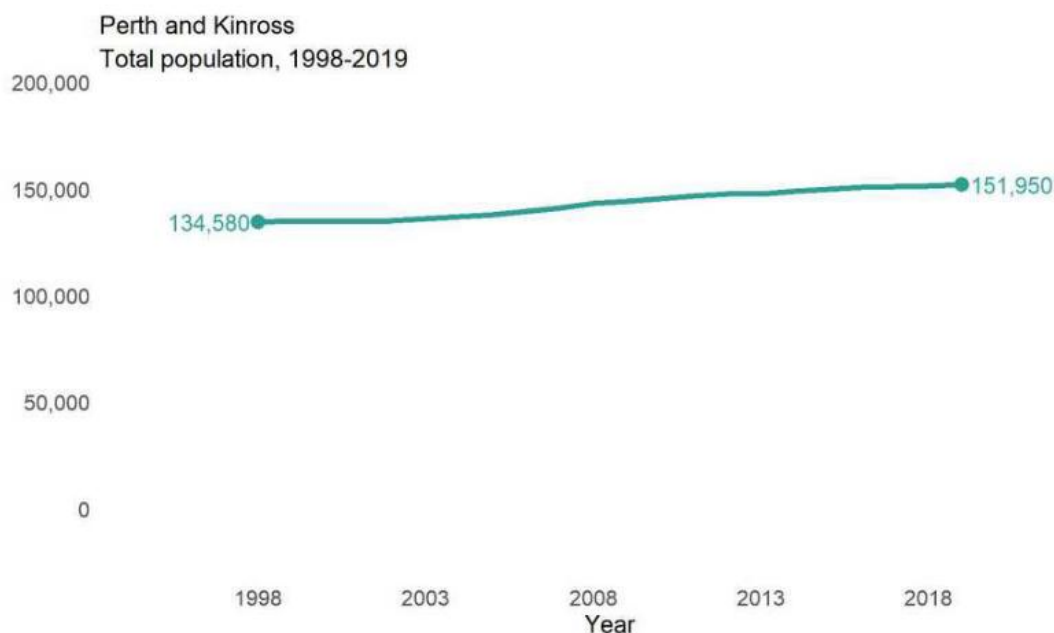
Last updated: April 2020

Likely next update: April 2021

### Mid-2019 Population Estimates by Council Area in Scotland

On 30 June 2019, the population of Perth and Kinross was 151,950. This is an increase of 0.4% from 151,290 in 2018. Over the same period, the population of Scotland increased by 0.5%.

[View Source Table](#)



Perth and Kinross had the 12th highest population in 2019, out of all 32 council areas in Scotland. Between 2018 and 2019, 8 councils saw a population decrease and 24 councils saw a population increase.

[View Source Table](#)

## Population by age group by sex, Perth and Kinross, 2019

View Chart

| Age group          | Male   | Female | All people | % of population | Scotland % of population |
|--------------------|--------|--------|------------|-----------------|--------------------------|
| <b>All people</b>  | 74,729 | 77,221 | 151,950    | 100.0           | 100.0                    |
| <b>0 to 15</b>     | 12,519 | 11,902 | 24,421     | 16.1            | 16.9                     |
| <b>16 to 24</b>    | 7,376  | 6,368  | 13,744     | 9.0             | 10.5                     |
| <b>25 to 44</b>    | 17,138 | 16,935 | 34,073     | 22.4            | 26.1                     |
| <b>45 to 64</b>    | 21,194 | 22,684 | 43,878     | 28.9            | 27.5                     |
| <b>65 to 74</b>    | 9,330  | 9,845  | 19,175     | 12.6            | 10.6                     |
| <b>75 and over</b> | 7,172  | 9,487  | 16,659     | 11.0            | 8.5                      |

**Source:** Population Estimates Time Series Data (<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/population-estimates-time-series-data>)

| Age group          | Male   | Female | All people | % of population | Scotland % of population |
|--------------------|--------|--------|------------|-----------------|--------------------------|
| <b>All people</b>  | 74,729 | 77,221 | 151,950    | 100.0           | 100.0                    |
| <b>0 to 15</b>     | 12,519 | 11,902 | 24,421     | 16.1            | 16.9                     |
| <b>16 to 64</b>    | 45,708 | 45,987 | 91,695     | 60.3            | 64.0                     |
| <b>65 and over</b> | 16,502 | 19,332 | 35,834     | 23.6            | 19.1                     |

