

REPORT OF THE EXECUTIVE DIRECTOR OF ECONOMY AND PLACE

REGULATORY COMMITTEE – 2 OCTOBER 2017

SURVEY INTO HACKNEY CARRIAGE DEMAND

1.0 PURPOSE OF THE REPORT

- 1.1** To inform the Committee of the findings of a survey undertaken by an independent consultancy company in relation to the Council's current policy of restricting the number of hackney carriage licences issued.

2.0 DESCRIPTION OF DECISION (RECOMMENDATION)

- 2.1** The Committee are recommended to consider, in light of the consultants' report, the retention of the current policy in relation to the quantity control of hackney carriage licences.

3.0 BACKGROUND

- 3.1** The Council has a policy of limiting the number of hackney carriages licensed. By virtue of Section 16 of the Transport Act 1985 local authorities may refuse an application for a hackney carriage licence in order to limit the number of carriages if, but only if, they are satisfied there is no significant unmet demand for hackney carriage services in their area. The Committee agreed on 24 October 2016 that consultants should be commissioned to determine whether there was any unmet demand for hackney carriages in the City and, in order that the Council may comply with the Department for Transport's Taxi and Private Hire Vehicle Licensing: Best Practice Guidance' issued in 2010, to consider whether it is in the interest of the travelling public in Sunderland for the Council to continue to restrict hackney carriage numbers.
- 3.2** A representative of the Consultants will attend Committee to address Members on this subject and a copy of their report is attached as Appendix 1.

4.0 CURRENT POSITION

- 4.1** The consultants have found that there is currently no significant unmet demand in either of the zones (Section 8 of the report refers). The Council is therefore entitled, legally, to retain the current policy. The Council could continue with its current policy, issue any number of additional plates as it sees fit, either in one allocation or a series of allocations, or remove the limit on the number of hackney carriages.
- 4.2** The consultants found that the potential to improve passenger service through additional licences is limited (Section 9 of the report refers). They conclude that there would be no guarantee, or even likelihood, that any additional Hackney Carriages would primarily address rank based demand on a Friday and Saturday nights.

4.3 As part of their survey, the consultants sought the views of the trade who expressed strong support for the retention of the number of Hackney Carriages licensed. (Section 8 of the report refers).

4.4 The Committee may therefore conclude that it is in the interests of the travelling public to continue with the Council's current policy.

5.0 REASON FOR THE DECISION

5.1 To enable the Council to comply with the legislation pertaining to the licensing of hackney carriages.

6.0 ALTERNATIVE OPTIONS

6.1 None submitted.

7.0 RELEVANT CONSIDERATIONS/CONSULTATION

7.1 None.

8.0 GLOSSARY

8.1 No acronyms or abbreviations have been used in this report.

9.0 LIST OF APPENDICES

9.1 Appendix 1 - Hackney carriage demand survey report.

10.0 BACKGROUND PAPERS

10.1 Department for Transport - Taxi and Private Hire Vehicle Licensing: Best Practice Guidance

Appendix 1



Hackney Carriage Unmet Demand Survey

Sunderland City Council
August 2017

Page left intentionally blank

Executive Summary

This Hackney Carriage Unmet Demand Survey has been undertaken on behalf of Sunderland City Council, following the guidance of the April 2010 DfT Best Practice Guidance document, and all relevant case history in regard to unmet demand.

The council maintains a limit regarding the number of hackney carriages which may be licensed. This limit is applied in two separate areas. One of the areas is Sunderland City, with a limit of 284. The other area comprises Hetton, Houghton and Washington, with a limit of 65 Hackney Carriages. Hackney Carriages licensed in one of these areas (zones) may not ply for hire in the other zone. Hence, for the purpose of considering unmet demand, it is important to consider each of the two zones separately.

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

Feedback from the trade indicated that much of the hackney carriage fleet in each of the two zones is heavily dependent on pre-booked hires. It was thought that the majority of hackney carriages in each area subscribed to a booking circuit through a private hire operator. Few rely primarily or solely on hires from ranks or hailing. As a result, at busy times, a relatively small proportion of the fleet was observed at the ranks. At times of lower demand, higher numbers of Hackney Carriages were observed waiting at the ranks. The maximum aggregate vehicle queue across all of the ranks in the Sunderland zone was 32 Hackney Carriages, on Thursday afternoon, equating to 11% of the fleet. In the Hetton Houghton and Washington zone, the maximum aggregate vehicle queue was 19, on Saturday morning, equating to 49% of the fleet in this zone.

Passenger queueing was observed occasionally during daytime hours, at various ranks. However, the level of queueing was low, during off peak daytime hours, with a small proportion of passengers having to wait for a minute or two from time to time. During daytime hours, most passengers found hackney carriages waiting at the ranks.

On Friday and Saturday nights, there were periods when lengthy passenger waiting was observed. However the number of Hackney Carriages waiting on the ranks during these periods was low. By considering the number of waiting Hackney Carriages at ranks during peak demand periods on Friday and Saturday nights, together with the number of hires during peak periods, it was clear that, in both zones, a relatively small proportion of the Hackney Carriage fleet were servicing rank based demand during these periods. It is unlikely that Hackney Carriages were not operating on Friday and Saturday nights.

It is more likely that the majority of working Hackney Carriages were engaged in servicing bookings, rather than picking up passengers waiting at the ranks. This scenario is supported by evidence from the trade and members of the public, together with observations from the rank.

Whilst rank observations did indicate that there were passengers waiting on Friday and Saturday nights, 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 in both zones was not considered to be significant. Therefore, in both the Hetton, Houghton and Washington zone and the Sunderland zone, there was no significant unmet demand

The trade survey and trade consultation found high support for retaining the limit for Hackney Carriage numbers. There was significant concern expressed by the trade regarding out of area licensed vehicles operating within both of the licensed zones and some suspicion that some out of area licensed vehicles and some Sunderland Private Hire Vehicles may be plying for hire during busy periods at locations close to places where the night time economy is most active. There was also some feedback from both private hire trade and Hackney Carriage trade respondents that the public would be better served at peak times if Hackney Carriages were not focused on servicing booking circuits and spent more time servicing rank based demand.

In conclusion, there is no need to increase the number of licences in either zone to meet demand. There would be no guarantee that any additional licensed Hackney Carriages would operate on a different basis than the current fleet. So would be likely to seek hires through booking circuits. However, it would be wise to explore possible options to encourage Hackney Carriages to target the waiting passengers on Friday and Saturday nights, to reduce waiting times during these periods.

Contents

Executive Summary.....	ii
Contents.....	iv
1 General introduction and background	1
2 Local background and context.....	4
3 Patent demand measurement (rank surveys)	6
4 General public views.....	20
5 Key stakeholder consultation	28
6 Trade stakeholder views	30
7 Evaluation of unmet demand and its significance	37
8 Summary and study conclusions	42
9 Recommendations	44
Appendix A List of Stakeholders consulted	45
Appendix B Rank Survey Data	47

Page left intentionally blank

1 General introduction and background

Sunderland City Council is responsible for the licensing of Hackney Carriage and Private Hire Vehicles operating within the Council area and is the licensing authority for this complete area. It retains a limit on the number of Hackney Carriage vehicles licensed. There is no legal means by which either Private Hire Vehicle numbers, private hire or Hackney Carriage driver numbers, or the number of private hire operators can be limited. DfT sources suggest this limit has been in place since 1999. Prior to this survey, previous tests of the validity of the limit and its level were undertaken in 2014, 2011, 2008, 2005, 2002, 1998 and 1993.

This review of current policy is based on the Best Practice Guidance produced by the Department for Transport in April 2010 (BPG). It seeks to provide information to the licensing authority to meet section 16 of the Transport Act 1985 “that the grant of a Hackney Carriage vehicle licence may be refused if, but only if, the licensing authority is satisfied that there is no significant demand for the services of Hackney Carriages within its local area, which is unmet.” This terminology is typically shortened to “no SUD”.

Current Hackney Carriage, private hire and operator licensing is undertaken within the legal frameworks set by the Town Police Clause Act 1847. This has been amended by various following legislation including the Transport Act 1985, Section 16 in regard to Hackney Carriage vehicle limits, and by the Local Government (Miscellaneous Provisions) Act 1976 with reference to Private Hire Vehicles and operations. Many of the aspects of these laws have been tested and refined by other more recent legislation and more importantly through case law. Beyond legislation, the experience of the person in the street tends to see both Hackney Carriage and Private Hire Vehicles both as ‘taxis’ – a term we will try for the sake of clarity to use only in its generic sense within the report. **We will use the term ‘licensed vehicles’ to refer to both Hackney Carriage and private hire.**

The legislation around licensed vehicles and drivers has been the subject of many attempts at review. The limiting of Hackney Carriage vehicle numbers has been a particular concern as it is often considered to be a restrictive practice and against natural economic trends. The three most recent reviews were by the Office of Fair Trading in 2003, through the production of the BPG in 2010, and the Law Commission review which published its results in 2014. None of these resulted in any material change to the legislation involved in licensing.

The upshot of all these reviews in respect of the principal subject of this survey is that local authorities retain the right to restrict the number of Hackney Carriage vehicle licenses. The Law Commission conclusion included retention of the power to limit Hackney Carriage vehicle numbers but utilizing a public interest test determined by the Secretary of State. It also suggested the three- year horizon also be used for rank reviews and accessibility reviews.

After introduction of the 1985 Transport Act, 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) became accepted** as an industry standard tool to be used for this purpose. Some revisions have been made following the few but specific court cases where various parties have challenged the policy of retaining a limit. Some of the application has differed between Scottish and English authorities due to some court cases in Scotland taking interpretation of the duty of the licensing authority further than is usual in England and Wales.

The DfT asked in writing in 2004 for all licensing authorities with quantity restrictions to review them, publish their justification by March 2005, and then review at least every three years since then. In due course, this led to a summary of the government guidance which was last updated in England and Wales in 2010 (but more recently in Scotland).

The BPG in 2010 also provided additional suggestions of how these surveys should be undertaken, albeit in general but fairly extensive terms. A key **encouragement within the BPG is that "an interval of three years is commonly regarded as the maximum reasonable period between surveys"**. BPG suggests key points in consideration are passenger waiting times at ranks, for street hailing and telephone bookings, latent and peaked demand, wide consultation and publication of **"all the evidence gathered"**.

The most recent changes in legislation regarding licensed vehicles have been enactment of the parts of the Equality Act related to guidance dogs (sections 168 to 171, enacted in October 2010), the two clauses of the Deregulation Act which were successful in proceeding, relating to length of period each license covers and to allowing operators to transfer work across borders (enacted in October 2015), and most recently enactment of Sections 165 and 167 of the Equality Act, albeit on a permissive basis (see below).

In November 2016, the DfT undertook a consultation regarding enacting Sections 167 and 165 of the Equality Act. These allow for all vehicles capable of carrying a wheel chair to be placed on a list by the local council (section 167). Any driver using a vehicle on this list then has a duty under section 165 to:

- Carry the passenger while in the wheel chair
- Not make any additional charge for doing so
- If the passenger chooses to sit in a passenger seat to carry the wheel chair
- To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort
- To give the passenger such mobility assistance as is reasonably required

This was enacted from April 2017. There remains no confirmation of any timetable for instigating either the remainder of the Equality Act or the Law Commission recommendations, or for the update of the BPG.

In respect to case law impinging on unmet demand, the two most recent cases were in 1987 and 2002. The first case (*R v Great Yarmouth*) concluded authorities must consider the view of significant unmet demand as a whole, not condescending to detailed consideration of the position in every limited area, i.e. to consider significance of unmet demand over the area as a whole.

R v Castle Point considered the issue of latent, or preferably termed, suppressed demand consideration. This clarified that this element relates only to the element which is measurable. Measurable suppressed demand includes inappropriately met demand (taken by Private Hire Vehicles in situations legally Hackney Carriage opportunities) or those forced to use less satisfactory methods to get home (principally walking, i.e. those observed to walk away from rank locations).

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 England and Wales 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 only have jurisdiction over vehicles carrying eight or less passengers.

These are split between Hackney Carriages 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 Vehicle without such a properly made booking, they are not insured for their journey.

2 Local background and context

Key dates for this Hackney Carriage Unmet Demand Survey for Sunderland City Council, are:

- appointed LVSA on 6th April 2017
- in accordance with our proposal of March 2017
- as confirmed during the inception meeting for the survey held on 24th April 2017
- this survey was carried out between 24th April 2017 and 31st July 2017
- On street pedestrian survey work occurred in May and June 2017
- the video rank observations occurred in May 2017
- Licensed vehicle driver opinions were gathered throughout the survey
- Key stakeholders were consulted throughout the period of the survey

The authority has a current population of 277,962 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. Sunderland City Council has chosen to utilize its power to limit Hackney Carriage vehicle numbers.

Sunderland City Council undertakes regular review of its policy to limit Hackney Carriage vehicle numbers in line with the BPG. Previous surveys were undertaken in 1993, 1998, 2002 and then every three years to date.

Figure 1 illustrates the fleet composition for the licensing authorities in the North East Region (as defined by the DfT). The authority statistics are grouped by whether the authority limits the number of Hackney Carriages or does not limit. Within these groups, the authorities are arranged in order of increasing licensed vehicles per 1,000 population.

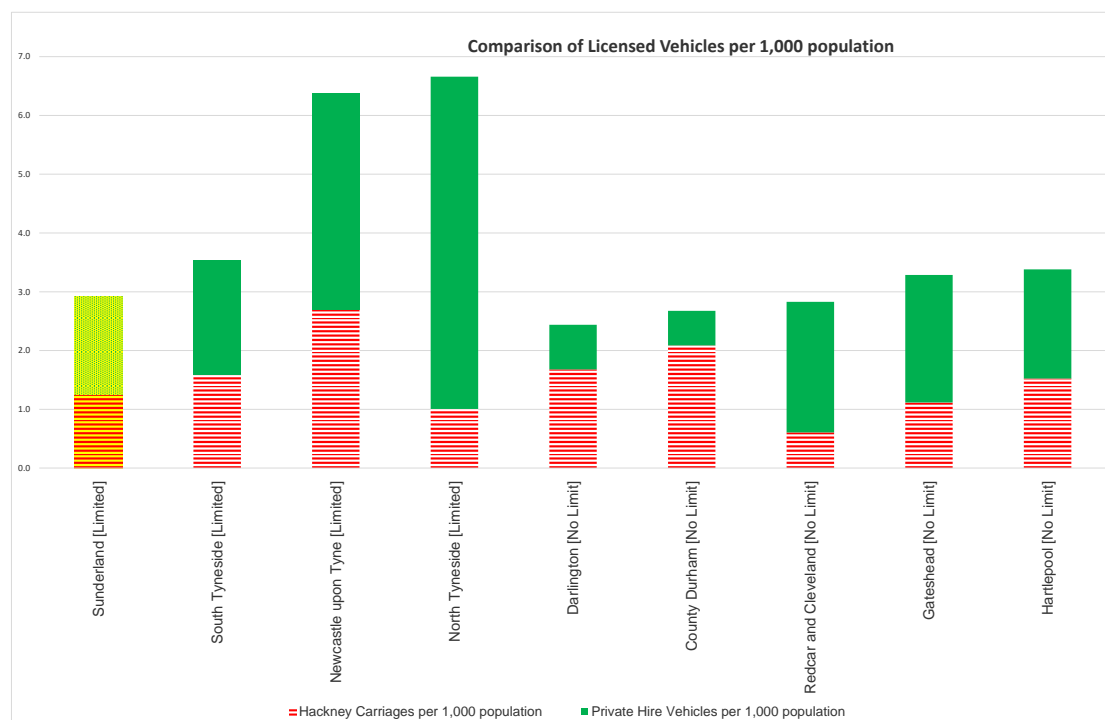


Figure 1 - Comparison of Licensed Vehicles per 1,000 population

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The higher the ranking, the more expensive the journey, compared with other authorities. The August 2017 table indicated that the fares in Sunderland were ranked 263 out of 366 authorities listed.

A comparison of the fares ranking of neighbouring authorities is presented in Table 1

Table 1 - Comparison of Hackney Carriage fares ranks in adjacent authorities

Local Authority	Rank
Darlington	146
Durham County	152
Newcastle Upon Tyne	167
North Tyneside	204
Sunderland	263
South Tyneside	298
Gateshead	303
Redcar & Cleveland	355
Stockton on Tees	356
Middlesbrough	362
Hartlepool	365

3 Patent demand measurement (rank surveys)

The active ranks in the survey area were surveyed to determine whether there was any evidence of patent unmet demand. Hackney Carriages are restricted with respect to which ranks they may wait at. The licensing area is effectively split into two zones. We have referred to these zones as a) the Sunderland zone and b) the Hetton, Houghton and Washington zone.

This chapter deals with the two zones separately, as the presence or otherwise of significant unmet demand needs to be addressed separately for each zone.

Appendix 2 provides a list of ranks in each of the zones at the time of this current survey.

Hetton, Houghton and Washington ranks

Overview of observations

During the course of our survey, some 1,112 vehicles were observed departing the ranks. Approximately 31% of these vehicles appeared to be wheelchair accessible vehicles.

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

Notable levels of passenger queueing were observed at the Victoria Road rank, on Friday and Saturday evenings.

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.

