

# Notice of meeting and agenda

## Regulatory Committee

**10.00 am, Friday, 3 May 2013**

Dean of Guild Room, City Chambers, High Street, Edinburgh

This is a public meeting and members of the public are welcome to attend.

### Contact

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## **1. Order of business**

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- 1.1 Including any notices of motion and any other items of business submitted as urgent for consideration at the meeting.

## **2. Declaration of interests**

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- 2.1 Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

## **3. Deputations**

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- 3.1 If any.

## **4. Minutes**

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- 4.1 Regulatory Committee of 1 February 2013 (circulated) – submitted for approval as a correct record.
- 4.2 Licensing Sub-Committees of 30 January, 1 February and 6 and 8 March 2013 (circulated) – submitted for approval as correct records.

## **5. Key decisions forward plan**

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- 5.1 None

## **6. Business bulletin**

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- 6.1 None

## **7. Executive decisions**

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- 7.1 Public Entertainment Licensing – Public Consultation on Amendments to the Resolution – report by the Director of Services for Communities (circulated).
- 7.2 Proactive Impact Noise Standard in Houses in Multiple Occupation Properties - report by the Director of Services for Communities (circulated).

- 7.3 Refund of License Application Fees - Proposed Policy – report by the Director of Services for Communities (circulated).
- 7.4 Survey of Demand for Taxis within the City of Edinburgh – report by the Director of Services for Communities (circulated).
- 7.5 Review of Taxi Fare Structure – report by the Director of Services for Communities (circulated).
- 7.6 Medical checks for Taxi or Private Hire Drivers – report by the Director of Services for Communities (circulated).

## **8. Routine decisions**

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- 8.1 Visit by the Convener to an event regarding Public Entertainment Licensing – report by the Director of Services for Communities (circulated).

## **9. Motions**

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- 9.1 None

## **Carol Campbell**

Head of Legal, Risk and Compliance

## **Committee Members**

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Councillors Barrie (Convener), Blacklock (Vice-Convener), Aitken, Burgess, Cairns, Gardner, Bill Henderson, Heslop and Redpath.

## **Information about the Regulatory Committee**

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The Regulatory Committee consists of 9 Councillors and is appointed by the City of Edinburgh Council. The Regulatory Committee usually meets every eight weeks.

The Regulatory Committee usually meets in the Dean of Guild Room in the City Chambers on the High Street in Edinburgh. There is a seated public gallery and the meeting is open to all members of the public.

## **Further information**

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If you have any questions about the agenda or meeting arrangements, please contact Aileen McGregor, Committee Services, City of Edinburgh Council, City Chambers, High Street, Edinburgh EH1 1YJ, Tel 0131 529 4261, e-mail [stephen.broughton@edinburgh.gov.uk](mailto:stephen.broughton@edinburgh.gov.uk)

A copy of the agenda and papers for this meeting will be available for inspection prior to the meeting at the main reception office, City Chambers, High Street, Edinburgh.

The agenda, minutes and public reports for this meeting and all the main Council committees can be viewed online by going to [www.edinburgh.gov.uk/cpol](http://www.edinburgh.gov.uk/cpol).

## Regulatory Committee

9.30 am, Friday 1 February 2013

### Present

Councillor Barrie (Convener), Blacklock (Vice-Convener), Aitken, Cairns, Gardner, Bill Henderson, Heslop, Main (substituting for Councillor Burgess) and Redpath.

### 1. Minutes

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#### Decision

- 1) To approve the minute of the Regulatory Committee of 16 November 2012 as a correct record.
- 2) To approve the minutes of the Licensing Sub-Committees of 7, 14 and 16 November and 12 and 14 December 2012 as correct records.

### 2. Regulatory Committee Business Bulletin 1 February 2013

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The Regulatory Committee Business Bulletin for 1 February 2013 was presented.

#### Decision

To note the Business Bulletin.

(Reference – report by the Director of Services for Communities, submitted.)

### 3. Commercial Dog Walking

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In response to a motion by Councillor Ricky Henderson on proposals to introduce a licensing regime for commercial dog walking, the Director of Services for Communities advised that there were no powers available to the Council to address these concerns, and to progress the matter this would be required to be raised with the Scottish Government.

#### Decision

- 1) To note that there was no power available to the Council to introduce a licensing regime for commercial dog walking.

- 2) To instruct the Director of Services for Communities to write to the Scottish Government to raise this issue.
- 3) To discharge the motion by Councillor Ricky Henderson

(References – Regulatory Committee 20 April 2012 (item 4), report by the Director of Services for Communities, submitted.)

#### **4. Workplan: Review of Taxi Advertising Controls**

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The Committee had agreed as part of its workplan to review Taxi Advertising Controls which the Council exercised as Licensing Authority.

Representations had been received from taxi trade representatives that the control of advertising in and on taxis was unnecessary and restrictive.

The Director of Services for Communities advised that the current controls were difficult to monitor and allowed for an number of application rates and charges, and due to this the current system was not seen as viable and outlined the following options for the committee to consider.

Option 1: Remove controls and relevant conditions. Thereafter rely on other regulatory systems, e.g. the Advertising Standards Authority, or general consumer protection legislation.

Option 2: Remove all existing controls, but retain a condition which allows the Licensing Sub-Committee to direct that a particular advert is removed after a complaint has been referred.

Option 3: Retain the current system, but with enhanced checks to ensure that all adverts are approved and each taxi licence holder is paying equal fees.

#### **Decision**

- 1) To approve option 2 as the preferred option and authorises the Director of Services for Communities to consult on the required changes to the relevant conditions of licence.
- 2) To note that a report on the matter would be submitted to the Regulatory Committee

(References – Regulatory Committee 16 November 2012 (item 2), report by the Director of Services for Communities, submitted.)

## 5. Scottish Government Consultation: Taxi and Private Hire Licensing

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Details were provided on a consultation by the Scottish Government on possible changes to the structure of taxi and private hire licensing currently in operation under the Civic Government (Scotland) Act 1982

### **Decision**

- 1) To note that an elected Member/ Officer Group session had been arranged to consult with members on the Council's response
- 2) To authorise the Director of Services for Communities in consultation with the Convener to sign off the response to the Scottish Government

(Reference – report by the Director of Services for Communities, submitted.)

## Licensing Sub-Committee of the Regulatory Committee

2.00 pm, Wednesday, 30 January 2013

### Present:-

Councillors Barrie (Convener), Blacklock (Vice-Convener) Aitken, Burgess, Gardner, Heslop and Redpath.

### 1. Applications for Variation of Private Hire Car “Pre-Booked Hires Only” Door Sticker Licence Conditions

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A request had been received from Jamie Brown for the variation of Private Hire Car Licence conditions to remove the requirement for “Pre-Booked Hires Only” door stickers.

### Decision

To continue consideration of the matter to the meeting of 6 March 2013 to allow the applicant to attend.

(Reference – report by the Head of Service, Services for Communities, submitted.)

### 2. Resolution to Consider in Private

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The Sub-Committee, under Section 50(A)(4) of the Local Government (Scotland) Act 1973, excluded the public from the meeting for the following items of business on the grounds that they involved the disclosure of exempt information as defined in Paragraphs 3, 12 and 14 of Part 1 of Schedule 7(A) of the Act.

### 3. Request for Suspension of Licence Following Emergency Suspension

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Details were provided of the action taken under Committee Terms of Reference and Delegated Functions 3.1 on 24 December 2012 by the Director of Services for



Communities in consultation with the Convener of the Regulatory Committee to suspend a Taxi Drivers Licence with immediate effect.

The Sub-Committee was requested to consider whether or not to suspend the licence.

The licence holder and their agent were heard.

### **Decision**

That the request be determined as detailed in the Confidential Schedule, signed by the Convener, with reference to this minute.

(Reference – report by the Head of Service, Services for Communities, submitted.)

## **4. Applications for Miscellaneous Licences – Civic Government (Scotland) Act 1982**

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The Director of Services for Communities provided details of 10 applications for Miscellaneous Licences under the Civic Government (Scotland) Act 1982.

The Sub-Committee agreed, in the interests of public safety, to hear those objections to applications submitted outwith the 28 day period in terms of Paragraph 3(i) of Schedule 1 of the Civic Government (Scotland) Act 1982.

### **Decision**

That the applications be determined as detailed in the Confidential Schedule, signed by the Convener, with reference to this minute.

(Reference – list of applications, submitted.)

## **5. Police Comments and Requests for Suspension of Licences**

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The Head of Service, Services for Communities, advised the Sub-Committee of letters of comment and requests for suspension of Licences from the Chief Constable.

### **Decision**

That the requests be determined as detailed in the Confidential Schedule, signed by the Convener, with reference to this minute.

(Reference – report by the Head of Service, Services for Communities, submitted.)

## Licensing Sub-Committee of the Regulatory Committee

10.00 am, Friday, 1 February 2013

### Present

Councillor Barrie (Convener), Blacklock (Vice Convener), Aitken, Cairns, Gardner, Bill Henderson, Heslop, Main (substituting for Councillor Burgess) and Redpath.

### 1. Request for Refund of Taxi Licence Application Fee – Alfred Grady

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Details were provided of a request for a refund of a taxi licence application fee.

Mr Grady's application for a new taxi licence was refused by the Licensing Sub-Committee on 18 April 2012 on the grounds that there was no significant unmet demand for taxi services in the city.

Mr Grady had asked for a refund of 80% of the application fee of £1,567.

### Decision

To refuse the request for a refund of a taxi licence application fee.

(Reference – report by Head of Service, Community Safety, submitted.)

### 2. Request for Refund of Taxi Licence Application Fee – Margaret Brand

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Details were provided of a request for a full refund of a taxi licence application fee.

Ms Brand's application for a new taxi licence was to be considered by the Licensing Sub-Committee on 18 April 2012. Mrs Brand had withdrawn her application on the morning of the committee.

The applicant's representative was heard.

### Decision

To refuse the request for a refund of a taxi licence application fee.

(Reference – report by Head of Service, Community Safety, submitted.)

### **3. Request for Reduction of Fees – Public Entertainment Licence, Unit 101, 151 London Road, Edinburgh EH7 6AE (Beltane Fire Society Ltd)**

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Details were provided of a request for a reduction in the fee charged for a public entertainment licence for the Beltane Fire Society Ltd premises at Unit 1.01, 151 London Road, Edinburgh EH7 6AE.

The Beltane Fire Festival was planned to be held from 20.00 pm on Tuesday 30 April until 01.00 am on Wednesday 1 May 2013 on Calton Hill.

#### **Decision**

To grant the request for a reduction in the fee charged for a public entertainment licence for the Beltane Fire Society Ltd premises at Unit 1.01, 151 London Road Edinburgh from £8743 to £1000.

(Reference – report by Head of Service, Community Safety, submitted.)

### **4. Public Charitable Collections: Murrayfield Six Nations Internationals**

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The current City of Edinburgh Council policy on Public Charitable Collections is that for Murrayfield Stadium no more than 4 permits can be granted for up to 50 individual collectors.

The Council had received 10 applications from 11 groups on the 3 dates of the Six Nations Rugby Internationals. On two of the three dates, not all of the applications could be accommodated within the 4 permits or less rule. The Director of Services for Communities provided a range of options for consideration by the committee.

Representatives of applicants were heard.

#### **Decision**

1. To approve allocation of Public Charitable Collections permits around Murrayfield Stadium for the Six Nations Rugby Internationals in appendix 2 of the report by the Director of Services for Communities, subject to the Councils standard conditions for this activity.
2. To authorise the Director of Services for Communities to refuse any further applications for Public Charitable Collections made for these dates in that area.
3. An additional condition to restrict the collections to areas away from the main Roseburn Street turnstiles, e.g., north of the stadium at Roseburn Park or on Roseburn Street, east of Roseburn Avenue and west of Russell Road,

(Reference – report by Head of Service, Community Safety, submitted.)

## **5. Applications for Miscellaneous Licences – Civic Government (Scotland) Act 1982 and Housing (Scotland) Act 2006**

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Details were provided of 24 applications for miscellaneous licences under the Civic Government (Scotland) Act 1982 and Housing (Scotland) Act 2006.

### **Decision**

To determine the applications as detailed in the Appendix to this minute.

(Reference – list of applications, submitted.)

### **Declarations of Interest**

Councillor Bill Henderson declared a non financial interest in item 4.1.1 Application for House In Multiple Occupation Licence - 84 Longstone Road as some of the objectors were known to him and left the room during its consideration.

Councillor Gardner declared a non financial interest in item 4.1.6 Application for Variation of Late Hours Catering Licence - 99 Gorgie Park Road - McDonalds Restaurants Ltd as the premises was in close proximity to the residence of a family member and left the room during its consideration.

## **6. Resolution to Consider in Private**

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The Sub-Committee, under Section 50(A)(4) of the Local Government (Scotland) Act 1973, excluded the public from the meeting for the following items of business on the grounds that they involved the disclosure of exempt information as defined in Paragraphs 3, 12 and 14 of Part 1 of Schedule 7(A) of the Act.

## **7. Application for Miscellaneous Licence – Civic Government (Scotland) Act 1982 and Housing (Scotland) Act 2006**

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Details were provided of 8 applications for miscellaneous licences under the Civic Government (Scotland) Act 1982 and Housing (Scotland) Act 2006.

### **Decision**

To determine the applications as detailed in the Confidential Schedule, signed by the Convener, with reference to this minute.

(Reference – application details, submitted.)

## 8. Landlord Registration (agenda item B2.1)

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Details were provided of an application to be entered on the landlord register.

The applicant was heard.

### **Decision**

To grant the application and enter the applicant on the landlord register

(Reference – report by Head of Housing and Regeneration, submitted.)

## 9. Landlord Registration (agenda item B2.2)

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Details were provided of an application to be entered on the landlord register.

The applicant's agent was heard.

### **Decision**

To refuse the application for landlord registration, on the grounds that the applicant was not a fit and proper person.

(Reference – report by Head of Housing and Regeneration, submitted.)

## 10. Landlord Registration (agenda item B2.3)

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Details were provided of an application to be entered on the landlord register.

The applicant was heard.

### **Decision**

To grant the application and enter the applicant on the landlord register.

(Reference – report by Head of Housing and Regeneration, submitted.)

## 11. Landlord Registration (agenda item B2.4)

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Details were provided of an application to be entered on the landlord register.

The applicant was heard.

### **Decision**

To grant the application and enter the applicant on the landlord register.

(Reference – report by Head of Housing and Regeneration, submitted.)

## 12. Request for Suspension of Street Trader Licence (agenda item B3.1)

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A request from Services for Communities for suspension of a Street Trader's Licence was received with regards to a breach in licensing conditions and a threat to public safety.

The applicant was heard.

### **Decision**

- 1) To not suspend the licence.
- 2) To issue a warning to the licence holder on their future conduct.

(Reference- report by the Head of Service, Community Safety, submitted)

## APPENDIX

### Applications for Miscellaneous Licences

Item No/Type of Licence/Applicant/Premises	Conditions applied for	Decision
Item 4.1.1 - Application for House In Multiple Occupation Licence - 84 Longstone Road - Wendy Halstead	7 Occupants	<p>To continue consideration of the application to the meeting of 21 June 2013 for:</p> <ol style="list-style-type: none"> <li>1. A report by the Director of Services for Communities on the tenancy management at this property and all other properties that the applicant holds an HMO licence for.</li> <li>2. To allow the applicant to carry out work on the exterior of the property to alleviate the concerns raised in the objector's letters.</li> <li>3. The Director of Services for Communities to undertake monitoring.</li> <li>4. To note the applicants undertaking that the property would not be used for homeless accommodation.</li> <li>5. To agree to consider the objections submitted outwith the statutory period. (On a division – See note below)</li> </ol>
Item 4.1.2 - Application for Street Trader Licence - Within/on the vicinity of George Square on the corner of Charles Street - On The Roll Ltd	Monday – Sunday 11.00 am – 11.00 pm	To continue consideration of the application to the meeting of 8 March 2013 to allow the applicant to obtain the permission of adjacent property owners.
Item 4.1.3 - Application for Second Hand Dealer Licence - 5 Oxfangs Broadway - Money Station Ltd	Monday – Saturday 9.00 am – 6.00 pm	<p>To grant the licence subject to :</p> <ol style="list-style-type: none"> <li>1. The Council's Standard Conditions for this category of licence and additional conditions recommended by the Chief Constable that:               <ol style="list-style-type: none"> <li>(i) Two forms of identification shall be required from each seller. One form of identification shall be photographic where available and the other shall show the seller's name and address and be no more than 6 weeks old.</li> </ol> </li> </ol>

		<p>(ii) A photograph shall be taken of every seller.</p> <p>(iii) Pedal cycles shall not be purchased unless the seller produces proof of ownership, a copy of which shall be retained.</p> <p>(iv) Prior to purchasing a mobile phone, a check shall be carried out on the IMEI number of the phone to establish whether the phone has been reported lost/stolen or blocked.</p> <p>(v) The above records must be preserved for two years.</p>
Item 4.1.4 - Application for Metal Dealers Licence - 5 Oxfangs Broadway - Money Station Ltd	Monday – Saturday 9.00 – 6.00 pm	<p>To grant the licence subject to:</p> <p>1. The Council’s Standard Conditions for this category of licence and additional conditions recommended by the Chief Constable that:</p> <p>(i) Two forms of identification shall be required from each seller. One form of identification shall be photographic where available and the other shall show the seller's name and address and be no more than 6 weeks old.</p> <p>(ii) A photograph shall be taken of every seller.</p> <p>(iii) Pedal cycles shall not be purchased unless the seller produces proof of ownership, a copy of which shall be retained.</p> <p>(iv) Prior to purchasing a mobile phone, a check shall be carried out on the IMEI number of the phone to establish whether the phone has been reported lost/stolen or blocked.</p> <p>(v) The above records must be preserved for two years.</p>
Item 4.1.5 - Application for Public Entertainment Licence - 9A Castle Street - Ban Sabai Ltd	Monday – Sunday 9.00 am - midnight	<p>To grant the licence subject to final clearance from the Council’s inspecting officers from Services for Communities and Building Control and subject to the Council’s Standard Conditions for this category of licence and the hours of operation being 10.00 am to 10.00 pm and two additional conditions that :</p> <p>1. The licence holder will ensure that no other business will be conducted from the licensed premises outwith the hours</p>



		<p>granted by virtue of this application.</p> <p>2. The premises will not be used as a place of residence.</p>
<p>Item 4.1.6 - Application for Variation of Late Hours Catering Licence - 99 Gorgie Park Road - McDonalds Restaurants Ltd</p>	<p>Extend opening hours to:  Sun – Thur  Midnight – 5.00 am  Fri – Sat  1.00 am – 5.00 am</p>	<p>To continue consideration of the application to the meeting of 8 March 2013 for a report by the Chief Constable.</p>
<p>Item 4.1.7 - Application for Skin Piercing/Tattooing Fixed Premises Licence - 35 Leven Street - Fang Peng</p>	<p>Mon – Sat  11.00am – 7.00 pm</p>	<p>To authorise the Director of Services for Communities to grant the licence for 1 year subject to the Council's Standard Conditions for this category of licence and subject also to all outstanding work being carried out.</p>
<p>Item 4.1.8 - Application for House in Multiple Occupation Licence (Renewal) - 3F2, 17 London Street - Stephen B Gray</p>	<p>4 Occupants</p>	<p>1. To continue consideration of the application to the meeting of 8 March 2013 to allow further discussions between the applicant and the objectors to resolve outstanding issues.</p> <p>2. The managing agent to provide information in respect of the roof repair.</p>
<p>Item 4.1.9 - Application for House in Multiple Occupation Licence (Renewal) - 1F2, 15 Bellevue Street - Alan Henderson</p>	<p>4 Occupants</p>	<p>To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.</p>
<p>Item 4.1.10 - Application for House in Multiple Occupation Licence - 3F1, 6 Bruntsfield Gardens - Niamh Stone</p>	<p>4 Occupants</p>	<p>To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.</p>
<p>Item 4.1.11 - Application for House in Multiple Occupation Licence - 3F2, 12 Bruntsfield Gardens - Lynne and George Barrie</p>	<p>4 Occupants</p>	<p>To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.</p>

Item 4.1.12 - Application for House in Multiple Occupation Licence - 3F1, 18 Bruntsfield Gardens - Betty Morrison	3 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
Item 4.1.13 - Application for House in Multiple Occupation Licence - 26 Bruntsfield Gardens - Dorothy Hall	4 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
Item 4.1.14 - Application for House in Multiple Occupation Licence - 26 East Hermitage Place - MS Properties	22 occupants	To continue consideration of the application to the meeting of 8 March 2013 to allow the applicant to attend.
Item 4.1.15 - Application for House in Multiple Occupation Licence - 2F2, 16 Forbes Road - Craig J O'Rourke	3 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
Item 4.1.16 - Application for House in Multiple Occupation Licence - PF1, 30 Forbes Road - Josephe Chamieh	3 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
Item 4.1.17 - Application for House in Multiple Occupation Licence - Flat 4, 441 Gorgie Road - Stuart E A Jones	3 Occupants	To continue consideration of the application to the meeting of 8 March 2013 to allow the applicant to attend.
Item 4.1.18 - Application for House in Multiple Occupation Licence - 3F3, 23 Lauriston Gardens	4 Occupants	<ol style="list-style-type: none"> <li>1. To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.</li> <li>2. The managing agent to write to all the properties in the communal stair advising them of the 24 hour emergency contact number and to confirm to the Council within 14 days whether the landlord or the managing agent should be contacted with regard to emergency repairs.</li> </ol>

Item 4.1.19 - Application for House in Multiple Occupation Licence - 2F, 1 Manor Place - Energy Commercial Consultants Ltd	5 Occupants	To continue consideration of the application to the meeting of 8 March 2013 to allow the applicant / managing agent to attend.
Item 4.1.20 - Application for House in Multiple Occupation Licence - 3F1, 6 Mardale Crescent - Pipearrow Ltd	5 Occupants	To continue consideration of the application to the meeting of 8 March 2013 at the applicants request.
<u>Item 4.1.21 - Application for House in Multiple Occupation Licence - 3F2, 6 Mardale Crescent - Pipearrow Ltd</u>	4 Occupants	To continue consideration of the application to the meeting of 8 March 2013 at the applicants request.
<u>Item 4.1.22 - Application for House in Multiple Occupation Licence - 53 Merchiston Crescent - Nicholas J Atkins</u>	3 Occupants	To continue consideration of the application to the meeting of 8 March 2013 to allow the applicant to attend.
<u>Item 4.1.23 - Application for House in Multiple Occupation Licence - 105 Newington Road - Nigel Chow</u>	5 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
<u>Item 4.1.24 - Application for House in Multiple Occupation Licence - 2F1, 22 Panmure Place - Dr John Lyons</u>	5 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.

**Note:** Agenda Item 4.1.1

### **Motion**

To continue consideration of the application to the meeting of 21 June 2013 for:

1. A report by the Director of Services for Communities on the tenancy management at this property and all other properties that the applicant holds an HMO licence for.
  2. To allow the applicant to carry out work on the exterior of the property to alleviate the concerns raised in the objector's letters.
  3. The Director of Services for Communities to undertake monitoring.
  4. To note the applicant's undertaking, that the property would not be used for homeless accommodation.
  5. To agree to consider the objections submitted outwith the statutory period
- Moved by Councillor Barrie, Seconded by Councillor Gardner

### **Amendment**

To refuse the House in Multiple Occupation Licence application in terms of paragraph 5 (3)(a)(ii) of Schedule 1 of the Civic Government (Scotland) Act 1982

- Moved by Councillor Heslop, Seconded by Councillor Blacklock.

### **Voting**

For the Motion                      5 Votes

For the Amendment                3 votes

### **Decision**

To continue consideration of the application to the meeting of 21 June 2013 for:

1. A report by the Director of Services for Communities on the tenancy management at this property and all other properties that the applicant holds an HMO licence for.
2. To allow the applicant to carry out work on the exterior of the property to alleviate the concerns raised in the objector's letters.
3. The Director of Services for Communities to undertake monitoring.
4. To note the applicant's undertaking, that the property would not be used for homeless accommodation.
5. To agree to consider the objections submitted outwith the statutory period.

## Licensing Sub-Committee of the Regulatory Committee

2.00 pm, Wednesday, 6 March 2013

### Present:-

Councillors Barrie (Convener), Blacklock (Vice-Convener) Aitken, Booth (substituting for Councillor Burgess), Gardner, Bill Henderson, Heslop and Redpath.

### 1. Applications for Variation of Private Hire Car “Pre-Booked Hires Only” Door Sticker Licence Conditions

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A request had been received from Jamie Brown for the variation of Private Hire Car Licence conditions to remove the requirement for “Pre-Booked Hires Only” door stickers.

### Decision

To refuse the request to vary the licence

(Reference – Licensing Sub-Committee 30 January 2013 (item no 1), report by the Head of Service, Services for Communities, submitted.)

### 2. Resolution to Consider in Private

---

The Sub-Committee, under Section 50(A)(4) of the Local Government (Scotland) Act 1973, excluded the public from the meeting for the following items of business on the grounds that they involved the disclosure of exempt information as defined in Paragraphs 3, 12 and 14 of Part 1 of Schedule 7(A) of the Act.

### 3. Applications for Miscellaneous Licences – Civic Government (Scotland) Act 1982

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The Director of Services for Communities provided details of 8 applications for Miscellaneous Licences under the Civic Government (Scotland) Act 1982.

## **Decision**

That the applications be determined as detailed in the Confidential Schedule, signed by the Convener, with reference to this minute.

(Reference – list of applications, submitted.)

## **4. Police Comments and Requests for Suspension of Licences**

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The Head of Service, Services for Communities, advised the Sub-Committee of letters of comment and requests for suspension of Licences from the Chief Constable.

## **Decision**

That the requests be determined as detailed in the Confidential Schedule, signed by the Convener, with reference to this minute.

(Reference – report by the Head of Service, Services for Communities, submitted.)

## Licensing Sub-Committee of the Regulatory Committee

10.00 am, Friday, 8 March 2013

### Present

Councillor Barrie (Convener), Blacklock (Vice Convener), Aitken, Cairns, Chapman (substituting for Councillor Burgess), Gardner, Bill Henderson, Heslop, and Redpath.