**Source:** Population Estimates Time Series Data (<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/population-estimates-time-series-data>)

## Percentage change in population by age group, Perth and Kinross, 1998 and 2019

View Chart

| Age group          | 1998    | 2019    | % change | Scotland % change |
|--------------------|---------|---------|----------|-------------------|
| <b>All people</b>  | 134,580 | 151,950 | 12.9     | 7.6               |
| <b>0 to 15</b>     | 25,983  | 24,421  | -6.0     | -8.1              |
| <b>16 to 24</b>    | 12,632  | 13,744  | 8.8      | 1.4               |
| <b>25 to 44</b>    | 37,296  | 34,073  | -8.6     | -6.0              |
| <b>45 to 64</b>    | 34,236  | 43,878  | 28.2     | 24.9              |
| <b>65 to 74</b>    | 13,333  | 19,175  | 43.8     | 29.8              |
| <b>75 and over</b> | 11,100  | 16,659  | 50.1     | 34.2              |

**Source:** Population Estimates Time Series Data (<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/population-estimates-time-series-data>)

| Age group          | 1998    | 2019    | % change | Scotland % change |
|--------------------|---------|---------|----------|-------------------|
| <b>All people</b>  | 134,580 | 151,950 | 12.9     | 7.6               |
| <b>0 to 15</b>     | 25,983  | 24,421  | -6.0     | -8.1              |
| <b>16 to 64</b>    | 84,164  | 91,695  | 8.9      | 6.6               |
| <b>65 and over</b> | 24,433  | 35,834  | 46.7     | 31.7              |

**Source:** Population Estimates Time Series Data (<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/population-estimates-time-series-data>)

## 2018-based Population Projections by Council Area in Scotland

### Total projected population, Perth and Kinross, 2018-2028

View Chart

| Year | Population | % change from 2018 | Scotland % change from 2018 |
|------|------------|--------------------|-----------------------------|
| 2018 | 151,290    | 0.0                | 0.0                         |
| 2019 | 151,765    | 0.3                | 0.3                         |
| 2020 | 152,127    | 0.6                | 0.5                         |
| 2021 | 152,382    | 0.7                | 0.7                         |
| 2022 | 152,540    | 0.8                | 0.9                         |
| 2023 | 152,692    | 0.9                | 1.1                         |
| 2024 | 152,801    | 1.0                | 1.2                         |
| 2025 | 152,840    | 1.0                | 1.4                         |
| 2026 | 152,843    | 1.0                | 1.5                         |
| 2027 | 152,826    | 1.0                | 1.7                         |
| 2028 | 152,779    | 1.0                | 1.8                         |

Source: Sub-National Population Projections (<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections>) (2018-based)

### Components of projected population change, Perth and Kinross, 2018 and 2028

View Chart

| Area              | 2018      | 2028      | Natural change | Net migration | Total change | Natural % change | Net migration % change | Total % change |
|-------------------|-----------|-----------|----------------|---------------|--------------|------------------|------------------------|----------------|
| Perth and Kinross | 151,290   | 152,779   | -5,308         | 7,022         | 1,489        | -3.5             | 4.6                    | 1.0            |
| Scotland          | 5,438,100 | 5,537,116 | -90,876        | 189,892       | 99,016       | -1.7             | 3.5                    | 1.8            |

Source: Sub-National Population Projections (<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections>) (2018-based)

### Projected population change by sex, Perth and Kinross, 2018 and 2028

View Chart

| Sex        | 2018    | 2028    | % change | Scotland % change |
|------------|---------|---------|----------|-------------------|
| All people | 151,290 | 152,779 | 1.0      | 1.8               |
| Male       | 74,367  | 75,224  | 1.2      | 2.2               |
| Female     | 76,923  | 77,555  | 0.8      | 1.4               |

Source: Sub-National Population Projections (<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections>) (2018-based)

### Projected population change by age group, Perth and Kinross, 2018 and 2028

View Chart

| Age group  | 2018    | 2028    | % change | Scotland % change |
|------------|---------|---------|----------|-------------------|
| All people | 151,290 | 152,779 | 1.0      | 1.8               |
| 0 to 15    | 24,425  | 22,447  | -8.1     | -6.0              |

| Age group   | 2018   | 2028   | % change | Scotland % change |
|-------------|--------|--------|----------|-------------------|
| 16 to 24    | 14,135 | 13,384 | -5.3     | -0.9              |
| 25 to 44    | 33,631 | 33,483 | -0.4     | 3.1               |
| 45 to 64    | 43,900 | 41,444 | -5.6     | -5.5              |
| 65 to 74    | 18,937 | 20,743 | 9.5      | 14.4              |
| 75 and over | 16,262 | 21,278 | 30.8     | 25.4              |