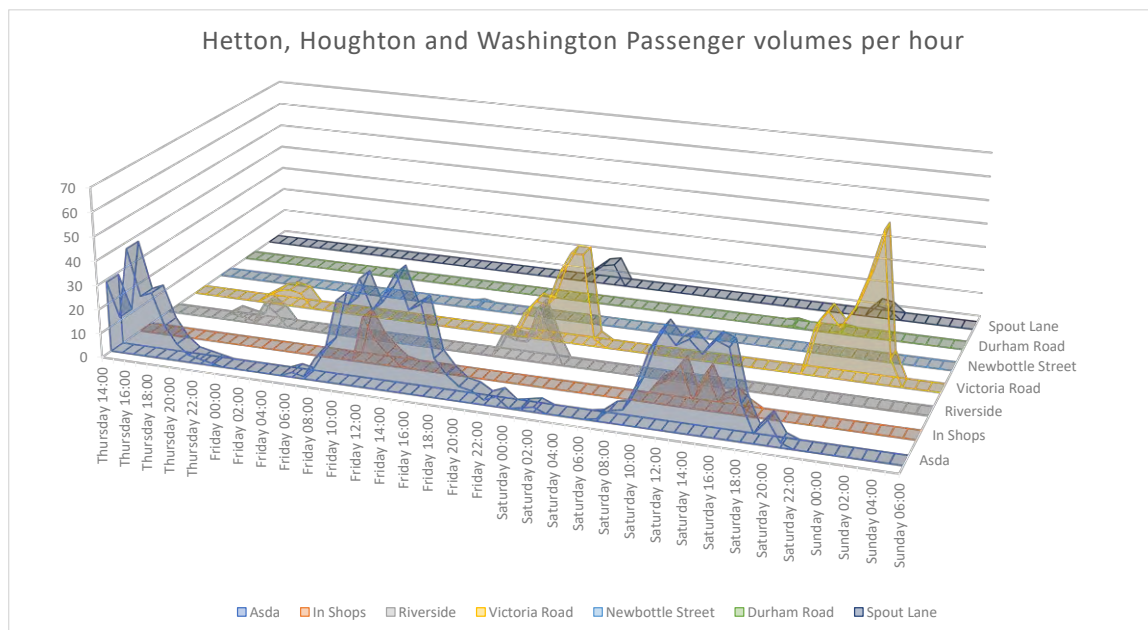


Figure 2 - Hetton, Houghton and Washington passengers through each rank

Highest levels of daytime demand were observed at the Asda rank. The In Shops rank was also active during the day, but with lower levels of activity. Evening activity was observed at Victoria Road, Riverside and Spout Lane.

Average Weekly Demand Estimate

The observations from each rank and each day were used to provide an estimate of total overall demand across the area.

The estimated number of passengers per week, was 3,064 passengers. The estimated number of Hackney Carriages active through ranks was 2,174 Hackney Carriages per week.

Detailed consideration of ranks

This section considers each rank in further detail.

Asda

The rank is located outside the pedestrian entrance to Asda, on the access road to the car park. Vehicles load from the passenger side. The rank was observed for the following periods.

- 14:00 to 00:00 on Thursday 18th May
- 00:00 to 00:00 on Friday 19th May
- 00:00 to 00:00 on Saturday 20th May
- 00:00 to 07:00 on Sunday 21st May

Thursday observations

During the course of the Thursday observations, 167 passengers left the rank in 120 vehicles, resulting in an average occupancy of 1.4 passengers per vehicle. 23 vehicles left empty, equating to 16% of those arriving at the location.

Friday observations

During the course of the Friday observations, 371 passengers left the rank in 281 vehicles, resulting in an average occupancy of 1.3 passengers per vehicle. 31 vehicles left empty, equating to 10% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 310 passengers left the rank in 223 vehicles, resulting in an average occupancy of 1.4 passengers per vehicle. 31 vehicles left empty, equating to 12% of those arriving at the location.

Sunday observations

During the course of the Sunday observations, No passengers left the rank. 2 vehicles left empty, equating to 100% of those arriving at the location.

In Shops

The rank is located outside the pedestrian entrance to In Shops, at the Market Village, at the Galleries Shopping Centre, Washington. Vehicles load from the passenger side. The rank was observed for the following periods.

- 10:00 to 19:00 on Friday 12th May
- 10:00 to 19:00 on Saturday 13th May

Friday observations

During the course of the Friday observations, 35 passengers left the rank in 28 vehicles, resulting in an average occupancy of 1.3 passengers per vehicle. 5 vehicles left empty, equating to 15% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 66 passengers left the rank in 50 vehicles, resulting in an average occupancy of 1.3 passengers per vehicle. 9 vehicles left empty, equating to 15% of those arriving at the location.

Riverside

The location on Bonemill Lane, west of the Station Road bridge, is used as an informal waiting area, by Hackney Carriages. There are no formal road markings or signage relating to taxis. Hackney Carriages wait along the north side of the road, close to the River Bar pub. The location was observed for the following periods.

- 20:00 to 00:00 on Thursday 11th May
- 00:00 to 05:00 on Friday 12th May
- 20:00 to 00:00 on Friday 12th May
- 00:00 to 02:00 on Saturday 13th May

Thursday observations

During the course of the Thursday observations, 15 passengers left the rank in 9 vehicles, resulting in an average occupancy of 1.7 passengers per vehicle. 1 vehicle left empty, equating to 10% of those arriving at the location.

Friday observations

During the course of the Friday observations, 55 passengers left the rank in 29 vehicles, resulting in an average occupancy of 1.9 passengers per vehicle. 2 vehicles left empty, equating to 7% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 10 passengers left the rank in 7 vehicles, resulting in an average occupancy of 1.4 passengers per vehicle. No vehicles left empty.

Victoria Road

The rank is located in a service road to a parade of shops, businesses, pubs, restaurants and fast food outlets. The rank is formed of two spaces for 24 hours per day. In addition, spaces in the adjacent roadside parking bay are restricted to taxis from 5.00 pm to 8.00 am, providing a further 3 spaces during these periods.

- 20:00 to 00:00 on Thursday 11th May
- 00:00 to 05:00 on Friday 12th May
- 20:00 to 00:00 on Friday 12th May
- 00:00 to 05:00 on Saturday 13th May
- 20:00 to 00:00 on Saturday 13th May
- 00:00 to 03:00 on Sunday 14st May

Thursday observations

During the course of the Thursday observations, 16 passengers left the rank in 10 vehicles, resulting in an average occupancy of 1.6 passengers per vehicle. No vehicles left empty.

Friday observations

During the course of the Friday observations, 76 passengers left the rank in 40 vehicles, resulting in an average occupancy of 1.9 passengers per vehicle. 11 vehicles left empty, equating to 22% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 176 passengers left the rank in 92 vehicles, resulting in an average occupancy of 1.9 passengers per vehicle. 17 vehicles left empty, equating to 16% of those arriving at the location.

Sunday observations

During the course of the Sunday observations, 116 passengers left the rank in 57 vehicles, resulting in an average occupancy of 2.0 passengers per vehicle. 4 vehicles left empty, equating to 7% of those arriving at the location.

Newbottle Street, Houghton

The rank consists of two marked spaces. Vehicles load from the passenger side. The rank was observed for the following periods.

- 09:00 to 00:00 on Friday 12th May
- 10:00 to 22:00 on Saturday 13th May

Friday observations

During the course of the Friday observations, 1 passenger left the rank in 1 vehicle, resulting in an average occupancy of 1.0 passengers per vehicle. 2 vehicles left empty, equating to 67% of those arriving at the location.

Saturday observations

No passengers were observed at the rank but two vehicles left the rank empty.

Durham Road, Houghton

The rank is situated in two marked spaces, for one vehicle each. The layout is unusual, as the two spaces are on opposite sides of the road. The rank spaces are on Durham Road, close to the junction with Dairy Lane. Vehicles load from the passenger side. The rank was observed for the following period.

- 10:00 to 00:00 on Saturday 13th May
- 00:00 to 01:00 on Sunday 14st May

Saturday observations

During the course of the Saturday observations, 2 passengers left the rank in 2 vehicles, resulting in an average occupancy of 1.0 passengers per vehicle. No vehicles left empty.

Sunday observations

No passengers or vehicles were observed.

Spout Lane, Washington Village

The rank is located outside the Cross Keys pub. Vehicles load from the passenger side. The rank was observed for the following periods.

- 21:00 to 00:00 on Friday 12th May
- 22:00 to 00:00 on Saturday 13th May
- 00:00 to 01:00 on Sunday 14th May

Friday observations

During the course of the Friday observations, 21 passengers left the rank in 13 vehicles, resulting in an average occupancy of 1.6 passengers per vehicle. 2 vehicles left empty, equating to 13% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 9 passengers left the rank in 5 vehicles, resulting in an average occupancy of 1.8 passengers per vehicle. 2 vehicles left empty, equating to 29% of those arriving at the location.

Sunday observations

No passengers or vehicles were observed.

Further observations and key features from observation of the Hetton, Houghton and Washington ranks

Occasional passenger waiting was observed during the daytime on Thursday afternoon at the Asda rank. No passenger waiting was observed on Friday morning or afternoon. However, during late Friday night and the early hours of Saturday morning, there were incidences of passenger waiting for longer durations. These occurred at the Asda rank between 22:00 and midnight, with a maximum wait time of over 15 minutes and on Victoria Road, between midnight and 01:00 on Saturday morning, with a maximum wait time of over 19 minutes. On Saturday night, passengers had to wait at the rank for much of the time between 22:00 and 02:00 on Sunday morning, at Victoria Road. The maximum wait time was over 17 minutes. Whilst the period when passengers had to wait, and the duration of some of the wait times endured, was extensive, the number of passengers affected was relatively low.

The number of passengers using the ranks on Friday and Saturday night was not significantly higher than observed during the weekday and weekend day time periods. In the Hetton, Houghton and Washington area, the total number of hires observed from 11:00 to 15:00 on Saturday afternoon was 142, whereas on Friday night, from 22:00 to 02:00 the number of hires was 101. Normally, we would expect the volume of activity through the ranks on a Friday night to be significantly higher than a Saturday afternoon. The number of hires during the four hours during Friday night, equates to approximately 1.5 hires per Hackney Carriage licensed for this zone, during this period. Clearly, this level of activity during a peak period, would be exceptionally low, if all of the fleet were engaged in rank hires. However, this level of activity corroborates feedback from the trade, that drivers rely heavily on booking circuits for work. Consequently, not all of the fleet work from the ranks, during working shifts. Furthermore, feedback from the public indicated that the majority of hires were undertaken by telephone.

It appears that whilst Friday and Saturday nights are relatively busy periods for Hackney Carriage drivers in Hetton, Houghton and Washington, they appear to be primarily engaged with servicing pre-booked hires, rather than rank based hires. This may, in turn, lead to most of the travelling public booking travel by telephone or online, rather than obtaining a Hackney Carriage at a rank. Such responses tend to be self perpetuating, with increasing tendencies to pre-book travel, encouraging more Hackney Carriages to operate from hire circuits, which in turn reduces the use of ranks by the travelling public, who may perceive greater availability through private hire booking.

Despite the apparent concentration of the trade on pre-booked hires, there is still some demand for rank based hires. The queues of passengers which formed on Saturday night were relatively small. The duration of passenger waiting and the length of passenger queues would be radically reduced with only a handful of additional Hackney Carriages servicing the rank during this period. For example, if four of the Hackney Carriages which were focussed on servicing pre-booked hires, were diverted to servicing the Victoria Road rank, this would provide capacity for up to an additional 9 to 12 hires per hour at the rank. This would largely eradicate the passenger queues which had formed.

The balance of supply and demand observed across the ranks, has been evaluated and is presented in Table 2.

Table 2 - Balance of Supply and Demand in Hetton, Houghton and Washington

Hetton, Houghton & Washington		Excess Demand	Equilibrium	Excess supply
Weekday	Day	0.0%	47.6%	52.4%
	Night	6.5%	58.1%	35.5%
Weekend	Day	0.0%	54.3%	45.7%
	Night	11.0%	47.9%	41.1%

The total number of weekly hires was estimated to be 2,174. This equates to approximately 33 hires per Hackney Carriage per week. This level of activity is not sufficient to sustain the fleet on rank based hires only and confirms the need for Hackney Carriages to subscribe to booking circuits in order to maintain income levels necessary to sustain the businesses.

Overall, the proportion of Hackney Carriages leaving the ranks empty, was 13%. This proportion may indicate that many of the empty departures may have been vehicles responding to a telephone booking.

Sunderland ranks

Overview of observations

During the course of our survey, we observed some 4,903 vehicles departing the ranks. Approximately 71% of these vehicles appeared to be wheelchair accessible vehicles.

During the course of the surveys, 32 passengers were observed, who used wheelchairs.

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.

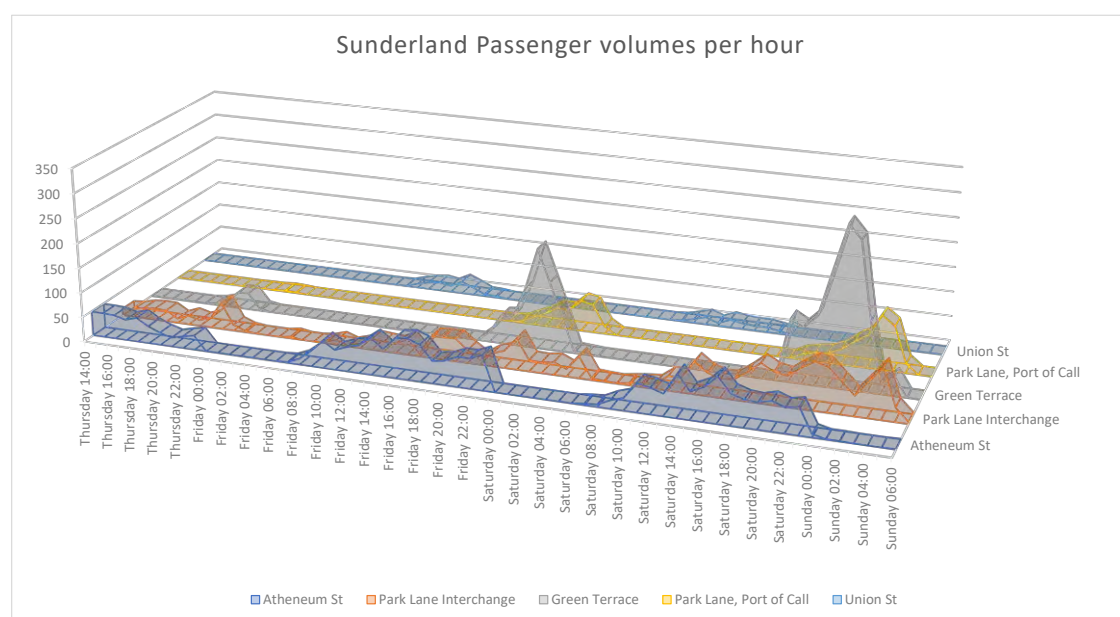


Figure 3 - Sunderland passengers through each rank

Highest levels of night time demand were observed at the Green Terrace rank, on Saturday night. The Athenaeum Street rank was active throughout the day and late into the evening.

Average Weekly Demand Estimate

The observations from each rank and each day were used to provide an estimate of total overall demand across the area.

The estimated number of passengers per week, was 10,665 passengers. The estimated number of Hackney Carriages active through ranks was 8,644 Hackney Carriages per week.

Detailed consideration of ranks

Athenaeum Street

The rank serves Sunderland Railway Station and is formed in two parts. The head of the rank is on Athenaeum Street, opposite the entrance to the Railway Station. A feeder rank is located around the corner, to the south, along both sides of the service road between Fawcett Street and Waterloo Place. Vehicles load from the passenger side. The rank was observed for the following periods.

- 14:00 to 00:00 on Thursday 11th May
- 00:00 to 00:00 on Friday 12th May
- 00:00 to 00:00 on Saturday 13th May
- 00:00 to 07:00 on Sunday 14st May

Thursday observations

During the course of the Thursday observations, 368 passengers left the rank in 258 vehicles, resulting in an average occupancy of 1.4 passengers per vehicle. 59 vehicles left empty, equating to 19% of those arriving at the location.

Friday observations

During the course of the Friday observations, 895 passengers left the rank in 559 vehicles, resulting in an average occupancy of 1.6 passengers per vehicle. 63 vehicles left empty, equating to 10% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 834 passengers left the rank in 515 vehicles, resulting in an average occupancy of 1.6 passengers

per vehicle. 89 vehicles left empty, equating to 15% of those arriving at the location.

Sunday observations

During the course of the Sunday observations, 10 passengers left the rank in 10 vehicles, resulting in an average occupancy of 1.0 passengers per vehicle. 3 vehicles left empty, equating to 23% of those arriving at the location.

Park Lane Interchange

The rank serves the Metro and bus service interchange along Park Lane. Vehicles load from the passenger side. The rank was observed for the following periods.

- 14:00 to 00:00 on Thursday 11th May
- 00:00 to 00:00 on Friday 12th May
- 00:00 to 00:00 on Saturday 13th May
- 00:00 to 07:00 on Sunday 14st May

Thursday observations

During the course of the Thursday observations, 213 passengers left the rank in 153 vehicles, resulting in an average occupancy of 1.4 passengers per vehicle. 28 vehicles left empty, equating to 16% of those arriving at the location.