### 1. Request for Rebate of Fees – Indoor Sports Entertainment Licence: Edinburgh Masonic Club

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Details were provided of a request for a reduction in the application fee paid for an Indoor Sports Event Licence for Edinburgh Masonic Club – 1 Shrub Place Lane, Edinburgh.

The Club Secretary had written explaining that ticket sales were restricted to members of the Edinburgh Masonic Club, Leith Victoria Athletic Club, and other clubs affiliated to the East of Scotland Amateur Boxing Association. The event, held for the last 35 years, had generated no complaints, and required the Council to provide no services. The imposition of the £ 819 fee was, it was argued, was inappropriate, given that the premises served principally as a Masonic Social Club, with the two boxing events per annum being separate to the other functions of the Club.

### Decision

- 1) To note the terms of the request.
- 2) To agree to a fee reduction on the basis that the current fee structure is not suitable for one-off events and substitute a fee £109.
- 3) The Director of Services for Communities to submit a report to the Regulatory Committee on possible amendments to the fee structure for Indoor Sports Entertainment Licences.

(Reference – report by Head of Service, Community Safety, submitted.)

### 2. Request for Rebate of Fees –Market Operator’s Licence – Me to You Markets, 20/1 Craighall Road, Edinburgh

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Details were given of a request for partial rebate of the fee paid for a Market Operator’s Licence for Me to You Markets, 20/ Craighall Road, Edinburgh.

The Director of Services for Communities advised that all Market Operators' Licences required to be renewed on 30 June, and that the fee was to cover the cost of processing the application and all associated costs, and was not for the purchase of a twelve month licence.

The applicant advised that the documentation supplied during the application process did not mention the compulsory renewal date for the licence and was of the opinion that application fee was for a licence that lasted for one year, and considered that a pro-rata rebate of the fee should be returned as the licence had been issued in October 2012.

### **Decision**

To delegate authority to the Director of Services for Communities to refund £148.00 of the fee paid should it be found that the advice that the licence would expire on 30 June was not available on the Council website at the time the application was made; otherwise, the request to be refused, and the Licensing Sub-Committee to be advised of the outcome.

(Reference – report by Head of Service, Community Safety, submitted.)

## **3. Applications for Miscellaneous Licences – Civic Government (Scotland) Act 1982 and Housing (Scotland) Act 2006**

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Details were provided of 24 applications for miscellaneous licences under the Civic Government (Scotland) Act 1982 and Housing (Scotland) Act 2006.

### **Decision**

To determine the applications as detailed in the Appendix to this minute.

(Reference – list of applications, submitted.)

### **Declaration of Interest**

Councillor Gardner declared a non financial interest in item 4.1.2 - Application for Variation of Late Hours Catering Licence - 99 Gorgie Park Road - McDonalds Restaurants Ltd - as the premises was in close proximity to the residence of a family member and left the room during its consideration.

## **4. Resolution to Consider in Private**

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The Sub-Committee, under Section 50(A)(4) of the Local Government (Scotland) Act 1973, excluded the public from the meeting for the following items of business on the grounds that they involved the disclosure of exempt information as defined in Paragraphs 3, 12 and 14 of Part 1 of Schedule 7(A) of the Act.



## **5. Application for Miscellaneous Licence – Civic Government (Scotland) Act 1982 and Housing (Scotland) Act 2006**

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Details were provided of 5 applications for miscellaneous licences under the Civic Government (Scotland) Act 1982 and Housing (Scotland) Act 2006.

### **Decision**

To determine the applications as detailed in the Confidential Schedule, signed by the Convener, with reference to this minute.

(Reference – application details, submitted.)

## APPENDIX 1

### Applications for Miscellaneous Licences

Item No/Type of Licence/Applicant/Premises	Conditions applied for	Decision
Item No 4.1(1) - Application for Street Trader Food Licence - On The Roll - George Square	Monday – Sunday – 11am – 11pm	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(2) - Application for Late Hours Catering Variation Licence - McDonalds Restaurants Ltd - 99 Gorgie Park Road	Extend opening hours to:  Sunday – Thursday Midnight – 5am  Friday – Saturday - 1am– 5am	To refuse the request to vary the licence.
Item No 4.1(3) - Application for Late Hours Catering Licence - McDonalds Restaurants Ltd - Asda, 3 Newmart Road,	11pm - 5am  Daily	To grant the licence subject to :  1. The Council's Standard Conditions for this category of licence and additional conditions recommended by the Chief Constable that:  2. The applicant to ensure that adequate security measures are in place during the hours of operation of the licence.
Item No 4.1(4) - Application for Late Hours Catering Licence - Krispy Kreme - 16 Lochside Avenue	11pm - 5am  Daily	To repel the objection and grant the licence for the drive thru operation only subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(5) - Application for Late Hours Catering Licence - Asif Iqbal Hussain - Dalry Chilli Hut, 25 Dalry Road	11pm – midnight  Daily	To refuse the licence in terms of paragraph 5(3)(c)(i) and (ii) of Schedule 1 of the Civic Government (Scotland) Act 1982.  (On a division)

Item No 4.1(6) - Application for Street Trader variation Licence - Gentleman Jacks Ltd - Castle Street	Change of vehicle	To grant the variation of licence subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(7) - Application for Street Trader with Employee Licence - Veronese Giancarlo - Princes Street	Princes Street In Front Of Wellington Statue	To grant the licence for six months subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(8) - Application for House in Multiple Occupation Licence - MS Properties - 26 East Hermitage Place	22 Occupants	To repel the objection and grant the renewal of licence subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(9) - Application for House in Multiple Occupation Licence - Stuart E A Jones - 441(Flat 4) Gorgie Road	3 Occupants	<ol style="list-style-type: none"> <li>1. To continue consideration of the application to the meeting of 26 April 2013 to allow the applicant to attend.</li> <li>2. To advise the applicant that this would be a final continuation and that the application would be considered in absentia if he or his managing agent were not present.</li> </ol>
Item No 4.1(10) - Application for House in Multiple Occupation Licence - Andrew Abram - 56(2F2) India Street	4 Occupants	<ol style="list-style-type: none"> <li>1. To repel the objection and grant the renewal of the licence subject to the Council's Standard Conditions for this category of licence.</li> <li>2. The Director of Services for Communities to undertake monitoring for six months and report back to the Sub-Committee if any complaints had been reported</li> </ol>
Item No 4.1(11) - Application for House in Multiple Occupation Licence - Steven B Gray - 17(3F2) London Street	4 Occupants	<ol style="list-style-type: none"> <li>1. To grant the renewal of licence subject to the Council's Standard Conditions for this category of licence.</li> <li>2. To note the objection had been withdrawn.</li> </ol>
Item No 4.1(12) - Application for House in Multiple Occupation Licence - Pipearrow - 6(3f1) Mardale Crescent	3 Occupants	<p>To continue consideration of the application to the meeting of 21 June 2013 for:</p> <ol style="list-style-type: none"> <li>1. A report by the Director of Services for Communities on the tenancy management of all the HMO's in the tenemental stair.</li> <li>2. Clarification of the day to day management of flat (3F1)</li> <li>3. The Director of Services for Communities to undertake monitoring.</li> </ol>

Item No 4.1(13) - Application for House in Multiple Occupation Licence - Pipearrow - 6(3F2) Mardale Crescent	4 Occupants	To continue consideration of the application to the meeting of 21 June 2013 for:  1. A report by the Director of Services for Communities on the tenancy management of all the HMO's in the tenemental stair.  2. The Director of Services for Communities to undertake monitoring.
Item No 4.1(14) - Application for House in Multiple Occupation Licence - Nocholas J Atkins - 53 Merchiston Crescent	3 occupants	To repel the objection and grant the renewal of licence subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(15) - Application for House in Multiple Occupation Licence - Khawja Akbar Mir - 26 Pilrig Street	16 Occupants amended to 12	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(16) - Application for House in Multiple Occupation Licence - City of Edinburgh Council - 2 Bingham Crescent	4 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(17) - Application for House in Multiple Occupation Licence - Kamran Akbar - 13 Harrison Road	9 Occupants	1. To grant the renewal of the licence subject to the Council's Standard Conditions for this category of licence.  2. To note the objection had been withdrawn
Item No 4.1(18) - Application for House in Multiple Occupation Licence - Ajaz Saber - 139(Flat 4) Lauriston Place	4 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(19) - Application for House in Multiple Occupation Licence - Samantha M Toye - 19(2F2) Mentone Terrace	5 Occupants	To grant the renewal of licence subject to the Council's Standard Conditions for this category of licence and also subject to confirmation by the Council's Joint Inspection Team that there has been full compliance with the Council's Standards for Houses in Multiple Occupation.
Item No 4.1(20) - Application for House in Multiple Occupation Licence - John Jackson T/A Eagle Properties - 3(2F2) Mertoun Place	3 Occupants	To repel the objection and grant the licence subject to the Council's Standard Conditions for this category of licence.

tem No 4.1(21) - Application for House in Multiple Occupation Licence - Neil A Rothie - 3(3F2) Mertoun Place	3 Occupants	To repel the objection and grant the renewal subject to the Council's Standard Conditions for this category of licence
Item No 4.1(22) - Application for House in Multiple Occupation Licence - John Jackson T/A Eagle Properties - 5 Mertoun Place	3 Occupants	To repel the objection and grant the renewal of the licence subject to the Council's Standard Conditions for this category of licence.
Item No 4.1(23) - Application for House in Multiple Occupation Licence - Asif Munir Ahmed - 68(3F1) Montpelier Park	3 Occupants	To repel the objection and grant the renewal of the licence subject to: 1. The Council's Standard Conditions for this category of licence. 2. Carpets and good quality underlay to be fitted throughout the property by 30 June 2013
Item No 4.1(24) - Application for House in Multiple Occupation Licence - Energy Commercial Consultants Ltd - 1(2F) Manor Place	5 Occupants	To continue consideration of the application to the meeting of 24 May 2013 for: 1. A report by the Director of Services to inspect the door closers. 2. A noise assessment to be carried out 3. The Director of Services for Communities to undertake monitoring.

**Note:** Agenda Item 4.1 (5)

### **Motion**

To repel the objections and grant the extended opening hours from 11pm – midnight daily subject to the Council's Standard Conditions for this category of licence.

Moved by Councillor Heslop, Seconded by Councillor Aitken.

### **Amendment**

To refuse the licence in terms of paragraph 5(3)(c)(i) and (ii) of Schedule 1 of the Civic Government (Scotland) Act 1982.

Moved by Councillor Chapman, Seconded by Councillor Redpath.

### **Voting**

For the Motion                      3 votes

For the Amendment              5 votes

### **Decision**

To refuse the licence in terms of paragraph 5(3)(c)(i) and (ii) of Schedule 1 of the Civic Government (Scotland) Act 1982.

# Regulatory Committee

10:00 am, Friday, 3 May 2013

## Public Entertainment Licensing – Public Consultation on Amendments to the Resolution

Item number	7.1
Report number	
Wards	Citywide

### Links

Coalition pledges	<a href="#">P31</a>
Council outcomes	<a href="#">CO8</a> , <a href="#">CO20</a>
Single Outcome Agreement	<a href="#">SO1</a>

### Mark Turley

Director of Services for Communities

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# Executive summary

## Public Entertainment Licensing - Public Consultation on Amendments to the Resolution

### Summary

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This report provides a summary of the public consultation responses to proposals to amend the City of Edinburgh Council Public Entertainment Resolution.

### Recommendations

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- 1 It is recommended that Committee:
  - a) notes the outcome of the statutory consultation.
  - b) agrees to vary the City of Edinburgh Council's Public Entertainment Resolution (Number 1 of 2013) as set out in Appendix 4, to bring into effect an exemption for small events and free-to-enter events.
  - c) agrees to further vary the City of Edinburgh Council's Public Entertainment Resolution (Number 2 of 2013) as set out in Appendix 5, to bring in new categories of place of entertainment nine months thereafter.
  - d) agrees to revise the fees structure, to remove the current interim fees for free to enter events not otherwise exempted, as outlined in paragraph 2.8 below.
  - e) agrees to further revise the fee structure, to add new fees, as set out in paragraph 2.12 below.
  - f) discharges the outstanding remit in relation to the review of public entertainment licensing.
  - g) refer the report to the Culture and Sport Committee for noting.

### Measures of success

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- A clearer and simpler Public Entertainment Resolution.
- The impact of the Public Entertainment Resolution is reduced on small community-led events and fundraisers.

## Financial impact

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The Council's scale of fees for licensing applications was approved with effect from 1 April 2013. Any revision of fee structures would require to be absorbed by the Civic Government (Scotland) Act 1982 licensing budget for 2013/14. The loss in licence fee income for small events will be offset by a reduction in costs of processing such applications.

## Equalities impact

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There is no adverse impact on the public sector equalities duty. There would accordingly be no direct equalities impact arising from this report.

## Sustainability impact

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There is no environmental impact arising from the contents of this report.

## Consultation and engagement

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- 1 The Public Entertainment Licensing Consultation Survey was available for all interested parties to complete during the period 5 December 2012 to 6 January 2013, with the Council website used to promote completion.
- 2 In addition an advertisement promoting the consultation was published in the Edinburgh Evening News on 5 December 2012.
- 3 The consultation was circulated to all Neighbourhood Partnerships and Community Councils for comment.
- 4 112 responses were received in total.
- 5 Respondents to the previous April 2012 consultation who had provided contact details were also invited to respond to this consultation.
- 6 A Member Officer Working Group drew up the proposals.

## Background reading / external references

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[2013/2014 City of Edinburgh Council licence application fees list relating to fees for Public Entertainment licence applications](#)



## Public Entertainment Licensing - Public Consultation on Amendments to the Resolution

### 1. Background

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- 1.1 The Regulatory Committee has considered the impact of amendments to the Civic Government (Scotland) Act 1982 as it relates to Public Entertainment Licensing, with a view to modernising the Resolution by ensuring its clarity and accessibility for customers.
- 1.2 At the meeting of 22 June 2012 Committee agreed to establish a Member Officer Working Group (MOWG) to conduct a full review of the Resolution, and to make recommendations on what additional changes may be required. The MOWG held four meetings and concluded its work on 9 October 2012 recommending further changes to the Resolution. On 16 November 2012 Committee agreed that statutory consultation should take place until mid-January 2013 after which a further report would be submitted to Committee. The changes recommended by the MOWG were the basis of the proposals put out to consultation.
- 1.3 To change the Public Entertainment Resolution the consultation period required by the Act is a minimum of 28 days following the publication of the Draft Resolution in a local newspaper. The Draft Resolution was published in the Edinburgh Evening News on 5 December 2012. The Public Entertainment Licensing Consultation Survey was available for all interested parties to complete during the period 5 December 2012 to 6 January 2013, with the Council website used to promote completion. Late submissions were accepted and are appended to this report in addition to a summary of responses received during the consultation period.

### 2. Main report – public consultation

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- 2.1 This report provides a summary of the public consultation responses and recommends that the City of Edinburgh Council Public Entertainment Resolution be amended. The consultation asked respondents about the proposals for amendment of the Public Entertainment Licence regime as drawn up by the MOWG.
- 2.2 A report on the outcome of the consultation is attached at Appendix 2. Overall the survey received 112 responses. Two late submissions to the consultation are also attached at Appendix 3. Generally respondents strongly supported the proposals drawn up by the MOWG.

2.3 Responses to the consultation can be summarised as follows:

- The majority of respondents agree that the proposed 'free-to-enter' and smaller fee-paying events should be exempt from the requirement to obtain a public entertainment licence (PEL). However, there was concern regarding how these events will be managed and controlled effectively.
- Guidelines need to be provided on the types of venues that require a PEL. Respondents questioned how capacity sizes would be determined.
- The proposal to require additional premises to obtain a PEL raised concerns that this could prevent smaller, newer or unique premises from becoming entertainment venues.
- Further refinement is required to ensure that there is no detrimental impact on Edinburgh's cultural and arts reputation and to local business.

### **Proposed Amendments**

2.4 Based on the strong support for the proposals drawn up by MOWG it is recommended that the proposals are included in a revised Public Entertainment Resolution.

2.5 In terms of updating the categories of premises which are considered as places of public entertainment the following changes are therefore included in the Draft Resolutions:

- *'Premises used for oral recitals including poetry reading and story telling'* have been deleted from the Resolution on the basis that any risk associated with these events was perceived to be very low. This is deleted from both Draft Resolutions. (Appendixes 4 and 5)
- *'Off road driving courses or similar or any facility where the operator provides access to vehicles for entertainment purposes'* have been added to the Resolution. These activities are similar to go-carting and the MOWG were agreed that they present similar risks and potential impact to communities. This is now included in Paragraph 3 (j) of Draft Resolution Number 2 (Appendix 5).
- All places or classes of premises relating to the performance of music have been merged into one category, as opposed to the previous four categories. This is now included in Paragraph 3 (i) of Draft Resolution Number 2 (Appendix 5).
- Categories relating to Amusement Arcades and Video Machine Arcades have been merged into one category on the basis they are similar. This category is now included in Paragraph 3 (g) of Draft Resolution Number 2 (Appendix 5).

### **Free to Enter Events**

2.6 In April 2012 the Committee agreed an exemption for certain groups which held free to enter events and where the capacity of the premises did not exceed 500

people. The MOWG recommended that this exemption be retained, and the respondents to the consultation supported the retention of the exemption.

- 2.7 This example is shown at Paragraph (4) of the Draft Resolution in Appendix 4. A minor change is to include the words 'non commercial' to make it clear that the exemption is not intended to apply to commercial events of any type, and to broaden the exemptions to all 'Exhibitions' as opposed to 'Exhibitions of Art'.
- 2.8 In April 2012 the Committee agreed to put in place interim fees for 'free to enter' events which were not otherwise exempted. These fees to be reviewed once the review of PEL was completed. The interim fees have had limited use and the MOWG recommended that they be removed. It is therefore proposed that these events will now be charged at the normal rate of application fees.

### **Community or other similar events**

- 2.09 Notwithstanding the change in legislation on 1 April 2012, it has always been the case that community events required a licence where the activity was listed in the Resolution and where an entry fee for admission to the event was charged. At present Community groups or charities can apply for a discounted temporary licence for up to six weeks, at a rate of £109. This discounted rate is limited to premises with a capacity of not more than 200. Premises with a capacity of 200 or more incur the full fee. A long-standing concern is that paying even a small licence fee would diminish the benefit of any fundraising event.
- 2.10 The MOWG recommended a further exemption, which proposes exemptions for events held in premises with a capacity of no more than 250 and held by a Charity, Religious, Community or Political Group or similar non commercial organisation. This proposal is supported by respondents to the consultation and is included in the recommendation before Committee at Paragraph (5) of the Draft Resolution in Appendix 4.
- 2.11 The Committee is asked to further note that this would be in addition to current statutory exemptions that relate to educational or religious establishments.
- 2.12 In recognition that a further adjustment to the fee structure might assist in reducing costs, for example where an event did not qualify for an exemption or where the current temporary six week licence was insufficient, additional fee categories recommended by the MOWG are proposed:
- Public Entertainment temporary event operated by community or charitable group with a capacity of not more than 500 people not lasting more than six weeks - £109 fee.
  - Public Entertainment Event use of premises by community or charitable group with a capacity of not more than 500 people for not more than 12 months - £400 fee.

### **Public Entertainment Resolution – variation**

- 2.13 The steps for varying the Resolution are specified in Section 9 of the 1982 Act. The consultation phase is now complete. If the Committee approves the

proposed changes to the Resolution then there is a nine month statutory period before the changes take full effect.

- 2.14 In order to allow changes to take place as soon as possible it is recommended that the Committee takes a staged process to implementing these amendments. It is recommended that Committee should pass Draft Resolution Number 1 of 2013 (Appendix 4) which will allow the exemptions outlined at paragraphs 2.7 and 2.10 above and will delete 'oral recitals including poetry reading and story-telling' as a category. This would come into effect 28 days after a second newspaper advert.
- 2.15 It is further recommended that Committee pass Draft Resolution Number 2 of 2013 (Appendix 5) which will replace Draft Resolution Number 1 of 2013 nine months thereafter. This would add and amend the remaining categories outlined in paragraph 2.5 above. The advantage of this process is that it will allow the exemptions for small community events to come into place nine months before they otherwise would.

### 3. Recommendations

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- 3.1 It is recommended that the Committee:
- a) notes the outcome of the statutory consultation.
  - b) agrees to vary the City of Edinburgh Council's Public Entertainment Resolution (Number 1 of 2013) as set out in Appendix 4, to bring into effect an exemption for small events and free-to-enter events.
  - c) agrees to further vary the City of Edinburgh Council's Public Entertainment Resolution (Number 2 of 2013) as set out in Appendix 5, to bring in new categories of place of entertainment nine months thereafter.
  - d) agrees to revise the fees structure to remove the current interim fees for free to enter events not otherwise exempted as outlined in paragraph 2.8 above.
  - e) agrees to further revise the fee structure to add new fees as set out in paragraph 2.12 above.
  - f) discharges the outstanding remit in relation to the review of public entertainment licensing.
  - g) refer the report to the Culture and Sport Committee for noting.

**Mark Turley**

Director for Services for Communities

## Links

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<b>Coalition pledges</b>	Maintain our City's reputation as the cultural capital of the world by continuing to support and invest in our cultural infrastructure
<b>Council outcomes</b>	Edinburgh's economy creates and sustains job opportunities Culture, sport and major events – Edinburgh continues to be a leading cultural city where culture and sport play a central part in the lives and futures of citizens
<b>Single Outcome Agreement</b>	Edinburgh's Economy Delivers increased investment, jobs and opportunities for all
<b>Appendices</b>	<ol style="list-style-type: none"><li>1. The City of Edinburgh Public Entertainment Resolution – 20 April 2012</li><li>2. 'Public Entertainment Licensing Consultation' – report on consultation carried out 5 December 2012 – 6 January 2013</li><li>3. Public Entertainment Licensing Consultation – late responses</li><li>4. Public Entertainment Resolution Number 1 Draft 2013</li><li>5. Public Entertainment Resolution Number 2 Draft 2013</li></ol>

**THE CITY OF EDINBURGH COUNCIL  
CIVIC GOVERNMENT (SCOTLAND) ACT 1982 (“the Act”)  
PUBLIC ENTERTAINMENT RESOLUTION**

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**THE CITY OF EDINBURGH PUBLIC ENTERTAINMENT RESOLUTION 2012**

The City of Edinburgh Council, in exercise of its powers in terms of sections 9 and 41 of the Act, hereby makes the following resolution:-

- (1) Section 41 of the Act relating to Public Entertainment shall continue to have effect throughout the Council’s area.
- (2) Subject to the terms of the Act, a Public Entertainment licence shall be required for the use of the premises specified in (3) below as places of Public Entertainment as from **20<sup>th</sup> April 2012**.
- (3) Subject to paragraph (4) below, the premises in the Council’s area which require to be licensed under the Resolution are as follows:-
  - (a) Billiard, snooker and pool halls
  - (b) Premises used for circuses
  - (c) Premises used for concert halls
  - (d) Premises used for oral recitals including poetry reading and story telling
  - (e) Dance halls and discotheque
  - (f) Premises used for exhibitions
  - (g) Premises used for firework displays
  - (h) Premises used for health and fitness activities including without prejudice to the foregoing generality gymnasia, saunas and massage parlours
  - (i) Premises used as sun-tan centres
  - (j) Premises used for laser displays and games
  - (k) Premises used for performing animals
  - (l) Premises used for pop concerts and other live band performances
  - (m) Premises used for variety or musical shows
  - (n) Video machine arcades
  - (o) Premises used for paintball games
  - (p) Premises used for raves
  - (q) Premises used for go-karting
  - (r) Premises used for Amusement Devices being rides, machines, contrivances, structures or other such equipment including side stalls and side shows, tents, booths or similar enclosed structures, which are installed or erected and operated for or in connection with the amusement or entertainment to the public, including without prejudice to the foregoing generality bouncy castles, carousels and bungee jumping and bungee running equipment.
- (4) **BUT EXCLUDING the following places where (a) where members of the public are admitted or may use any facilities for the purposes of entertainment or recreation without payment of money or money’s worth and (b) the capacity does not exceed 500 persons:-**
  - (i) premises used for functions held by charitable, religious, youth, sporting, community, political or similar organisations;
  - (ii) premises used for exhibitions of art work;
  - (iii) premises in which live music is being provided incidentally to the main purpose or use of the premises where that main purpose or use is not as a place of public entertainment; and
  - (iv) premises used for oral recitals including poetry reading and story telling

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Acting Head of Legal and Administrative Services

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# Public Entertainment Licensing Consultation

**Emma McEwan | Project Officer**

Research and Information, Business Intelligence

Corporate Governance

The City of Edinburgh Council

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**Document version 1.1**

## Executive Summary

Earlier last year the City of Edinburgh Council conducted a consultation on the Scottish Government's change to public entertainment licensing laws. The consultation was to ensure the new laws were used in Edinburgh in a way that appropriately balanced the needs of all concerned.

The Council has revised its proposals as a result of the feedback received, and is now suggesting a new set of licensing rules. The Council believes that this will protect Edinburgh's culture and communities, while still reserving appropriate powers to manage events.

All relevant stakeholders were invited to give their feedback on these proposals by completing an online survey or by sending email/mail correspondence.

This report summarises the key findings from the Public Entertainment Licensing Consultation survey and feedback received through email/mail correspondence received by the Community Safety Division.

### Key findings:

- The majority of respondents agree that the proposed free-to-enter and smaller fee-paying events should be exempt from the requirement to obtain a public entertainment licence however there is concern over how these events will be managed and controlled effectively without the licensing standards being in place.
- More clarification and guidelines need to be provided on the types of venues that require a public entertainment licence. Respondents were unsure of which types of business were included in the categories suggested in the proposals and also questioned how capacity sizes would be determined for those venues holding smaller events than the actual capacity size of their venue (mostly in relation to churches and outdoor events).
- The proposal that additional premises require a public entertainment licence raised concerns amongst respondents that expensive licence fees could prevent smaller, newer or unique premises from becoming entertainment venues.
- It is unclear how premises for health and fitness, saunas, massage parlours and sun-tan centres will be classed as premises for public entertainment. Respondents felt that, although these premises do need to be licensed and subject to inspection, a different form of licensing would be more appropriate.
- It is felt that further review and refinement of the proposals concerning the public entertainment licence are required to ensure that there is no detrimental impact on the development and enhancement of Edinburgh's cultural and arts reputation and to local business.