**Source:** Sub-National Population Projections (<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-projections/sub-national-population-projections>) (2018-based)

## APPENDIX 14

| Licence_Re<br>fNo | Licence_HolderName                              | Wheelchair<br>Accessible | Wheelchair<br>Accessible<br>Vehcile in<br>2017 |
|-------------------|-------------------------------------------------|--------------------------|------------------------------------------------|
| TO69              | Kevin P G Dickson                               | WAV                      | WAV                                            |
| TO67              | William Gilruth                                 | WAV                      | WAV                                            |
| TO2               | Alexander Smith                                 |                          |                                                |
| TO52              | Andrew Lothian                                  |                          |                                                |
| TO64              | Dawn McDiarmid                                  |                          |                                                |
| TO32              | Donald Stewart                                  |                          |                                                |
| TO28              | Edward Wright                                   |                          |                                                |
| TO29              | Garry Thomson                                   |                          |                                                |
| TO63              | Garry Thomson                                   |                          |                                                |
| TO36              | George Fraser                                   |                          |                                                |
| TO7               | Graeme Gorrie                                   |                          |                                                |
| TO23              | John Chapman                                    |                          |                                                |
| TO50              | Malcolm S Nicolson                              |                          |                                                |
| TO73              | Mustafa Abulugma                                |                          |                                                |
| TO1               | Peter J Pendlebury                              |                          |                                                |
| TO48              | Robert Mill                                     |                          |                                                |
| TO20              | Robert W Mackay                                 |                          |                                                |
| TO43              | Stephen R J Adams                               |                          |                                                |
| TO49              | William Gilruth                                 |                          |                                                |
| TO54              | Allistair Munro & Paul Hotchkiss                |                          |                                                |
| TO38              | James Turriff & Eugene D Sweeney                |                          |                                                |
| TO66              | James Turriff & Eugene D Sweeney                |                          |                                                |
| TO70              | James Turriff T/A D & J Taxis Ltd               |                          |                                                |
| TO35              | Neil McDonald & Eileen McDonald                 |                          |                                                |
| TO74              | Northern Accident Management Ltd                |                          |                                                |
| TO76              | Northern Accident Management Ltd                |                          |                                                |
| TO15              | Partnership of Allan L Law & Susan Law          |                          |                                                |
| TO26              | Partnership of John Paterson & Emily Paterson   |                          |                                                |
| TO30              | Partnership of John R Elliott Snr & A H Elliott |                          |                                                |
| TO17              | Partnership of Matthew Jones & William Gilruth  |                          |                                                |
| TO14              | Partnership of Matthew Logan & Steven Laughlin  |                          |                                                |
| TO47              | Partnership of Muhammad Nazir & B Batool        |                          |                                                |
| TO24              | Partnership of Peter, Carol & Laura Milne       |                          |                                                |
| TO3               | Peter D L Milne & Carol A Milne                 |                          |                                                |
| TO8               | Rona Lofthouse and Perth Radio Taxis            |                          |                                                |
| TO57              | V A McGregor & M J McLean                       |                          |                                                |
| TO34              | Perthshire Glazing Co & Alexander Smith         | WAV                      | WAV                                            |
| TO61              | Perthshire Glazing Co & Alexander Smith         | WAV                      | WAV                                            |
| TO39              | Perthshire Glazing Co & Mandy Sweeney           | WAV                      | WAV                                            |
| TO51              | Perthshire Glazing Co & Mandy Sweeney           | WAV                      | WAV                                            |
| TO16              | Perthshire Glazing Co & J Turriff               |                          |                                                |
| TO11              | Perthshire Glazing Co & Alexander Smith         |                          |                                                |
| TO33              | Perthshire Glazing Co & Alexander Smith         |                          |                                                |
| TO58              | Perthshire Glazing Co & Alexander Smith         |                          |                                                |
| TO37              | Perthshire Glazing Co & Andrew Lothian          |                          |                                                |
| TO60              | Perthshire Glazing Co & Andrew Lothian          |                          |                                                |