Friday observations

During the course of the Friday observations, 372 passengers left the rank in 259 vehicles, resulting in an average occupancy of 1.4 passengers per vehicle. 77 vehicles left empty, equating to 23% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 908 passengers left the rank in 507 vehicles, resulting in an average occupancy of 1.8 passengers per vehicle. 74 vehicles left empty, equating to 13% of those arriving at the location.

Sunday observations

During the course of the Sunday observations, 397 passengers left the rank in 208 vehicles, resulting in an average occupancy of 1.9 passengers per vehicle. 15 vehicles left empty, equating to 7% of those arriving at the location.

Green Terrace

The rank is close to several licensed premises and serves demand associated with the night time economy. Vehicles load from the passenger side. The rank was observed for the following periods.

- 20:00 to 00:00 on Thursday 11th May
- 00:00 to 05:00 on Friday 12th May
- 20:00 to 00:00 on Friday 12th May
- 00:00 to 05:00 on Saturday 13th May
- 20:00 to 00:00 on Saturday 13th May
- 00:00 to 05:00 on Sunday 14st May

Thursday observations

During the course of the Thursday observations, 79 passengers left the rank in 51 vehicles, resulting in an average occupancy of 1.5 passengers per vehicle. 9 vehicles left empty, equating to 15% of those arriving at the location.

Friday observations

During the course of the Friday observations, 260 passengers left the rank in 178 vehicles, resulting in an average occupancy of 1.5 passengers per vehicle. 15 vehicles left empty, equating to 8% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 1,018 passengers left the rank in 648 vehicles, resulting in an average occupancy of 1.6 passengers per vehicle. 21 vehicles left empty, equating to 3% of those arriving at the location.

Sunday observations

During the course of the Sunday observations, 811 passengers left the rank in 445 vehicles, resulting in an average occupancy of 1.8 passengers per vehicle. 2 vehicles left empty, equating to 0.4% of those arriving at the location.

Park Lane, Port of Call

The rank is located outside Port of Call Pub. In addition to waiting on the space outside the night club, waiting Hackney Carriages also form a queue along Derwent Street. Vehicles load from the passenger side. The rank was observed for the following periods.

- 20:00 to 00:00 on Thursday 11th May
- 00:00 to 04:00 on Friday 12th May
- 20:00 to 00:00 on Friday 12th May
- 00:00 to 05:00 on Saturday 13th May
- 20:00 to 00:00 on Saturday 13th May
- 00:00 to 07:00 on Sunday 14st May

Thursday observations

During the course of the Thursday observations, 2 passengers left the rank in 2 vehicles, resulting in an average occupancy of 1.0 passengers per vehicle. 3 vehicles left empty, equating to 60% of those arriving at the location.

Friday observations

During the course of the Friday observations, 50 passengers left the rank in 31 vehicles, resulting in an average occupancy of 1.6 passengers per vehicle. 24 vehicles left empty, equating to 44% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 296 passengers left the rank in 193 vehicles, resulting in an average occupancy of 1.5 passengers per vehicle. 32 vehicles left empty, equating to 14% of those arriving at the location.

Sunday observations

During the course of the Sunday observations, 337 passengers left the rank in 207 vehicles, resulting in an average occupancy of 1.6 passengers per vehicle. 7 vehicles left empty, equating to 3% of those arriving at the location.

Union Street

The serves Sunderland Metro Station. The rank forms along Union Street, outside the entrance to the Metro Station. Vehicles load from the passenger side. The rank was observed for the following periods.

- 09:00 to 00:00 on Friday 12th May
- 00:00 to 00:00 on Saturday 13th May
- 00:00 to 06:00 on Sunday 14st May

Friday observations

During the course of the Friday observations, 100 passengers left the rank in 75 vehicles, resulting in an average occupancy of 1.3 passengers per

vehicle. 9 vehicles left empty, equating to 11% of those arriving at the location.

Saturday observations

During the course of the Saturday observations, 87 passengers left the rank in 55 vehicles, resulting in an average occupancy of 1.6 passengers per vehicle. 19 vehicles left empty, equating to 26% of those arriving at the location. The hours into Sunday morning saw no passengers or vehicles.

Sunday observations

No passengers or vehicles were observed on Sunday.

Further observations and key features from observation of the Sunderland ranks

Occasional passenger waiting was observed during the daytime on Thursday and Friday afternoons at Athenaeum Street and Union Street. However, during late Friday night and the early hours of Saturday morning and again late on Saturday night into the early hours of Sunday morning, there some incidences of more prolonged passenger waiting was observed.

In Sunderland the variation in demand followed a classic pattern, with increased levels of demand on Friday and Saturday nights, compared with daytime levels of demand. For example, on Saturday between 11:00 and 15:00, 265 hires were observed. In the Sunderland zone, the number of hires on Friday night, from 22:00 to 02:00 was 597, more than twice the volume observed over the four hours on Saturday.

Having identified that there is a distinct increase in demand on Friday and Saturday nights, the number of hires during the four hours on Friday night equated to approximately 2.1 hires per Hackney Carriage licensed to operate in this zone. As with the Hetton, Houghton and Washington zone, this level of activity during a peak period would be exceptionally low, if all of the fleet were engaged in rank based hires during this period.

Most passenger waiting was observed on Friday and Saturday nights. The number of passengers waiting was relatively low. However, as there was a relatively low proportion of the fleet servicing the ranks during these periods, some of the passengers had to wait for periods in excess of ten minutes.

The balance of supply and demand observed across the ranks, has been evaluated and is presented in Table 3.

Table 3 - Balance of Supply and Demand in Sunderland

Sunderland		Excess Demand	Equilibrium	Excess supply
Weekday	Day	0.0%	46.2%	53.8%
	Night	6.8%	47.7%	45.5%
Weekend	Day	18.2%	51.5%	30.3%
	Night	23.0%	39.8%	37.2%

The total number of weekly hires was estimated to be 8,644. This equates to approximately 30 hires per Hackney Carriage per week. This level of activity is not sufficient to sustain the fleet on rank based hires only and confirms the need for Hackney Carriages to subscribe to booking circuits in order to maintain income levels necessary to sustain the businesses.

Overall, the proportion of Hackney Carriages leaving the ranks empty, was 11%. This proportion may indicate that many of the empty departures may have been vehicles responding to a telephone booking.

4 General public views

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

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 Hackney Carriages waiting at ranks.

Surveys of the public were undertaken throughout the licensed area. A total of 515 interviews were undertaken. These were grouped by licensing zone and analysed separately. In Hetton, Houghton and Washington, 215 interviews were conducted. In Sunderland, 300 interviews were conducted.

The results of the surveys were as follows:

Hetton, Houghton and Washington public attitude survey results

Interviewees were asked if they had used a licensed vehicle in the last three months in the area. 54% said they had and just under half (46%) of the interviewees asked, said they had not made a trip in the last three months.

Interviewees told us what kind of vehicle was used in their last trip. The most commonly used vehicle was a saloon car (68%), followed by minibus/people carrier (16%) and wheelchair accessible vehicles (6%). The remaining respondents could not recall the type of vehicle used.

The public told us the way they obtained their most recent licensed vehicle. The majority, 74%, hired by using a telephone or mobile app, 20% obtain a vehicle from a rank and 6% hailed a taxi on the street.

Of all rank hires, 100 % of people using this service were satisfied. Of all street hailing hires, 63% of people using this service were satisfied. Of all telephone hires, 86% of people were satisfied with the service they received.

The public were informed of the numerical limit of Hackney Carriage vehicles across the authority and asked if they were aware of this. Over half of the respondents, 64%, did not know about the limit, and 36% were aware of the limit.

64.3% of respondents thought Hackney Carriage services could not be improved, while the minority, 35.7%, thought they could be. Improvements suggested were: cheaper fares, more licensed vehicles, more punctual, better customer care, improved English language, more accessible vehicles and cleaner vehicles.

Respondents were asked if they feel safe using licensed vehicles during the day, before 18:00. The majority, 86%, people who responded did feel safe. Only a low 0.5% did not feel safe, followed by 5.5% feeling safe at times. 8% of respondents did not have any view.

Respondents were asked if they feel safe using licensed vehicles at night, after 18:00. Over half of the respondents, 64%, did feel safe at night time, just 3% said they did not feel safe at night time, 20.5% had no view and 12.5% of people at times felt safe.

Interviewees suggested the following would make them feel safer using a licensed vehicle: More female drivers, travelling with a partner or friend, CCTV in vehicles, drivers displaying ID badges.

The public were asked if they felt new taxi rank locations were needed. 39% did not have any opinion, 43% of respondents did not think new ranks were required, while 18% of respondents did think new ranks were required. Those who did think new ranks were needed would like to see them at:

- SUNDERLAND CITY CENTRE
- STADIUM OF LIGHT, SUNDERLAND
- HETTON-LE-HOLE
- HOUGHTON-LE-SPRING
- PEEL RETAIL PARK
- PENSHAW VILLAGE
- M&S, GALLERIES SHOPPING CENTRE, WASHINGTON
- ALDI, WASHINGTON TOWN CENTRE
- WASHINGTON 'VILLAGE'
- SEABURN METRO / SUNDERLAND TRAIN STATION
- ALBANY, WASHINGTON
- SHINEY ROW, HOUGHTON-LE-SPRINGS
- BLACKFELL, WASHINGTON
- CONCORD, WASHINGTON
- RICKLETON

In addition to those locations listed above, several locations outside the licensing area were also suggested.

Interviewees were asked if they had wanted to hire a Hackney Carriage in the last three months from a rank and given up or made alternative arrangements for travel, as none were available. The majority (92%) responded with no and just 8% responded yes. Those who had given up trying to hire a Hackney Carriage were asked where they had given up the

attempt. The majority of locations were not within the Hetton, Houghton or Washington zone. Of the 8%, 3.5% were valid locations.

Interviewees were asked if they had wanted to hire a Hackney Carriage in the last three months by flagging down and given up or made alternative arrangements for travel, as none were available. The majority (95.5%) responded with no and just 4.5% responded yes. Of the 4.5% who had responded yes, 4.0% had not also responded yes to the previous question, so this statistic could potentially be added to those who had given up at a rank, for use in the ISUD calculation. Those who had given up trying to hail a Hackney Carriage were asked where this occurred. Only 0.5% were valid locations within the Hetton, Houghton and Washington zone. Those who had given up trying to hire a Hackney Carriage did so at the following locations: city/town centres.

The valid proportion of people who had given up trying to hire a Hackney Carriage at a rank or by hailing, were combined as 4.0%. This figure is used in the ISUD calculation when determining if there is significant unmet demand.

Interviewees were asked if they had wanted to hire a Hackney Carriage in the last three months by telephone and given up or made alternative arrangements for travel, as none were available. The majority (88.5%) responded with no and just 11.5% responded yes. Those who had given up trying to hire a Hackney Carriage by telephone were asked where this occurred. The majority of respondents indicated that they were at home, without providing further location information. However, 1.5% provided locations which were outside the licensing zone.

Sunderland public attitude survey results

Interviewees were asked if they had used a licensed vehicle in the last three months in the area. 57% said they had and just under half, 43%, of the interviewees asked said they had not made a trip in the last three months.

Interviewees told us what kind of vehicle was used in their last trip. The most commonly used vehicle was a saloon car (71%), followed by wheelchair accessible vehicles (16%) and a minibus/people carrier (14%). 19% of people asked could not recall the type of vehicle used.

The public told us the way they obtained their most recent licensed vehicle. The majority, 72.5%, hired by using a telephone or mobile app, 21% obtain a vehicle from a rank and a small 6.6% hailed a taxi on the street.

Of all rank hires, 97.2 % of people using this service were satisfied. Of all street hires, 100% of people using this service were satisfied. Of all telephone hires, 84.3% of people were satisfied with the service they received.

The public were informed of the numerical limit of Hackney Carriage vehicles across the authority and asked if they were aware of this. Over half of the respondents, 63.1%, did not know about the limit, and 36.6% were aware of the limit.

65.1% of respondents thought Hackney Carriage services could not be improved, while the minority, 34.6%, thought they could be. Improvements suggested, in decreasing order of frequency, were:

- CHEAPER FARES
- BETTER VEHICLES
- IMPROVED PUNCTUALITY / RELIABILITY
- CLEANER VEHICLES
- BETTER VEHICLES - LONDON STYLE CABS
- DRIVERS HAVING BETTER STANDARD OF SPOKEN ENGLISH
- IMPROVED DRIVING SKILLS
- AUTOMATED TELEPHONE BOOKING SYSTEM NEEDS TO BE IMPROVED
- MORE FEMALE DRIVERS
- RING BACK' FACILITY
- BETTER DRIVING
- BETTER ENGLISH LANGUAGE SKILLS OF DRIVERS
- IMPROVED CUSTOMER CARE SKILLS FOR DRIVERS
- CUSTOMER CARE SKILLS OF DRIVERS - POLITENESS / COURTESY ETC
- DISCOUNTED FARES FOR ELDERLY / DISABLED
- MORE TAXIS AVAILABLE
- CCTV IN VEHICLES
- ID BADGES WORN AT ALL TIMES
- CHEAPER FARES - DISCOUNT FOR THE DISABLED
- CHEAPER FARES - PARTICULARLY HACKNEYS
- BETTER VEHICLE DESIGN
- COUNCIL SHOULD INTRODUCE TAXI 'ESCORT' SCHEME FOR ELDERLY FEMALE PASSENGERS
- IMPROVED UNDERSTANDING OF NEEDS OF THE DEAF - INDUCTION LOOP INSTALLATION
- MORE AND BETTER DESIGNED TAXIS
- MORE PROFESSIONAL DRIVERS
- MORE TAXIS AT PEAK TIMES
- MORE TAXIS DURING DAY TO BE HAILED
- MORE TAXIS TO BE HAILED ON STREET
- MORE TAXIS TO HIRE IN THE EVENINGS
- MORE WAV VEHICLES AVAILABLE
- NOT ENOUGH TAXIS WORKING BANK HOLIDAYS - COUNCIL SHOULD MAKE PROVISION
- REPLACE AUTOMATED TELEPHONE BOOKING SERVICE WITH A HUMAN BEING

- SMARTER DRESSED DRIVERS
- TAXI RANKS IN SUBURBAN AREAS
- TOO MANY TAXIS ILLEGALLY PARKING

Respondents were asked if they feel safe using licensed vehicles during the day, before 18:00. The majority, 82.9%, of people who responded did feel safe. Only a small 1.3% did not feel safe, followed by 5.4% feeling safe at times. 10.4% of respondents did not have any opinion.

Respondents were asked if they feel safe using licensed vehicles at night, after 18:00. Over half of the respondents, 63.1%, did feel safe at night time, just 5% said they did not feel safe at night time, 20.5% had no opinion and 11.4% of people at times felt safe.

Interviewees suggested the following would make them feel safer using a licensed vehicle, with the most frequent responses first:

- MORE FEMALE DRIVERS
- CCTV IN VEHICLES
- DRIVER ID BADGES SHOULD BE WORN AT ALL TIMES
- IMPROVED DRIVER SKILLS
- INTRODUCTION OF TRAVEL COMPANION / ESCORT SERVICE
- FEMALE DRIVERS
- BETTER MORE CONSIDERATE DRIVERS
- IMPROVED DRIVING SKILLS - NO SPEEDING
- ALWAYS HAVE TRAVELLING COMPANION AT NIGHT
- FEMALE DRIVERS
- COUNCIL SHOULD ENSURE BETTER DRIVING SKILLS
- BETTER CUSTOMER CARE BY DRIVERS
- DRIVERS NOT ALWAYS TRAINED/ AWARE OF NEED OF A WHEELCHAIR USER
- BETTER MORE POLITE DRIVERS - AWARE OF NEEDS OF ELDERLY
- IF ADVANCED DRIVER QUALIFICATION WERE COMPULSARY

The public were asked if they felt new taxi rank locations were needed. 48% did not have any opinion, 36.2% of respondents did not think new ranks were required, while 15.8% of respondents did think new ranks were required. Those who did think new ranks were asked where they would like to see them. Some suggestions were not within the Sunderland zone. However, the remaining locations suggested, in reducing frequency of response, were as follows:

- SUNDERLAND CITY CENTRE
- STADIUM OF LIGHT
- ROKER SEAFRONT, SUNDERLAND
- SEABURN, SUNDERLAND
- METRO STATIONS

- AT 'ONE OFF EVENTS' SUCH AS POP CONCERTS / STADIUM OF LIGHT
- MONKWEARMOUTH, SUNDERLAND
- NEAR POLICE STATION, SUNDERLAND CITY CENTRE
- PALLION SUNDERLAND
- RAICH CARTER SPORTS CENTRE, SUNDERLAND
- ROKER, SUNDERLAND
- SILKSWORTH, SUNDERLAND
- STOCKTON ROAD, SUNDERLAND

Interviewees were asked if they had wanted to hire a Hackney Carriage in the last three months from a rank and given up or made alternative arrangements for travel, as none were available. The majority (95.3%) responded with no and just 4.7% responded yes. Those who had given up trying to hire a Hackney Carriage were asked where this had occurred. Most of the locations were valid and within the Sunderland zone. However there were some responses regarding locations outside the zone. The proportion of valid responses was 4.4%.