## Survey Design and Methodology

The Public Entertainment Licensing Consultation Survey was agreed in consultation with the Community Safety Senior Managers.

Questions focused on whether respondents support the new proposals regarding public entertainment licences and if they think that any other premises should be required to obtain a public entertainment licence, or if there are any others that should be exempt.

The survey was available for all interested parties to complete during the period 5 December 2012 to 6 January 2013, with the Council website used to promote completion. In addition an advertisement promoting the consultation was published in the Edinburgh Evening News on 5 December 2012. If requested, paper copies of the survey were also made available. Overall, the survey received 105 responses.

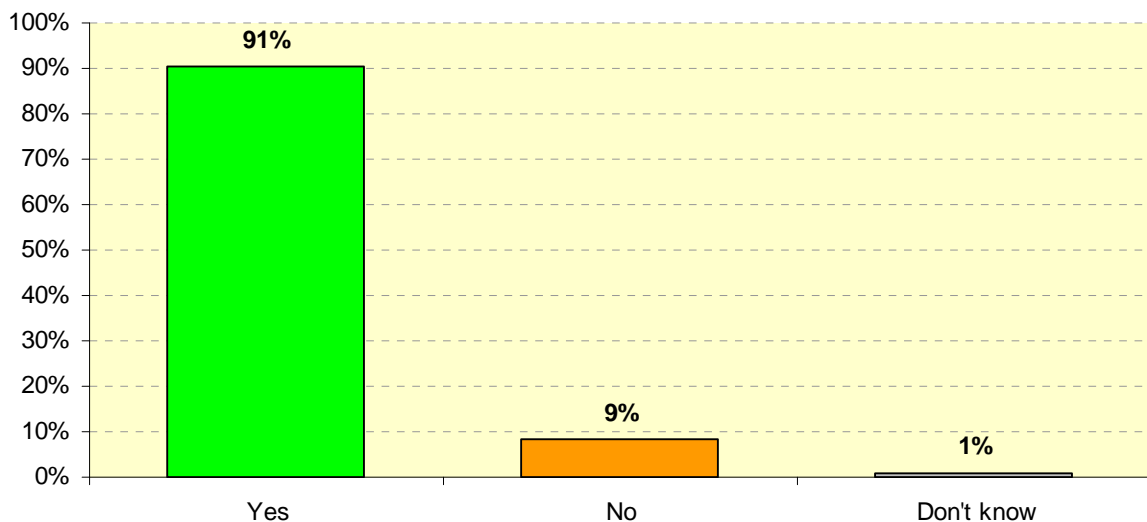
A number of organisations decided to send written responses to the consultation. Five written responses from interested organisations were received. This feedback has been incorporated into the feedback received from the survey.

## Survey Findings

The Council proposes to exempt the following places from the requirement to have a licence, so long as members of the public are admitted for free and the capacity does not exceed 500 people:

- Premises used for functions held by charitable, religious, youth, sporting, community political or similar non-commercial organisations;
- Non-commercial exhibitions;
- Premises where live music is incidental to the main use of the premises.

### Do you agree that we should exempt these free-to-enter events?



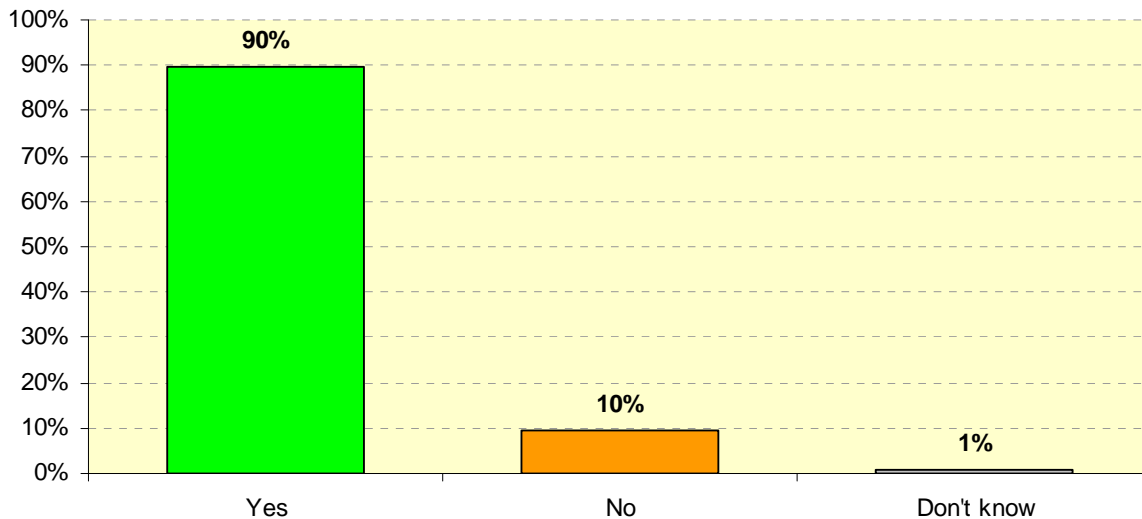
The majority of respondents agree that these free-to-enter events should be exempt from the requirement to have a public entertainment licence however there is concern over how these events will be managed and controlled effectively without the licensing standards being in place.

Without licensing standards in place there are concerns that residents in the area may be exposed to public nuisance or noise disturbances, and find it difficult to object to events due to the issues encountered. One respondent suggested that consideration should be made to exempt free-to-enter events from a charge but that “they should still need to acquire a licence, which means they will meet set standards and allow appropriate conditions to be placed on their activities”.

In addition, it was asked how capacity size would be determined for outdoor events held in Leith Links, the Meadows or Braidburn Valley, where users of the area could be visiting for recreational purposes or to walk their dogs, rather than attending the event.

The Council also proposes to exempt smaller fee-paying events (maximum 250 capacity), where the premises are used for functions or events held by charity, religious, community, political or similar non-commercial organisations.

**Do you support this additional proposal?**



The majority of respondents support the proposal to exempt smaller fee-paying events, however there is again some concern over how these events will be managed and controlled effectively without the licensing standards in place. In addition, respondents were unsure whether all of the examples should be exempt. For example respondents questioned whether political or religious organisations should be exempt, and questioned what types of community events were being referred to.

It was suggested that premises that hold exhibitions and small businesses putting on a function as part of a community event should also be made exempt.

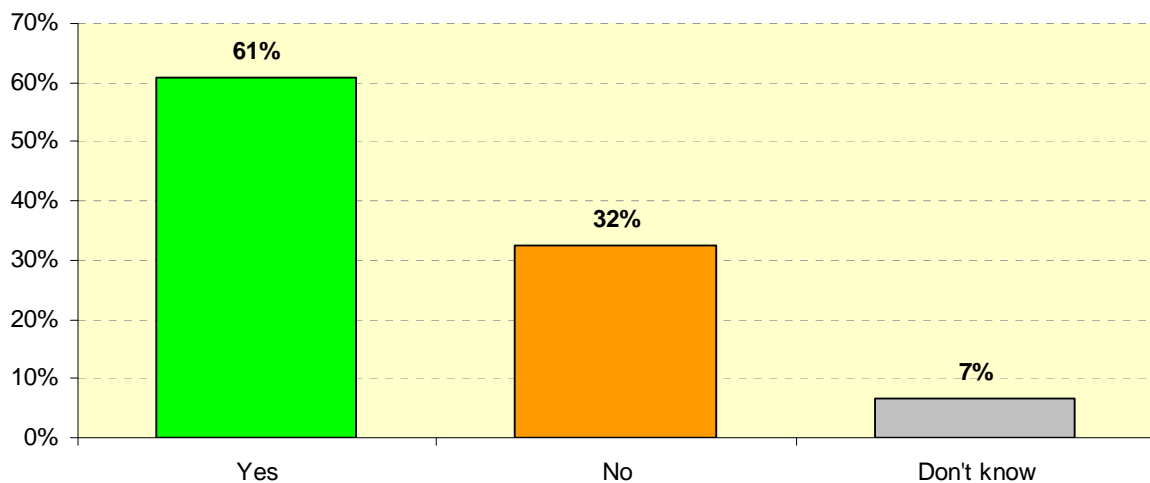
There was concern raised regarding the capacity size of churches and whether they would need a licence for some events held at the venue. It was noted by some respondents that churches, while having an attendance of less than 250, would have capacity for more - and questions were raised whether a licence would be required in these cases. It was suggested that the audience levels for free-to-enter and smaller fee-paying events should be the same (e.g. 500 people) to prevent confusion.

Providing they would not be exempt as listed above, the Council intends to require the following premises to have a public entertainment licence:

- Billiard, snooker and pool halls
- Premises used for circuses
- Premises used for firework displays
- Premises used as sun-tan centres

- Premises used for laser displays and games
- Premises used for performing animals
- Premises used for video machine arcades or Amusement Devices, including bouncy castles, carousels and bungy jumping and bungy running equipment.
- Premises used for paintball games
- Premises used for the performance of music (whether live, recorded or amplified), any other concert venue, any rave or dance event and theatrical performances
- Premises used for go-karting, off road driving courses or similar or any facility where the operator provides access to vehicles for entertainment purposes. Does not include the provision of vehicles as part of learner driver tuition
- Premises used for exhibitions
- Premises used for health and fitness activities including gymnasia, saunas and massage parlours

**Do you support the categories of public entertainment which we propose to license?**



There is general support for the requirement that the above premises have a public entertainment licence, however support is not as strong as that for the previous proposals.

There are concerns that the requirement to have a licence for premises for the performance of music (whether live, recorded or amplified), any other concert venue, any rave or dance event and theatrical performances, will deter smaller venues from booking acts for performances. Premises are already required to pay for PPL licences and the Performing Rights Society (PRS) to play recorded music in their venues. Legislation is also in place to ensure the health, safety and welfare of

performers, audiences and others in these premises, and the introduction of the public entertainment licence may be viewed as an additional, unnecessary financial burden.

In addition, acts themselves may be deterred from performing due to financial pressures placed on them:

*I am a singer and this means that if I put on a small cabaret in a local wine bar, I wouldn't be able to afford to perform as the costs would far outweigh anything I would make on the door. I already have to cover Performing Licence costs. This is just another way for the council to stop small freelance performers doing their job. I would be classed as commercial, therefore would have to pay for an additional licence OR the venue would have to pay for one just to get me in to perform - this makes it less likely small venues will bring in live musicians/singers/acts.*

Many new musicians and other acts use smaller venues and community events to showcase their talent and build up a fan base for their career. Respondents fear that the introduction of the licence could contribute to fewer smaller venues showcasing new up and coming talent, and have an impact on Edinburgh's popular independent music scene.

A number of respondents felt that the phrase "premises used for exhibitions" was too vague and required a better definition of what is considered to be included in this category. Some respondents wondered if this included galleries, cinemas, theatres and cafes exhibiting local artists' work on their walls for sale. It was generally felt that premises used for exhibitions should be exempt from the requirement to obtain a public entertainment licence.

Respondents also felt that premises used for health and fitness activities should be exempt from licence requirements, as it was unclear how these could be classed as entertainment based when they encourage fitness and a healthy lifestyle amongst individuals. Respondents felt that there needed to be a clear distinction between "those premises used solely for individuals pursuing a healthier lifestyle" and "those premises used for events such as sports matches (league or officiated sporting events)". It was felt that for sporting events a public entertainment licence should be applicable.

Respondents were unsure that premises used for sun-tan centres, saunas and massage parlours should require a public entertainment licence. It was agreed that these types of premises should be licensed but respondents felt that a different form of licence should be given to these, and that a public entertainment licence would not provide the proper level of scrutiny these types of venues require.

Other premises that respondents thought should be exempt from holding a public entertainment licence were:

- Fundraising activities (less than 250 people);
- Billiard, snooker and pool halls;
- Arts venues and temporary arts venues;
- Small venues for theatrical performances;
- Premises that already hold a temporary or annual theatre licence;
- All pop-up Fringe venues of capacity 300 people or less;
- Religious organisations hosting free events (e.g. exhibitions, talks and community events);
- Premises that only need an occasional licence on less than three occasions per annum; and
- Private homes used for house concerts which have no admission fees and the musicians receive donations from attendees.

When asked what other premises, if any, should be required to obtain a public entertainment licence, respondents suggested the following:

- Fairs, due to the possibility of noise problems and anti-social behaviour;
- In-door skate-boarding, ice-skating or roller-blading;
- Church halls holding functions with loud music playing past 11pm;
- City Chambers;
- Bookshops, libraries and other spaces used for spoken word events/readings, no matter if they are free or charge for tickets; and
- Pubs to be restricted to an 11pm curfew on any outdoor seating area.

There is some confusion around how organisations determine if they require a licence. It was asked how small, voluntary run organisations who hold community fun days, and do not know how many people will attend, know if they require a licence or not.

In addition, respondents felt that those premises that are exempt from the requirement to have a licence should be offered support and guidelines on how to carry out risk assessments, health and safety checks etc to ensure that venues are suitable for events.

There is concern that smaller premises, social enterprise groups and charities may be unable to afford the cost of a public entertainment licence, and that this will discourage premises from providing entertainment, and ultimately have a detrimental impact on local business.

It was suggested that this consultation provides the opportunity to review the operation and costs associated with the Council's public entertainment and theatre licensing system.

The cost to obtain temporary theatre or public entertainment licences can present challenges for many venues to break even when holding events. There are concerns that expensive licences could prevent newcomers from establishing themselves as venue operators and cause established venues to only present shows which are likely to generate the substantial ticket sales needed to make profit. In addition, these expensive licence fees may also encourage venue operators to look for alternative locations elsewhere.

The consequences of this could be that new, challenging acts and work (which could be in languages other than English) could be abandoned and influential arts industry professionals looking for exciting talent may go elsewhere. This, along with the other concerns raised above, would have a considerable impact on the future success of the Edinburgh's festivals and on the city's international cultural and arts reputation.

Although the preference would be for licence fees to be set at a comparative level to those of other local authorities, a number of suggestions to help mitigate these risks were suggested:

1. Refinement of the banding for licences so that current bands are supplemented and costs are more reasonable and proportionate for premises. Suggestions included additional bands for premises with a capacity of less than 50, of 51 to 100 and for capacities of 101 to 200.
2. A discount of around 50% for new applicants who apply for licences for new premises or locations. This would be an incentive for unique, site-specific premises to establish themselves as venue operators.
3. A discount of around 50% could be offered for the holder of a temporary licence, after the initial application, who is effectively applying for an identical renewal each year. It was felt that this would take into account the reduced workload such a renewal offers.

These suggestions were supported by a number of representatives of organisations. A number of organisations receive additional site-specific theatre show requests from non-profit groups looking for interesting, unusual spaces, and are concerned that expensive licence fees will prohibit these groups from running shows in the future.

The development of single organisation licensing was suggested to account for organisations that have multiple sites requiring separate licences due to locality.

*In every facet we consider ourselves a single 3,500 seat venue split across multiple spaces, however due to different postcodes we are required to have two separate licences. In all communication with the City Council both applications are referenced as one and inspections often conducted in a single session... an organisation such as ours should be able to apply for a single licence governed by a central set of policies, risk assessments, etc, that covers all locations in the operation.*

Regarding site specific and smaller scale performance it is suggested that the Council recognises the various types of performance and offers an entertainment licence, for a single payment of around £150, for a fee-paying audience of less than 50 people. It was also suggested that street theatre licences should be granted per management company, rather than on a per production basis. This has the potential to encourage a higher diversity of performance such as street theatre, walking tours etc, that have a longer performance run than one day and attract new audiences.

It is felt that further review and refinement of the proposals concerning the public entertainment licence are required, to ensure that there is no detrimental impact to the development and enhancement of Edinburgh's culture and arts reputation and to local business.

## Conclusion

Over ninety percent of respondents agree with the proposals that free-to-enter and smaller fee-paying events should be exempt from the requirement of a public entertainment licence. However there is concern over how these events will be managed and controlled effectively without the licensing standards in place. Respondents questioned how incidences of public nuisance or noise disturbances would be controlled without licensing standards to adhere to. In addition, it was suggested that premises hosting events exempt from the requirement of a licence be provided with guidelines and advice on how to carry out risk assessments, health and safety checks etc to ensure venues are suitable for events.

It is felt that more clarification and guidelines need to be provided on the types of organisations that require a licence for their venue, and on the definition of capacity sizes for events held in venues that could hold more people. Respondents were unsure of which types of business were included in the categories suggested in the proposals, and how capacity size is determined.

Sixty one percent support the public entertainment categories that are proposed to be licensed. The most common premises that respondents felt should remain exempt are: premises used for the performance of music (whether live, recorded or amplified), any other concert venue, any rave or dance event and theatrical performances; premises used for exhibitions; and premises used for health and fitness activities. Regarding premises used for saunas, massage parlours and sun-



tan centres respondents felt that, although these premises do need to be licensed and subject to inspection, a different form of licensing, other than public entertainment, would be more appropriate to maintain the levels of scrutiny these types of premises should be subject to.

The main concern raised, however, was that expensive licence fees could prevent smaller, newer or unique premises from becoming entertainment venues. Expensive licence fees could also encourage venues to present shows which are likely to generate the ticket sales needed to make profit. Respondents were worried that this would prevent new, challenging acts and work from being shown, and have a considerable impact on the variety of choice offered by Edinburgh's festivals.

It is felt that further review and refinement of the proposals concerning the public entertainment licence are required, to ensure that there is no detrimental impact to the development and enhancement of Edinburgh's culture and arts reputation and to local business.

## **Appendix 3 - Letter from Fringe:**

21 December 2012

Dear Convener

In response to your request for submissions to your current consultation on the City of Edinburgh Council's licensing regime the Fringe Society has completed your online survey. We believe that this consultation offers an opportunity to hold a more comprehensive review of the operation and costs associated with its public entertainment and theatre licensing regime.

As you will know, the Edinburgh Festival Fringe is the world's largest arts festival and generates over £140 million per annum for the city's economy. With an international reputation it is a model which cities around the world envy and regularly attempt to replicate. Each year over 2,000 shows that make up the Fringe are staged in over 200 venues right across the city. These venues are mostly temporary spaces which are not used as venues during the rest of the year and the venue line-up changes annually.

The Fringe relies on the creative and entrepreneurial vision of our venue operators to provide the spaces for artists and entertainers to stage their shows. Without these individuals the environment which has made the Fringe a worldwide success, would not exist.

### **Background**

Edinburgh is now the most expensive comparative city in the UK in which to seek a temporary theatre or public entertainment licence. In Edinburgh a temporary public entertainment or theatre licence with a capacity of less than 200 costs £874 whilst in neighbouring East Lothian the comparative licence (although with a capacity up to 500) costs £157 and in Fife the equivalent licence application would cost as little as £15. In Scotland's other major cities the fees are £591 in Glasgow (for a whole year), £25 in Perth and £294 in Aberdeen respectively.

Recent changes to the licensing framework in England and Wales mean that a venue operator at any of the emerging arts festivals in England would pay no more than £350 depending on the rateable value of their premises.

Fringe venues often face a challenge to break even. Unfavourable licence fees could prevent newcomers from establishing themselves as venue operators and could drive established operators to present only those shows which are likely to generate substantial ticket sales as opposed to more challenging and untested work often in languages other than English. Unfavourable licensing fees in Edinburgh might also encourage venue operators to look for alternative locations.

As well as being a public facing arts festival which provides a unique range of entertainment and cultural opportunities to Edinburgh residents and visitors, the Fringe is also one of the world's leading arts markets. Each year the Society registers almost 1,000 arts industry professionals from around the world who come to the city to find performers and artists that can be booked for tours, festivals, performances and television shows right around the world. It is the range and quality of the shows on offer in Edinburgh which keeps this influential group of people coming. In short, the relationship between venue operators, artists and the audience (both professional and public) is completely interlinked.

### **Proposals**

The Society's preference would be to see the overall rates that the licence fees are set at reduced to a level which compared favourably with other local authority areas, however given the need for the Council to recoup the cost of the licensing regime from the fees paid we have three further suggestions which would help mitigate the current situation.

### **Reformed Banding**

Our first suggestion would be to reorganise the banding to increase the number of options. Currently the bands for theatre and public entertainment licences are £874 for a premises with a capacity of under 200, £1,311 for premises with a capacity of 201 to 1,000 and £2,623 for premises with capacities greater than 1,000. We believe that if the current bands were supplemented with bands introduced for premises with a capacity of less than 50, premises with capacities of 51 to 100 and one for venues with a capacity of 101 to 200 then this would better reflect the reality of many Fringe venues, particularly those operating on a less

commercial basis.

### **New and 'Site Specific' Venues**

Secondly, we feel that the licensing regime should offer some recognition of the importance to the Fringe landscape of new venues being established and the need for newcomers to establish themselves as venue operators. The Edinburgh Festival Fringe has a reputation for being at the forefront of the site-specific theatre movement and many unique Edinburgh locations have successfully been transformed for a month into a Fringe venue, these have included The Barony Bar on Broughton Street, The Aga Shop on Hanover Street and even public swimming baths. Also, given the financial and creative risks which the Fringe model places on venue operators it is essential to the ongoing health of the Fringe for new talent to enter this field each year. Therefore we propose that the licensing regime should recognise these twin priorities by offering an incentive in the form of a discount of around 50% for new applicants who apply for licences for never before licensed premises or locations.

### **Administrative Reform**

Our third proposal is for consideration to be given to reducing the administrative burden associated with licence applications, particularly as it applies to applicants who are making identical applications for the same premises each year. Renewals of 12 month licences already carry a discount and we would like to explore with the Council the potential for looking at whether a discount of around 50% could be offered for the holder of a temporary licence who is effectively applying for a renewal a year after their initial application to take account of the reduced workload that such a renewal offers. The administrative burden could also be eased by the Council nominating a single officer who could act as a contact point for licence applicants who had questions about either the application or the decision making process. The Fringe Society is Willing to do what we can to help make this process as efficient as possible whilst maintaining the city's strong record for safely hosting events of an international standard.

### **Conclusions**

The Fringe Society recognises that the City Council finds itself in a totally unique situation compared to any other local authority in terms of the volume of applicants for theatre and public entertainment licences and we have always been incredibly pleased and grateful for the co-operation that we receive from the Council and the professional way in which the licensing staff have always dealt with even the most challenging of applications. However, we do also feel that the current review gives a rare opportunity to look at the wider issues as they affect the Fringe, particularly in light of the current administration's commitment to "maintain and enhance the support for our world-famous Festivals and Events" (Capital Coalition Agreement, 3.10).

The questions in the online survey also leave open the prospect of some free events which did not previously require to be licensed now coming under the auspices of the licensing regime, specifically music events and some exhibitions. We think it would be regrettable if events such as these now found themselves facing additional costs which might threaten their future participation in the Fringe.

We accept that this is a complex issue and any decisions pertaining to the Fringe would have to be considered in the context of the overall licensing regime and we are happy to meet with you, your colleagues and officials to discuss this at any time convenient to you. Please do not hesitate to contact us if you require any further information or clarification.

Yours sincerely

**Kath M Mainland**

**Chief Executive, Edinburgh Festival Fringe Society Ltd**

## Email from Castlerock Edinvar Housing Association

We held the meeting last night and 10 people from the Pleasance, High Street, Blackfriars Street, Drummond Street etc. attended – including myself and a colleague. Thank you for the opportunity to submit these after the closing date.

Here are our responses.

1. Do you agree that we should exempt these free-to-enter events? If no - which do you disagree with? Please provide further info.  
No – it depends on location and how close the events are to residential buildings. A number of issues need to be considered for each event given 500 has a big impact on the locality e.g. parking, pollution, noise, safety, rubbish, alcohol, toilet facilities (or lack), smoking and smoking debris. Residents were also concerned about the level of music – even if ‘incidental’. These issues can be better considered in a licensing process.
2. Do you support this additional proposal? If no - what do you disagree with?  
No – for all the reasons above. The feeling was anything above 50 participants requires a degree of control.
3. Do you support the categories of public entertainment which we propose to license?  
Yes
4. What other premises, if any, should be required to obtain a public entertainment licence? **No suggestions**
5. Some premises are currently not required to hold a public entertainment licence. Do you think that any other premises should be exempt from this requirement? Please list. **No exemptions. But no-one offered specific examples.**
6. Please use the space below to make any other comments about the proposals.  
There was very strong feeling in the room about the lack of thoughtfulness by the Council relating to events affecting city centre residents who already have to tolerate problems associated with licensed premises and hostels in the High Street area: noise, rubbish, vomit, other alcohol related nuisance, queues of people, queues of taxis (breaking rules), couples having sex underneath windows every weekend, businesses misusing residents recycling facilities etc.

In addition late licences, bottle collections, staff taxis and the setting up and dismantling of event related structures means that sometimes it's a 24 hour nuisance. The Fringe venue at the Pleasance is a perfect example. 6-8 weeks of nuisance as it is set up and dismantled. Noise until the very early hours. Limited control of queues and taxis (shouldn't taxi wardens be compulsory?). And licenses are extended every year – last year the Pleasance even featured an outdoor café in the vennel/archway – in addition to the usual courtyard bars etc. Residents feel that licensing allows a steady encroachment into their space and their right to live peacefully and without nuisance. They feel that the licensing of venues and event pays more attention to commercial interests and ignores families, working people, people with health problems and older customers in the city centre that help make the city centre a vibrant place to work.

They also feel strongly that the heritage and kerb appeal of the city centre area is undermined by the excessive level of licensed events and premises.

They also discussed the planning application for the former church in Blackfriars Street. We have objected to this as have a number of residents for reasons outline above and for other reasons. The objection is online.

I understand that some of these comments are out with the specific remit of the consultation and I would appreciate it if you could ensure that the relevant and appropriate officers see them.