|      |                                                       |  |
|------|-------------------------------------------------------|--|
| TO62 | Perthshire Glazing Co & Andrew Lothian                |  |
| TO65 | Perthshire Glazing Co & Andrew Lothian                |  |
| TO9  | Perthshire Glazing Co & B Richards                    |  |
| TO22 | Perthshire Glazing Co & E D Sweeney                   |  |
| TO27 | Perthshire Glazing Co & E D Sweeney                   |  |
| TO68 | Perthshire Glazing Co & E D Sweeney                   |  |
| TO44 | Perthshire Glazing Co & James Turriff                 |  |
| TO10 | Perthshire Glazing Co & James Turriff                 |  |
| TO12 | Perthshire Glazing Co & James Turriff                 |  |
| TO42 | Perthshire Glazing Co & Kevin Kulik                   |  |
| TO40 | Perthshire Glazing Co & Mandy Sweeney                 |  |
| TO6  | Perthshire Glazing Co & Matthew Jones                 |  |
| TO19 | Perthshire Glazing Co & Perth Radio Taxis             |  |
| TO4  | Perthshire Glazing Co & Ronald Taylor                 |  |
|      |                                                       |  |
| TO45 | Perthshire Glazing Co Ltd & James & Christopher Smith |  |
| TO13 | Partnership of Hazel Y Harrison & Eugene D Sweeney    |  |
| TO59 | Partnership of Ian Gow & Alexander Smith              |  |
| TO71 | Partnership of Marion Cavellini & James Turriff       |  |
| TO72 | Partnership of N Bryden, E D Sweeney & R Bryden       |  |
| TO55 | Partnership of S Harris, C Harris & J Turriff         |  |
| TO56 | Partnership of Sandra Fummey & Derek Bright           |  |
| TO5  | Paul Hotchkiss & Briside Ltd                          |  |
| TO25 | Brian Cavellini & Peter Milne                         |  |
| TO31 | Briside Limited & Allistair Munro                     |  |
| TO18 | Briside Limited & Graham Ferguson                     |  |
| TO41 | Briside Ltd & James Turriff                           |  |
| TO21 | K Honeyman & F Sidey                                  |  |
| TO75 | Partnership of Brian Cavellini and Andrew Christie    |  |
| TO46 | Partnership of Graeme Dott and Eugene Sweeney         |  |

# Taxi and Private Hire Vehicle Licensing

## Steps towards a safer and more robust system

# Acknowledgement

In preparing this study and throughout the work of the Task and Finish Group the expertise, endeavour and understanding of its members has been exceptional.

Whilst preparing and writing this report I have been supported throughout this process by the officials at the Department for Transport; without exaggeration I conclude that none of what has been achieved would have been possible without the support of these officials who personify all that is admired about the British Civil Service.

I would like to wholeheartedly thank all those who have shared with the Group their valuable knowledge and experience in the trade and its regulation, and their views on the way forward.



**Professor Mohammed Abdel-Haq**

Chairman, the Task and Finish Group on Taxi and Private Hire Vehicle Licensing



**Recommendation 29**

All licensing authorities should use their existing powers to require that the taxi and PHV drivers they license undergo disability quality and awareness training. This should be mandated in national minimum standards.

**Recommendation 30**

Licensing authorities that have low levels of wheelchair accessible vehicles (WAVs) in their taxi and PHV fleet should ascertain if there is unmet demand for these vehicles. In areas with unmet demand licensing authorities should consider how existing powers could be used to address this, including making it mandatory to have a minimum number of their fleet that are WAVs. As a matter of urgency, the Government's Best Practice Guidance should be revised to make appropriate recommendations to support this objective.

**Recommendation 31**

Licensing authorities which have not already done so should set up lists of wheelchair accessible vehicles (WAVs) in compliance with s.167 of the Equality Act 2010, to ensure that passengers receive the protections which this provides.

**Recommendation 32**

Licensing authorities should use their existing enforcement powers to take strong action where disability access refusals are reported, to deter future cases. They should also ensure their systems and processes make it as easy as possible to report disability access refusals.

**Recommendation 33**

The low pay and exploitation of some, but not all, drivers is a source of concern. Licensing authorities should take into account any evidence of a person or business flouting employment law, and with it the integrity of the National Living Wage, as part of their test of whether that person or business is "fit and proper" to be a PHV or taxi operator.