Interviewees were asked if they had wanted to hire a Hackney Carriage in the last three months by flagging down and given up or made alternative arrangements for travel, as none were available. The majority (95.3%) responded with no and just 4.7% responded yes. Respondents were asked where they had given up trying to flag down a Hackney Carriage. Some of the locations given, were outside the Sunderland zone. Some of the respondents who had given up trying to flag down a Hackney Carriage had also indicated that they had given up trying to hire at a rank. Consequently, the additional proportion of people (excluding those who had also given up trying to hire at a rank) who had given up at locations within the Sunderland zone, was 3.1%.

The cumulative total of people who had given up trying to hire a Hackney Carriage at either a rank or by flagging, within the Sunderland zone, was 7.5%

Interviewees were asked if they had wanted to hire a Hackney Carriage in the last three months by telephone and given up or made alternative arrangements for travel, as none were available. The majority (83.9%) responded with no and just 16.1% responded yes. The majority of those who had given up, did this at nonspecific, but valid locations. The majority **of locations were given as 'home'**. Another common location was Sunderland City Centre. Several other locations including businesses, hospital and licensed premises were also provided

Online public consultation

A questionnaire was published online, to offer the general public an opportunity to provide views of licensed vehicle service provision. The feedback from such questionnaires needs to be treated with some caution, as often the incentive for completing such a questionnaire is that it is regarded as an opportunity to make a complaint. Notwithstanding this caution, there is much useful information which can be gained from online consultation of this type.

A total of 29 responses were received from members of the public. Around 90% of respondents indicated that they had used a licensed vehicle in the last three months.

Almost two thirds of licensed vehicle hires, for the last trip, were obtained by telephone or mobile application, with around a third of respondents obtaining a licensed vehicle at a rank. Very few people hailed a vehicle in the street.

Customer satisfaction with rank hire and hailing was high at 100%. For telephone or mobile app hire, the level of satisfaction was also high, at 87% or respondents who indicated that they were satisfied.

Most respondents (73%) were not aware of the numerical limit on the number of Hackney Carriage licences.

34% felt that some improvements to Hackney Carriage services could be made. Those improvements suggested were as follows, in descending order of popularity:

- All taxis should be available to be hailed in the street
- Cleaner vehicles
- Taxi marshals
- Cheaper fares
- All cars have chip and pin and provide an estimate before you book every time.
- More vehicles.

All respondents felt safe using licensed vehicles during the day time, however, 7% indicated that they did not always feel safe at night. Two features which would make passengers feel safer were:

- Knowing that they are proper taxi drivers
- Better standard of driving

31% of respondents felt that there were locations where new taxi ranks were needed. Suggested locations were:

- Vine Place
- Grangetown,

- Millfield,
- New Silksworth
- Outside Wilko
- Bus stop opposite Bakers Oven at Point
- Roker
- On the estates more
- Empire theatre
- Everywhere

Respondents were invited to submit further comments regarding licensed vehicle services. The following comments were received:

- Some drivers have poor English language skills
- There are many out of area vehicles working in Sunderland, e.g. from Newcastle
- More than enough taxis in Sunderland.
- The day time and night time economy has declined over the last ten years which has reduced the need for taxis. Coupled with 'on demand' apps such as Uber, taxis on ranks appear to be going out of trend, hence the huge queues of them on the ranks most of the time.
- Drivers with Criminal records should not be licensed
- Driving standards for some licensed vehicle drivers need to be improved.

In addition to the comments listed, some additional comments were of a personal nature, referring to individuals or companies and not suitable for publication.

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 one stakeholder but we have tried to maintain their confidentiality as far as is possible. The comments provided in the remainder of this Chapter are the views of those consulted, and not that of the authors of this report.

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

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

Where the statistical analyses in Chapter 2 demonstrate low levels of wheelchair accessible vehicle (WAV) provision, an increased emphasis will be given to the issue in terms of the focus of stakeholders but also in specific efforts to contact disabled users and their representatives.

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. However, some did say that they

worked with or had an account with one of the main operators. No hotels indicated that there were any issues with availability of licensed vehicles.

Public houses

A selection of public houses were contacted by telephone 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.

Night clubs

No issues were identified by any of the clubs contacted. It was felt by some respondents (door staff) that there was generally a mix of Hackney Carriages and Private Hire Vehicles used.

Other entertainment venues

No issues identified

Restaurants

No issues identified

Hospitals

Freephone generally used if required. Licensed vehicles frequently set down and pick up from the hospital. Generally understood that patients pre-book most trips.

Police

No particular issues identified.

Disability

No issues identified by disability group representatives. Care homes contacted indicated that they can relatively easily book vehicles as and when required and no problems with arranging return travel.

Rail and other transport operators

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

Other Council contacts

No feedback received.

Businesses

Feedback indicated that it was felt that licensed vehicles worked well in conjunction with other public transport modes, to 'fill the gaps' in provision.

6 Trade stakeholder views

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

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

Most current studies tend to issue a letter and questionnaire to all Hackney Carriage and private hire owners, drivers and operators. This is best issued by the council on behalf of the independent consultant. Usual return is now using an on-line form of the questionnaire, with the option of postal return still being provided, albeit in some cases without use of a freepost return. Returns can be encouraged by email or direct contact via representatives. Some authorities cover private hire by issuing the letter and questionnaire to operators seeking they pass them on when drivers book on or off, or via vehicle data head communications.

In all cases, we believe it is essential we document the method used clearly and measure response levels. For this study, a combination of direct consultation with trade representatives by email and telephone and online questionnaire, was used. A link to the online questionnaire was distributed to the trade via trade representatives and via direct distribution at the taxi ranks. A total of 72 valid responses to the online questionnaire were received. Initial review of the data received suggested one duplicated entry. This was the same return submitted twice, several seconds apart. The duplication appeared to be related to an I.T. issue with the device used to complete the response, rather than a deliberate attempt to circumvent the survey. There were no other submissions which appeared to be duplicated or otherwise deemed to be an attempt to influence the results by a single individual.

Of those responding, 96% said they normally drove Hackney Carriage vehicles and 4% said they normally drove Private Hire Vehicles.

64% of respondents indicated that they were Hackney Carriage owners.

Respondents were asked how long they had been involved in the licensed trade in this area. The responses varied with a large proportion of respondents indicating that they had extensive experience. Results from this question were as follows:

- Up to 2 years 2.8%
- 3 to 5 years 5.6%
- 6 to 10 years 20.8%
- 11 to 15 years 20.8%
- 16 to 20 years 13.9%
- Over 20 years 36.1%

The full set of responses indicated that 50% of respondents had over 15 years of experience.

Respondents were asked if they subscribed to a radio or PDA circuit (or similar) for bookings. The vast majority (90%) indicated that they did subscribe to a booking circuit. This result may have been influenced by the means by which the survey was distributed. Those who were affiliated with large operators may have been more likely to have received a link to the survey. However, discussion with trade representatives corroborated a high level of reliance on booking circuits by many drivers, to obtain bookings. The trade representatives felt that the proportion of the trade relying solely on rank based hire work and/or personal client bookings, rather than bookings through an operator circuit, may be higher in Sunderland, than in the Hetton, Houghton and Washington area

The majority of respondents (64%) drove saloon cars, with 22% of respondents indicating that they drove a purpose built taxi vehicle. The remaining 14% of respondents indicated that they drove a minibus or people carrier type vehicle which was wheelchair accessible.

In terms of typical hours worked, 25% said they worked six days and 47% five days. No respondents indicated that they normally worked for seven days. This demonstrates a focus on five to six days. Average hours worked were 49, with the longest claimed being 130 hours.

Many work a combination of daytime and night time hours, with a focus on Friday and Saturday nights, in response to demand.

The majority of respondents (64%) indicated that they pick up one or more hires per week, which require the carriage of a wheelchair. 30% of respondents indicated that they typically pick up six or more hires requiring the carriage of a wheelchair. Comments received from the trade, and the survey responses indicate that the carriage of wheelchair passengers is not restricted to wheelchair accessible vehicles. Trade comments suggest that whilst some wheelchair users cannot readily get out of their wheelchair to get into a vehicle, many travellers prefer to sit in a seat in the vehicle, rather than in a secured wheelchair. Indeed there are some suggestions that some of those who prefer to get out of their wheelchairs, prefer saloon cars over taxi type vehicles, for comfort.

Our experience with other surveys suggests that feelings are mixed with respect to passenger preferences for saloon cars versus purpose built taxi vehicles. Passengers occasionally exhibit a preference for one type of vehicle over the other, **but the pattern of preference doesn't generally** appear to be related to discretionary wheelchair usage. Notwithstanding the previous statement, there generally is a preference for wheelchair accessible vehicles for those passengers who face difficulties getting into and out of a wheelchair.

Respondents were asked if they rent a Hackney Carriage plate or plated vehicle. The majority (61%) indicated that they do.

56% of respondents felt that there was not sufficient rank space. 57% felt that new ranks were required. 55% felt that additional space was needed at existing ranks.

Ranks which would benefit from additional space, were identified, in decreasing order of popularity, as:

- Green Terrace
- Port of Call
- Sunderland Station rank
- Union Street
- All current ranks in Sunderland City Centre
- Londonderry.
- Holmeside
- Gilbridge,
- Concord

Suggestions for new rank locations included several responses which suggested Sunderland City Centre in general. However, several more specific locations were also suggested and are presented here in descending order of popularity:

- Holmeside (beside the Point Nightclub)
- Stadium of Light
- Gilbridge area of Sunderland
- Brougham Street
- Vine Place
- **St Mary's Way**
- Derwent Street
- Pallion Road
- Fawcett Street
- Mary Street
- Sea Road
- Southwick Green
- Washington Retail Park
- High street West
- Sunnyside

- Roker
- Fulwell
- Outside Empire Theatre
- Seaburn

Most respondents (78%) felt that the current level of Hackney Carriage fares were about right. 13% felt that fares were too low and 7% felt that fares were too high. The remainder indicated that they had no opinion to offer.

The majority of respondents felt that fares should be reviewed annually and increased in line with inflation or to reflect increased overheads. A small proportion of respondents felt that fares should be increased at different times of day. A similarly small proportion of respondents felt that the fares table should be reviewed less frequently than annually, with two, three and four year intervals being suggested.

The majority of respondents (95%) were aware that a limit on the number of Hackney Carriages was in place.

94% of respondents felt that there were sufficient or too many Hackney Carriages within the licensing areas. The remainder felt that at some times there were not sufficient Hackney Carriages. In areas where a significant proportion of Hackney Carriages are driven by non-owners, the response to this particular question can lead to suggestions that there are not sufficient Hackney Carriages, as a means to release more licenses to those who do not hold a vehicle plate. However, in this instance, few have taken such a position.

Of those who felt that there were not always sufficient Hackney Carriages, most indicated that this occurred at all times of day. All of those who provided this response, normally drove Private Hire Vehicles. One Hackney Carriage driver felt that there were not always sufficient Hackney Carriages available in the evening. This particular respondent rented a Hackney Carriage.

3% of respondents felt that the Hackney Carriage fleet should be increased. 63% felt that the fleet should be retained at the same size. The remainder felt that the number of Hackney Carriages should be reduced, with 25% favouring a reduction of up to 10% and the remainder favouring a larger reduction.

7% of respondents felt that the council should remove or increase the limit on the number of Hackney Carriages. The remainder felt it should be

retained or had no opinion. Those who felt that the limit should be increased or removed, were all either Private Hire drivers or Hackney Carriage drivers who did not own a Hackney Carriage and rented a Hackney Carriage from a third party.

Respondents were asked to forecast some effects which would be observed, if the Hackney Carriage limit were removed.

Most respondents felt that levels of traffic congestion would increase, the quality of both Private Hire and Hackney Carriage vehicles would decrease and levels of customer satisfaction would decrease. It was felt by the majority that the effectiveness of enforcement would decrease and over ranking and illegal plying for hire would increase.

Most respondents felt that in response to removal of the Hackney Carriage limit, there would be no change to fares, or to passenger waiting times at ranks, for hailing or for telephone bookings.

Most respondents agreed or strongly agreed that "there is not enough work to support the current number of Hackney Carriages" and "There are special circumstances in Sunderland that make the retention of the numerical limit essential."

Most respondents disagreed or strongly disagreed that "Removing the limit on the number of Hackney Carriages in Sunderland would benefit the public by reducing waiting times at ranks".

Respondents were asked to choose from a list of potential effects which could apply to them if the numerical limit were to be removed. The following effects were chosen in order of descending frequency. Respondents were free to choose more than one response.

- Leave the trade 64%
- Work more hours 61%
- No change 13%
- Acquire a Hackney Carriage 10%
- Switch from Hackney Carriage to Private Hire 8%
- Switch from Private Hire to Hackney Carriages 3%
- Work fewer hours 1%

Other comments from respondents and trade representatives.

Discussions were held with trade representatives and respondents to the questionnaire were invited to provide additional comments on any matters they felt related to the trade. The comments presented in this section reflect views expressed to the consultants during the consultation process. These do not necessarily reflect our view on aspects of the trade.

Some remarks are presented within quote marks “”. These are verbatim quotations received through the feedback in the questionnaires. Where these reflect views expressed by more than one respondent, this is indicated along with the comment.

Several respondents indicated that many Hackney Carriage owners/drivers rely on work provided through booking circuits from Private Hire operators (estimates at up to 80% of the fleet), as the volume of business available from rank hire or flag down was not sufficient to maintain income. However, it was suggested by a few respondents that many Hackney Carriages were diverted to servicing pre-booked hires rather than servicing rank demand, at busy times such as Friday and Saturday nights.

Several respondents felt that the sale or transfer of plates should not be allowed and that if a plate holder leaves the trade, the plate should be returned to the Council for re-issue to someone who **doesn't already hold a** plate.

“The demand for on-street hirings in Sunderland is limited to the City Centre, and is mainly on the ranks at the Railway Station, Park Lane Bus Station and Brougham Street although there is demand late at night from one or two unofficial ranks. The number of spaces on the ranks in the City Centre is probably the maximum that can be accommodated at those locations. As the City Centre is relatively small for a city of the size of Sunderland there are few places suitable to install additional ranks where the demand would justify it. A high proportion of hirings are made via the telephone. Without this the city centre would be flooded with licensed Hackney Carriages plying for hire. Any increase in the number of licensed Hackney Carriages would create unmanageable congestion.” **Similar** sentiments were expressed by several other respondents and trade representatives.

Several respondents felt that enforcement activity was not sufficient to deter Private Hire Vehicles and licensed vehicles from other licensing areas, from plying for hire, within the area. This was seen as a particular problem during busy periods at the weekend. There were also several instances of feedback that taxi marshals were needed

At times, there are no spaces available on ranks, owing to the number of waiting Hackney Carriages. Any increase in the number of Hackney Carriages would lead to further additional pressure, coupled with reduced

earnings. One respondent felt that some drivers would be increasingly reluctant to accept hires off the ranks for short distance journeys, owing to the long wait times for vehicles on the ranks, at times.

There is nowhere at Sunderland railway station to disembark a wheelchair passenger safely, directly onto the pavement.

"Wheelchair jobs should all start at tariff 2 during the day due to the time constraints to make them safe and secure, also the extra stress of such a job i.e. some chairs are huge and the person can easily weigh 20 stone plus". (n.b. this is contrary to the Equality Act which dissuades supplementary pricing for the disabled in any way).

"There are very few times when passengers have to wait for long times on a rank there are usually more than enough vehicles." **Several respondents** provided similar comments.

Many of those who provided comments felt that there were currently more than enough Hackney Carriages in Sunderland to cope with demand and many relied on private hire work to augment public hire demand.

An increase in UBER vehicle activity was identified as a particular issue by many respondents.

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 Hackney Carriage rank and finds there is no vehicle there available for immediate hire. This normally leads to a queue of people building up, some of who may walk off, whilst others will wait till a vehicle collects them. Later passengers may well arrive when there are vehicles there, but because of the queue will not obtain a vehicle immediately.

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

The industry standard index of the significance of unmet demand (ISUD) was initiated at the time of the introduction of section 16 of the 1985 Transport Act as a numeric and consistent way of evaluating unmet demand and its significance. The ISUD methodology was initially developed by a university and subsequently adopted by consultants undertaking the surveys made necessary to enable authorities to retain their limit on Hackney Carriage 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 Hackney Carriages 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 Hackney Carriage 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 Hackney Carriages.

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

Periods when schools are not active can lead to more Hackney Carriage vehicles being available whilst they are not required for school contract

work. Such periods can also reduce Hackney Carriage demand with people away on holiday from the area. Generally, use of Hackney Carriages is higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December 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 Hackney Carriages tend not to be so dominant at the current time, apart from in a few key tourist authorities.