Many thanks and best regards,

Shelley

**Shelley Hutton**  
**Business Support Manager**  
**Castle Rock Edinvar Housing Association**

## APPENDIX 4

### THE CITY OF EDINBURGH COUNCIL CIVIC GOVERNMENT (SCOTLAND) ACT 1982 (“the Act”) PROPOSED PUBLIC ENTERTAINMENT RESOLUTION

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#### THE CITY OF EDINBURGH PUBLIC ENTERTAINMENT RESOLUTION Number 1 of 2013 - DRAFT

The City of Edinburgh Council, in exercise of its powers in terms of sections 9 and 41 of the Act, hereby makes the following resolution:-

- (1) Section 41 of the Act relating to Public Entertainment shall continue to have effect throughout the Council's area.
- (2) Subject to the terms of the Act, a Public Entertainment licence shall be required for the use of the premises specified in (3) below as places of Public Entertainment as from the 20<sup>th</sup> April 2012.
- (3) Subject to paragraph (4) below, the premises in the Council's area which require to be licensed under the Resolution are as follows:-
  - (a) Billiard, snooker and pool halls
  - (b) Premises used for circuses
  - (c) Premises used for concert halls
  - (d) Dance halls and discotheque
  - (e) Premises used for exhibitions
  - (f) Premises used for firework displays
  - (g) Premises used for health and fitness activities including without prejudice to the foregoing generality gymnasia, saunas and massage parlours
  - (h) Premises used as sun-tan centres
  - (i) Premises used for laser displays and games
  - (j) Premises used for performing animals
  - (k) Premises used for pop concerts and other live band performances
  - (l) Premises used for variety or musical shows
  - (m) Video machine arcades
  - (n) Premises used for paintball games
  - (o) Premises used for raves
  - (p) Premises used for go-carting
  - (q) Premises used for Amusement Devices being rides, machines, contrivances, structures or other such equipment including side stalls and side shows, tents, booths or similar enclosed structures, which are installed or erected and operated for or in connection with the amusement or entertainment to the public, including without prejudice to the foregoing generality bouncy castles, carousels and bungee jumping and bungee running equipment.
- (4) **BUT excluding the following places where (a) where members of the public are admitted or may use any facilities for the purposes of entertainment or recreation without payment of money or money's worth and (b) the capacity does not exceed 500 persons:-**
  - (i) premises used for functions held by charitable, religious, youth, sporting, community, political or similar organisations;
  - (ii) premises used for exhibitions of art work;
  - (iii) premises in which live music is being provided incidentally to the main purpose or use of the premises where that main purpose or use is not as a place of public entertainment.

(5) and additionally **excluding the following places where (a) where members of the public are admitted or may use any facilities for the purposes of entertainment and (b) the capacity does not exceed 250 persons:-**

- a) Premises used for functions or events by any Charity, Religious, Community or Political group or any similar non commercial organisation.

## APPENDIX 5

### THE CITY OF EDINBURGH COUNCIL CIVIC GOVERNMENT (SCOTLAND) ACT 1982 (“the Act”) DRAFT PUBLIC ENTERTAINMENT RESOLUTION

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#### THE CITY OF EDINBURGH PUBLIC ENTERTAINMENT RESOLUTION Number 2 of 2013 - DRAFT

The City of Edinburgh Council, in exercise of its powers in terms of Sections 9 and 41 of the Act, hereby makes the following resolution:-

- (1) Section 41 of the Act relating to Public Entertainment shall continue to have effect throughout the Council's area.
- (2) Subject to the terms of the Act, a Public Entertainment licence shall be required for the use of the premises specified in (3) below as places of Public Entertainment as from the 20<sup>th</sup> April 2012.
- (3) Subject to paragraph (4) and (5) below, the premises in the Council's area which require to be licensed under the Resolution are as follows:-
  - a) Billiard, Snooker and Pool Halls
  - b) Premises used for Circuses
  - c) Premises used for Firework Displays
  - d) Premises used as sun-tan centres
  - e) Premises used for Laser Displays and Games
  - f) Premises used for Performing Animals
  - g) Premises used for Video Machine Arcades Amusement Devices (including rides or machines, or other such equipment including stalls, tents, booths or structures), which are installed or erected and operated for or in connection with the amusement or entertainment to the public, including without prejudice to the foregoing generality bouncy castles, carousels and bungee jumping and bungee running equipment
  - h) Premises used for Paintball Games
  - i) Premises used for the performance of music (whether live, recorded or amplified), any other concert venue, any rave or dance event and theatrical performances
  - j) Premises used for go-carting, off road driving courses or similar or any facility where the operator provides access to vehicles for entertainment purposes. Does not include the provision of vehicles as part of learner driver tuition
  - k) Premises used for Exhibitions
  - l) Premises used for health and fitness activities including without prejudice to the foregoing generality gymnasia, saunas and massage parlours.
- (4) **BUT excluding the following places where (a) where members of the public are admitted or may use any facilities for the purposes of entertainment or recreation without payment of money or money's worth and (b) the capacity does not exceed 500 persons:-**
  - a) premises used for functions held by charitable, religious, youth, sporting, community, political or similar non commercial organisations;
  - b) premises used for non commercial exhibitions;
  - c) premises in which live music is being provided incidentally to the main purpose or use of the premises where that main purpose or use is not as a place of public entertainment;
- (5) and additionally excluding the following places where (a) where members of the public are admitted or may use any facilities for the purposes of entertainment and (b) the capacity does not exceed 250 persons:-



- a) Premises used for functions or events by any Charity, Religious, Community or Political group or any similar non commercial organisation.

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Acting Head of Legal and Administrative Services

# Regulatory Committee

10am, Friday, 03 May 2013

## Proactive Impact Noise Standard in Houses in Multiple Occupation Properties

Item number	7.2
Report number	
Wards	

### Links

Coalition pledges	<a href="#">P8</a>
Council outcomes	<a href="#">CO10</a>
Single Outcome Agreement	<a href="#">SO4</a>

### Mark Turley

Director of Services for Communities

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## Proactive Impact Noise Standard in Houses in Multiple Occupation Properties

### Summary

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At the Regulatory Committee on 9 March 2012 the Committee adopted revised Houses in Multiple Occupation (HMO) property standards in response to new Scottish Government Statutory Guidance. As a result, these standards now include an impact noise standard which requires hard floor surfaces in certain HMOs to be covered with carpets and cushioned flooring. It only applies to HMOs with living apartments below them.

This report asks Committee to consider and ratify an amendment to the application of this standard by authorising officers to set aside this requirement in circumstances clearly identified as non-contentious. These would be considered on a case by case property basis.

Any decision to set aside the requirement would apply up to the determination of the next HMO application, or until such times as it is decided that the requirement should be re-instated following an investigation into a noise complaint.

Non-contentious circumstances would be identified by means of receipt of a representation from the applicant which includes the following:

- A written statement confirming that the existing impact noise mitigation arrangements in the property has resulted in a proven track record of ensuring no impact noise complaints have been received.
- A written statement from the occupier(s) of the property below confirming that they consider the current impact noise mitigation is satisfactory.

Officers may contact the landlord and neighbouring occupiers as part of their consideration of the applicant's representation in order to assist them in deciding whether the circumstances should be identified as non-contentious.

## Recommendations

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That Committee:

1. To amend the House in Multiple Occupation (HMO) Property Standards to authorise the Director of Services for Communities to set aside the requirements prescribed in the HMO licensing impact noise standard, in circumstances clearly identified as non-contentious.
2. Agree “non contentious circumstances” are identified by means of receipt of a representation from the applicant, which includes a written statement confirming that the existing floor structure and impact noise mitigation arrangements have been in place throughout a period of time in which a proven track record of no impact noise complaints exists, and a written statement from the occupier(s) of the property below confirming that they consider the impact noise levels experienced by them to be acceptable.
3. Agree officer contact with the landlord and neighbouring occupiers may be part of a verification process, as considered necessary, in order to assist in deciding whether the circumstances should be identified as non-contentious.
4. Agrees that living areas, for the purpose of the impact noise standard, includes hallways and other areas that receive regular footfall but does not include storage.
5. The Director of Services for Communities reports annually to Committee statistics on the number of applications for exemptions made with information on grants, refusals, and neighbour refusals to agree with the landlords’ written statement.

## Measures of success

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Not applicable.

## Financial impact

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Not applicable.

## Equalities impact

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An Equality & Human Rights Impact Assessment, applicable to the content of this report and associated legislation, was carried out prior to the enactment of the Private Rented Housing (Scotland) Act 2011.

<http://www.scotland.gov.uk/Topics/People/Equality/18507/EQIASearch/PrivRentedHsg>

## **Sustainability impact**

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Not applicable.

## **Consultation and engagement**

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Not applicable.

## **Background reading / external references**

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None.

## Proactive Impact Noise Standard in Houses in Multiple Occupation Properties

### 1. Background

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- 1.1 At the Regulatory Committee on 9 March 2012 the Committee adopted revised Houses in Multiple Occupation (HMO) property standards in response to new Scottish Government Statutory Guidance. As a result, these standards now include an impact noise standard which requires hard floor surfaces in certain HMOs to be covered with carpets and cushioned flooring. It only applies to HMOs with living apartments below them.
- 1.2 Applicants for HMO licences have made representations to the Council stating that they do not consider they should be required to install any additional impact noise control measures. They maintain that their properties already provide a high level of protection against impact noise and/or that the residents below confirm they have no issues regarding impact noise.
- 1.3 This report asks Committee to consider and ratify an amendment to the application of this standard by authorising officers to set aside this requirement in circumstances clearly identified as non-contentious. These would be considered on a case by case property basis.

### 2. Main report

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- 2.1 At the Regulatory Committee on 9 March 2012 the Committee adopted a proactive impact noise standard for HMO properties following the introduction of new statutory guidance published by Scottish Government. The standard adopted is based on the wording in the guidance and is as follows:

“For flats with downstairs neighbours, any floor surfaces with exposed wooden floor boards, laminate, hard wood floorings or tiled floor finishes must be provided, in living areas, with a fitted carpet with good quality underlay and, in kitchen or bathroom areas, with good quality cushioned flooring such as vinyl.”

- 2.2 Applicants for HMO licences have made representations to the Council stating that their properties do not require the installation of additional impact noise control measures as:
  - (a) They consider a high level of protection against impact noise transmission is already provided similar to that achieved by a

standard floor with the addition of the treatment required by the new HMO property standard.

(b) The residents below have confirmed they have no issues regarding impact noise from the HMO property.

2.3 It is therefore, advised that a process be put in place to consider such representations and for that purpose, delegated authority be given to officers to decide whether or not the requirement should be set aside.

2.4 Committee is therefore, asked to delegate authority to the Head of Housing & Regeneration to set aside the requirements prescribed in the HMO licensing impact noise standard in circumstances clearly identified as non-contentious.

### **3. Recommendations**

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3.1 To amend the House in Multiple Occupation (HMO) Property Standards to authorise the Director of Services for Communities to set aside the requirements prescribed in the HMO licensing impact noise standard in circumstances clearly identified as non-contentious.

3.2 That Committee agree 'non-contentious circumstances' are identified by means of receipt of a representation from the applicant, which includes a written statement confirming that the existing floor structure and impact noise mitigation arrangements have been in place throughout a period of time in which a proven track record of no impact noise complaints exists, and a written statement from the occupier(s) of the property below confirming that they consider the impact noise levels experienced by them to be acceptable.

3.3 That Committee agree officer contact with the landlord and neighbouring occupiers may be part of a verification process, as considered necessary, in order to assist in deciding whether the circumstances should be identified as non-contentious.

3.4 That Committee agree that living areas, for the purpose of the impact noise standard, includes hallways and other areas that receive regular footfall but does not include storage.

3.5 The Director of Services for Communities reports annually to Committee statistics for the number of applications for exemption made with information on grants/refusals, and neighbour refusal to agree with the landlords written statement, be reported to the committee on an annual basis

**Mark Turley**

Director of Services for Communities

## Links

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<b>Coalition pledges</b>	P8 Make sure the city's people are well-housed, including encouraging developers to build residential communities, starting with brownfield sites
<b>Council outcomes</b>	CO10 Improved health and reduced inequalities
<b>Single Outcome Agreement</b>	SO4 Edinburgh's communities are safer and have improved physical and social fabric
<b>Appendices</b>	None



# Regulatory Committee

10:00am, Friday, 3 May 2013

## Refund of Licence Application Fees - Proposed Policy

Item number	7.3
Report number	
Wards	Citywide

### Links

Coalition pledges	<a href="#">P28</a>
Council outcomes	<a href="#">CO8</a>
Single Outcome Agreement	<a href="#">SO1</a>

### Mark Turley

Director of Services for Communities

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# Executive summary

## Refund of Licence Application Fees - Proposed Policy

### Summary

---

This report presents a proposed policy on refund of Licence Fees for Committee approval.

### Recommendations

---

- 1 Committee is asked to:
  - a) approve a short consultation on the proposed policy on Refund for Licence Fees attached in Appendix 1.
  - b) agree that the proposed policy on Refund for Licence Fees attached in Appendix 1 will be used as an interim measure whilst the consultation is ongoing.
  - c) agree to receive a further report following the consultation recommending a final version of the Policy.

### Measures of success

---

- Customers are able to refer to a clear policy on refund of licence fees.
- A reduction in the number of complaints about how the Council responds to requests for a refund of a licence fee.

### Financial impact

---

The Council's scale of fees for licensing applications was approved with effect from 1 April 2013. Where a refund is given this is absorbed by the Civic Government (Scotland) Act 1982 licensing budget. Typically a large proportion of the costs to the Council are incurred during the initial vetting of an application.

### Equalities impact

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There is no equalities impact arising from the contents of this report.

## **Sustainability impact**

---

There is no environmental impact arising from the contents of this report.

## **Consultation and engagement**

---

This proposed policy is intended to be an interim measure pending a consultation with customers of the service.

## **Background reading / external references**

---

Appendix 1: Proposed policy on licence application refunds (February 2013)

[City of Edinburgh Council Licence Application Fees List](#)

## Proposed Policy on requests for Refund of Licence Application Fees

### 1. Background

---

- 1.1 The Council acts as Licensing Authority for a range of legislation including Housing (Scotland) Act 2006 and the Civic Government (Scotland) Act 1982. There is an agreed structure of fees which is designed to cover the costs of operating the licensing functions of the Council.
- 1.2 The Licensing Section routinely receives requests for reductions or refund of the licence application fee, typically where the circumstances of the applicant have changed.
- 1.3 The proposed policy in Appendix 1 clarifies the Council's approach to dealing with requests, and the criteria which will be used to make decisions on such requests.

### 2. Main report

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- 2.1 The Council deals with on average 25,000 licence applications, renewals or variation requests each year. The scale of fees is agreed by Council or the Committee, and these vary significantly depending on the type of licence. The fee structure can be accessed using the link within the background papers section of this report.
- 2.2 Both the relevant application forms and the Council website advise applicants that application fees are non-refundable. Nevertheless, applicants regularly make requests for a refund of some or all of the fees. Typical examples include where an applicant withdraws an application at some point in the checking process and seeks a refund on the basis that a licence is no longer needed, or where an HMO owner sells his property and seeks a refund of a portion of the licence fee.
- 2.3 Standing Orders provide council officers with delegated powers to decide upon refund requests where a licence is granted or withdrawn. This report presents a proposed policy on how such requests will be handled in future.
- 2.4 The proposed policy attached at Appendix 1 sets out the circumstances in which a refund request will be considered, the criteria under which the request can be made, and the decision-making process.

- 2.5 The attached proposed policy does not in any way affect the applicant's right to raise an issue using the Council complaints procedure. Where poor service has occurred an appropriate resolution may include refund of the application fee in whole or in part.
- 2.6 Where a licence application has been refused, officers do not have delegated authority to consider refund requests. In these cases requests will continue to be considered by the Licensing Sub-Committee.

### 3. Recommendations

---

3.2 Committee is asked to:

- approve a short consultation on the proposed policy on Refund for Licence Fees attached in Appendix 1.
- agree that the proposed policy on Refund for Licence Fees attached in Appendix 1 will be used as an interim measure whilst the consultation is ongoing.
- agree to receive a further report following the consultation recommending a final version of the Policy.

## Mark Turley

Director for Services for Communities

### Links

---

<b>Coalition pledges</b>	Further strengthen our links with the business community by developing and implementing strategies to promote and protect the economic well being of the city
<b>Council outcomes</b>	Edinburgh's economy creates and sustains job opportunities
<b>Single Outcome Agreement</b>	Edinburgh's Economy delivers increased investment, jobs and opportunities for all
<b>Appendices</b>	Appendix 1: Draft policy 2013

## **REQUESTS FOR REFUND OF LICENCE APPLICATION FEES**

The purpose of this policy is to guide applicants and officers of the City of Edinburgh Council ('the Council') in relation to requests for the refund or reduction of licence application fees.

The Council acts as a Licensing Authority as required by a number of statutes, and this currently involves processing and issuing approximately 25,000 licence applications or renewals each year. This policy seeks to ensure fairness and consistency for all applicants.

The Council's Licensing Authority functions are funded directly by the income collected from fees. The Council's charging structure is considered and approved by the Council or Regulatory Committee.

**Applicants should note that the fee is paid to cover the cost of the application process, not for the licence itself. This is required to cover the cost of processing the application including engagement with consultees.**

The policy will apply to requests for refunds or reduction of licence application fees where a licence has been granted or application for a licence has been withdrawn. Council Officers do not have delegated powers to deal with any request for a refund if a licence application has been refused. Any request for refund after a licence is refused will be dealt with by the Licensing Sub-Committee.

Legislation requires that the total fees payable for any period are equivalent to the expenses incurred by the Council in administering the licensing function during that period.

An applicant must be in a position to complete all parts of the process before lodging an application. If this is not the case, e.g. where a medical is required and the applicant is not available to attend, then the applicant is recommended to delay applying.

Prior to making an application, applicants may wish to consider seeking independent legal advice.

**ALL FEES ARE PAYABLE AT THE TIME OF LODGING THE APPLICATION AND ARE NON-REFUNDABLE EXCEPT AS OUTLINED BELOW.**

- I. All fees are payable at the time of lodging and are non-refundable except in exceptional circumstances.
- II. While exceptional circumstances cannot be defined, they would include events such as a bereavement or serious illness etc. which has an impact upon the application.
- III. The applicant may be called upon to provide documents or other information in support of their request.
- IV. 'Exceptional circumstances' will not be taken to include withdrawal by the applicant due to a change of business plan or circumstances, nor an applicant's

inability to secure or obtain any relevant or essential permissions, consents, leases or vehicles etc. Nor will it include circumstances where an application has been withdrawn due to conditions which have been attached to the licence.

- V. No policy can be fully comprehensive or inclusive, and it is recognised that rules should be enforced in a fair and consistent manner. It is essential, however, that each case is treated on its merits and that decisions are reasonable in the circumstances.
- VI. It is the intention of the Council that, in applying this policy, due consideration will be given to an applicant's personal and domestic circumstances.
- VII. Where a request for a refund or reduction of fees is made it will be considered by the Director of Services for Communities or their nominated officer, who will determine the response to the request based on the facts and circumstances.
- VIII. Where a request for a refund or reduction is refused the applicant will be given written reasons for the decision.
- IX. The decision will be final and there is no right of appeal or review of that decision.
- X. This policy does not affect any right to raise a complaint under the Council's Complaints procedure. Any request for a refund based on dissatisfaction with the service will be dealt with using the Council's Complaints Procedure.

# Regulatory Committee

10:00 am Friday, 3 May 2013

## Survey of Demand for Taxis within the City of Edinburgh

Item number	7.4
Report number	
Wards	All Wards

### Links

Coalition pledges	<a href="#">P28</a>
Council outcomes	<a href="#">C08</a>
Single Outcome Agreement	<a href="#">S01</a>

### Mark Turley

Director of Services for Communities

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# Executive summary

## Survey of Demand for Taxis within the City of Edinburgh

### Summary

---

The Council has a policy of limiting the number of taxi licences issued within the City, utilising the powers available to it under Section 10 (3) of the Civic Government (Scotland) Act 1982. This power can only be used if the Council is satisfied that there is 'no significant demand' for taxis which is unmet. The Council is required to keep this position under regular review.

At the Regulatory Committee on 16 November 2012 the Regulatory Committee Workplan was approved. Committee agreed to commission consultants to review the provision of taxis within the City, and specifically to identify whether there is any 'significant unmet demand' for taxis.

Halcrow Ltd was commissioned in November 2012 to undertake this work and undertook the research between December 2012 and February 2013. Attached at Appendix 1 is a copy of the Halcrow Ltd report which representatives from Halcrow will present at the meeting.

### Recommendations

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- 1 It is recommended that Committee:
  - a) notes the content of this report.
  - b) accepts the conclusion from the commissioned Halcrow study that there is no 'significant unmet demand' for taxis within the City.
  - c) agrees that no new taxi licences require to be issued at this time.
  - d) agrees that the next demand survey will take place in three years and authorises the Director of Services for Communities to procure interim demand monitoring arrangements as specified in paragraph 1.5 of this report.

### Measures of success

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That the City has sufficient taxis to meet the customer demand placed upon the fleet

### Financial impact

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The cost of the Halcrow research is contained within the income from the taxi licence fees.

The cost of interim demand monitoring arrangements will also be contained within the income from taxi licence fees.

## **Equalities impact**

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There is no relationship to the public sector general equality duty to matters described in this report and no direct equalities impact arising from this report.

## **Sustainability impact**

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Any increase in the taxi fleet by increasing the number of licences issued would have an impact on the Environment within the City, potentially including levels of pollution.

## **Consultation and engagement**

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The tender issued by the Council for the consultants required that the research include specific and extensive consultations with interest groups. Full details are contained in the Halcrow report at Appendix 1, but these groups included;

1. Representatives of the taxi trade.
2. The Public.
3. Lothian and Borders Police, in particular the Cab Inspector and officers with responsibility for the City Centre.
4. Council Officers with responsibility for Community Safety, Transport and Economic Development.
5. Disability Groups

## **Background reading / external references**

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[Restriction of Taxi Numbers In Edinburgh: report to full Council 23 August 2007.](#)

[Regulatory Committee Workplan 16 November 2012](#)

[Minute of Regulatory Committee 16 November 2012](#)

## Survey of Demand for Taxis within the City of Edinburgh

### 1. Main report

---

#### Background

- 1.1 The Council acts as a Licensing Authority for the purpose of licensing taxis within the City of Edinburgh. In line with the powers contained in the Civic Government (Scotland) Act 1982, the Council has adopted a policy of limiting the number of taxi licences issued where there is no evidence of significant unmet demand. The Council last formally reviewed this position in 2009, and at that time the Council agreed to increase the number of licences within the city by 30. There have also been a number of appeals to the Sheriff which have resulted in 20 additional licences being granted. At present there are 1316 licenses for taxis within the city. All applications for taxi licences are currently referred to the Licensing Sub-Committee for a hearing and decision.
- 1.2 The policy of restricting the number of taxi licences within the city attracts considerable debate. One view, generally held by taxi licence holders, is strongly in favour of retaining the restriction on licence numbers, on the grounds that overprovision would harm the viability of the trade. There are other groups which strongly argue that the policy is a restraint on trade, and seek the removal of the restriction. Typically these will include people who do not currently have a taxi licence, but wish to obtain one, or licensed taxi drivers who wish to operate their own taxi as opposed to driving shifts in taxis licensed by others.
- 1.3 The restriction policy is routinely challenged. This typically takes the form of appeals to the Sheriff against decisions of the Licensing Sub-Committee to refuse applications for taxi licences based on the committees' assessment that there is no significant unmet demand
- 1.4 The Scottish Government has issued guidance for licensing authorities which operate a limitation policy. Additionally the decisions of the courts clearly indicates that the level of unmet demand must be kept under regular review. The Committee is asked to note that the consultants Halcrow were instructed to follow this guidance in carrying out their research.
- 1.5 The Halcrow research provides Committee with an up to date review of the level of demand for taxis in the City. If approved, this will form the basis on which individual licences will be considered until the next formal review which will be in three years time. In addition Committee approval is requested to procure interim demand research at a frequency of six months. This will ensure that the service

is operating in line with best practice and will provide a robust basis for decisions should legal challenge be made.

1.6 The Halcrow report concludes that overall:

- a) there is no evidence of significant unmet demand;
- b) there is some evidence that the taxi fleet is insufficiently deployed at periods of peak demand e.g. late on weekend evenings;
- c) that the size of the fleet compares favourably with other UK cities.

## 2. Recommendations

---

2 It is recommended that Committee:

- a) notes the content of this report.
- b) accepts the conclusion from the commissioned Halcrow study that there is no 'significant unmet demand' for taxis within the City.
- c) agrees that no new taxi licences require to be issued at this time.
- d) agrees that the next demand survey will take place in three years and authorises the Director of Services for Communities to procure interim demand monitoring arrangements as specified in paragraph 1.5 of this report.