**Recommendation 34**

Government should urgently review the evidence and case for restricting the number of hours that taxi and PHV drivers can drive, on the same safety grounds that restrict hours for bus and lorry drivers.

as viable options for commercial and small goods vehicles. The wider benefits of supporting drivers to get such vehicles on the roads could be considerable.

- 3.35 Funding could be allocated to subsidise a tiered taxi and PHV licensing structure that exempts or reduces fees for zero emission capable vehicles and/or those which are wheelchair accessible. This would assist those who make the additional investment to use wheelchair and/or accessible vehicles such as the 'black cab' and reflect the additional benefits these would provide the public.

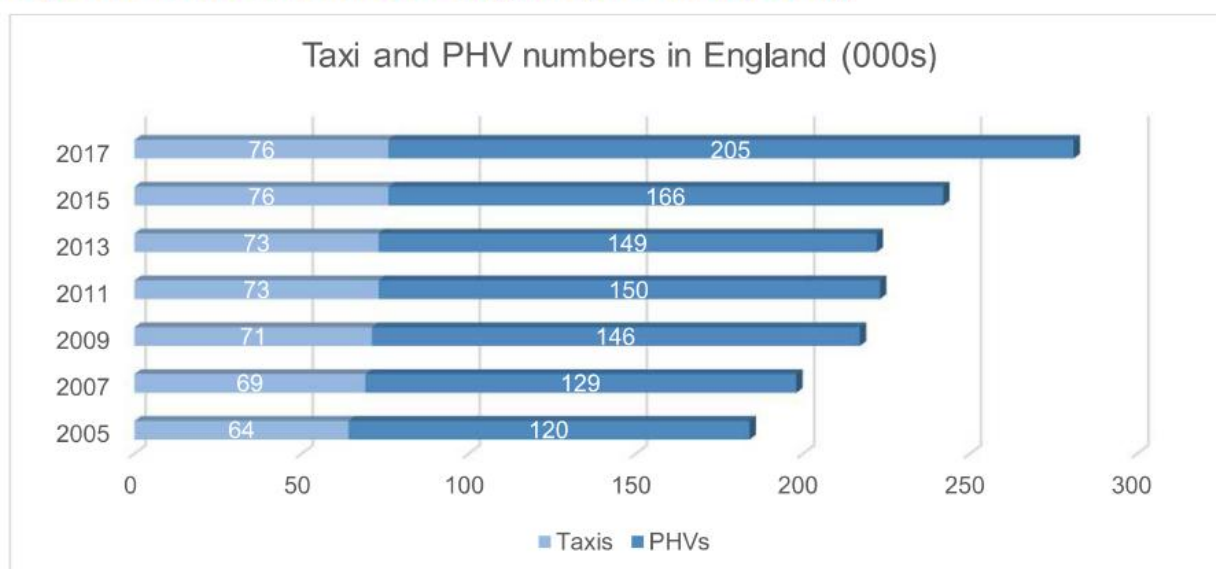
#### Recommendation 7

Central Government and licensing authorities should 'level the playing field' by mitigating additional costs faced by the trade where a wider social benefit is provided – for example, where a wheelchair accessible and/or zero emission capable vehicle is made available.

## A growing industry

- 3.36 The sector has seen rapid growth in recent years. The total number of licensed taxis and PHVs in England reached record levels in 2017, increasing by 26% since 2011 to 281,000<sup>6</sup>. This growth has not been uniform across the two tiers, but was driven by the 37% increase in PHVs over the period, compared to the 3% increase in taxis. In 2017, 73% of all licensed vehicles in England were PHVs; in 2011 this proportion was 67%.
- 3.37 The increase in licensing numbers is also inconsistent across England; to give just some examples, the number of PHVs licensed by Transport for London increased by 39% between 2011 and 2017 to 87,400; in the same period, the number of PHVs licensed by Wolverhampton City Council increased by 434% to 2,949; but decreased by 37% in Tandridge District Council to just 46.

Figure 2 - Taxis and PHVs in England (DfT survey 2017)<sup>7</sup>



<sup>6</sup> <https://www.gov.uk/government/statistics/taxi-and-private-hire-vehicles-statistics-england-2017>

<sup>7</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/642761/taxi-private-hire-vehicles-2017.zip](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/642761/taxi-private-hire-vehicles-2017.zip)



## 5. Accessibility

### The importance of the taxi and PHV market

- 5.1 As an introduction to this chapter, from the following quote from the evidence received from the Disabled Persons' Transport Advisory Committee (DPTAC) sets the scene appropriately:

'For those who cannot use public transport, either due to the nature of their conditions or because they live in areas with a poor public transport service, taxis can be the key element allowing them to live independently.'