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

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

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

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

Hetton, Houghton and Washington ISUD value

For the 2017 survey in, Hetton, Houghton and Washington, average passenger delay was 0.47 minutes (41 seconds). None of the observed off peaks hours saw passenger queues. 10.8% 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 1.08. The resultant ISUD value of zero 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 4 ISUD Components

ISUD component	2017	2014
Average passenger delay	0.47	0.95
Off peak hours with notable queues(3 or more people)	0	9
% of passengers travelling in hours with average queue over a minute	10.8	3.23
Seasonal factor	1.0	1.0
Peak factor	1.0	0.5
Latent demand factor	1.08	1.06
Overall ISUD index estimate	0	14.6

It was noted that the majority of passenger waiting, in terms of aggregate passenger waiting minutes, occurred at the Victoria Road rank on Friday and Saturday nights. Whilst the number of passengers affected accounted for a small proportion of all passengers, the majority of passengers using this rank after 01:00 on Saturday morning and after midnight on Saturday night, had to wait for a Hackney Carriage to arrive at the rank and wait times were generally between five and ten minutes. Passenger waiting at these times at Victoria Road, accounted for 70% of all passenger waiting observed. The relatively low levels of passenger waiting at other locations and at other times, corroborates the ISUD value to confirm that there is no significant unmet demand in Hetton, Houghton and Washington. .

Sunderland ISUD value

For the 2017 survey in, Sunderland, average passenger delay was 0.32 minutes (19 seconds). None of the observed off peaks hours saw passenger queues. 7.7% of passengers travelled in hours when there was an average wait of over a minute. The demand profile did not exhibit highly peaked demand. Consequently, resulting in a factor of 1.0 is used. The seasonal factors is 1.0. The latent demand factor was 1.05. The resultant ISUD value of zero 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 5 - ISUD Components

ISUD component	2017	2014
Average passenger delay	0.32	0.10
Off peak hours with notable queues(3 or more people)	0	0
% of passengers travelling in hours with average queue over a minute	7.7	1.36
Seasonal factor	1.0	1.0
Peak factor	1.0	0.5
Latent demand factor	1.05	1.14
Overall ISUD index estimate	0	0

Passenger waiting was relatively infrequent. There were no periods of extensive passenger waiting. There is no significant unmet demand in the Sunderland zone.

8 Summary and study conclusions

The Hackney Carriage fleet, at times, appears to be primarily engaged in undertaking pre-booked hires. This is likely to be largely as a consequence of the low level of business available through rank hire in both zones.

Feedback from the trade indicated that much of the Hackney Carriage fleet in each of the two zones is heavily dependent on pre-booked hires. It was thought that the majority of Hackney Carriages in each area subscribed to a booking circuit through a private hire operator. Few rely primarily or solely on hires from ranks or hailing. As a result, at busy times, a relatively small proportion of the fleet was observed at the ranks. At times of lower demand, higher numbers of Hackney Carriages were observed waiting at the ranks. The maximum aggregate vehicle queue across all of the ranks in the Sunderland zone was 32 Hackney Carriages, on Thursday afternoon, equating to 11% of the fleet. In the Hetton Houghton and Washington zone, the maximum aggregate vehicle queue was 19, on Saturday morning, equating to 49% of the fleet in this zone.

Passenger queueing was observed occasionally during daytime hours, at various ranks. However, the level of queueing was low, during off peak daytime hours, with a small proportion of passengers having to wait for a minute or two from time to time. During daytime hours, most passengers found Hackney Carriages waiting at the ranks.

On Friday and Saturday nights, there were periods when lengthy passenger waiting was observed. However the number of Hackney Carriages waiting on the ranks during these periods was low. By considering the number of waiting Hackney Carriages at ranks during peak demand periods on Friday and Saturday nights, together with the number of hires during these periods, it was clear that, in both zones, a relatively small proportion of the Hackney Carriage fleet were servicing rank based demand during these periods. It is unlikely that Hackney Carriages were not operating on Friday and Saturday nights. It is more likely that the majority of working Hackney Carriages were engaged in servicing bookings, rather than picking up passengers waiting at the ranks. This scenario is supported by evidence from the trade and members of the public, together with observations from the rank.

Whilst rank observations did indicate that there were passengers waiting on Friday and Saturday nights, 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 in both zones was not considered to be significant. Therefore, in both the Hetton, Houghton and Washington zone and the Sunderland zone, there was no significant unmet demand

The trade survey and trade consultation found high support for retaining the limit for Hackney Carriage numbers. There was significant concern expressed by the trade regarding out of area licensed vehicles operating within both of the licensed zones and some suspicion that some out of area licensed vehicles and some Sunderland Private Hire Vehicles may be plying for hire during busy periods at locations close to places where the night time economy is most active. There was also some feedback from both private hire trade and Hackney Carriage trade respondents that the public would be better served at peak times if Hackney Carriages were not focused on servicing booking circuits and spent more time servicing rank based demand.

In conclusion, there is no need to increase the number of licences in either zone to meet demand. There would be no guarantee that any additional licensed Hackney Carriages would operate on a different basis than the current fleet. So would be likely to seek hires through booking circuits. However, it would be wise to explore possible options to encourage Hackney Carriages to target the waiting passengers on Friday and Saturday nights, to reduce waiting times during these periods.

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 Hackney Carriages.

Most people who use licensed vehicles hire those vehicles by pre-booking at peak demand times. However, there remains a relatively small proportion of the travelling public who wish to hire from ranks. Many of those attempting to hire from ranks at peak times, have to wait for a Hackney Carriage to arrive at the rank.

In order to address the modest but evident shortfall of supply to service rank based demand at peak times on Friday and Saturday night, a traditional approach might be to issue more Hackney Carriage vehicle licences. However, with the widespread availability and use of mobile phones to book licensed vehicles by telephone or app, the response of the trade and indeed the travelling public, to greater availability of Hackney Carriages has also changed. There would be no guarantee, or even likelihood, that any additional Hackney Carriages licensed, would primarily address rank based demand on Friday and Saturday nights.

In order to address the needs of passengers seeking to hire Hackney Carriages on Friday and Saturday nights, it is recommended that additional licences are not issued. Furthermore, it is recommended that alternative approaches be considered, to encourage some of the existing fleet, to address this sector of demand. Alternative approaches are likely to be more productive and preserve the viability of the existing fleet.

It is occasionally remarked during the conduct of Unmet Demand Surveys, that the possession of a Hackney Carriage vehicle licence entitles the holder to access the public hire market, in return for ensuring that the public hire demand is met. This is a privilege not available to other licensed vehicles. Where Hackney Carriage licence holders do not service the public hire demand, in preference to servicing private hire demand, this can give rise to resentment in some quarters. Some respondents have, in the past, expressed the view that in such circumstances, the licence holders are not fulfilling the requirements incumbent with the privilege of holding such a licence. It should also be mentioned that, in the Sunderland survey, such sentiments have not been expressed by any consultation respondents.

There is a range of potential measures which could be considered to encourage increased service to peak period public hire demand, as a more effective alternative to increasing the number of Hackney Carriage licences. Such measures could also help to maintain the viability of the licensed vehicle fleet and maintain or improve levels of service to the travelling public.

Appendix A List of Stakeholders consulted

Table 6 - List of stakeholders consulted

Key consultee	Response
Supermarkets	
Tesco Extra, Newcastle Rd, Sunderland	Y
Asda, Portsmouth Road, Sunderland	Y
Asda, Leechmere Road, Sunderland	Y
Asda, Ryhope St South, Sunderland	Y
Sainsbury's , Station Road, Roker	Y
Sainsbury's , Riverside Road, Sunderland	Y
Morrisons, William Doxford Centre, Sunderland	Y
Sainsbury's , The Galleries, Washington	Y
Asda, The Galleries, Washington	Y
Hotels	
Holiday Inn, Emerson, Washington	Y
Campanile Hotel, Emerson Road, Washington	Y
Premier Inn, Hetton	Y
Hideaway at Herrington Hill, Houghton	Y
Ye Olde Cop Shop, The Green, Washington	Y
Shipwrights Hotel, Ferryboat Lane, Sunderland	Y
Hilton Garden Inn, Olive St, Sunderland	Y
Norfolk Hotel, Norfolk St, Sunderland	Y
Lemonfield Hotel, Sea Lane, Seaburn, Sunderland	Y
Marriott Hotel, Queens Parade, Sunderland	Y
Roker Hotel, Roker Terrace, Sunderland	Y
Restaurants / Cafes	
Sambuca, Low St, Sunderland	Y
Asiana, W Wear St, Sunderland	Y
Efes, Derwent St, Sunderland	Y
McDonalds, High St, Sunderland	Y
Frankie & Benny's , Galleries, Washington	Y
Concord Tandoori, Victoria Road, Washington	Y
Washington Arms, The Green, Washington	Y
Victoria Inn, Oxclose Rd, Washington	Y
Wild Boar, Houghton	Y
Burn Inn, Hetton Road, Houghton	Y
Entertainment / Visitor Attractions	
Empire cinema, Sunderland	Y
Grosvenor Casino, Sunderland	Y
Sunderland Greyhound Stadium	Y
National Glass Centre	N
Washington Old Hall, The Avenue, Washington	Y
AMF Bowling, Galleries Retail Park, Washington	Y
Public Houses	
Cross Keys, Spout Lane, Washington	Y
The Sir William Wessington, Victoria Road, Washington	Y
The New Tavern, Speculation Place, Washington	Y

The Speculation, Cooperative Terrace, Washington	Y
The Sandpiper, Easby Road, Washington	Y
River Bar, Bonemill Lane, Washington	Y
The Prospect, Victoria Terrace, Houghton	Y
The Sun Inn, Houghton	Y
Railway Tavern, Westbury St, Sunderland	Y
The Wheatsheaf, Roker Avenue, Sunderland	Y
The Rosedene, Queen Alexandra Rd, Sunderland	Y
Yates, Burdon Rd, Sunderland	Y
The Point, Holmeside, Sunderland	Y
Fitzgeralds, Green Terrace, Sunderland	Y
Port of Call, Park Lane, Sunderland	Y
Pubwatch, Sunderland	Y
Pubwatch, Washington	Y
Night Clubs	
Illusions, Holmeside, Sunderland	Y
Revolution, Low Row, Sunderland	Y
The Basement, Green Terrace, Sunderland	Y
Other key stakeholder groups	
Sunderland Royal Hospital	Y
Police, Licensing Officers	Y
Northern Rail	N
Age UK, Sunderland	N
Age UK, Washington	N
Washington Manor Care Home, Washington	Y
Washington Grange Care Home	Y
Springvale Court Care Home, Springwell Rd, Washington	Y
Valley View Care Home, Houghton	Y
Ashlea Lodge Care Home, Sunderland	Y
Barnes Court Care Home, Sunderland	Y
Ashbourne Lodge Care Home, Sunderland	Y
Scope, Sunderland District	Y
Sunderland Council, Highways & Transportation	N
Together for Children	N
Sunderland Bangladeshi International Centre	N
Physical Disabilities Alliance, Independent Living Centre, Sunderland	N
Council for the Disabled, Sunderland	Y
Arriva Buses	Y
Go Northeast	N
Stagecoach Sunderland	N

Appendix B Rank Survey Data

Table 7 - Sunderland ranks, total passengers

Total passengers					
Day & Time	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	49	14			
Thursday 15:00	49	16			
Thursday 16:00	48	22			
Thursday 17:00	42	24			
Thursday 18:00	49	23			
Thursday 19:00	35	9			
Thursday 20:00	25	18	3	0	
Thursday 21:00	18	12	10	0	
Thursday 22:00	24	20	32	1	
Thursday 23:00	29	55	34	1	
Friday 00:00	0	12	4	3	
Friday 01:00	0	3	0	2	
Friday 02:00	0	0	0	0	
Friday 03:00	0	0	0	0	
Friday 04:00	0	0	0	0	
Friday 05:00	0	4			
Friday 06:00	0	0			
Friday 07:00	2	0			
Friday 08:00	12	3			
Friday 09:00	31	10			1
Friday 10:00	55	2			8
Friday 11:00	40	9			14
Friday 12:00	49	22			17
Friday 13:00	56	20			13
Friday 14:00	74	18			25
Friday 15:00	55	31			15
Friday 16:00	80	6			4
Friday 17:00	83	44			3
Friday 18:00	74	45			0
Friday 19:00	45	46			0
Friday 20:00	49	26	20	0	0
Friday 21:00	60	10	57	4	0
Friday 22:00	60	26	60	15	0
Friday 23:00	70	35	119	26	0
Saturday 00:00	0	63	202	41	0
Saturday 01:00	0	23	137	40	0
Saturday 02:00	0	22	73	62	0
Saturday 03:00	0	26	4	57	0
Saturday 04:00	0	15	2	15	0
Saturday 05:00	0	44			0
Saturday 06:00	0	4			0
Saturday 07:00	3	2			0
Saturday 08:00	5	1			0
Saturday 09:00	17	5			2
Saturday 10:00	25	8			8
Saturday 11:00	57	10			15
Saturday 12:00	52	29			6
Saturday 13:00	44	30			16
Saturday 14:00	86	64			12
Saturday 15:00	55	46			10
Saturday 16:00	67	38			10
Saturday 17:00	91	40			6
Saturday 18:00	62	58			1
Saturday 19:00	54	79			0
Saturday 20:00	52	65	125	12	0
Saturday 21:00	59	61	111	17	0
Saturday 22:00	50	80	136	21	1
Saturday 23:00	55	95	228	31	0
Sunday 00:00	7	88	320	51	0
Sunday 01:00	1	64	292	67	0
Sunday 02:00	1	40	140	109	0
Sunday 03:00	0	71	21	91	0
Sunday 04:00	0	102	38	19	0
Sunday 05:00	0	28			0
Sunday 06:00	1	4			

Table 8 - Sunderland ranks, total Hackney Carriages departing with passengers

Total loaded vehicles					
Day & Time	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	33	11			
Thursday 15:00	35	12			
Thursday 16:00	31	18			
Thursday 17:00	32	19			
Thursday 18:00	33	18			
Thursday 19:00	24	7			
Thursday 20:00	20	13	2	0	
Thursday 21:00	12	11	6	0	
Thursday 22:00	19	15	20	1	
Thursday 23:00	19	29	23	1	
Friday 00:00	0	8	2	1	
Friday 01:00	0	1	0	1	
Friday 02:00	0	0	0	0	
Friday 03:00	0	0	0	0	
Friday 04:00	0	0	0	0	
Friday 05:00	0	3			
Friday 06:00	0	0			
Friday 07:00	2	0			
Friday 08:00	12	3			
Friday 09:00	29	10			1
Friday 10:00	44	2			7
Friday 11:00	31	7			11
Friday 12:00	38	13			12
Friday 13:00	36	12			10
Friday 14:00	49	16			17
Friday 15:00	32	23			11
Friday 16:00	48	4			4
Friday 17:00	39	28			2
Friday 18:00	49	28			0
Friday 19:00	18	32			0
Friday 20:00	32	20	13	0	0
Friday 21:00	19	8	35	3	0
Friday 22:00	35	17	38	9	0
Friday 23:00	46	24	90	17	0
Saturday 00:00	0	40	125	29	0
Saturday 01:00	0	16	82	29	0
Saturday 02:00	0	12	47	38	0
Saturday 03:00	0	11	3	36	0
Saturday 04:00	0	8	1	13	0
Saturday 05:00	0	20			0
Saturday 06:00	0	2			0
Saturday 07:00	1	2			0
Saturday 08:00	4	1			0
Saturday 09:00	13	4			1
Saturday 10:00	20	6			7
Saturday 11:00	41	6			10
Saturday 12:00	38	19			4
Saturday 13:00	33	20			9
Saturday 14:00	50	28			7
Saturday 15:00	35	26			5
Saturday 16:00	44	21			7
Saturday 17:00	52	29			3
Saturday 18:00	35	31			1
Saturday 19:00	30	40			0
Saturday 20:00	30	38	66	6	0
Saturday 21:00	30	33	75	11	0
Saturday 22:00	29	42	103	12	1
Saturday 23:00	30	52	146	19	0
Sunday 00:00	7	53	176	30	0
Sunday 01:00	1	39	160	48	0
Sunday 02:00	1	24	77	58	0
Sunday 03:00	0	34	14	59	0
Sunday 04:00	0	43	18	12	0
Sunday 05:00	0	12			0
Sunday 06:00	1	3			