### Mark Turley

Director of Services for Communities

### Links

---

<b>Coalition pledges</b>	Further strengthen our links with the business community by developing and implementing strategies to promote and protect the economic well being of the city
<b>Council outcomes</b>	Edinburgh's economy creates and sustains job opportunities
<b>Single Outcome Agreement</b>	Edinburgh's Economy delivers increased investment, jobs and opportunities for all
<b>Appendices</b>	Appendix 1: Draft policy 2013

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# Taxi Demand Review

## City of Edinburgh Council

April 2013

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# Taxi Demand Review

## City of Edinburgh Council

April 2013

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## Document history

### Taxi Demand Review

City of Edinburgh Council

This document has been issued and amended as follows:

Version	Date	Description	Created by	Verified by	Approved by
1.0	April 13	Draft Report	Aidan Shearer		

## Contents

<b>1</b>	<b>Introduction</b>	<b>1</b>
1.1	General	1
<b>2</b>	<b>Background</b>	<b>3</b>
2.1	General	3
2.2	Edinburgh	3
2.3	Background to the Taxi Market in Edinburgh	3
2.4	Taxi Fares and Licence Premiums	4
2.5	Local Policy	6
<b>3</b>	<b>Benchmarking</b>	<b>8</b>
3.1	Introduction	8
3.2	Fleet Composition	8
3.3	Wheelchair Accessible Vehicles	10
3.4	Entry Control	11
3.5	Fares	12
<b>4</b>	<b>Public Transport Review</b>	<b>13</b>
4.1	Introduction	13
4.2	City of Edinburgh Council	13
4.3	Lothian Buses	13
4.4	Night Buses	14
4.5	Community Transport	15
<b>5</b>	<b>Definition, Measurement and Removal of Significant Unmet Demand</b>	<b>16</b>
5.1	Introduction	16
5.2	Overview	16
5.3	Defining Significant Unmet Demand	16
5.4	Measuring Patent Significant Unmet Demand	17
5.5	Determining the Number of New Licences Required to Eliminate Significant Unmet Demand	19
5.6	Note on Scope of Assessing Significant Unmet Demand	21
<b>6</b>	<b>Evidence of Patent Unmet Demand – Stance Observation Results</b>	<b>22</b>
6.1	Introduction	22
6.2	The Balance of Supply and Demand	22
6.3	Average Delays and Total Demand	23



6.4	The Delay / Demand Profile	24
6.5	The General Incidence of Passenger Delay	26
6.6	The Effective Supply of Vehicles	26
6.7	Comparing the results for Edinburgh with those of other unmet demand studies	26
6.8	Summary	27
<b>7</b>	<b>Seasonality</b>	<b>30</b>
7.1	Introduction	30
7.2	Christmas	30
7.3	Rugby Internationals	31
<b>8</b>	<b>Evidence of Suppressed Demand – Public Attitude Pedestrian Survey Results</b>	<b>34</b>
8.1	Introduction	34
8.2	General Information	34
8.3	Attempted method of hire	36
8.4	Improvements	37
8.5	Safety	37
8.6	Stances	38
8.7	Summary	38
<b>9</b>	<b>Public Consultation – Disability Groups</b>	<b>40</b>
9.1	Introduction	40
9.2	General Information	40
9.3	Attempted method of hire	41
9.4	Improvements	41
9.5	Safety	42
<b>10</b>	<b>Consultation</b>	<b>43</b>
10.1	Introduction	43
10.2	Direct (Face to Face) Consultation	43
10.3	Indirect (Written) Consultation	46
<b>11</b>	<b>Deriving the Significant Unmet Demand Index Value</b>	<b>48</b>
11.1	Introduction	48
<b>12</b>	<b>Summary and Conclusions</b>	<b>49</b>
12.1	Introduction	49
12.2	Recommendations	52

## Appendices

# 1 Introduction

## 1.1 General

This study has been conducted by Halcrow on behalf of City of Edinburgh Council (CEC). The overall objective is to provide a full survey of demand for taxis in Edinburgh and to determine whether or not significant unmet demand for taxis exists in terms of section 10(3) of the Civic Government (Scotland) Act 1982. Specific objectives are:

- To measure demand, including latent demand, for taxi services to the general public in order to determine whether there is any significant unmet demand in Edinburgh city as a whole, or any part thereof;
- To determine public perception of the taxi service provided in Edinburgh;
- To determine perception of the taxi service provided in Edinburgh amongst wheelchair users and other people with disabilities and/or special needs;
- To comment on any areas within Edinburgh city where there may be concern over the provision of a taxi service;
- To comment on any peak demand times where there may be concern over the provision of a taxi service in Edinburgh city;
- To assess and comment on the impact of large events in the city e.g., Festival, Christmas and New Year Events and Rugby International Fixtures on the supply and demand for taxis in the city.
- To assess and comment on whether there are any features of the taxi market that have an impact (adverse or beneficial) on the city's economy.
- To assess and comment on whether there are any features of the taxi market that have an impact (adverse or beneficial) on the city's night time economy, safe dispersion of the city centre in the evenings and on crime and disorder generally.
- To assess and comment on the operations of the private hire car sector in the city and the impact its operations have on the taxi market in the city.

In 2007 the Scottish Government issued Best Practice Guidance for Taxi and Private Hire licensing. The Scottish Government reissued this guidance in April 2012 in recognition of a number of legislative changes. Essentially, the Government stated that the present legal position on quantity restrictions for taxis is set out in section 10(3) of the 1982 Act. The Scottish Government takes the view that decisions as to the case for limiting taxi licences should remain a matter for licensing authorities in the light of local circumstances. The Guidance provides local authorities with assistance in local decision making when they are determining the licensing policies for their local area. Guidance is provided on a range of issues including: flexible taxi services, vehicle licensing, driver licensing and training.

The Equality Act 2010 provides a new cross-cutting legislative framework to protect the rights of individuals and advance equality of opportunity for all; to update, simplify and strengthen the previous legislation; and to deliver a simple, modern and accessible framework of discrimination law which protects individuals from unfair treatment and promotes a fair and more equal society.

The provisions in the Equality Act will come into force at different times to allow time for the people and organisations affected by the new laws to prepare for them. The Government is considering how the different provisions will be commenced so that the Act is implemented in an effective and proportionate way. Some provisions came into force on the 1st October 2010 however most of the provisions for taxi accessibility are still to come into play.

Sections 165, 166 and 167 of the Equality Act 2010 are concerned with the provision of wheelchair accessible vehicles and place obligations on drivers of registered vehicles to carry out certain duties unless granted an exemption by the licensing authority on the grounds of medical or physical condition. Section 166 will allow taxi drivers to apply to their licensing authority for an exemption from Section 165 of the Equality Act 2010. The UK Government are still considering the commencement strategy for Section 165. This section when commenced will impose a duty on taxi and private hire car drivers with wheelchair accessible vehicles to provide assistance to disabled passengers.

## 2 Background

### 2.1 General

This section of the report provides a general background to the taxi market in Edinburgh and the relevant legislation governing the market.

### 2.2 Edinburgh

Edinburgh is the capital city of Scotland and covers some 259 square kilometres. Edinburgh's resident population 476,600 (Office for National Statistics, 2013). The city has a large student and visitor population and demand for taxis fluctuates across the year.

### 2.3 Background to the Taxi Market in Edinburgh

Historically there was no limit on the number of taxi licences in Edinburgh until 1990, when it was decided to introduce a limit of 1,030. Matters were reviewed in 1993 and 1995 and the limit was raised by 181. In 2001, the limit was increased by a further 49, to 1,260. Following a survey in 2005, the Council decided that there was no evidence of significant demand for taxis which was unmet and resolved not to issue any new licences at that time.

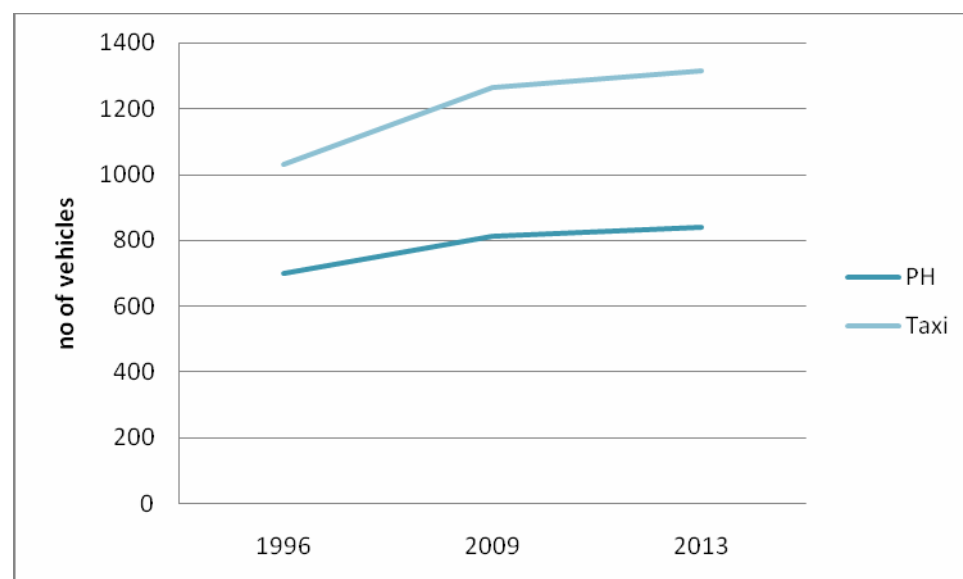
In February 2007, the Council considered an update to the 2005 Survey, involving stance surveys and questionnaires to stakeholders, and concluded that there was no significant demand for taxi services which was unmet. On 25th October 2007, the Council reaffirmed its existing policy to restrict the number of taxi licences issued to 1,260 and instructed the Director of Corporate Services to commission a comprehensive report on taxi demand approximately every three years.

An unmet demand study was commissioned in 2008. The report identified that there was evidence of significant unmet demand for taxi services and a recommendation was made for 30 new taxi licences be issued to meet this demand. In addition to these 30 licences a further 20 more taxi licences were issued on appeal.

City of Edinburgh Council currently licences 1,316 taxis. This provides Edinburgh with a taxi provision of around one taxi per 362 resident population. The Edinburgh taxi fleet consists of approximately two thirds TX4's with the remaining third comprised of Vitos and E7s. City of Edinburgh Council also licence approximately 841 private hire vehicles.

Vehicle numbers have continued to increase since 1996 as demonstrated in Figure 2.1

Figure 2.1 Changes in Fleet Size 1996 – 2013



## 2.4 Taxi Fares and Licence Premiums

Taxi fares are regulated by the Local Authority. There are four tariffs across the following periods;

- Monday- Friday Daytime (06:00 – 18:00)
- Monday to Friday Night time (1800 - 06:00), Saturday to Monday (0600-1800)
- Monday to Friday Christmas and New Year (06:00 on 24<sup>th</sup> December – 06:00 on 27<sup>th</sup> December, 06:00 on 31<sup>st</sup> December – 00:00 on 2<sup>nd</sup> January)
- Saturday to Monday Christmas and New Year (0600-0600, same dates as above)

The standard charge tariff is made up of two elements; an initial fee (or “drop”) for entering the vehicle, and a fixed price addition of 25p for each subsequent 195 meters or part thereof until 2080 meters and then fixed additions of 25p for each subsequent 225 meters or part thereof, plus fixed additions depending on drop off destination, payment method and passenger number. Table 2.1 outlines the fare structure in more detail.

Table 2.1 Edinburgh Taxi Fare Tariff

**THE CITY OF EDINBURGH COUNCIL**

## **FARE TABLE FOR TAXIS**

Approved by Regulatory Committee on 6 December 2011

**FOR UP TO 2 PASSENGERS**

<b>TARIFF 1</b> Monday - Friday 8am – 8pm	<b>TARIFF 2</b> Monday – Friday 8pm – 8am the following day 8am Saturday – 8am Monday
<b>TARIFF 3</b> Monday - Friday 8am – 8pm during Christmas and New Year	<b>TARIFF 4</b> Monday – Friday 8pm – 8am the following day 8am on Saturday – 8am Monday during Christmas and New Year
<b>CHRISTMAS</b> <b>NEW YEAR</b>	8pm on 24 December to 8am on 27 December 8pm on 31 December to midnight on 2 January

CHARGES	TARIFF 1	TARIFF 2	TARIFF 3	TARIFF 4
<ul style="list-style-type: none"> <li>▪ Initial hire not exceeding 520m</li> <li>▪ Initial 105 seconds of waiting time</li> <li>▪ Combination of initial time and distance</li> </ul>	£2.00	£3.00	£3.00	£4.00
<ul style="list-style-type: none"> <li>▪ Each additional 195m up until 2080m and thereafter each additional 225m</li> <li>▪ Each additional 42 seconds of waiting time</li> <li>▪ Combination of additional time and distance</li> </ul>	£0.25	£0.25	£0.35	£0.45

**EXTRA PAYMENTS**

<b>When more than 2 passengers</b>	Each	£0.20
<b>Note:</b> Only 2 children under 12 years will be reckoned as one passenger. No extra fare will be charged for one child under 5 years of age.		
<b>Each Passenger must be properly seated</b>		
<b>Hires ending at Edinburgh Airport Inner Drop-off Zone</b> (See Note 4 below)		£1.00
<b>Call Out Charge</b>	£0.80	<b>Airport Pickup</b>
<b>Applicable when pre-booked</b>		£0.80
<b>Cancellation Fee</b>	£2.20	<b>Payment Of Fare By Credit/Debit Card</b>
<b>Applicable when taxi is pre-booked but not used</b>		5.0 %
<b>Cleaning Fee</b> Applicable when taxi is soiled (by travel sickness)		£23.00

**NOTES**

- (1) The above Tariff is applicable only within the City of Edinburgh.
- (2) Any hire which terminates outside the City of Edinburgh area – FARE MUST BE NEGOTIATED AND AGREED WITH DRIVER BEFORE THE JOURNEY COMMENCES.
- (3) A copy of the Licensing Conditions can be inspected at the Council's Licensing Offices, 249 High Street, Edinburgh, EH1 1YJ and downloaded from [edinburgh.gov.uk/downloads/file/843/taxi\\_licensing\\_conditions](http://edinburgh.gov.uk/downloads/file/843/taxi_licensing_conditions).
- (4) **The Airport Extra** is only payable if passenger is dropped off in the covered inner drop-off zone at Edinburgh Airport and the driver has explained to the passenger before the start of the journey - (1) He will take the passenger to the drop off point just beside the airport terminal and that there is a £1 extra for this. (2) If the passenger states he is disabled, the £1 extra still has to be paid, but the driver understands that the passenger can reclaim this from the airport at the drop-off point. (3) If the passenger wishes to avoid the £1 extra, he can be taken to an outer drop-off point. However, this is further from the airport terminal, involves the use of a free shuttle bus and will require more time for the passenger to get to the airport terminal.

**COMPLAINTS**

Any hirer aggrieved at the level of the fare charged for any hire or for any other reason may discuss the matter with the Taxi Licensing Officer (0131 529 4250). Any complaint must be made in writing and addressed to the Complaints Officer, Licensing Section, The City of Edinburgh Council, 249 High Street, Edinburgh EH1 1YJ, and should include the vehicle's licence number and time and date of the incident.

Source: City of Edinburgh Council

The Private Hire and Taxi Monthly magazine publish monthly league tables of the fares for 363 authorities over a two mile journey. Each journey is ranked with one being the most expensive, the February 2013 tables show Edinburgh ranked 179<sup>th</sup> in the table – therefore Edinburgh has average fares. Table 2.3 provides a comparison of where other statistically similar as well as geographically close authority's rank in terms of fares. It shows that fares in Edinburgh are slightly below average for the area.

Table 2.3 Comparison of Neighbouring Authorities in Terms of Fares (figures are ranked out of a total of 363 Authorities with 1 being the most expensive)

Local Authority	Stance
Midlothian	119
East Lothian	133
Fife	153
Edinburgh	179
West Lothian	216

Source: *Private Hire and Taxi Monthly*, February 2012

## 2.5 Local Policy

### Edinburgh Evening Economy

In March 2010 a report was produced for the council by an independent consultant reviewing Edinburgh's Evening Economy. The report identified the scale of the evening economy in terms of the number of businesses and jobs that are directly supported, and the Gross Added Value that these businesses (and employees) generate. The document outlines the benefits of the evening economy and the integral part it plays in the cultural offer for visitors, tourists and residents, and reviews best practice in terms of managing the night time economy in other cities across the UK.

Safety and security is one of the issues that can deter people from remaining in the city of an evening time, and this was evidenced in the research from other cities. The report cites an example of Hastings. In an effort to provide public reassurance about safety and security in Hastings a number of initiatives were introduced, one of which was covered taxi ranks overseen by security marshals. Furthermore the document goes on to highlight the importance of good city centre management and how this contributes to a maintaining a positive vibrant night time economy.

Taxis play a key role in this city centre management, providing a safe and convenient form of transport, and aiding the flow of people out of the city from pubs and clubs, reducing the likelihood of antisocial behaviour.

### Edinburgh Violence Reduction Program

Edinburgh has introduced a violence reduction program with the aim of 'Creating a safer environment in Edinburgh where violence is deemed unacceptable'. The program involves a co-ordinated multi agency approach to tackling crime and disorder, and highlights the importance of the committed involvement of many sectors and disciplines in reducing levels of crime and violence. One of the three work streams in the program is 'Alcohol and the night time economy'. Much of the night time economy in Edinburgh is centred around the entertainment areas of the city, including the numerous bars, pubs and clubs in the concentrated central area. The report acknowledges that while the majority of people will consume alcohol and not be



involved in any violent incidents, the report highlights evidence linking the influence of alcohol to an increased likelihood of violence or crime. In order to tackle this issue a number of initiatives have been put in place across the city, one of which is the Transport Marshals Scheme and assistance at nominated ranks, which was extended beyond the initial festival period during which it was trialled.

Taxis provide a pivotal role in transporting people out of the city centre following a night out, and in doing so reduce the likelihood of concentrations of people gathering which could potentially spark an increase in the likelihood of antisocial behaviour.

## 3 Benchmarking

### 3.1 Introduction

A benchmarking exercise has been undertaken to compare taxi provision in Edinburgh with that of the Scottish cities and the English core cities. This exercise presents information for the remaining six cities in Scotland, and the eight core cities in England. The core cities comprise those cities that are considered the economically most important cities outside of London in England. Table 3.1 shows the cities used in this benchmarking exercise.

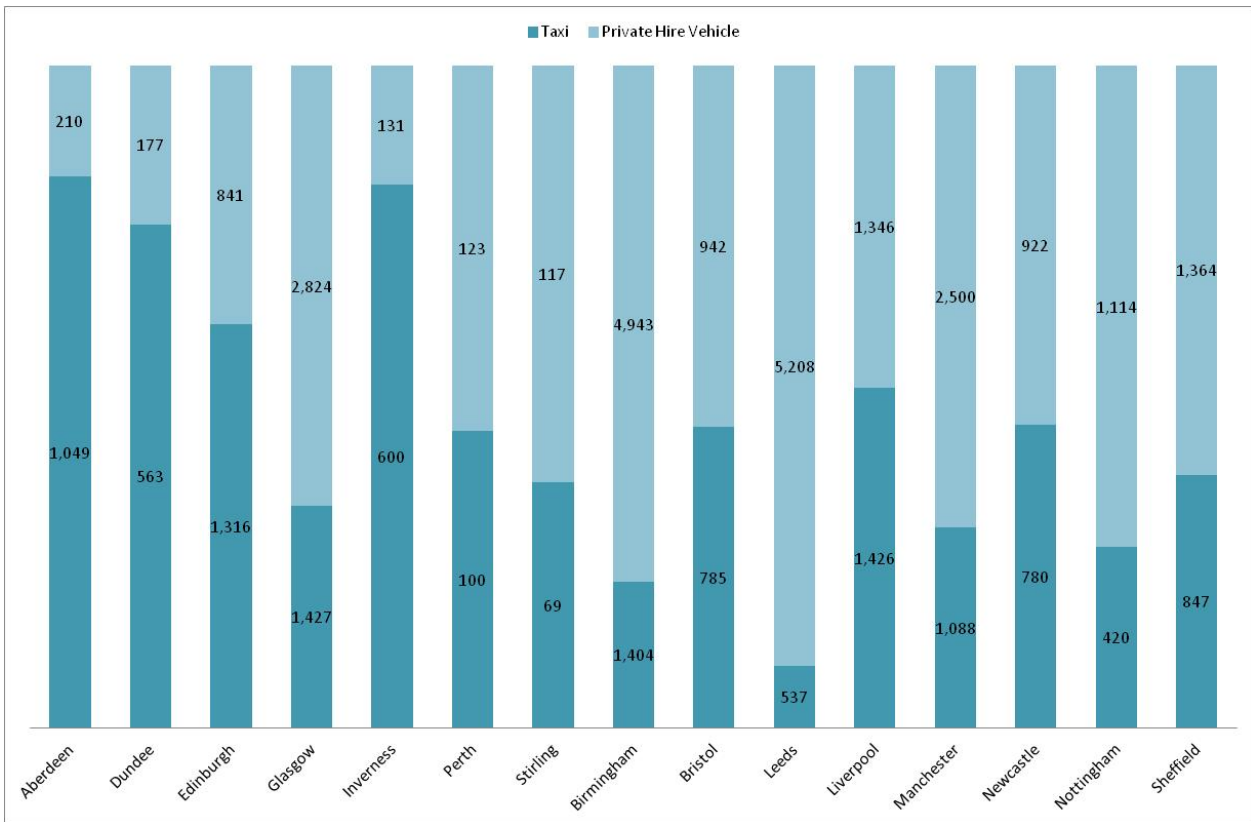
Table 3.1 – Cities used in benchmarking exercise

Scottish Cities	Core Cities
Aberdeen	Birmingham
Dundee	Bristol
Edinburgh	Leeds
Glasgow	Liverpool
Inverness	Manchester
Perth	Newcastle
Stirling	Nottingham
	Sheffield

### 3.2 Fleet Composition

Figure 3.1 documents the fleet size for Edinburgh along with the other benchmarked authorities. Glasgow, Liverpool and Birmingham have the largest fleets of taxis (1,427, 1,426 and 1,404 vehicles respectively), while Birmingham has the largest combined (taxi and private hire vehicles) fleet at 6,347 vehicles. Of the other Scottish cities, Glasgow has the largest combined fleet at 4,251 vehicles. Stirling has the smallest taxi fleet (69 vehicles) whilst Perth and Stirling have the smallest private hire fleets at 123 and 117 vehicles.

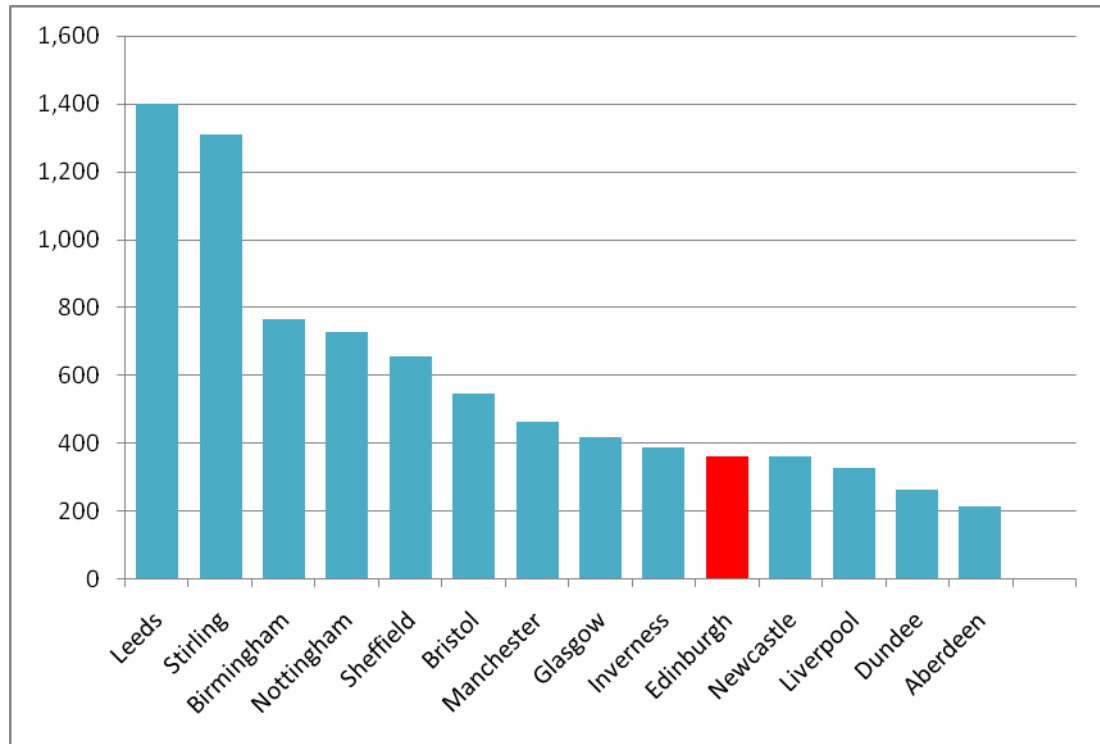
Figure 3.1 Fleet Composition



Edinburgh has the fourth largest taxi fleet and the sixth smallest private hire fleet, placing it in mid range of the comparable authorities in terms of its overall fleet size.

Figure 3.2 shows taxi per capita provision in each authority. This demonstrates that Inverness has the lowest number of people per taxi, thereby indicating that it has the best provision of the authorities shown. Leeds has the highest number of people per taxi, and therefore the worst provision. Edinburgh has the fifth best taxi provision per capita.

Figure 3.2 Population per taxi across the different licensing authorities

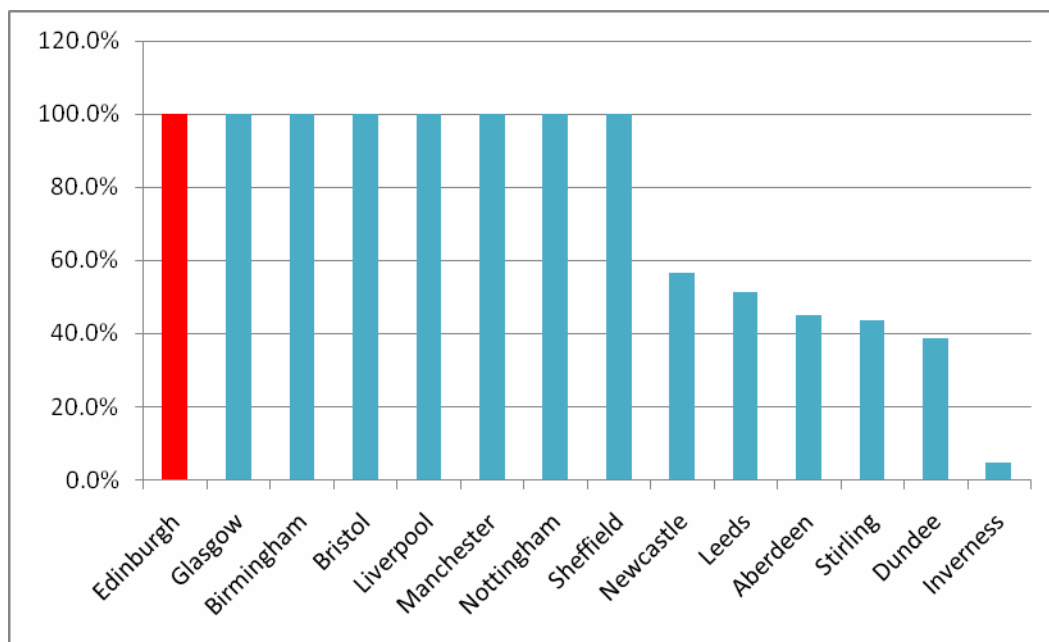


### 3.3 Wheelchair Accessible Vehicles

Wheelchair access data for taxis could only be gathered for 14 cities. Of these, Edinburgh ranked in joint first position. This is due to all taxis being wheelchair accessible, a move which seven other cities have also taken. The remaining six locations have around 50% or less of their taxis able to accommodate wheelchairs.

Figure 3.4 shows the percentage of taxis in each authority which are wheelchair accessible:

Figure 3.4 Proportion of the taxi fleet that is wheelchair accessible



### 3.4

#### Entry Control

Table 3.1 documents the entry control policies for the 15 authorities. Edinburgh is one of nine authorities which do not impose a numerical limit on the number of taxis licensed.