**Submission from DPTAC, November 2017**

- 5.2 Evidence received by the Group highlighted that consideration of accessibility needs is essential in any reform of the sector. If the Government enacts national standards, accessibility considerations should be an integral part of their development, not a mere add-on. In the short term, it is important that licensing authorities use the powers they already have to improve access and passenger experience.

### Training

- 5.3 The 2017 taxi and private hire statistics show that only 38% of licensing authorities in England require their taxi drivers to undertake disability equality training, and 35% require it for their PHV drivers. This training should be a national requirement as part of national standards, but licensing authorities have the power to require it now and should do. It is important that drivers working in a sector that can be a lifeline for those unable to use public transport understand that position, and how they can best support their passengers.

#### **Recommendation 29**

All licensing authorities should use their existing powers to require that their taxi and PHV drivers undergo disability equality and awareness and equality training. This should ultimately be mandated as part of national minimum standards.

## Vehicle types and access

- 5.4 As can be seen in figures 4 and 5, the proportion of vehicles licensed by different authorities that are wheelchair accessible varies considerably. The 2017 statistics show that 63% of authorities require their taxi fleets to be a wheelchair accessible vehicle (WAV). These figures show that in England (excluding London) 41% of taxis are WAVs but this is only part of the story; in over a quarter of authorities, 5% or fewer of taxis are accessible. The situation is even worse for PHVs - nearly two-thirds of authorities have a fleet in which 5% or fewer of PHVs are wheelchair accessible.
- 5.5 Standard (non-WAV) vehicles remain important too: most disabled people do not use wheelchairs, and many people will find saloons easier to get in and out of. Mixed fleets are important, reflecting the diverse needs of passengers, but nonetheless, levels of WAV PHVs in particular (given the significant increase in PHVs in recent years) appears low in even the most populous areas. I have outlined one way in which licensing authorities can seek to increase availability in paragraph 3.35.

### **Recommendation 30**

Licensing authorities that have low levels of wheelchair accessible vehicles (WAVs) in their taxi and PHV fleet should ascertain if there is unmet demand for these vehicles. In areas with unmet demand licensing authorities should consider how existing powers could be used to address this, including making it mandatory to have a minimum number of their fleet that are WAVs. As a matter of urgency the Government's Best Practice Guidance should be revised to make appropriate recommendations to support this objective.

- 5.6 It is welcome that in 2017, the Government brought sections 165 and 167 of the Equality Act 2010 into force, ensuring that drivers of wheelchair vehicles that a licensing authority designates for this purpose cannot charge wheelchair users more than non-wheelchair users, and must provide appropriate assistance.

### **Recommendation 31**

Licensing authorities which have not already done so should set up lists of wheelchair accessible vehicles (WAVs) in compliance with s.167 of the Equality Act 2010, to ensure that passengers receive the protections which this provides.

- 5.7 It is illegal for a taxi or PHV driver to refuse to carry an assistance dog, unless the driver has obtained a medical exemption certificate from their licensing authority. Despite this, a recent campaign by the Guide Dogs for the Blind Association indicates that nearly half of guide dog owners surveyed had experienced an access refusal in the past year. This is unacceptable, and licensing authorities should ensure that strong action is taken when instances are reported. Driver awareness is also



## Council prepared for taxi plan backlash

by News reporter

October 12 2010, 7.11pm



Controversial plans to lift the limit on the number of taxis operating in Perth are set to be opened up for “public consultation”.

The move comes just days after local MP Pete Wishart warned a “free-for-all” could have catastrophic consequences. He said removal of the limit would “destroy careers” and claimed the removal of safeguards would put passengers particularly single women at risk.

The limit on taxi operator licences in Perth has operated since 1979. However, Perth and Kinross Council says that could be about to change.

“The main recommendation of the report is that the restriction on taxi numbers in Perth city should be lifted,” said a local authority spokesman.

“The council now wishes to give all of those with an interest in taxi services in Perth and Kinross an opportunity to submit further evidence and representations in relation to the options for regulating taxi services and the recommendation in the report.”

It is understood the council will make a final recommendation to the licensing committee in January next year.