Table 9 - Sunderland ranks, total Hackney Carriages departing the ranks empty

Total empty vehicles					
Day & Time	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	7	6			
Thursday 15:00	1	2			
Thursday 16:00	5	2			
Thursday 17:00	4	2			
Thursday 18:00	5	4			
Thursday 19:00	5	1			
Thursday 20:00	5	1	4	0	
Thursday 21:00	8	5	2	0	
Thursday 22:00	13	2	2	1	
Thursday 23:00	6	3	1	2	
Friday 00:00	0	4	6	0	
Friday 01:00	0	3	0	1	
Friday 02:00	3	2	0	0	
Friday 03:00	0	2	0	0	
Friday 04:00	0	1	0	0	
Friday 05:00	0	1			
Friday 06:00	6	2			
Friday 07:00	3	0			
Friday 08:00	5	6			
Friday 09:00	2	4			0
Friday 10:00	2	8			2
Friday 11:00	1	6			1
Friday 12:00	0	2			1
Friday 13:00	0	1			3
Friday 14:00	1	0			0
Friday 15:00	0	4			1
Friday 16:00	7	5			0
Friday 17:00	7	6			0
Friday 18:00	3	2			1
Friday 19:00	5	1			0
Friday 20:00	6	4	5	5	0
Friday 21:00	1	3	1	2	0
Friday 22:00	11	4	1	6	0
Friday 23:00	0	6	2	10	0
Saturday 00:00	0	4	2	14	0
Saturday 01:00	3	3	3	2	0
Saturday 02:00	1	2	7	1	0
Saturday 03:00	0	0	1	3	0
Saturday 04:00	0	2	1	1	0
Saturday 05:00	2	4			0
Saturday 06:00	1	6			0
Saturday 07:00	1	2			0
Saturday 08:00	5	6			3
Saturday 09:00	9	8			2
Saturday 10:00	4	3			1
Saturday 11:00	5	5			2
Saturday 12:00	1	0			4
Saturday 13:00	4	1			1
Saturday 14:00	1	1			3
Saturday 15:00	6	7			0
Saturday 16:00	6	5			2
Saturday 17:00	9	3			1
Saturday 18:00	3	4			0
Saturday 19:00	5	0			0
Saturday 20:00	8	2	2	4	0
Saturday 21:00	1	0	3	0	0
Saturday 22:00	14	1	1	4	0
Saturday 23:00	0	5	1	3	0
Sunday 00:00	2	4	0	1	0
Sunday 01:00	0	6	0	3	0
Sunday 02:00	0	0	2	2	0
Sunday 03:00	0	3	0	0	0
Sunday 04:00	0	0	0	1	0
Sunday 05:00	1	2			0
Sunday 06:00	0	0			

Table 10 - Sunderland ranks, total Hackney Carriages departing the ranks

Total vehicles					
Day & Time	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	40	17			
Thursday 15:00	36	14			
Thursday 16:00	36	20			
Thursday 17:00	36	21			
Thursday 18:00	38	22			
Thursday 19:00	29	8			
Thursday 20:00	25	14	6	0	
Thursday 21:00	20	16	8	0	
Thursday 22:00	32	17	22	2	
Thursday 23:00	25	32	24	3	
Friday 00:00	0	12	8	1	
Friday 01:00	0	4	0	2	
Friday 02:00	3	2	0	0	
Friday 03:00	0	2	0	0	
Friday 04:00	0	1	0	0	
Friday 05:00	0	4			
Friday 06:00	6	2			
Friday 07:00	5	0			
Friday 08:00	17	9			
Friday 09:00	31	14			1
Friday 10:00	46	10			9
Friday 11:00	32	13			12
Friday 12:00	38	15			13
Friday 13:00	36	13			13
Friday 14:00	50	16			17
Friday 15:00	32	27			12
Friday 16:00	55	9			4
Friday 17:00	46	34			2
Friday 18:00	52	30			1
Friday 19:00	23	33			0
Friday 20:00	38	24	18	5	0
Friday 21:00	20	11	36	5	0
Friday 22:00	46	21	39	15	0
Friday 23:00	46	30	92	27	0
Saturday 00:00	0	44	127	43	0
Saturday 01:00	3	19	85	31	0
Saturday 02:00	1	14	54	39	0
Saturday 03:00	0	11	4	39	0
Saturday 04:00	0	10	2	14	0
Saturday 05:00	2	24			0
Saturday 06:00	1	8			0
Saturday 07:00	2	4			0
Saturday 08:00	9	7			3
Saturday 09:00	22	12			3
Saturday 10:00	24	9			8
Saturday 11:00	46	11			12
Saturday 12:00	39	19			8
Saturday 13:00	37	21			10
Saturday 14:00	51	29			10
Saturday 15:00	41	33			5
Saturday 16:00	50	26			9
Saturday 17:00	61	32			4
Saturday 18:00	38	35			1
Saturday 19:00	35	40			0
Saturday 20:00	38	40	68	10	0
Saturday 21:00	31	33	78	11	0
Saturday 22:00	43	43	104	16	1
Saturday 23:00	30	57	147	22	0
Sunday 00:00	9	57	176	31	0
Sunday 01:00	1	45	160	51	0
Sunday 02:00	1	24	79	60	0
Sunday 03:00	0	37	14	59	0
Sunday 04:00	0	43	18	13	0
Sunday 05:00	1	14			0
Sunday 06:00	1	3			

Table 11 - Sunderland ranks, average Hackney Carriage vehicle waiting time at the rank

Average vehicle wait time					
Day & Time	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	00:08:49	00:09:18			
Thursday 15:00	00:08:04	00:21:26			
Thursday 16:00	00:10:34	00:19:45			
Thursday 17:00	00:04:46	00:14:11			
Thursday 18:00	00:07:20	00:15:53			
Thursday 19:00	00:16:06	00:25:22			
Thursday 20:00	00:08:40	00:16:48	00:05:39	0	
Thursday 21:00	00:13:55	00:09:19	00:15:05	0	
Thursday 22:00	00:12:45	00:08:05	00:09:07	00:03:41	
Thursday 23:00	01:28:53	00:04:06	00:11:12	00:01:01	
Friday 00:00	00:00:00	00:07:31	00:04:27	00:08:45	
Friday 01:00	06:05:44	00:13:07	0	00:05:35	
Friday 02:00	02:04:41	00:05:27	0	0	
Friday 03:00	0	00:10:31	0	0	
Friday 04:00	0	00:13:52	0	0	
Friday 05:00	0	00:58:54			
Friday 06:00	00:53:13	00:41:25			
Friday 07:00	00:39:46	0			
Friday 08:00	00:25:47	00:17:39			
Friday 09:00	00:19:36	00:09:29			00:26:42
Friday 10:00	00:12:06	00:25:11			00:32:47
Friday 11:00	00:19:59	00:21:06			00:10:31
Friday 12:00	00:18:15	00:26:30			00:08:23
Friday 13:00	00:14:23	01:00:37			00:14:31
Friday 14:00	00:12:15	00:32:44			00:05:53
Friday 15:00	00:17:33	00:30:24			00:08:53
Friday 16:00	00:00:00	00:43:19			00:09:42
Friday 17:00	00:00:00	00:17:38			00:32:17
Friday 18:00	00:00:00	00:18:36			00:18:43
Friday 19:00	00:00:00	00:22:17			0
Friday 20:00	00:00:00	00:31:27	00:02:59	00:06:23	0
Friday 21:00	00:00:00	00:42:23	00:03:33	00:10:06	0
Friday 22:00	00:00:00	00:28:20	00:05:17	00:09:28	0
Friday 23:00	00:00:00	00:15:23	00:02:25	00:06:04	0
Saturday 00:00	0	00:08:39	00:01:01	00:04:20	0
Saturday 01:00	00:00:38	00:21:59	00:01:59	00:08:45	0
Saturday 02:00	00:00:18	00:39:18	00:01:45	00:05:10	0
Saturday 03:00	0	00:10:54	00:01:57	00:04:01	0
Saturday 04:00	0	00:12:43	00:00:42	00:01:24	0
Saturday 05:00	00:03:02	00:04:35			0
Saturday 06:00	00:02:19	00:16:46			0
Saturday 07:00	00:11:10	00:39:08			00:12:17
Saturday 08:00	00:16:19	00:45:19			00:01:13
Saturday 09:00	00:16:39	00:22:28			00:26:15
Saturday 10:00	00:11:09	00:35:53			00:05:29
Saturday 11:00	00:06:00	00:31:29			00:07:37
Saturday 12:00	00:10:51	00:16:04			00:16:01
Saturday 13:00	00:18:20	00:13:24			00:16:52
Saturday 14:00	00:08:20	00:06:04			00:12:50
Saturday 15:00	00:16:07	00:11:46			00:13:29
Saturday 16:00	00:15:05	00:18:54			00:05:38
Saturday 17:00	00:08:44	00:26:54			00:02:21
Saturday 18:00	00:13:30	00:20:46			00:10:20
Saturday 19:00	00:05:09	00:14:59			0
Saturday 20:00	00:04:37	00:16:24	00:02:41	00:01:24	0
Saturday 21:00	00:03:03	00:25:40	00:03:01	00:04:37	0
Saturday 22:00	00:03:20	00:13:29	00:02:18	00:02:40	00:00:41
Saturday 23:00	00:02:54	00:09:16	00:01:45	00:01:25	0
Sunday 00:00	00:02:34	00:08:19	00:01:24	00:01:55	0
Sunday 01:00	00:00:39	00:14:41	00:01:45	00:03:28	0
Sunday 02:00	00:00:23	00:25:09	00:03:10	00:01:57	0
Sunday 03:00	0	00:11:54	00:11:10	00:01:05	0
Sunday 04:00	0	00:09:34	00:06:11	00:00:58	0
Sunday 05:00	00:02:42	00:36:18			0
Sunday 06:00	00:00:26	0			

Table 12 - Sunderland ranks, maximum Hackney Carriages vehicle waiting time

Maximum vehicle wait time					
Day & Time	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	00:22:47	00:38:40			
Thursday 15:00	00:19:52	00:33:45			
Thursday 16:00	00:21:47	00:29:05			
Thursday 17:00	00:13:45	00:27:32			
Thursday 18:00	00:20:12	00:38:17			
Thursday 19:00	00:23:41	00:34:10			
Thursday 20:00	00:23:09	00:25:01	00:20:48	0	
Thursday 21:00	00:27:07	00:25:52	00:23:20	0	
Thursday 22:00	00:36:45	00:19:48	00:16:26	00:03:54	
Thursday 23:00	07:57:05	00:07:18	00:23:31	00:00:59	
Friday 00:00	00:00:00	00:16:39	00:10:27	00:08:45	
Friday 01:00	06:05:44	00:00:25	0	00:08:48	
Friday 02:00	0	0	0	0	
Friday 03:00	0	0	0	0	
Friday 04:00	0	00:18:41	0	0	
Friday 05:00	0	01:47:52			
Friday 06:00	01:47:16	0			
Friday 07:00	01:15:24	0			
Friday 08:00	00:34:57	00:19:38			
Friday 09:00	00:32:31	00:30:20			00:38:59
Friday 10:00	00:33:52	00:28:04			00:53:03
Friday 11:00	00:40:38	00:32:51			00:25:44
Friday 12:00	00:47:31	00:49:49			00:24:29
Friday 13:00	00:38:15	01:19:35			00:34:09
Friday 14:00	00:27:08	00:56:59			00:14:50
Friday 15:00	00:21:15	01:05:22			00:17:42
Friday 16:00	00:00:00	00:59:57			00:28:04
Friday 17:00	00:00:00	00:29:54			00:32:17
Friday 18:00	00:00:00	00:39:50			0
Friday 19:00	00:00:00	00:41:26			0
Friday 20:00	00:00:00	00:53:48	00:16:13	0	0
Friday 21:00	00:00:00	01:12:58	00:16:31	00:16:28	0
Friday 22:00	00:00:00	01:02:41	00:16:09	00:20:48	0
Friday 23:00	00:00:00	00:27:55	00:10:53	00:15:53	0
Saturday 00:00	0	00:22:56	00:04:15	00:13:24	0
Saturday 01:00	0	01:08:48	00:07:00	00:17:10	0
Saturday 02:00	0	00:51:12	00:07:45	00:16:46	0
Saturday 03:00	0	00:50:38	00:00:32	00:07:42	0
Saturday 04:00	0	00:34:03	00:00:42	00:05:33	0
Saturday 05:00	0	00:10:29			0
Saturday 06:00	0	00:09:04			0
Saturday 07:00	00:04:57	00:51:10			0
Saturday 08:00	00:32:16	00:58:30			0
Saturday 09:00	00:29:30	00:28:41			00:40:35
Saturday 10:00	00:25:01	00:50:56			00:12:06
Saturday 11:00	00:14:47	00:52:29			00:16:40
Saturday 12:00	00:19:11	00:40:05			00:30:54
Saturday 13:00	00:29:39	00:30:23			00:34:32
Saturday 14:00	00:22:16	00:28:07			00:19:08
Saturday 15:00	00:31:55	00:25:59			00:34:31
Saturday 16:00	00:25:31	00:47:39			00:09:55
Saturday 17:00	00:14:47	00:41:19			00:04:52
Saturday 18:00	00:22:04	00:42:44			00:10:20
Saturday 19:00	00:20:49	00:39:05			0
Saturday 20:00	00:11:40	00:50:47	00:09:20	00:04:29	0
Saturday 21:00	00:10:51	00:41:13	00:10:34	00:11:11	0
Saturday 22:00	00:14:12	00:27:12	00:05:42	00:07:20	00:00:41
Saturday 23:00	00:10:46	00:23:17	00:05:21	00:04:39	0
Sunday 00:00	00:02:51	00:18:24	00:03:12	00:07:07	0
Sunday 01:00	00:00:39	00:42:53	00:07:25	00:07:09	0
Sunday 02:00	00:00:23	00:40:11	00:13:43	00:04:40	0
Sunday 03:00	0	00:27:37	00:36:47	00:05:46	0
Sunday 04:00	0	00:19:08	00:24:13	00:01:54	0
Sunday 05:00	0	01:31:19			0
Sunday 06:00	00:00:26	0			

Table 13 - Sunderland ranks, average passenger waiting times

Average passenger wait time					
Day & Time	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	0:00:03	0:00:00			
Thursday 15:00	0:00:00	0:00:00			
Thursday 16:00	0:00:00	0:00:00			
Thursday 17:00	0:00:00	0:00:00			
Thursday 18:00	0:00:06	0:00:00			
Thursday 19:00	0:00:00	0:00:00			
Thursday 20:00	0:00:00	0:00:00	0:00:00	0:00:00	
Thursday 21:00	0:00:00	0:00:00	0:00:00	0:00:00	
Thursday 22:00	0:00:00	0:00:09	0:00:00	0:00:00	
Thursday 23:00	0:00:09	0:01:55	0:00:00	0:00:00	
Friday 00:00	0:00:00	0:00:18	0:00:00	0:00:00	
Friday 01:00	0:00:00	0:00:00	0:00:00	0:00:00	
Friday 02:00	0:00:00	0:00:00	0:00:00	0:00:00	
Friday 03:00	0:00:00	0:00:00	0:00:00	0:00:00	
Friday 04:00	0:00:00	0:00:00	0:00:00	0:00:00	
Friday 05:00	0:00:00	0:00:00			
Friday 06:00	0:00:00	0:00:00			
Friday 07:00	0:00:00	0:00:00			
Friday 08:00	0:00:00	0:00:00			
Friday 09:00	0:00:00	0:00:00			0:00:00
Friday 10:00	0:00:00	0:00:00			0:00:00
Friday 11:00	0:00:00	0:00:00			0:00:00
Friday 12:00	0:00:00	0:00:00			0:00:14
Friday 13:00	0:00:00	0:00:00			0:00:00
Friday 14:00	0:00:00	0:00:00			0:00:00
Friday 15:00	0:00:00	0:00:00			0:01:17
Friday 16:00	0:00:00	0:00:00			0:00:00
Friday 17:00	0:00:00	0:00:00			0:00:00
Friday 18:00	0:00:00	0:00:00			0:00:00
Friday 19:00	0:00:00	0:00:00			0:00:00
Friday 20:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Friday 21:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Friday 22:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Friday 23:00	0:00:00	0:00:00	0:00:00	0:00:07	0:00:00
Saturday 00:00	0:00:00	0:00:01	0:00:20	0:00:00	0:00:00
Saturday 01:00	0:00:00	0:00:00	0:00:06	0:00:00	0:00:00
Saturday 02:00	0:00:00	0:00:00	0:00:34	0:00:00	0:00:00
Saturday 03:00	0:00:00	0:01:20	0:13:08	0:00:00	0:00:00
Saturday 04:00	0:00:00	0:00:00	0:01:42	0:00:12	0:00:00
Saturday 05:00	0:00:00	0:01:36			0:00:00
Saturday 06:00	0:00:00	0:00:00			0:00:00
Saturday 07:00	0:00:00	0:00:00			0:00:00
Saturday 08:00	0:00:00	0:00:00			0:00:00
Saturday 09:00	0:00:00	0:00:00			0:00:00
Saturday 10:00	0:00:00	0:00:00			0:00:21
Saturday 11:00	0:00:15	0:00:00			0:00:00
Saturday 12:00	0:00:00	0:00:00			0:00:00
Saturday 13:00	0:00:00	0:00:00			0:00:07
Saturday 14:00	0:00:01	0:00:32			0:00:45
Saturday 15:00	0:00:00	0:00:00			0:00:00
Saturday 16:00	0:00:00	0:00:00			0:00:00
Saturday 17:00	0:00:00	0:00:00			0:00:00
Saturday 18:00	0:00:00	0:00:00			0:00:00
Saturday 19:00	0:00:00	0:00:00			0:00:00
Saturday 20:00	0:01:01	0:00:00	0:00:01	0:00:00	0:00:00
Saturday 21:00	0:00:27	0:00:00	0:00:00	0:00:00	0:00:00
Saturday 22:00	0:00:07	0:00:00	0:00:00	0:00:26	0:01:48
Saturday 23:00	0:02:29	0:00:32	0:00:00	0:00:00	0:00:00
Sunday 00:00	0:00:00	0:00:18	0:01:37	0:00:03	0:00:00
Sunday 01:00	0:00:00	0:00:00	0:00:22	0:00:00	0:00:00
Sunday 02:00	0:07:45	0:00:00	0:00:03	0:00:11	0:00:00
Sunday 03:00	0:00:00	0:00:11	0:00:00	0:00:12	0:00:00
Sunday 04:00	0:00:00	0:00:27	0:02:02	0:00:00	0:00:00
Sunday 05:00	0:00:00	0:00:00			0:00:00
Sunday 06:00	0:00:00	0:00:00			