Table 3.1 Entry Control Policy for the Authorities

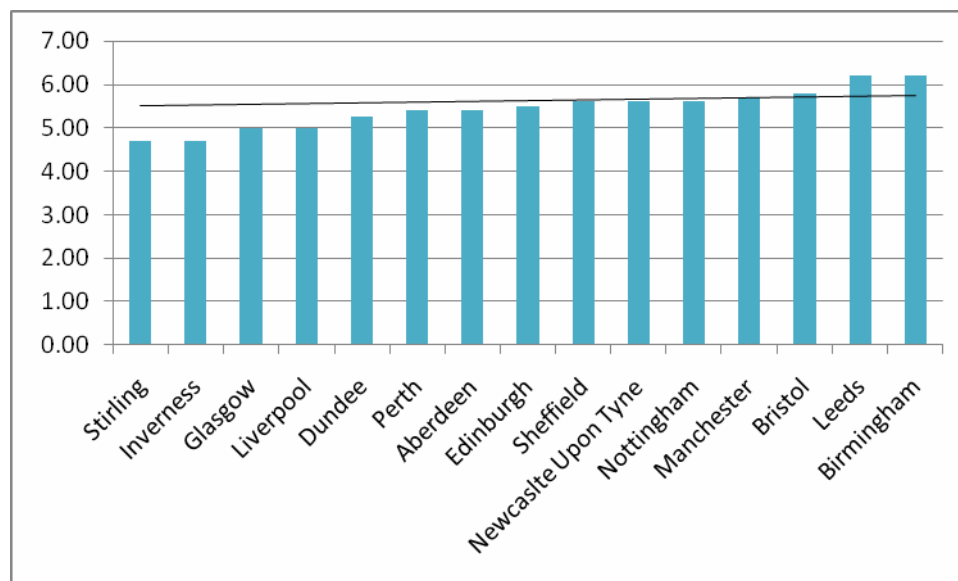
Authority	Entry Control Policy
Aberdeen	Restricted
Birmingham	Derestricted
Bristol	Derestricted
Dundee	Derestricted
Edinburgh	Restricted
Glasgow	Restricted
Inverness	Derestricted
Leeds	Restricted
Liverpool	Restricted

Manchester	Restricted
Newcastle	Restricted
Nottingham	Restricted
Perth	Restricted
Sheffield	Restricted
Stirling	Restricted

### 3.5 Fares

Figure 3.5 details the average fare for a two mile journey across the core cities and Scottish cities. The average cost of a two mile journey in Edinburgh is £5.50, thereby highlighting that fares in Edinburgh are marginally more expensive than the average at £5.44. Of the authorities included in this benchmarking exercise, fares are most expensive at £6.20 in Birmingham and Leeds and lowest at £4.70 in Stirling and Inverness at £4.70.

Figure 3.5 Fare for a two mile journey



Source: Derived from Private Hire and Taxi Monthly, February 2012

## 4 Public Transport Review

### 4.1 Introduction

There are a variety of measures put in place by both City of Edinburgh Council and the public transport providers working within the city to try and encourage use of public transport. These can often provide a viable alternative to taxi journeys.

### 4.2 City of Edinburgh Council

The council offer 3 main incentives in order to promote the use of public transport within the city.

The first is a BusTracker service. This displays real time information for passengers relating to the arrival times of bus services. A code specific to a bus stop is typed into a website and the departures from this stop as well as the route each bus will take are then available to the passenger. This service can be accessed both via computers and smartphones.

The second incentive promoted by the council is the One Ticket. It allows convenience, choice and value by enabling passengers to use more than one bus service provider with one single ticket. The ticket can be purchased online, by phone or from any PayPoint outlet, 600 of which are located within the One Ticket travel area. The time period which the ticket is valid for is also able to be varied, a single day, 7 day, 28 day or annual optional all being available. The price of the ticket varies with the length of the journey however once purchased, the ticket can be used as many times as required, on that specific journey.

The final public transport measure supported by the City of Edinburgh Council is the Taxicard scheme. This is a service for disabled users who have a severe permanent disability who can't use ordinary buses or can only use them with assistance. The card lasts for 3 years and entitles the holder to 104 trips per year, the equivalent of one return journey per week.

### 4.3 Lothian Buses

Lothian Buses are the main service provider in Edinburgh City Centre, running 70 services in the Edinburgh, Mid Lothian and East Lothian area. The fleet of buses which they operate are all low floor access vehicles, expelling the problem of disabled access onto buses within the city. The average age of the bus fleet is 4.9 years, one of the lowest age figures in Scotland.

Normal fares for travel in and out as well as around the city can be seen in the table below:

Ticket Type	Single ticket	Day Ticket	Night ticket	Senior/Concessions
Adult	£1.50	£3.50	£3.00	Free
Child	£0.70	£2.00	£1.50	Free

Lothian buses also provide an alternative for regular travellers called the RIDACARD. This provides the lowest prices as well as reductions for students and on night bus services. A further cost can be achieved if paid by direct debit. The cost of the RIDACARD can be seen below:

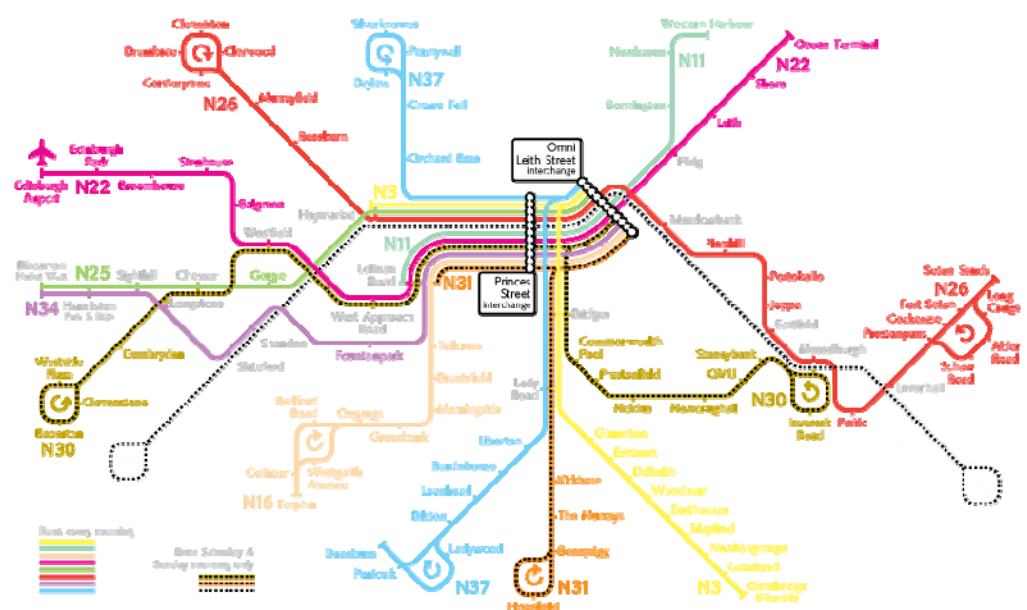
Ticket Type	1 week	4 week	Annual	Direct Debit*
Adult	£17	£51	£612	£48
Student	£13	£40	£468	£36
Junior	£9	£29	£324	£25

\*An initial one-off payment of £62.00 is needed, followed by the rates set out in the table.

#### 4.4 Night Buses

There are a series of night buses operating throughout Edinburgh in the early hours of the morning. They consist of 11 services which cover the majority of the city and follow much of the same routes as their daytime counterparts. Operation of each service is usually hourly between 00:00 and 04:00 however these times vary depending on the individual service and the day of the week. The cost of the service is £3.00, which then allows passengers to use all services as many times as they require in one night. There is also a reduction with a RIDACARD, this price falling to £1.50.

A map of the various routes the services take in relation to Edinburgh City Centre can be seen below:





#### **4.5 Community Transport**

City of Edinburgh Council fund a number of 'demand responsive' transport services for people unable to use conventional public transport. All services need to be pre booked and can be used for various shopping trips.

## 5 Definition, Measurement and Removal of Significant Unmet Demand

### 5.1 Introduction

Section 5 provides a definition of significant unmet demand derived from experience of over 100 unmet demand studies since 1987. This leads to an objective measure of significant unmet demand that allows clear conclusions regarding the presence or absence of this phenomenon to be drawn. Following this, a description is provided of the SUDSIM model which is a tool developed to determine the number of additional taxi licences required to eliminate significant unmet demand, where such unmet demand is found to exist. This method has been applied to numerous local authorities and has been tested in the courts as a way of determining if there is unmet demand for taxis.

### 5.2 Overview

Significant Unmet Demand (SUD) has two components:

- patent demand – that which is directly observable; and
- “suppressed” demand – that which is released by additional supply.

Patent demand is measured using stance observation data. Suppressed (or latent) demand is assessed using data from the stance observations and public attitude interview survey. Both are brought together in a single measure of unmet demand, ISUD (Index of Significant Unmet Demand).

### 5.3 Defining Significant Unmet Demand

The provision of evidence to aid licensing authorities in making decisions about taxi provision requires that surveys of demand be carried out. Results based on observations of activity at taxi stances have become the generally accepted minimum requirement.

The definition of significant unmet demand is informed by two Court of Appeal judgements:

- R v Great Yarmouth Borough Council ex p Sawyer (1987); and
- R v Castle Point Borough Council ex p Maude (2002).

The Sawyer case provides an indication of the way in which an Authority may interpret the findings of survey work. In the case of Sawyer v. Yarmouth City Council, 16 June 1987, Lord Justice Woolf ruled that an Authority is entitled to consider the situation from a temporal point of view as a whole. It does not have to condescend into a detailed consideration as to what may be the position in every limited part of the Authority in relation to the particular time of day. The authority is required to give effect to the language used by the Section (Section 16) and can ask itself with regard to the area as a whole whether or not it is satisfied that there is no significant unmet demand.

The term “suppressed” or “latent” demand has caused some confusion over the years. It should be pointed out that following *Maude v Castle Point Borough Council*, heard in the Court of Appeal in October 2002, the term is now interpreted to relate purely to that demand that is measurable. Following *Maude*, there are two components to what Lord Justice Keene prefers to refer to as “suppressed demand”:

- what can be termed inappropriately met demand. This is current observable demand that is being met by, for example, private hire cars illegally ranking up; and
- that which arises if people are forced to use some less satisfactory method of travel due to the unavailability of a taxi.

If demand remained at a constant level throughout the day and week, the identification and treatment of significant unmet demand would be more straightforward. If there were more cabs than required to meet the existing demand there would be queues of cabs on stances throughout the day and night and passenger waiting times would be zero. Conversely, if too few cabs were available there would tend to be queues of passengers throughout the day. In such a case it would, in principle, be a simple matter to estimate the increase in supply of cabs necessary to just eliminate passenger queues.

Demand for taxis varies throughout the day and on different days. The problem, introduced by variable demand, becomes clear when driver earnings are considered. If demand is much higher late at night than it is during the day, an increase in cab supply large enough to eliminate peak delays will have a disproportionate effect on the occupation rate of cabs at all other times. Earnings will fall and fares might have to be increased sharply to sustain the supply of cabs at or near its new level.

The main implication of the present discussion is that it is necessary, when considering whether significant unmet demand exists, to take account of the practicability of improving the standard of service through increasing supply.

#### 5.4 Measuring Patent Significant Unmet Demand

Taking into account the economic, administrative and legal considerations, the identification of this important aspect of significant unmet demand should be treated as a three stage process as follows:

- identify the demand profile;
- estimate passenger and cab delays; and
- compare estimated delays to the demand profile.

The broad interpretation to be given to the results of this comparison are summarised in Table 5.1.

Table 5.1 Existence of Significant Unmet Demand (SUD) Determined by Comparing Demand and Delay Profiles

	Delays during peak only	Delays during peak and other times
Demand is: <b>Highly Peaked</b>	No SUD	Possibly a SUD

<b>Not Highly Peaked</b>	Possibly a SUD	Possibly a SUD
--------------------------	----------------	----------------

It is clear from the content of the table that the simple descriptive approach fails to provide the necessary degree of clarity to support the decision making process in cases where the unambiguous conclusion is not achievable. However, it does provide the basis of a robust assessment of the principal component of significant unmet demand. The analysis is therefore extended to provide a more formal numerical measure of significant unmet demand. This is based on the principles contained in the descriptive approach but provides greater clarity. A description follows.

The measure feeds directly off the results of observations of activity at the stances. In particular it takes account of:

- case law that suggests an authority should take a broad view of the market;
- the effect of different levels of supply during different periods at the stance on service quality;
- the need for consistent treatment of different authorities, and the same authority over time.

The Index of Significant Unmet Demand (ISUD) was developed in the early 1990's and is based on the following formula. The SF element was introduced in 2003 and the LDF element was introduced in 2006 to reflect the increased emphasis on latent demand in DfT Guidance.

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

Where:

APD = Average Passenger Delay calculated across the entire week in minutes.

PF = Peaking Factor. If passenger demand is highly peaked at night the factor takes the value of 0.5. If it is not peaked the value is 1. Following case law this provides dispensation for the effects of peaked demand on the ability of the Trade to meet that demand. To identify high peaking we are generally looking for demand at night (at weekends) to be substantially higher than demand at other times.

GID = General Incidence of Delay. This is measured as the proportion of passengers who travel in hours where the delay exceeds one minute.

SSP = Steady State Performance. The corollary of providing dispensation during the peaks in demand is that it is necessary to focus on performance during "normal" hours. This is measured by the proportion of hours during weekday daytimes when the market exhibits excess demand conditions (i.e. passenger queues form at stances).

SF = Seasonality factor. Due to the nature of these surveys it is not possible to collect information throughout an entire year to assess the effects of seasonality. Experience has suggested that taxi demand does exhibit a degree of seasonality and this is allowed for by the inclusion of a seasonality factor. The factor is set at a level to ensure that a marginal

decision either way obtained in an “untypical” month will be reversed. This factor takes a value of 1 for surveys conducted in September to November and March to June, i.e. “typical” months. It takes a value of 1.2 for surveys conducted in January and February and the longer school holidays, where low demand the absence of contract work will bias the results in favour of the taxi trade, and a value of 0.8 for surveys conducted in December during the pre Christmas rush of activity. Generally, surveys in these atypical months, and in school holidays, should be avoided.

**LDF =** Latent Demand Factor. This is derived from the public attitude survey results and provides a measure of the proportion of the public who have given up trying to obtain a taxi at either a stance or by flagdown during the previous three months. It is measured as 1+ proportion giving up waiting. The inclusion of this factor is a tactical response to the latest DfT guidance.

The product of these six measures provides an index value. The index is exponential and values above the 80 mark have been found to indicate significant unmet demand. This benchmark was defined by applying the factor to the 25 or so studies that had been conducted at the point it was developed. These earlier studies had used the same principles but in a less structured manner. The highest ISUD value for a study where a conclusion of no significant unmet demand had been found was 72. The threshold was therefore set at 80. The ISUD factor has been applied to over 80 studies by Halcrow and has been adopted by others working in the field. It has proved to be a robust, intuitively appealing and reliable measure.

Suppressed/latent demand is explicitly included in the above analysis by the inclusion of the LDF factor and because any known illegal plying for hire by the private hire trade is included in the stance observation data. This covers both elements of suppressed/latent demand resulting from the Maude case referred to above and is intended to provide a ‘belt and braces’ approach. A consideration of latent demand is also included where there is a need to increase the number of taxi licences following a finding of significant unmet demand. This is discussed in the next section.

## **5.5 Determining the Number of New Licences Required to Eliminate Significant Unmet Demand**

To provide advice on the increase in licences required to eliminate significant unmet demand, Halcrow has developed a predictive model. SUDSIM is a product of 20 years experience of analysing taxi demand. It is a mathematical model, which predicts the number of additional licences required to eliminate significant unmet demand as a function of key market characteristics.

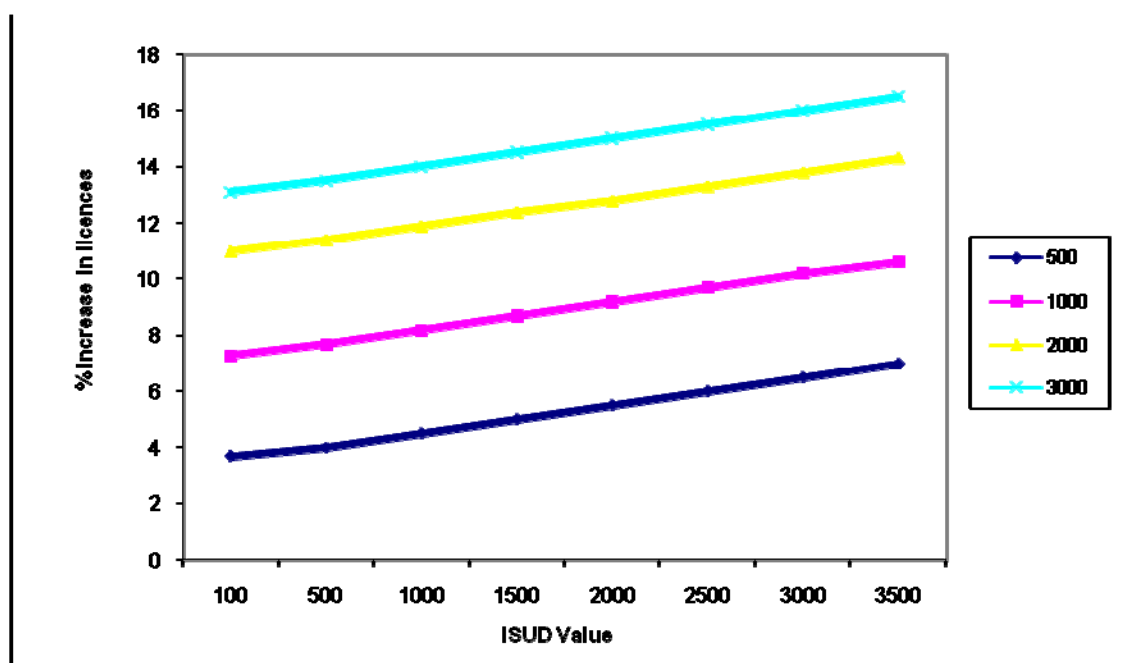
SUDSIM represents a synthesis of a queue simulation work that was previously used (1989 to 2002) to predict the alleviation of significant unmet demand and the ISUD factor described above (hence the term SUDSIM). The benefit of this approach is that it provides a direct relationship between the scale of the ISUD factor and the number of new taxi licences required.

SUDSIM was developed taking the recommendations from 14 previous studies that resulted in an increase in licences, and using these data to calibrate an econometric model. The model provides a relationship between the recommended increase in licences and three key market indicators:

- the population of the licensing Authority;
- the number of taxis already licensed by the licensing Authority; and
- the size of the SUD factor.

The main implications of the model are illustrated in Figure 5.1 below. The figure shows that the percentage increase in a taxi fleet required to eliminate significant unmet demand is positively related to the population per taxi (PPT) and the value of the ISUD factor over the expected range of these two variables.

Figure 5-1: Forecast Increase in Taxi Fleet Size as a Function of Population Per Taxi (PPT) and the ISUD Value



Where significant unmet demand is identified, the recommended increase in licences is therefore determined by the following formula:

$$\text{New Licences} = \text{SUDSIM} \times \text{Latent Demand Factor}$$

Where:

Latent Demand Factor = (1 + proportion giving up waiting for a taxi at either a stance or via flagdown)

## 5.6 Note on Scope of Assessing Significant Unmet Demand

It is useful to note the extent to which a licensing authority is required to consider peripheral matters when establishing the existence or otherwise of significant unmet demand. This issue is informed by *R v Brighton Borough Council, exp p Bunch* 1989<sup>1</sup>. This case set the precedent that it is only those services that are exclusive to taxis that need concern a licensing authority when considering significant unmet demand. Telephone booked trips, trips booked in advance or indeed the provision of bus type services are not exclusive to taxis and have therefore been excluded from consideration.

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<sup>1</sup> See Button JH 'Taxis – Licensing Law and Practice' 2<sup>nd</sup> edition Tottel 2006 P226-7

## 6 Evidence of Patent Unmet Demand – Stance Observation Results

### 6.1 Introduction

This section of the report highlights the results of the stance observation survey. The stance observation programme covered a period of 300 hours during February and March 2013. Some 42,228 passengers and 27,697 cab departures were recorded. A summary of the stance observation programme is provided in Appendix 1.

The results presented in this Section summarise the information and draw out its implications. This is achieved by using five indicators:

- The Balance of Supply and Demand – this indicates the proportion of the time that the market exhibits excess demand, equilibrium and excess supply;
- Average Delays and Total Demand – this indicates the overall level of passengers and cab delays and provides estimates of total demand;
- The Demand/Delay Profile – this provides the key information required to determine the existence or otherwise of significant unmet demand;
- The Proportions of Passengers Experiencing Given Levels of Delay – this provides a guide to the generality of passenger delay; and
- The Effective Supply of Vehicles – this indicates the proportion of the fleet that was off the road during the survey.

### 6.2 The Balance of Supply and Demand

The results of the analysis are presented in Table 6.1 below. The predominant market state is one of excess supply. Excess supply (queues of cabs) was experienced during 52% of the hours observed while excess demand (queues of passengers) was experienced 6% of the hours observed. Conditions are favourable to customers at all times of day with the most favourable time being the weekday and weekday night periods. The hours where excess demand was observed have decreased since the previous study from 20% to 6%.



Table 6.1  
observed)

The Balance of Supply and Demand in the Edinburgh Stance-Based Taxi Market (Percentage of hours

Period		Excess Demand (Maximum Passenger Queue $\geq 3$ )	Equilibrium	Excess Supply (Minimum Cab Queue $\geq 3$ )
Weekday	Day	4	32	64
	Night	6	45	54
Weekend	Day	0	45	55
	Night	21	40	38
Sunday	Day	2	57	40
<b>Total 2013</b>		<b>6</b>	<b>42</b>	<b>52</b>
<b>Total 2008/2009</b>		<b>20</b>	<b>51</b>	<b>28</b>

NB – Excess Demand = Maximum Passenger Queue  $\geq 3$ . Excess Supply = Minimum Cab Queue  $\geq 3$  – values derived over 12 time periods within an hour.

### 6.3 Average Delays and Total Demand

The following estimates of average delays and throughput were produced for each stance in Edinburgh (Table 6.2).

The survey suggests some 42,228 passenger departures occur per week from stances in Edinburgh involving some 27,697 cab departures. The taxi trade is concentrated at the stance at Waverley Station accounting for 27.5% of the total passenger departures. On average cabs wait 12.07 minutes for a passenger. On average passengers wait 0.32 minutes for a cab.

The average length of time passengers wait at the stances has reduced since the previous study despite passenger demand increasing.

Table 6.2  
seconds)

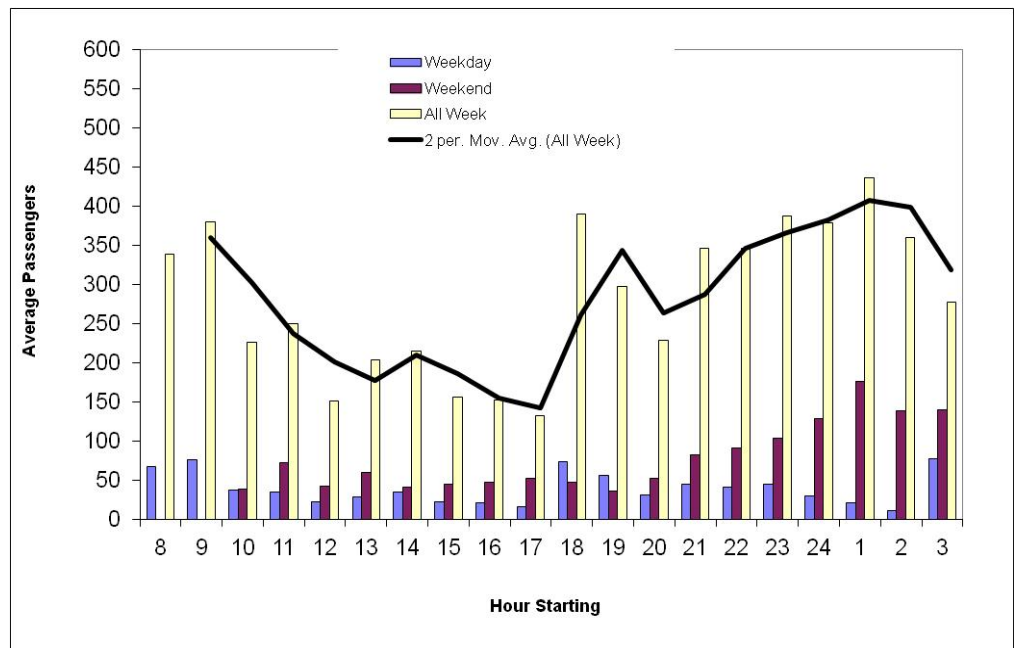
Average Delays and Total Demand (Delays in Minutes i.e. 0.22 minutes is 13.2

Stance	Passenger Departures	Cab Departures	Average Passenger Delay in minutes	Average Cab Delay in minutes
Waverley Bridge	4,037	2,406	0.51	18.56
Queensferry Street	1,315	825	0.06	11.11
High Street	5,298	3,270	0.50	12.63
Rutland Street	1,926	1,259	0.01	17.00
Leith Walk	5,414	3,216	0.11	10.04
Wester Hailes	758	542	0.02	18.66
Waverley Station	11,605	8,294	0.46	6.91
Cameron Toll	1,329	1,340	0.00	18.28
Airport	8,367	4,846	0.25	12.74
Little France	1,129	938	0.40	15.29
Hannover Street	1,051	761	0.00	22.94
<b>TOTAL 2013</b>	<b>42,228</b>	<b>27,697</b>	<b>0.32</b>	<b>12.07</b>
<b>TOTAL 2008/2009</b>	<b>37,518</b>	<b>23,411</b>	<b>1.27</b>	<b>12.64</b>

#### 6.4 The Delay / Demand Profile

Figure 6.1 provides a graphical illustration of passenger demand for the Monday to Sunday period between the hours of 07:00 and 04:00.