Committee convener Councillor Peter Mulheron said, “On the issue of taxis, the primary concern of the council has to be that the system is serving the public well.

“There are indications that the current system might not be doing that. For example, we are aware of the trade in taxi plates which takes place locally.

“This has occurred as a direct result of the restriction on numbers which has in effect created a financial market in relation to the right to use taxi operator licences.

“The fact that such a market exists does suggest that there are individuals who would wish to enter the taxi trade and provide a service to the public but who are prevented from having their own licence because of the restrictions. This does seem to be hard to justify.”

Many taxi drivers have already expressed dismay over the possibility of lifting restrictions and Mr Mulheron is clearly prepared for an angry backlash.

“The council understands that existing operators and drivers might be concerned about the restriction being removed, and the impact on their income, particularly given the current economic climate,” continued Mr Mulheron.

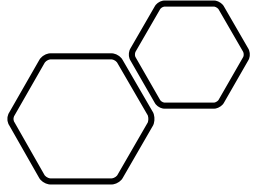
“This is reflected in some of the responses received to a questionnaire issued late last year. However, it is not possible for a local authority to restrict access to a market to protect the economic interests of those who are already in that market. There must be an overriding public interest before doing so.

“No final decision has been taken on this and all submissions from the taxi industry and members of the public will be given full consideration during the consultation process,” he added.

In the report, the council also asks for views in relation to the age limit of vehicles and wheelchair accessibility.

Those who wish to comment on any aspect of the consultation report can do so before Tuesday, November 30, in the following ways:

Written comments can be sent either by post to: Civic Government Licensing, Legal Services, Chief Executive's, Perth and Kinross Council, 2 High Street, Perth PH1 5PH, or by email to [civicleicensing@pkc.gov.uk](mailto:civicleicensing@pkc.gov.uk). Oral evidence can be given at a public meeting on Monday, November 1, between 9.30am and 4.30pm, in the Hay Room at Dewars. For those who do not wish to make representations at a public meeting, an appointment can be made with licensing staff on either November 2 or 15. Anyone wishing to do so should call 01738 475166.



**Jane & John McIntosh:  
Application to provide a  
wheelchair accessible taxi.**

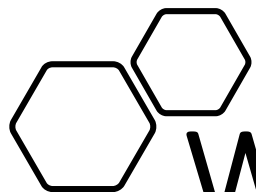


# Who we are!

- We are a Perth based , husband and wife, private hire business.
- We have over 20 Years experience in the private hire / taxi Trade.
- We have been licensed private hire operators in Perth for eight years.
- We currently have three private hire vehicles, all wheelchair accessible.





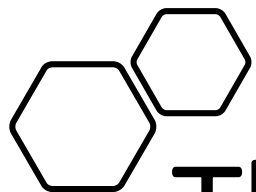


# What we hope to Achieve!



- To provide a wheelchair accessible taxi, in addition to our existing private hire vehicles.
- To raise the standard of all private hire and taxi services.
- Longer term we would like to provide:
  - Environmentally friendly transport.
  - Free or at least cost price transport to those who need it.

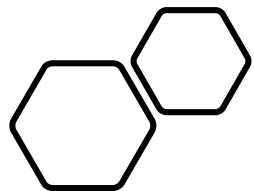




# The hurdles...

- There is a cap on hackney operator licenses.
- General negative attitude towards wheelchair accessible vehicles.
- Money being made is not being reinvested.
- The cost of electric vehicles.





# The Current License Cap



- The current cap of 70 hackney Licenses, was put in place at the request of the Perthshire taxi association in 1979, to protect their business, although there are currently 75 Hackney Operator licenses in Perth.
- There are only 19 operator licenses held by an individual, so under the current conditions, that require the license to be handed back once you cease to operate, given that they are currently over subscribed by 5 that only leaves 14 that may at some point become available.
- In 2010 it was put to consultation to open the cap, and consider the availability of wheelchair accessible Taxi's.
- 2012 Unmet demand Survey highlighted the insufficient amount of wheelchair accessible Taxis , Also Highlighted in the 2015 & 2018 Survey.





# W.A.V general perspective



- There were six wheelchair accessible taxis in 2017 and that figure has not changed, despite the council putting incentives in place.
- The general consensus is that wheelchair users are time consuming.
- Wheelchair users not waiting at taxi ranks, is given as reason not to provide wheelchair accessible taxis.
- Drivers apprehensive with wheelchair users.
- “One size fit’s all.”
- “Its ok, wheelchair users can phone if they need a taxi.”