Table 14 - Sunderland ranks, maximum passenger waiting times

Maximum passenger wait time					
Day & Time	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	0:01:24	0:00:00			
Thursday 15:00	0:00:00	0:00:00			
Thursday 16:00	0:00:00	0:00:00			
Thursday 17:00	0:00:00	0:00:00			
Thursday 18:00	0:01:49	0:00:00			
Thursday 19:00	0:00:00	0:00:00			
Thursday 20:00	0:00:00	0:00:00	0:00:00	0:00:00	
Thursday 21:00	0:00:00	0:00:00	0:00:00	0:00:00	
Thursday 22:00	0:00:00	0:01:34	0:00:00	0:00:00	
Thursday 23:00	0:03:42	0:09:38	0:00:00	0:00:00	
Friday 00:00	0:00:00	0:03:47	0:00:00	0:00:00	
Friday 01:00	0:00:00	0:00:00	0:00:00	0:00:00	
Friday 02:00	0:00:00	0:00:00	0:00:00	0:00:00	
Friday 03:00	0:00:00	0:00:00	0:00:00	0:00:00	
Friday 04:00	0:00:00	0:00:00	0:00:00	0:00:00	
Friday 05:00	0:00:00	0:00:00			
Friday 06:00	0:00:00	0:00:00			
Friday 07:00	0:00:00	0:00:00			
Friday 08:00	0:00:00	0:00:00			
Friday 09:00	0:00:00	0:00:00			0:00:00
Friday 10:00	0:00:00	0:00:00			0:00:00
Friday 11:00	0:00:00	0:00:00			0:00:00
Friday 12:00	0:00:00	0:00:00			0:02:00
Friday 13:00	0:00:00	0:00:00			0:00:00
Friday 14:00	0:00:00	0:00:00			0:00:00
Friday 15:00	0:00:00	0:00:00			0:11:26
Friday 16:00	0:00:00	0:00:00			0:00:00
Friday 17:00	0:00:00	0:00:00			0:00:00
Friday 18:00	0:00:00	0:00:00			0:00:00
Friday 19:00	0:00:00	0:00:00			0:00:00
Friday 20:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Friday 21:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Friday 22:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Friday 23:00	0:00:00	0:00:00	0:00:00	0:01:43	0:00:00
Saturday 00:00	0:00:00	0:01:09	0:03:48	0:00:00	0:00:00
Saturday 01:00	0:00:00	0:00:00	0:02:00	0:00:00	0:00:00
Saturday 02:00	0:00:00	0:00:00	0:20:41	0:00:00	0:00:00
Saturday 03:00	0:00:00	0:04:15	0:13:08	0:00:00	0:00:00
Saturday 04:00	0:00:00	0:00:00	0:01:42	0:01:27	0:00:00
Saturday 05:00	0:00:00	0:06:37			0:00:00
Saturday 06:00	0:00:00	0:00:00			0:00:00
Saturday 07:00	0:00:00	0:00:00			0:00:00
Saturday 08:00	0:00:00	0:00:00			0:00:00
Saturday 09:00	0:00:00	0:00:00			0:00:00
Saturday 10:00	0:00:00	0:00:00			0:02:51
Saturday 11:00	0:04:09	0:00:00			0:00:00
Saturday 12:00	0:00:00	0:00:00			0:00:00
Saturday 13:00	0:00:00	0:00:00			0:02:00
Saturday 14:00	0:01:25	0:05:18			0:08:17
Saturday 15:00	0:00:00	0:00:00			0:00:00
Saturday 16:00	0:00:00	0:00:00			0:00:00
Saturday 17:00	0:00:00	0:00:00			0:00:00
Saturday 18:00	0:00:00	0:00:00			0:00:00
Saturday 19:00	0:00:00	0:00:00			0:00:00
Saturday 20:00	0:09:23	0:00:00	0:01:14	0:00:00	0:00:00
Saturday 21:00	0:05:37	0:00:00	0:00:00	0:00:00	0:00:00
Saturday 22:00	0:01:59	0:00:00	0:00:00	0:04:36	0:01:48
Saturday 23:00	0:13:11	0:06:41	0:00:00	0:00:00	0:00:00
Sunday 00:00	0:00:00	0:05:29	0:05:53	0:01:39	0:00:00
Sunday 01:00	0:00:00	0:00:00	0:04:48	0:00:00	0:00:00
Sunday 02:00	0:07:45	0:00:00	0:02:09	0:03:20	0:00:00
Sunday 03:00	0:00:00	0:02:52	0:00:00	0:03:45	0:00:00
Sunday 04:00	0:00:00	0:04:59	0:10:42	0:00:00	0:00:00
Sunday 05:00	0:00:00	0:00:00			0:00:00
Sunday 06:00	0:00:00	0:00:00			

Table 15 - Sunderland ranks, number of passengers who had to wait

Total waiting passengers					
Day & Hour beginning	Atheneum St	Park Lane Interchange	Green Terrace	Park Lane, Port of Call	Union St
Thursday 14:00	2	0			
Thursday 15:00	0	0			
Thursday 16:00	0	0			
Thursday 17:00	0	0			
Thursday 18:00	3	0			
Thursday 19:00	0	0			
Thursday 20:00	0	0	0	0	
Thursday 21:00	0	0	0	0	
Thursday 22:00	0	2	0	0	
Thursday 23:00	2	21	0	0	
Friday 00:00	0	1	0	0	
Friday 01:00	0	0	0	0	
Friday 02:00	0	0	0	0	
Friday 03:00	0	0	0	0	
Friday 04:00	0	0	0	0	
Friday 05:00	0	0			
Friday 06:00	0	0			
Friday 07:00	0	0			
Friday 08:00	0	0			
Friday 09:00	0	0			0
Friday 10:00	0	0			0
Friday 11:00	0	0			0
Friday 12:00	0	0			2
Friday 13:00	0	0			0
Friday 14:00	0	0			0
Friday 15:00	0	0			2
Friday 16:00	0	0			0
Friday 17:00	0	0			0
Friday 18:00	0	0			0
Friday 19:00	0	0			0
Friday 20:00	0	0	0	0	0
Friday 21:00	0	0	0	0	0
Friday 22:00	0	0	0	0	0
Friday 23:00	0	0	0	2	0
Saturday 00:00	0	1	38	0	0
Saturday 01:00	0	0	9	0	0
Saturday 02:00	0	0	9	0	0
Saturday 03:00	0	14	1	0	0
Saturday 04:00	0	0	2	2	0
Saturday 05:00	0	18			0
Saturday 06:00	0	0			0
Saturday 07:00	0	0			0
Saturday 08:00	0	0			0
Saturday 09:00	0	0			0
Saturday 10:00	0	0			1
Saturday 11:00	5	0			0
Saturday 12:00	0	0			0
Saturday 13:00	0	0			1
Saturday 14:00	1	15			1
Saturday 15:00	0	0			0
Saturday 16:00	0	0			0
Saturday 17:00	0	0			0
Saturday 18:00	0	0			0
Saturday 19:00	0	0			0
Saturday 20:00	10	0	2	0	0
Saturday 21:00	10	0	0	0	0
Saturday 22:00	5	0	0	2	1
Saturday 23:00	23	13	0	0	0
Sunday 00:00	0	6	165	2	0
Sunday 01:00	0	0	47	0	0
Sunday 02:00	1	0	4	8	0
Sunday 03:00	0	6	0	8	0
Sunday 04:00	0	14	13	0	0
Sunday 05:00	0	0			0
Sunday 06:00	0	0			

Table 16 – Hetton, Houghton and Washington ranks, total passengers

Total passengers							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	29						
Thursday 15:00	15						
Thursday 16:00	44						
Thursday 17:00	25						
Thursday 18:00	27						
Thursday 19:00	14						
Thursday 20:00	7		3	0			
Thursday 21:00	3		2	3			
Thursday 22:00	2		1	6			
Thursday 23:00	1		9	7			
Friday 00:00	0		6	6			
Friday 01:00	0		0	0			
Friday 02:00	0		0	0			
Friday 03:00	0		0	0			
Friday 04:00	0		0	0			
Friday 05:00	0						
Friday 06:00	2						
Friday 07:00	1						
Friday 08:00	9						
Friday 09:00	15				0		
Friday 10:00	34	19			0		
Friday 11:00	33	10			0		
Friday 12:00	44	5			0		
Friday 13:00	32	1			0		
Friday 14:00	39	0			1		
Friday 15:00	48	0			0		
Friday 16:00	34	0			0		
Friday 17:00	37	0			0		
Friday 18:00	16	0			0		
Friday 19:00	10	0			0		
Friday 20:00	6		10	10	0		
Friday 21:00	5		8	16	0		4
Friday 22:00	2		8	15	0		8
Friday 23:00	4		23	29	0		9
Saturday 00:00	0		10	38			
Saturday 01:00	1		0	38			
Saturday 02:00	2			3			
Saturday 03:00	0			0			
Saturday 04:00	0			0			
Saturday 05:00	0						
Saturday 06:00	0						
Saturday 07:00	1						
Saturday 08:00	5						
Saturday 09:00	6						
Saturday 10:00	16	7			0	0	
Saturday 11:00	31	10			0	0	
Saturday 12:00	40	17			0	0	
Saturday 13:00	34	3			0	0	
Saturday 14:00	37	15			0	0	
Saturday 15:00	32	4			0	0	
Saturday 16:00	38	7			0	1	
Saturday 17:00	36	3			0	0	
Saturday 18:00	15	0			0	0	
Saturday 19:00	4				0	0	
Saturday 20:00	10			20	0	1	
Saturday 21:00	2			27	0	0	
Saturday 22:00	0			21		0	5
Saturday 23:00	0			29		0	4
Sunday 00:00	0			43			0
Sunday 01:00	0			62			
Sunday 02:00	0			11			
Sunday 03:00	0						
Sunday 04:00	0						
Sunday 05:00	0						
Sunday 06:00	0						

Table 17 - Hetton, Houghton and Washington ranks, total Hackney Carriages departing with passengers

Vehicles departing with passengers							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	21						
Thursday 15:00	10						
Thursday 16:00	31						
Thursday 17:00	19						
Thursday 18:00	21						
Thursday 19:00	9						
Thursday 20:00	5		2	0			
Thursday 21:00	2		2	2			
Thursday 22:00	1		1	4			
Thursday 23:00	1		4	4			
Friday 00:00	0		3	4			
Friday 01:00	0		0	0			
Friday 02:00	0		0	0			
Friday 03:00	0		0	0			
Friday 04:00	0		0	0			
Friday 05:00	0						
Friday 06:00	2						
Friday 07:00	1						
Friday 08:00	8						
Friday 09:00	12				0		
Friday 10:00	26	14			0		
Friday 11:00	26	9			0		
Friday 12:00	33	4			0		
Friday 13:00	21	1			0		
Friday 14:00	29	0			1		
Friday 15:00	33	0			0		
Friday 16:00	26	0			0		
Friday 17:00	30	0			0		
Friday 18:00	14	0			0		
Friday 19:00	9	0			0		
Friday 20:00	4		4	4	0		
Friday 21:00	4		5	6	0		3
Friday 22:00	1		4	11	0		5
Friday 23:00	2		13	15	0		5
Saturday 00:00	0		7	19			
Saturday 01:00	1		0	18			
Saturday 02:00	1			2			
Saturday 03:00	0			0			
Saturday 04:00	0			0			
Saturday 05:00	0						
Saturday 06:00	0						
Saturday 07:00	1						
Saturday 08:00	5						
Saturday 09:00	6						
Saturday 10:00	14	6			0	0	
Saturday 11:00	24	8			0	0	
Saturday 12:00	32	14			0	0	
Saturday 13:00	26	3			0	0	
Saturday 14:00	25	10			0	0	
Saturday 15:00	23	3			0	0	
Saturday 16:00	23	4			0	1	
Saturday 17:00	22	2			0	0	
Saturday 18:00	9	0			0	0	
Saturday 19:00	3				0	0	
Saturday 20:00	6			12	0	1	
Saturday 21:00	2			15	0	0	
Saturday 22:00	0			11		0	3
Saturday 23:00	0			15		0	2
Sunday 00:00	0			24			0
Sunday 01:00	0			28			
Sunday 02:00	0			5			
Sunday 03:00	0						
Sunday 04:00	0						
Sunday 05:00	0						
Sunday 06:00	0						

Table 18 - Hetton, Houghton and Washington ranks, total Hackney Carriages departing the ranks empty

Vehicles departing without passengers							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	2						
Thursday 15:00	3						
Thursday 16:00	0						
Thursday 17:00	2						
Thursday 18:00	4						
Thursday 19:00	4						
Thursday 20:00	3		0	0			
Thursday 21:00	2		1	0			
Thursday 22:00	2		0	0			
Thursday 23:00	1		0	0			
Friday 00:00	2		0	2			
Friday 01:00	2		0	0			
Friday 02:00	0		0	0			
Friday 03:00	0		0	0			
Friday 04:00	0		0	0			
Friday 05:00	0						
Friday 06:00	0						
Friday 07:00	2						
Friday 08:00	1						
Friday 09:00	0				0		
Friday 10:00	1	2			0		
Friday 11:00	2	0			0		
Friday 12:00	0	1			0		
Friday 13:00	1	2			0		
Friday 14:00	2	0			2		
Friday 15:00	0	0			0		
Friday 16:00	1	0			0		
Friday 17:00	0	0			0		
Friday 18:00	1	0			0		
Friday 19:00	6	0			0		
Friday 20:00	4		0	3	0		
Friday 21:00	5		1	2	0		0
Friday 22:00	1		0	2	0		1
Friday 23:00	0		1	2	0		1
Saturday 00:00	0		0	2			
Saturday 01:00	1		0	0			
Saturday 02:00	3			1			
Saturday 03:00	0			0			
Saturday 04:00	1			0			
Saturday 05:00	0						
Saturday 06:00	2						
Saturday 07:00	2						
Saturday 08:00	0						
Saturday 09:00	2						
Saturday 10:00	3	1			0		1
Saturday 11:00	2	2			0	0	
Saturday 12:00	2	1			0	0	
Saturday 13:00	0	0			1	0	
Saturday 14:00	2	3			0	0	
Saturday 15:00	1	2			1	0	
Saturday 16:00	0	0			0	0	
Saturday 17:00	2	0			0	0	
Saturday 18:00	1	0			0	0	
Saturday 19:00	3				0	0	
Saturday 20:00	1			5	0	0	
Saturday 21:00	3			4	0	0	
Saturday 22:00	0			5		0	0
Saturday 23:00	0			0		0	2
Sunday 00:00	0			2			0
Sunday 01:00	0			0			
Sunday 02:00	0			2			
Sunday 03:00	0						
Sunday 04:00	0						
Sunday 05:00	1						
Sunday 06:00	1						

Table 19 - Hetton, Houghton and Washington ranks, total Hackney Carriages departing the ranks

Total vehicle departures							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	23						
Thursday 15:00	13						
Thursday 16:00	31						
Thursday 17:00	21						
Thursday 18:00	25						
Thursday 19:00	13						
Thursday 20:00	8		2	0			
Thursday 21:00	4		3	2			
Thursday 22:00	3		1	4			
Thursday 23:00	2		4	4			
Friday 00:00	2		3	6			
Friday 01:00	2		0	0			
Friday 02:00	0		0	0			
Friday 03:00	0		0	0			
Friday 04:00	0		0	0			
Friday 05:00	0						
Friday 06:00	2						
Friday 07:00	3						
Friday 08:00	9						
Friday 09:00	12				0		
Friday 10:00	27	16			0		
Friday 11:00	28	9			0		
Friday 12:00	33	5			0		
Friday 13:00	22	3			0		
Friday 14:00	31	0			3		
Friday 15:00	33	0			0		
Friday 16:00	27	0			0		
Friday 17:00	30	0			0		
Friday 18:00	15	0			0		
Friday 19:00	15	0			0		
Friday 20:00	8		4	7	0		
Friday 21:00	9		6	8	0		0
Friday 22:00	2		4	13	0		0
Friday 23:00	2		14	17	0		0
Saturday 00:00	0		7	21			
Saturday 01:00	2		0	18			
Saturday 02:00	4			3			
Saturday 03:00	0			0			
Saturday 04:00	1			0			
Saturday 05:00	0						
Saturday 06:00	2						
Saturday 07:00	3						
Saturday 08:00	5						
Saturday 09:00	8						
Saturday 10:00	17	7			0	0	
Saturday 11:00	26	10			0	0	
Saturday 12:00	34	15			0	0	
Saturday 13:00	26	3			0	0	
Saturday 14:00	27	13			0	0	
Saturday 15:00	24	5			0	0	
Saturday 16:00	23	4			0	0	
Saturday 17:00	24	2			0	0	
Saturday 18:00	10	0			0	0	
Saturday 19:00	6				0	0	
Saturday 20:00	7			17	0	0	
Saturday 21:00	5			19	0	0	
Saturday 22:00	0			16		0	0
Saturday 23:00	0			15		0	0
Sunday 00:00	0			26			0
Sunday 01:00	0			28			
Sunday 02:00	0			7			
Sunday 03:00	0						
Sunday 04:00	0						
Sunday 05:00	1						
Sunday 06:00	1						