Figure 6.1 Passenger Demand by Time of Day in 2013 (Monday to Sunday)



The profile of demand shows a number of small peaks in demand at 09:00, 18:00, and late at night at 01:00. We therefore conclude that this is NOT a 'highly peaked' demand profile. This has implications for the interpretation of the results (see Chapter 11 below).

Figure 6.2 Passenger Delay by Time of Day in 2012 (Monday to Sunday)

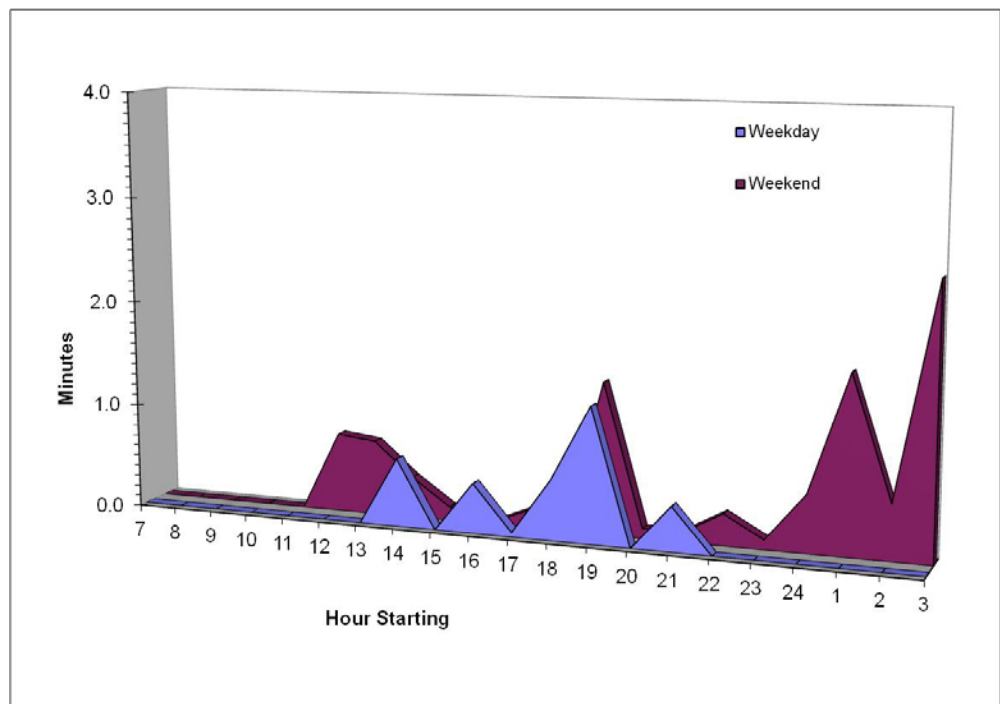


Figure 6.2 provides an illustration of passenger delay by the time of day for the weekday and weekend periods. It shows periods of delay on weekday afternoons and evenings. There is also some delay for a more extended period of time at

weekends, from 11:00 to 03:00, peaking between 11:00 - 15:00, 18:00 – 20:00 and 00:00 to 03:00.

## 6.5 The General Incidence of Passenger Delay

The stance observation data can be used to provide a simple assessment of the likelihood of passengers encountering delay at stances. The results are presented in Table 6.3 below.

Table 6.3 General Incidence of Passenger Delay (percentage of Passengers travelling in hours where delay exceeds one minute)

Year	Delay > 0	Delay > 1 minute	Delay > 5 minutes
2013	5.66	2.73	0.17
2008/2009	12.27	7.35	2.60

In 2013 2.73% passengers are likely to experience more than a minute of delay. It is this percentage that is used within the ISUD as the ‘Generality of Passenger Delay’. These figures have significantly reduced since the previous study.

## 6.6 The Effective Supply of Vehicles

Observers were required to record the taxi licence plate number of vehicles departing from stances. In this way we are able to ascertain the proportion of the fleet that was operating during the survey.

During the daytime period (0700 to 1800) some 812 (61.7%) of the taxi fleet were observed at least once during the period of the study. During the evening/night-time period (1800 to 0700) some 789 (60.0%) of the taxi fleet were also observed at least once during the stance observations. In total 81.2% of the trade was observed at least once.

## 6.7 Comparing the results for Edinburgh with those of other unmet demand studies

Comparable statistics are available from 64 local authorities that Halcrow have recently conducted studies in and these are listed in Table 6.4. The table highlights a number of key results including:

- population per taxi at the time of the study (column one);
- the proportion of stance users travelling in hours in which delays of greater than zero, greater than one minute and greater than five minutes occurred (columns two to four);
- average passenger and cab delay calculated from the stance observations (columns five to six);
- the proportion of Monday to Thursday daytime hours in which excess demand was observed (column seven);
- the judgement on whether stance demand is highly peaked (column eleven); and
- a numerical indicator of significant unmet demand.

## 6.8 Summary

The following points (obtained from the stance observations) may be made about the results in Edinburgh compared to other areas studied:

- population per taxi is lower than the average overall value i.e. provision is better;
- the proportion of passengers, who travel in hours where some delay occurs, is 5.7%, which is much lower than the average (21%) for the districts analysed;
- overall average passenger delay at 0.32 minutes is lower than the average value (1 minute);
- overall average cab delay at 12.07 minutes is lower than the average for the districts shown (14 minutes); and
- the proportion of weekday daytime hours with excess demand conditions observed was 6%, lower than the average value.

**Table 6.4 A Comparison of Edinburgh with Other Authorities Studied (values in italics make up ISUD)**

District and Year of Survey	Population per Hackney	Proportion Waiting at Ranks	<i>Proportion Waiting &gt;= 1 Min</i>	Proportion Waiting >= 5 Mins	<i>Average Passenger Delay</i>	Average Cab Delay	% Excess Demand	Demand Peaked, Yes=0.5 No=1	ISUD Indicator Value
<b>Edinburgh 13</b>	<b>362</b>	<b>5.67</b>	<b>2.73</b>	<b>0.17</b>	<b>0.32</b>	<b>12.07</b>	<b>5</b>	<b>1</b>	<b>5</b>
<b>Edinburgh 08/09</b>	<b>370</b>	<b>12.27</b>	<b>7.35</b>	<b>2.6</b>	<b>1.27</b>	<b>12.64</b>	<b>11</b>	<b>1</b>	<b>129</b>
Blackpool 12	556	9.06	4.86	0.53	0.38	16.25	0	1	0
Chorley 12	2,978	6	0	0	0.02	15.90	0	1	0
Torridge 12	1,306	3	0	0	0.11	16.76	0	1	0
Braintree 12	1,714	3	0.63	0.05	0.09	22.57	0	1	0
Torbay 11	777	3	1.42	0.1	0.16	21.45	0	0.5	0
Wirral 11 *	1,080	4	0.41	0.16	0.12	20.19	0	0.5	0
Carrick 11	1,145	9	5.55	0	0.39	9.92	4	0.5	5
Penwith 11	1,261	14	6.66	2.29	0.96	7.98	12	0.5	41
Restormel 11	1,408	4	3.41	0	0.26	13.54	0	0.5	0
York 11	1,118	14	5.96	0.77	0.93	8.25	9	1	59.1
Crawley 11	924	6	6.28	0.64	0.18	21.88	5	1	6
Liverpool 11	308	5	2.13	0.37	0.14	20.64	1	1	0
West Berkshire 10 *	741	5	3.84	0.92	0.37	22.78	3	0.5	4
Sefton 10	1,015	7	4.25	0.55	0.38	19.15	4	0.5	2
Pendle 10	1,257	1	0.03	0.03	0.03	33.1	0	0.5	0
Brighton & Hove 09	474	11	5.67	1.19	0.72	8.91	7	0.5	16.2
Leicester 09	880	10	9.53	2.58	1.52	19.02	0	1	0
Oxford 09	1,266	10	3.08	0.07	0.24	10.43	5	1	4
Blackpool 09	556	4	1	0	0.05	18.96	2	0.5	1
Hull 09	1,465	12	8.54	0.99	1.72	9.34	2	0.5	18
Rochdale 09	1,937	3	1.18	0	0.14	12.92	5	1	1
North Tyneside 08	971	16	1.18	0.03	0.38	10.72	8	0.5	2
Rotherham 08	5,192	0	0.09	0	0.01	27.29	0	1	0
Preston 08	677	12	5.28	0	0.61	11.13	7	1.0	21
Scarborough 08	1,111	12	5	1.06	0.49	7.74	7	0.5	0
York 08	1,146	31	11.5	6.74	3.21	5.42	31	0.5	645
Barrow 08	474	14	12.52	0	0.5	6.85	0	0.5	0
Stirling 08	1,265	25	18	0.3	0.7	10.94	2	0.5	38
Torridge 08	1,202	7	0.94	0	0.12	14.99	0	1	0
Richmondshire 08	723	5	1	0.07	0.22	34.32	1	0.5	0.4
Exeter 07/08	1,883	7	4	0.6	0.33	15.27	6	1	9
Manchester 07	394	21	6	2.28	1.59	10.24	14	1	174
Bradford 07	1,630	18	2	0.03	0.23	17.64	5	1	2
Barnsley 07	3,254	5	8	0.22	1.32	11.93	5	1	58
Blackpool 06	556	31	10	0.34	0.42	10.34	5	0.5	11
Broadstairs 06	1,000	13	13	10	3.25	23.97	4	1	177
Margate 06	1,622	4	1	0	0.05	33.14	0	1	0
Ramsgate 06	1,026	2	2	2	0.49	19.57	13	1	13
Plymouth 06	669	7	3	1	0.52	11.58	1	1	2
Brighton 06	508	52	23	6	0.73	7.64	6	0.5	50
Thurrock 06	1,590	32	13	1	0.22	15.27	0	1	0
Trafford 06	2,039	55	38	6	1.09	13.15	5	1	249
Leicester05	880	21	11	1	0.35	19.36	3	1	12
Bournemouth 05	656	20	11	2	0.37	12.25	1	0.5	2
KEY	* Derestricted Authorities		28						

District and Year of Survey	Population per Hackney	Proportion Waiting at Ranks	Proportion Waiting >= 1 Min	Proportion Waiting >= 5 Mins	Average Passenger Delay	Average Cab Delay	% Excess Demand	Demand Peaked, Yes=0.5 No=1	ISUD Indicator Value
Bradford 03	2,171	19	6	0.77	0.25	14.89	6	1.0	9
Oldham 03	2,558	30	12	0.79	0.48	14.8	7	1.0	40
Thurrock 03	1,607	43	14	1.01	0.50	12.5	2	1.0	14
Blackpool 03	556	21	4	0.3	0.13	12.4	6	1.0	3
Wolverhampton 03	3,113	50	31	7.39	1.49	11.18	14	1.0	647
Carrick 02	1,335	28	18	7	0.61	10.53	9	1.0	99
Bournemouth 02	702	25	15	2	0.67	9.97	1	0.5	5
Brighton 02	540	60	35	12	1.11	8.31	5	0.5	97
Exeter 02	2,353	47	18	3	0.71	10.12	20	1.0	256
Wigan 02	2,279	28	10	0	1.17	11.98	6	1.0	70
Cardiff 01	656	51	29	6	0.83	8.77	14	0.5	168
Edinburgh 01	373	47	29	9	1.27	8.77	13	1.0	479
Torridge 01	1,298	25	21	0	0.51	9.32	8	0.5	43
Worcester 01*	941	40	4	1	0.46	12.3	8	0.5	7
Ellesmere Port 01	2,527	80	48	17	2.49	4.23	49	0.5	2,928
Southend 00	895	46	29	8	1.92	8.08	4	1.0	223
South Ribble 00 *	485	12	0.25	0.25	0.07	11.27	0	1.0	0
Leeds 00	1,693	83	61	33	5.03	7.92	36	1.0	11,046
Sefton 00	1,069	18	8	0.6	0.28	12.95	6	1.0	13
Leicester 00 *	956	10	7	3	1.17	20.19	1	1.0	8
Castle Point 00	2,286	28	12	3	0.74	8.6	2	0.5	9
<b>AVERAGE</b>	<b>1,280</b>	<b>20</b>	<b>10</b>	<b>3</b>	<b>1</b>	<b>14</b>	<b>6</b>		
KEY	* Derestricted Authorities								

## 7 Seasonality

### 7.1 Introduction

City of Edinburgh Council recognises that demand for taxis is very seasonal. Demand for taxis fluctuates throughout the year. As part of this study City of Edinburgh Council wishes to identify the impact of events such as rugby internationals and Christmas on the supply and demand for taxis in the city.

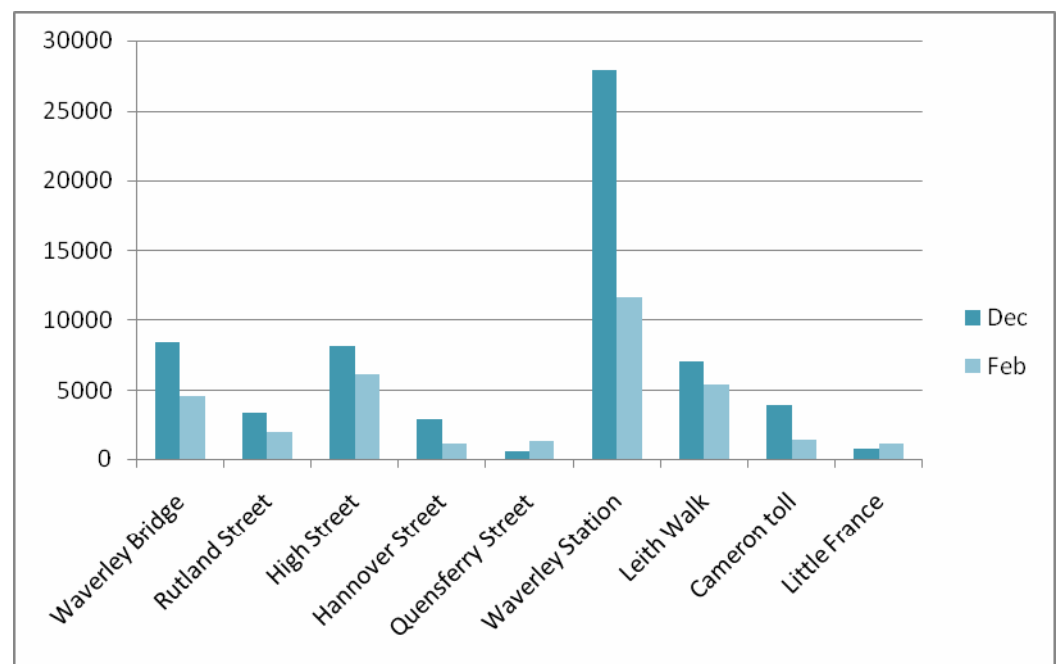
In order to determine seasonality a series of stance observations were undertaken in Edinburgh in December and during the period of Rugby Internationals in February. Selected stances were observed solely to identify the impact of events on the demand and supply of taxis. As unmet demand studies should be undertaken in typical conditions the observations do not form part of the unmet demand calculation.

### 7.2 Christmas

Stance observations were undertaken at stances across Edinburgh between Thursday 20<sup>th</sup> December and Sunday 23<sup>rd</sup> December 2012. All stances surveyed in February were observed with the exception of the Airport.

Figure 7.1 compares passenger demand at stances in December and February.

Figure 7.1 Passenger Demand

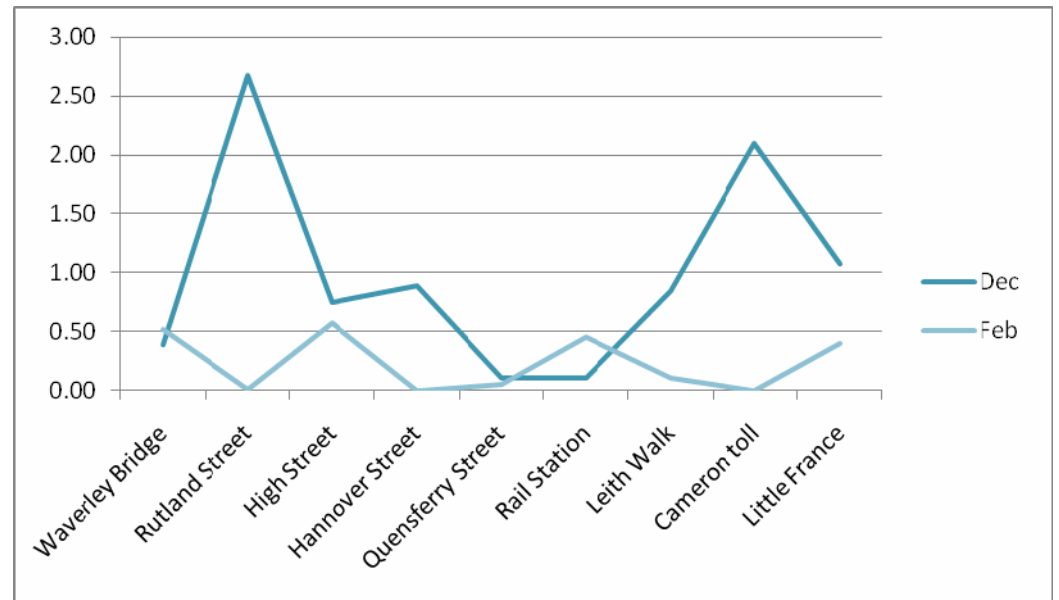


Passenger Demand was higher in December at all stances apart from Queensferry Street and Little France. Demand was 268% greater in December than February at Hannover St and 240% greater at Waverley Station.

Figure 7.2 compares passenger delay across both observation periods.



Figure 7.2 Passenger Delay



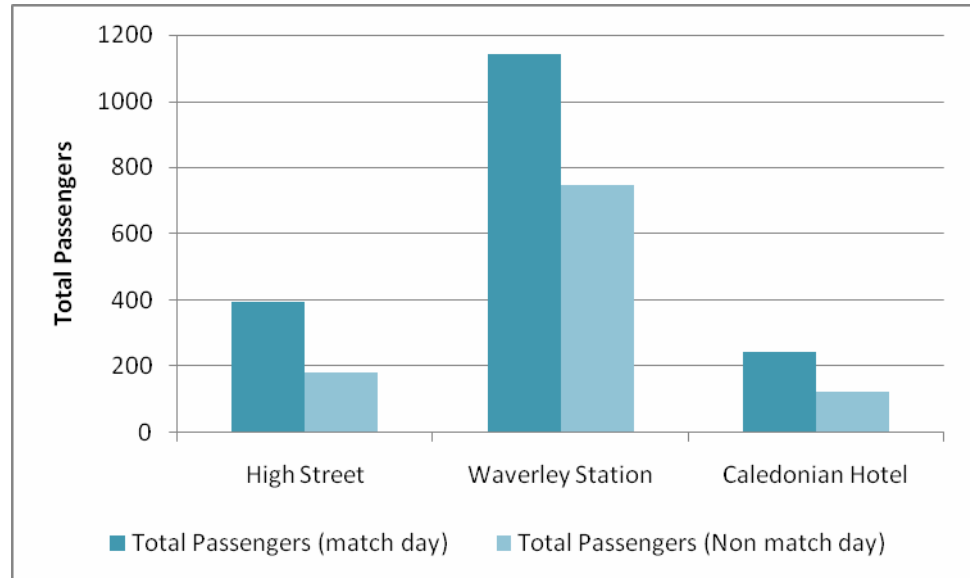
Average passenger delay was much greater in December compared to February for the majority of stances. Despite the higher numbers of passengers at the Rail Station in December, average passenger delay was lower. Average passenger delay peaked at 2.68 minutes at Rutland Street in December.

### 7.3 Rugby Internationals

During February and March 2013 Edinburgh was host to a number of international rugby matches as part of the Six Nations tournament at Murrayfield stadium. Due to the need to undertake an unmet demand study in typical periods stance observations on international days were not used in the unmet demand calculation. However in order to determine the impact of rugby internationals on taxi demand a number of observations were undertaken on Saturday 9<sup>th</sup> February. For comparison purposes observations were undertaken at High Street, Waverley Station and Rutland Street.

Figure 7.3 illustrates the variation in demand through passenger departures across these three stances on an average Saturday when compared with a match day Saturday.

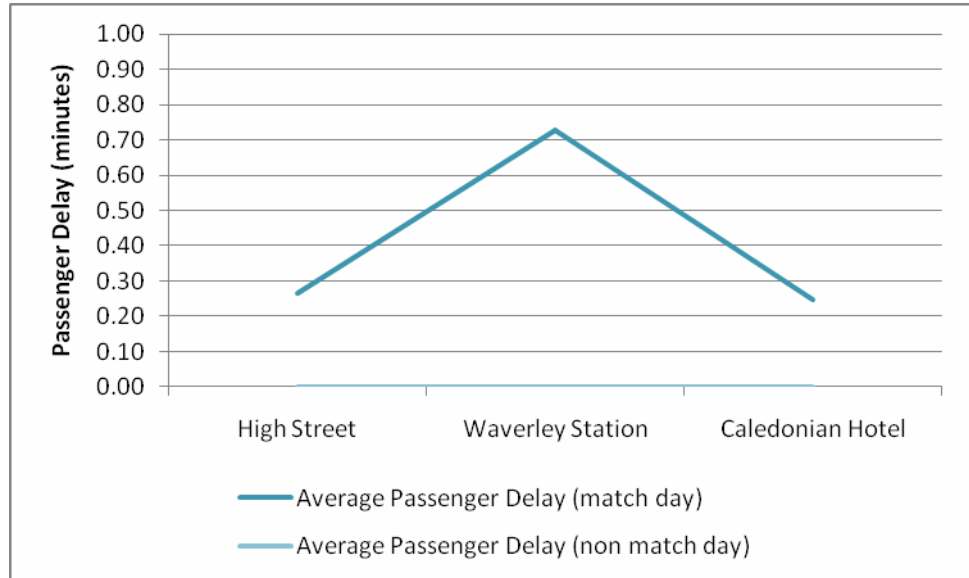
Figure 7.3 – Passenger Demand – Match Day Variation



The results in Figure 7.3 show that passenger demand at all three locations is significantly higher on a match day, compared to an average Saturday in the same period, with demand being highest at Waverley Station. At High Street and at the Caledonian hotel rank on Rutland St demand more than doubles on a match day, whilst at the station observations indicate there is an approximately 50% higher demand than an average Saturday.

Figure 7.4 illustrates the variations in passenger delay across the three stances on an average Saturday when compared with a match day Saturday. Again, the results show that the increase in demand has created an increase in passenger delay. Whilst on an average Saturday there is no passenger delay, even on a match day, this delay remains below 1 minute in all locations.

Figure 7.4 – Passenger Delay– Match Day Variation



## 8 Evidence of Suppressed Demand – Public Attitude Pedestrian Survey Results

### 8.1 Introduction

A public attitude survey was designed with the aim of collecting information regarding opinions on the taxi market in Edinburgh. In particular, the survey allowed an assessment of flagdown, telephone and stance delays, the satisfaction with delays and general use information.

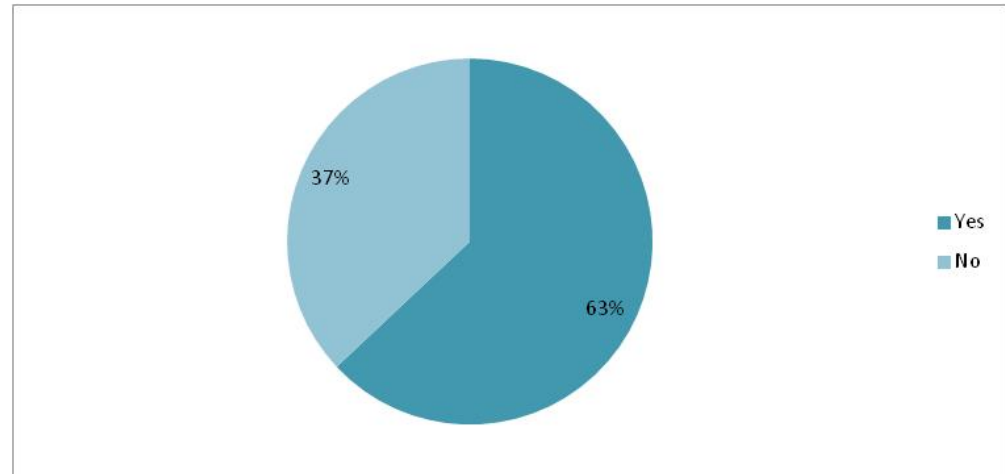
Some 913 on-street and telephone public attitude surveys were carried out in February and March 2013. The surveys were conducted across a range of locations within the Edinburgh licensing area. It should be noted that in the tables and figures that follow the totals do not always add up to the same amount. This is due to one of two reasons. First, not all respondents were required to answer all questions; and second, some respondents failed to answer some questions that were asked.

A full breakdown and analysis of the results are provided in Appendix 2.

### 8.2 General Information

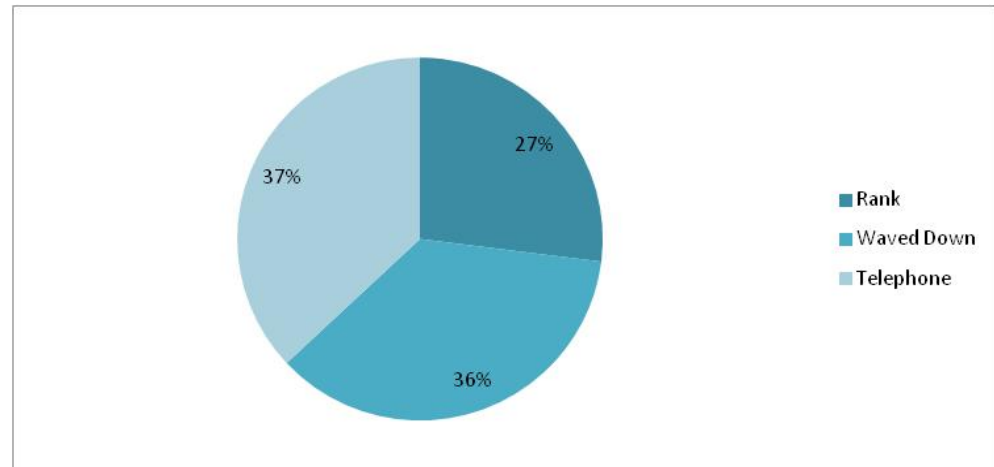
Respondents were each asked if they had made a journey by taxi in Edinburgh within the last three months. The survey found that 62.9% had used a taxi within this period. The results are displayed in Figure 8.1.