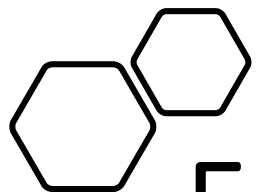


# Money not being Re-Invested



- Hardship is often given as the reason not to invest in a wheelchair accessible taxi.
- Based on the average cost of an operator license over £280,000 yearly not reinvested.
- One operator alone is taking at least £180,000 yearly directly out of the Perth taxi industry.
- 40 taxi operators don't provide a vehicle.





# Electric Vehicle Cost



- In the current market, electric wavs are currently rare and although there are a couple of large minibus type electric conversions available. There is currently only one company doing a smaller vehicle conversion.
- The mileage range of these now is low, adding to cost.
- As they are fairly new to the market, second hand is not an option.





# Nissan eNV-200 Envy

## Brotherwood® Envy

- + UK's First Electric WAV
- + 5 Seats + Wheelchair
- + Flat Floor with 58" Headroom
- + Zero-Emissions at Use
- + New 40kWh Model +60% Range



### Retail Pricing

| Model                                      | Price      | Fuel     |
|--------------------------------------------|------------|----------|
| Nissan eNV-200 VISIA with Envy conversion  | £35,107.75 | Electric |
| Nissan eNV-200 ACENTA with Envy conversion | £37,237.75 | Electric |
| Nissan eNV-200 EVALIA with Envy conversion | £38,897.75 | Electric |

Price includes Government £3,000 Plug-In Vehicle Grant, Pre Delivery Inspection and Number Plates. All prices quoted assume VAT exemption. Brotherwood Automobility reserve the right to change specification and price from those published, but will honour orders where contract or purchase has been initiated

124 - 187 MILE RANGE\*  
ON A FULL CHARGE



40-60 MINUTES\*\*  
80% QUICK CHARGE



ZERO EMISSIONS  
ULEZ-COMPLIANT

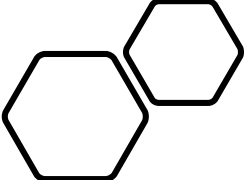


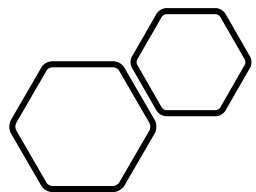
#### NEW EXTENDED RANGE

With a new 40kWh battery, the new **Nissan eNV-200 WAV** 'Envy' has a greater range of 124-187 miles\* on a single full charge. More than enough for your day-to-day journeys, with the ability to quickly replenish your charge on the go or overnight. The eNV 200 is zero-emission at point of use: outputting no harmful gases or particulates. Noise pollution is almost entirely eliminated by the electric motor, meaning the *Brotherwood Envy* is smooth, quiet and peaceful for passengers and ideal for use in sensitive environments.

#### VERSATILE CONVERSION

The Brotherwood Envy conversion retains the original rear bench seat, maximising the number of passengers able to travel together. The wheelchair user travels on a flat, level floor with 58" of headroom, and when not in use, the optional Brotherwood cargo ramp can be folded down to create a practical flat, level luggage space at the rear of the vehicle. This versatility makes the Envy the ideal vehicle for domestic and commercial users alike.





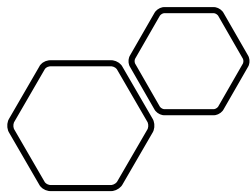
# Perth's Population



- The 75 and over age group, has risen 50.1% since 1988 ( Scotland average 34.2% Rise).
- Over 2000 wheelchair users serviced by TORT (Tayside Orthopaedic & Rehabilitation Technology Centre).
- At least 2000 private wheelchair users.





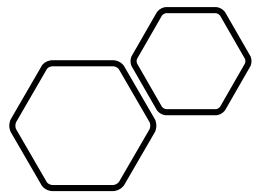


# In summary



- Given the rise in the ageing population and the volume of wheelchair users. There is definitely a need to improve mindset and provisions for wheelchair users in the Perth area.
- Standards should also coincide with the values of The disabled persons transport advisory committee:
  - “Disabled people should have the same access to transport as everybody else, to be able to go where everyone else goes and to do so easily, confidently and without extra cost”.
  - “The minimum recommended proportion of wheelchair accessible taxis is 25%”.





Thank you  
for your time