Table 20 - Hetton, Houghton and Washington ranks, average Hackney Carriage vehicle waiting time at the rank

Average vehicle wait time							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	00:03:39						
Thursday 15:00	00:10:17						
Thursday 16:00	00:11:08						
Thursday 17:00	00:08:13						
Thursday 18:00	00:05:58						
Thursday 19:00	00:09:49						
Thursday 20:00	00:07:14		00:02:04	0			
Thursday 21:00	00:13:45		00:19:28	00:00:27			
Thursday 22:00	00:04:16		00:02:47	00:12:20			
Thursday 23:00	00:05:06		00:17:55	00:06:41			
Friday 00:00	00:28:09		00:01:42	00:07:10			
Friday 01:00	00:22:29		0	0			
Friday 02:00	0		0	0			
Friday 03:00	0		0	0			
Friday 04:00	0		0	0			
Friday 05:00	00:48:45						
Friday 06:00	00:57:06						
Friday 07:00	01:01:42						
Friday 08:00	00:25:33						
Friday 09:00	00:20:07				0		
Friday 10:00	00:12:13	2			0		
Friday 11:00	00:10:38	0			0		
Friday 12:00	00:09:31	1			0		
Friday 13:00	00:13:02	2			0		
Friday 14:00	00:10:34	0			00:02:33		
Friday 15:00	00:08:40	0			0		
Friday 16:00	00:11:14	0			0		
Friday 17:00	00:10:50	0			0		
Friday 18:00	00:45:30	0			0		
Friday 19:00	00:10:01	0			0		
Friday 20:00	00:20:49		00:07:19	00:03:34	0		
Friday 21:00	00:14:09		00:31:35	00:08:54	0		00:04:27
Friday 22:00	00:00:46		00:51:03	00:07:31	0		00:12:39
Friday 23:00	00:00:22		00:15:03	00:03:45	0		00:04:12
Saturday 00:00	00:26:40		00:07:59	00:06:58			
Saturday 01:00	00:14:51		0	00:00:35			
Saturday 02:00	01:49:42			00:11:40			
Saturday 03:00	00:21:58			0			
Saturday 04:00	0			0			
Saturday 05:00	01:40:13						
Saturday 06:00	01:40:47						
Saturday 07:00	00:44:44						
Saturday 08:00	00:54:40						
Saturday 09:00	00:47:10						
Saturday 10:00	00:20:31	1			0	00:04:50	
Saturday 11:00	00:11:30	2			0	0	
Saturday 12:00	00:11:25	1			0	0	
Saturday 13:00	00:14:11	0			00:23:13	0	
Saturday 14:00	00:13:12	3			0	0	
Saturday 15:00	00:14:30	2			00:08:57	0	
Saturday 16:00	00:17:35	0			0	00:03:08	
Saturday 17:00	00:25:09	0			0	0	
Saturday 18:00	00:25:52	0			0	0	
Saturday 19:00	00:36:58				0	0	
Saturday 20:00	00:06:29			00:06:13	0	00:06:21	
Saturday 21:00	00:03:54			00:10:33	0	0	
Saturday 22:00	0			00:08:37			00:04:26
Saturday 23:00	0			00:01:20		0	00:00:46
Sunday 00:00	0			00:01:15			0
Sunday 01:00	0			00:01:10			
Sunday 02:00	0			00:01:36			
Sunday 03:00	0						
Sunday 04:00	0						
Sunday 05:00	00:01:50						
Sunday 06:00	00:14:26						

Table 21 - Hetton, Houghton and Washington ranks, maximum Hackney Carriages vehicle waiting time

Maximum vehicle wait time							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	0:10:10						
Thursday 15:00	0:37:32						
Thursday 16:00	0:26:38						
Thursday 17:00	0:12:50						
Thursday 18:00	0:16:59						
Thursday 19:00	0:16:05						
Thursday 20:00	0:14:51		0:04:09	0:00:00			
Thursday 21:00	0:24:26		0:25:19	0:00:28			
Thursday 22:00	0:04:26		0:04:16	0:16:15			
Thursday 23:00	0:00:18		0:26:07	0:14:11			
Friday 00:00	0:00:00		0:03:43	0:04:21			
Friday 01:00	0:00:00		0:00:00	0:00:00			
Friday 02:00	0:00:00		0:00:00	0:00:00			
Friday 03:00	0:00:00		0:00:00	0:00:00			
Friday 04:00	0:00:00		0:00:00	0:00:00			
Friday 05:00	0:48:45						
Friday 06:00	1:19:12						
Friday 07:00	1:10:36						
Friday 08:00	0:33:35						
Friday 09:00	0:31:17				0:00:00		
Friday 10:00	0:23:55	0:00:00			0:00:00		
Friday 11:00	0:21:05	0:00:00			0:00:00		
Friday 12:00	0:14:55	0:00:00			0:00:00		
Friday 13:00	0:25:02	0:00:00			0:00:00		
Friday 14:00	0:18:08	0:00:00			0:00:57		
Friday 15:00	0:14:30	0:00:00			0:00:00		
Friday 16:00	0:22:16	0:00:00			0:00:00		
Friday 17:00	0:29:23	0:00:00			0:00:00		
Friday 18:00	7:32:05	0:00:00			0:00:00		
Friday 19:00	0:17:32	0:00:00			0:00:00		
Friday 20:00	0:31:40		0:15:17	0:10:01	0:00:00		
Friday 21:00	0:29:36		1:17:53	0:14:04	0:00:00		0:10:50
Friday 22:00	0:00:50		1:04:10	0:22:06	0:00:00		0:21:59
Friday 23:00	0:00:24		0:25:43	0:09:57	0:00:00		0:07:15
Saturday 00:00	0:00:00		0:09:06	0:18:19			
Saturday 01:00	0:04:33		0:00:00	0:01:16			
Saturday 02:00	0:00:00			0:02:01			
Saturday 03:00	0:00:00			0:00:00			
Saturday 04:00	0:00:00			0:00:00			
Saturday 05:00	1:36:38						
Saturday 06:00	1:39:58						
Saturday 07:00	1:43:19						
Saturday 08:00	1:31:48						
Saturday 09:00	0:59:45						
Saturday 10:00	0:45:03	0:00:00			0:00:00	0:00:00	
Saturday 11:00	0:21:48	0:00:00			0:00:00	0:00:00	
Saturday 12:00	0:29:23	0:00:00			0:00:00	0:00:00	
Saturday 13:00	0:31:45	0:00:00			0:00:00	0:00:00	
Saturday 14:00	0:25:37	0:00:00			0:00:00	0:00:00	
Saturday 15:00	0:33:02	0:00:00			0:00:00	0:00:00	
Saturday 16:00	0:26:42	0:00:00			0:00:00	0:03:08	
Saturday 17:00	0:32:10	0:00:00			0:00:00	0:00:00	
Saturday 18:00	0:47:04	0:00:00			0:00:00	0:00:00	
Saturday 19:00	0:50:19				0:00:00	0:00:00	
Saturday 20:00	0:15:14			0:12:25	0:00:00	0:06:21	
Saturday 21:00	0:00:52			0:26:57	0:00:00	0:00:00	
Saturday 22:00	0:00:00			0:15:50		0:00:00	0:08:51
Saturday 23:00	0:00:00			0:04:30		0:00:00	0:00:48
Sunday 00:00	0:00:00			0:05:12			0:00:00
Sunday 01:00	0:00:00			0:04:23			
Sunday 02:00	0:00:00			0:02:14			
Sunday 03:00	0:00:00						
Sunday 04:00	0:00:00						
Sunday 05:00	0:00:00						
Sunday 06:00	0:00:00						

Table 22 - Hetton, Houghton and Washington ranks, average passenger waiting times

Average passenger wait time							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	0:00:05						
Thursday 15:00	0:00:09						
Thursday 16:00	0:00:00						
Thursday 17:00	0:00:00						
Thursday 18:00	0:00:16						
Thursday 19:00	0:00:00						
Thursday 20:00	0:00:00		0:00:00	0:00:00			
Thursday 21:00	0:00:00		0:00:00	0:00:00			
Thursday 22:00	0:00:00		0:00:00	0:00:00			
Thursday 23:00	0:02:27		0:00:00	0:01:39			
Friday 00:00	0:00:00		0:00:00	0:00:00			
Friday 01:00	0:00:00		0:00:00	0:00:00			
Friday 02:00	0:00:00		0:00:00	0:00:00			
Friday 03:00	0:00:00		0:00:00	0:00:00			
Friday 04:00	0:00:00		0:00:00	0:00:00			
Friday 05:00	0:00:00						
Friday 06:00	0:00:00						
Friday 07:00	0:00:00						
Friday 08:00	0:00:00						
Friday 09:00	0:00:00				0:00:00		
Friday 10:00	0:00:00	0:00:00			0:00:00		
Friday 11:00	0:00:00	0:00:00			0:00:00		
Friday 12:00	0:00:00	0:00:00			0:00:00		
Friday 13:00	0:00:00	0:00:00			0:00:00		
Friday 14:00	0:00:00	0:00:00			0:00:00		
Friday 15:00	0:00:00	0:00:00			0:00:00		
Friday 16:00	0:00:00	0:00:00			0:00:00		
Friday 17:00	0:00:00	0:00:00			0:00:00		
Friday 18:00	0:00:00	0:00:00			0:00:00		
Friday 19:00	0:00:00	0:00:00			0:00:00		
Friday 20:00	0:00:00		0:00:00	0:00:00	0:00:00		
Friday 21:00	0:00:00		0:00:00	0:00:00	0:00:00		0:00:00
Friday 22:00	0:07:55		0:00:00	0:00:00	0:00:00		0:00:00
Friday 23:00	0:09:22		0:00:00	0:00:29	0:00:00		0:00:00
Saturday 00:00	0:00:00		0:00:00	0:00:01			
Saturday 01:00	0:00:00		0:00:00	0:07:18			
Saturday 02:00	0:00:00			0:00:00			
Saturday 03:00	0:00:00			0:00:00			
Saturday 04:00	0:00:00			0:00:00			
Saturday 05:00	0:00:00						
Saturday 06:00	0:00:00						
Saturday 07:00	0:00:00						
Saturday 08:00	0:00:00						
Saturday 09:00	0:00:00						
Saturday 10:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 11:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 12:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 13:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 14:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 15:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 16:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 17:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 18:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 19:00	0:00:00				0:00:00	0:00:00	
Saturday 20:00	0:00:00			0:00:00	0:00:00	0:00:00	
Saturday 21:00	0:00:00			0:00:00	0:00:00	0:00:00	
Saturday 22:00	0:00:00			0:01:30		0:00:00	0:02:04
Saturday 23:00	0:00:00			0:03:50		0:00:00	0:06:02
Sunday 00:00	0:00:00			0:03:21			0:00:00
Sunday 01:00	0:00:00			0:04:29			
Sunday 02:00	0:00:00			0:00:00			
Sunday 03:00	0:00:00						
Sunday 04:00	0:00:00						
Sunday 05:00	0:00:00						
Sunday 06:00	0:00:00						

Table 23 - Hetton, Houghton and Washington ranks, maximum passenger waiting times

Maximum passenger wait time							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	0:01:19						
Thursday 15:00	0:01:27						
Thursday 16:00	0:00:00						
Thursday 17:00	0:00:00						
Thursday 18:00	0:03:11						
Thursday 19:00	0:00:00						
Thursday 20:00	0:00:00		0:00:00	0:00:00			
Thursday 21:00	0:00:00		0:00:00	0:00:00			
Thursday 22:00	0:00:00		0:00:00	0:00:00			
Thursday 23:00	0:02:27		0:00:00	0:03:52			
Friday 00:00	0:00:00		0:00:00	0:00:00			
Friday 01:00	0:00:00		0:00:00	0:00:00			
Friday 02:00	0:00:00		0:00:00	0:00:00			
Friday 03:00	0:00:00		0:00:00	0:00:00			
Friday 04:00	0:00:00		0:00:00	0:00:00			
Friday 05:00	0:00:00						
Friday 06:00	0:00:00						
Friday 07:00	0:00:00						
Friday 08:00	0:00:00						
Friday 09:00	0:00:00				0:00:00		
Friday 10:00	0:00:00	0:00:00			0:00:00		
Friday 11:00	0:00:00	0:00:00			0:00:00		
Friday 12:00	0:00:00	0:00:00			0:00:00		
Friday 13:00	0:00:00	0:00:00			0:00:00		
Friday 14:00	0:00:00	0:00:00			0:00:00		
Friday 15:00	0:00:00	0:00:00			0:00:00		
Friday 16:00	0:00:00	0:00:00			0:00:00		
Friday 17:00	0:00:00	0:00:00			0:00:00		
Friday 18:00	0:00:00	0:00:00			0:00:00		
Friday 19:00	0:00:00	0:00:00			0:00:00		
Friday 20:00	0:00:00		0:00:00	0:00:00	0:00:00		
Friday 21:00	0:00:00		0:00:00	0:00:00	0:00:00		0:00:00
Friday 22:00	0:15:50		0:00:00	0:00:00	0:00:00		0:00:00
Friday 23:00	0:09:22		0:00:00	0:02:43	0:00:00		0:00:00
Saturday 00:00	0:00:00		0:00:00	0:01:05			
Saturday 01:00	0:00:00		0:00:00	0:19:39			
Saturday 02:00	0:00:00			0:00:00			
Saturday 03:00	0:00:00			0:00:00			
Saturday 04:00	0:00:00			0:00:00			
Saturday 05:00	0:00:00						
Saturday 06:00	0:00:00						
Saturday 07:00	0:00:00						
Saturday 08:00	0:00:00						
Saturday 09:00	0:00:00						
Saturday 10:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 11:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 12:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 13:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 14:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 15:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 16:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 17:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 18:00	0:00:00	0:00:00			0:00:00	0:00:00	
Saturday 19:00	0:00:00				0:00:00	0:00:00	
Saturday 20:00	0:00:00			0:00:00	0:00:00	0:00:00	
Saturday 21:00	0:00:00			0:00:00	0:00:00	0:00:00	
Saturday 22:00	0:00:00			0:10:27		0:00:00	0:03:58
Saturday 23:00	0:00:00			0:10:10		0:00:00	0:12:04
Sunday 00:00	0:00:00			0:09:59			0:00:00
Sunday 01:00	0:00:00			0:17:51			
Sunday 02:00	0:00:00			0:00:00			
Sunday 03:00	0:00:00						
Sunday 04:00	0:00:00						
Sunday 05:00	0:00:00						
Sunday 06:00	0:00:00						

Table 24 - Hetton, Houghton and Washington ranks, number of passengers who had to wait

Total waiting passengers							
Day & Time	Asda	In Shops	Riverside	Victoria Road	Newbottle Street	Durham Road	Spout Lane
Thursday 14:00	2						
Thursday 15:00	2						
Thursday 16:00	0						
Thursday 17:00	0						
Thursday 18:00	3						
Thursday 19:00	0						
Thursday 20:00	0		0	0			
Thursday 21:00	0		0	0			
Thursday 22:00	0		0	0			
Thursday 23:00	1		0	3			
Friday 00:00	0		0	0			
Friday 01:00	0		0	0			
Friday 02:00	0		0	0			
Friday 03:00	0		0	0			
Friday 04:00	0		0	0			
Friday 05:00	0						
Friday 06:00	0						
Friday 07:00	0						
Friday 08:00	0						
Friday 09:00	0				0		
Friday 10:00	0	2			0		
Friday 11:00	0	0			0		
Friday 12:00	0	1			0		
Friday 13:00	0	2			0		
Friday 14:00	0	0			0		
Friday 15:00	0	0			0		
Friday 16:00	0	0			0		
Friday 17:00	0	0			0		
Friday 18:00	0	0			0		
Friday 19:00	0	0			0		
Friday 20:00	0		0	0	0		
Friday 21:00	0		0	0	0		0
Friday 22:00	2		0	0	0		0
Friday 23:00	2		0	7	0		0
Saturday 00:00	0		0	1			
Saturday 01:00	0		0	26			
Saturday 02:00	0			0			
Saturday 03:00	0			0			
Saturday 04:00	0			0			
Saturday 05:00	0						
Saturday 06:00	0						
Saturday 07:00	0						
Saturday 08:00	0						
Saturday 09:00	0						
Saturday 10:00	0	1			0	0	
Saturday 11:00	0	2			0	0	
Saturday 12:00	0	1			0	0	
Saturday 13:00	0	0			0	0	
Saturday 14:00	0	3			0	0	
Saturday 15:00	0	2			0	0	
Saturday 16:00	0	0			0	0	
Saturday 17:00	0	0			0	0	
Saturday 18:00	0	0			0	0	
Saturday 19:00	0				0	0	
Saturday 20:00	0			0	0	0	
Saturday 21:00	0			0	0	0	
Saturday 22:00	0			5		0	4
Saturday 23:00	0			16		0	2
Sunday 00:00	0			38			0
Sunday 01:00	0			37			
Sunday 02:00	0			0			
Sunday 03:00	0						
Sunday 04:00	0						
Sunday 05:00	0						
Sunday 06:00	0						