Figure 8.1 Have you made a trip by taxi (BLACK CAB) vehicle in the last three months?



Trip makers were asked how they obtained their taxi. Some 27.1% of trip makers stated that they hired their taxi at a stance. Some 37.3% of hirings were achieved by telephone, with 35.6% of trip makers obtaining a taxi by on-street flagdown. Figure 8.2 reveals the patterns of hire.

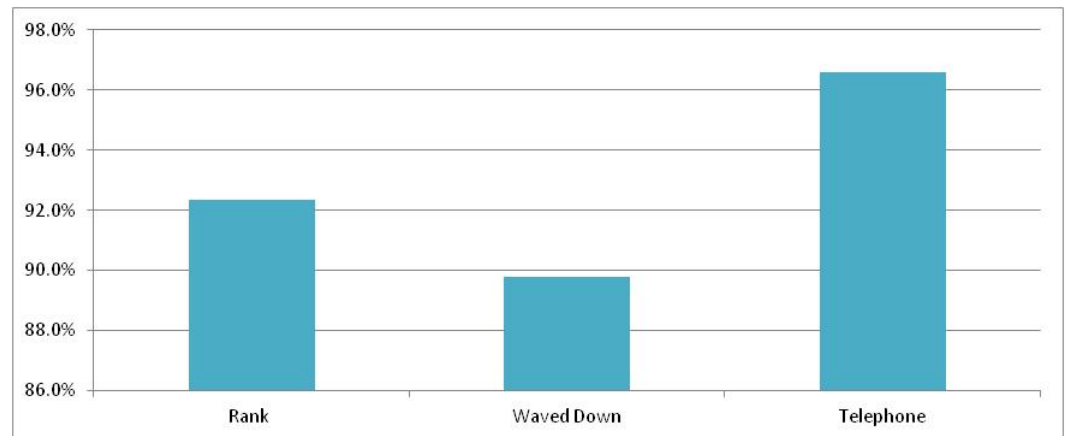
Figure 8.2 Method of hire for last trip



Respondents were asked if they were satisfied with the time taken and the promptness of the vehicles arrival. The majority of people were satisfied with the time taken to obtain their vehicle (93.8%).

Figure 8.3 shows that for each method of obtaining a vehicle, the majority were satisfied with the length of time they had to wait. Those obtaining their taxi by telephone provided the highest levels of satisfaction.

Figure 8.3 Satisfaction with delay on last trip by method of hire



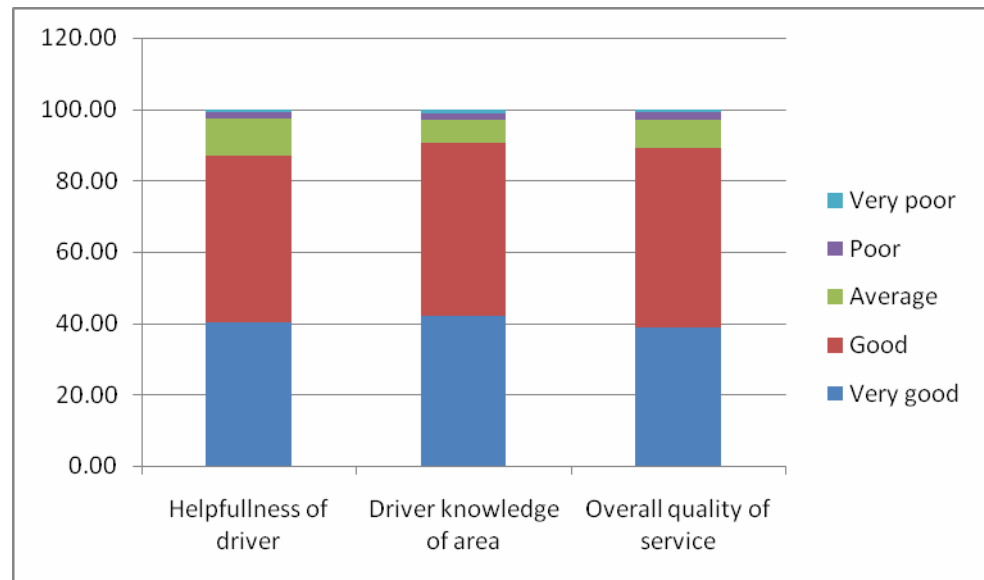
Respondents were asked to rate three elements from their last taxi journey on a scale from very poor to very good. The results in Figure 8.4 show that the respondents generally consider helpfulness of driver, driver knowledge of area and overall quality of service to be good or very good.

However those stating that quality was poor or very poor gave the following reasons:

- 'poor knowledge of the route'
- 'don't know directions'
- 'expensive'
- 'rude'

- 'didn't help with bags'

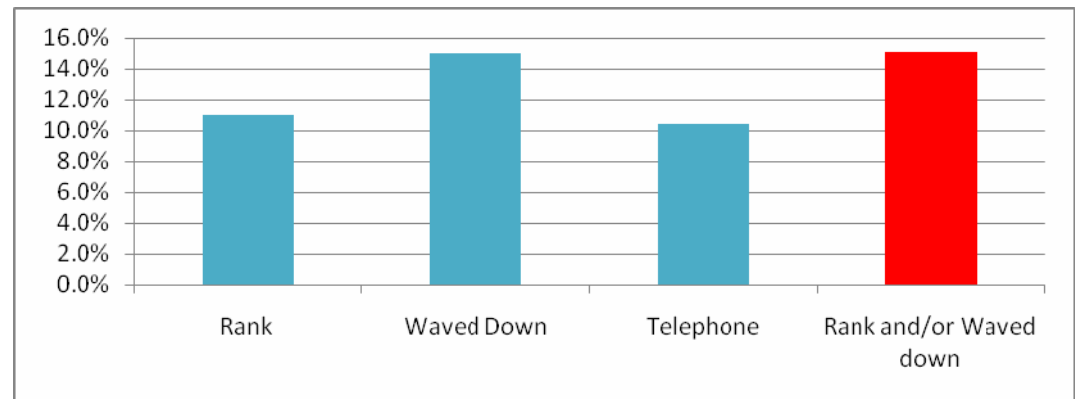
Figure 8.4 Rating of Last Journey



### 8.3 Attempted method of hire

In order to measure demand suppression, respondents were asked to identify whether or not they had given up waiting for a taxi at a stance, by flagging a taxi on the street or by prebooking a taxi by telephone in Edinburgh in the last three months. The results are documented in Figure 8.5.

Figure 8.5 Latent demand by method of hire – Given up trying to make a hiring?



As indicated in Figure 8.5, some 15.1% of respondents (132 respondents out of 875 answering this question) had given up waiting for a taxi at a stance and/or waving a taxi down in the last three months. This has implications for the interpretation of the results (see Chapter 11 below).

Respondents who had given up trying to obtain a taxi in the last three months were asked the location where they had given up waiting for a taxi. The most common areas were George Street, Leith Walk and Princes St.

## 8.4 Improvements

Respondents were asked whether they felt that taxi services in Edinburgh could be improved. Some 46.7% of respondents considered that taxi services could be improved.

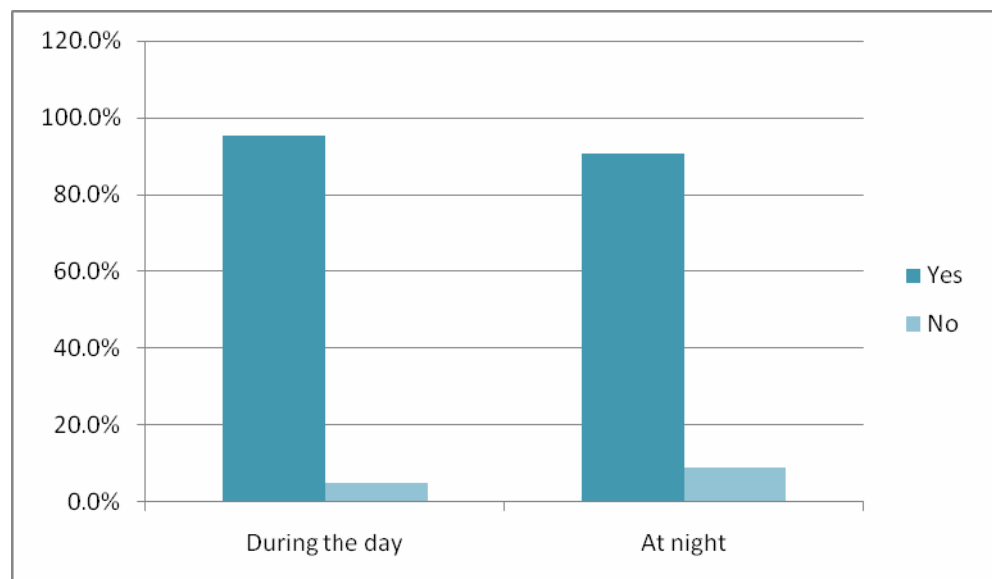
Of those who felt improvements were required the following were the most popular responses:

- Better drivers;
- Better knowledge of the local area;
- Cheaper fares;
- Drivers to be more polite and friendlier;
- Introduction of flat fare tariffs.

## 8.5 Safety

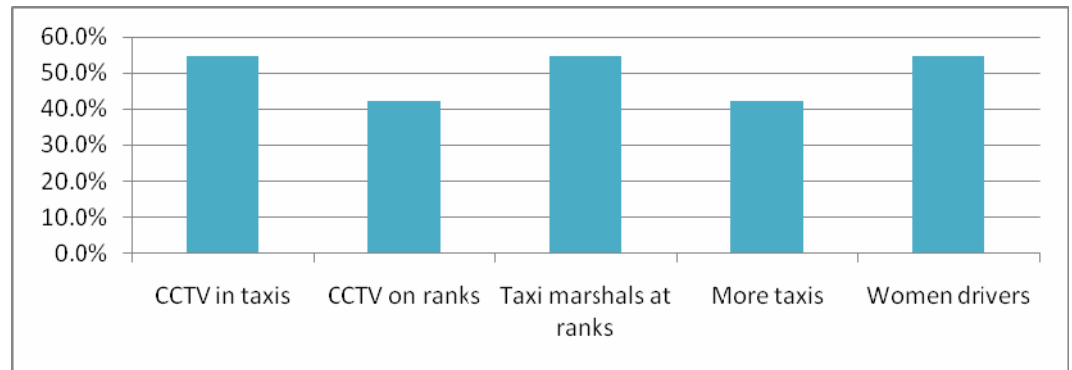
Respondents were asked whether they felt safe when using taxis in Edinburgh. The majority of respondents felt safe using them during the day (95.5%) and at night (90.5%) in Edinburgh.

Figure 8.6 Do you feel safe using taxis in Edinburgh?



Those respondents who commented that they did not feel safe all or some of the time were given a series of options and asked if any of them would improve their feeling of safety. The results show that the most popular suggestions were CCTV in taxis, taxi marshals at stances and women drivers.

Figure 8.7 What could be done to improve your safety and security when using taxis in Edinburgh?



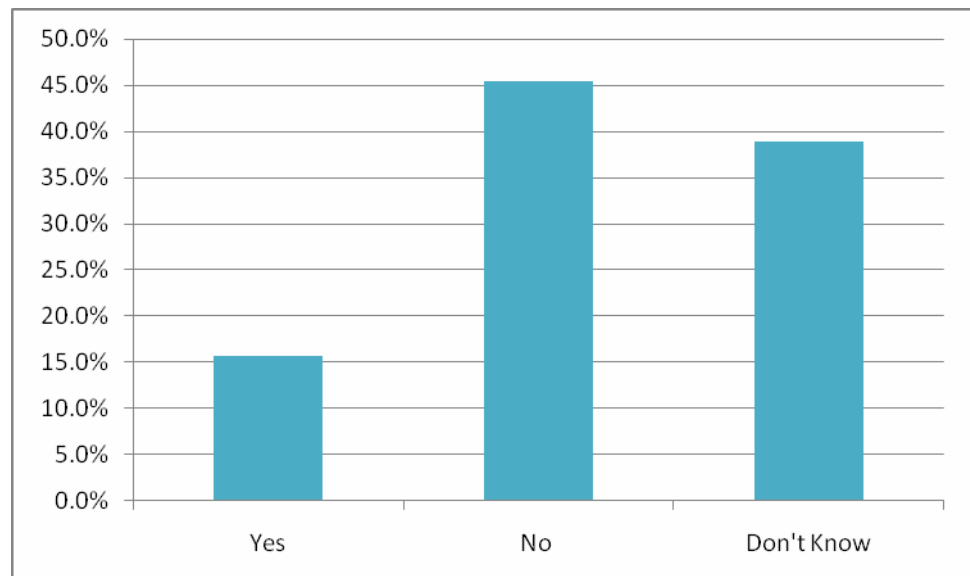
## 8.6 Stances

Respondents were asked if there were any locations in Edinburgh where new stances were needed. A total of 45.4% said that no new stances were needed in Edinburgh whilst 38.9% did not know.

Respondents who stated they would like to see a new stance (15.7%) were subsequently asked to provide a location. The most common locations included;

- Princes Street;
- West End;
- George Street;
- Dalry.

Figure 8.8 Are there any locations where you would like to see anew stance in Edinburgh?



## 8.7 Summary

Key points from the public attitude survey can be summarised as:

- Some 27.1% of hiring's are from a stance;



- High levels of satisfaction with delay on last trip (93.8%) – telephone providing the highest levels;
- Some 15% of people had given up trying to obtain a taxi at a stance or by flagdown;
- Some 15.7% of people felt that new stances were needed in Edinburgh.

## 9 Public Consultation – Disability Groups

### 9.1 Introduction

In order to measure satisfaction with the taxi service for people with a disability the public attitude survey was modified for self completion and circulated to disability groups via ECAS.

Some ten surveys were returned.

### 9.2 General Information

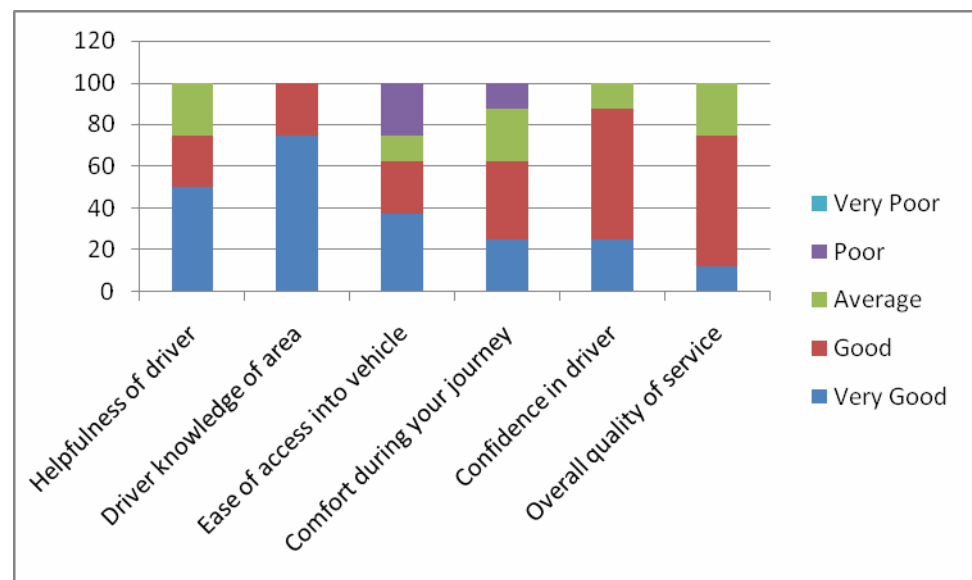
Respondents were each asked if they had made a journey by taxi in Edinburgh within the last three months. The survey found that 80% (8 respondents) had used a taxi within this period.

Trip makers were asked how they obtained their taxi. All trip makers had prebooked their journey via telephone.

Respondents were asked if they were satisfied with the time taken and the promptness of the vehicles arrival. The majority of people were satisfied with the time taken to obtain their vehicle (90%). One person was not satisfied with the length of time they had to wait because they felt that waiting 30 minutes was too long.

Respondents were asked to rate a number of elements from their last taxi journey on a scale from very poor to very good. The results in Figure 9.1 show that the respondents generally rated the experience to be good or very good.

Figure 9.1 Rating of Last Journey



Firstly, information on the helpfulness of the driver was asked for. This ranged from very good (50% of respondents giving this rating) to average (25% of respondents giving this rating). The remaining 25% rated the helpfulness of their driver good. Notably, no respondents gave negative feedback on this factor.

The second factor assessed was driver knowledge of the area. All responses were either very good or good. Some 75% of respondents rated their drivers knowledge of the area as very good, the remaining 25% noting that it was good.

Thirdly, the ease of access into the vehicle was assessed. Overall, this was rated lower than the previous two factors. Although over a third (37.5%) of respondents said it was very good, 25% said that it was poor. The remaining 37.5% rated the service either good or average.

The comfort during the journey was also asked to be rated by respondents. There is a fairly even split in the responses received, the most popular being good which received 37.5%. Very good and average each received 25% while poor received 12.5% of the ratings.

How confident the passenger felt in their driver was another factor which was investigated. The majority, 62.5%, of respondents said that they felt this was good while the remaining 37.5% were split between very good and average ratings.

The final factor assessed was the overall quality of the service which the passenger received. The majority of passengers, 62.5%, rated this as good. Some 12.5% of respondents went further, rating it as very good while the remaining 25% rated the service as average.

Respondents were then asked to elaborate on anything which they had rated as poor. Some reasons for these low ratings were cited as the quality of the roads being poor and this having a knock on effect on their journey as well as a lack of space making a respondent feel 'cramped when inside a taxi'. A respondent also commented that it was difficult to access the taxi in their manual wheelchair.

### **9.3 Attempted method of hire**

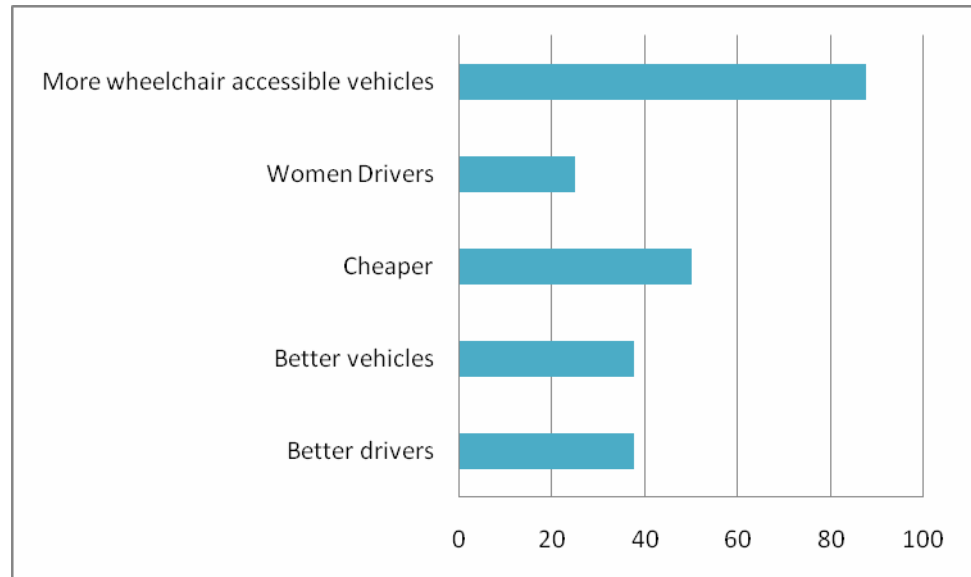
In order to measure demand suppression, respondents were asked to identify whether or not they had given up waiting for a taxi at a stance, by flagging a taxi on the street or by prebooking a taxi by telephone in Edinburgh in the last three months. A third of respondents said that they had given up trying to obtain a taxi by telephone.

Respondents who had given up trying to obtain a taxi in the last three months were asked the location where they had given up waiting for a taxi. The most common areas were George Street, Leith Walk and Princes St .

### **9.4 Improvements**

Respondents were asked whether taxi services in Edinburgh could be improved. Some 80% of respondents felt that they could be improved. Figure 9.2 details how this could be achieved. Other suggestions included: not having to travel backwards and improving taxi design.

Figure 9.2 Suggested improvements



## 9.5 Safety

Respondents were asked whether they felt safe when using taxis in Edinburgh. All respondents felt safe using them during the day. However this dropped to 88% at night.

Those respondents who commented that they did not feel safe all or some of the time were given a series of options and asked if any of them would improve their feeling of safety. Taxi marshals and women taxi drivers were the two options which respondents felt would help them feel safer when travelling by taxi at night.

## 10 Consultation

### 10.1 Introduction

Guidelines issued by the Scottish Government state that consultation should be undertaken with the following organisations and stakeholders:

- All those working in the market;
- Consumer and passenger (including disabled) groups;
- Groups which represent those passengers with special needs;
- The Police;
- Local interest groups such as hospitals or visitor attractions; and
- A wide range of transport stakeholders such as rail/bus/coach providers and transport managers.

In order to consult with relevant stakeholders across Edinburgh, face to face meetings and written consultation was undertaken.

### 10.2 Direct (Face to Face) Consultation

A number of stakeholders were invited to attend a series of focus groups. This assured the Scottish Government guidelines were fulfilled and all relevant organisations and bodies were provided with an opportunity to comment.

A summary of the responses received are provided below.

#### Disability Representatives

The representatives noted that they considered the number of taxis to be sufficient in Edinburgh; however they would like to see a greater proportion of larger vehicles i.e. Peugeot E7 and Mercedes M8. It was noted that pre booking a vehicle wasn't a guarantee of obtaining a vehicle as there could sometimes be issues with obtaining these larger vehicles. Some of the newer vehicles grab rails were located in the wrong place making it very difficult for people with limited mobility.

It was considered essential that all drivers should be disability awareness trained. Many drivers did not know how to use their restraints or ramps. Anecdotal evidence was provided of a driver moving from the front of the queue to the back to avoid a wheelchair fare at Waverley Station.

One of the attendees noted that on occasion pre booked taxis had been cancelled when they discovered it was a wheelchair fare.

There was confusion as to when the driver should put on the meter – on occasion the meter had been running prior to picking up a customer. The majority of drivers also started the meter prior to loading a wheelchair.

It was suggested that the taxi, user, council forum be restarted as this was very useful for dealing with numerous issues.

In terms of vehicle quality some people found the TX vehicles to be too small.

People with assistance dogs complained that the surface in many vehicles was too slippery for the dog and they preferred to use saloon vehicles.

The attendees wished to maintain the 100% wheelchair accessible vehicle policy in Edinburgh.

### Police

Attendees at this group considered that there was a perceived issue with drivers working at night time. It was noted that there were very limited occasions of violence against drivers; however the threat of this may have put people off working at night.

It was felt that there was a shortage of vehicles at 3- 4am but this was not felt to be caused by the limitation policy.

With regard to CCTV it was noted that the trade wanted to see it introduced but that they did not want to pay for it. It was suggested that introducing CCTV would perhaps encourage drivers to work at night.

It was considered that there were not sufficient stances in Edinburgh as there was over ranking on a number of key stances.

### CEC Transport Planning

The representative considered that taxis were an important part of the public transport mix in Edinburgh. Taxis in Edinburgh enabled people to facilitate a car free lifestyle which helps to reduce congestion in the city.

It was suggested that a quality taxi fleet should be one that is easily identifiable through a livery. This would help the public to differentiate between taxis and private hire vehicles.

### Private Hire Association

The association felt that there were insufficient vehicles at peak times such as Hogmanay, the Festival and Rugby Internationals. It was considered that there was an issue with drivers working at night which may be down to safety concerns or simply the hours drivers choose to work.

It was suggested that driver training could be improved – the introduction of a driving ability test may be required.

It was felt that the current taxi and private hire fleet was very high quality but that there should be an approved list of vehicles that may be licensed as a private hire.

### Taxi Trade Representatives

The representatives considered it to be fundamental to maintain the numerical limit. This would provide stability to the trade. There was considered to be no times of the day when taxi availability was an issue. It was felt that demand had decreased due to the economic situation. Less people are socialising in Edinburgh, there is less

corporate entertaining and therefore less people are using taxis. Night buses were also considered to be having an effect on the taxi trade.

The trade had mixed views in relation to vehicle type. Some wished to see a wider range of vehicles licensed but others felt the current range was adequate.

Driver quality was considered to be very high but standards needed to be raised in the private hire trade.

The trade considered the current training requirements to be poor especially the course operated by Telford College. It was noted that standards of dress were improving but the dress code required to be enforced more stringently.

It was felt that there was insufficient stance space in Edinburgh. Current stances were not considered to be long enough and there was little support in policing the stances.

The trade also wanted to have a greater dialogue with the Council – they were unhappy that the liaison committee had not been convened since February 2012 and wanted to see this reinstated.

It was noted that there were isolated safety incidents involving drivers but not felt to be any issue with drivers working at night. It was felt that CCTV should be looked at being introduced in Edinburgh but only if the authority were to pay for it.

The trade suggested that it would be beneficial if there was a sign showing where the head of the stance was – this would avoid any conflict at the stances.

#### Community Safety

The officers felt that the current limitation policy was not an issue; however as you move away from the city centre availability could be an issue in the early hours.

Driver behaviour was considered to be an issue. It was felt that some drivers had complete disregard for traffic regulations – this was a problem on Waverley Bridge and the High street.

It was suggested that drivers would benefit from attending a customer care focussed course where they looked at defensive driving, customer care and how to be a professional driver.

In terms of vehicle quality the fleet was considered to be well maintained and of a high quality.

It was felt that there needed to be something done to encourage drivers to work at night. Suggestions included increasing the number of marshalled stances, introduction of CCTV in vehicles and better media promotion.

It had been noted that there had been issues of taxis ranking in residential areas with their engines on – this was particularly an issue at Hillside Crescent.

It was suggested that more taxi marshals could be funded through imposing a charge on the taxi tariff when people travel from marshalled stances.

### 10.3 Indirect (Written) Consultation

A number of stakeholders were contacted by letter and telephone. This assured the Scottish Government guidelines were fulfilled and all relevant organisations and bodies were provided with an opportunity to comment.

In accordance with advice issued by the Scottish Government the following organisations were contacted;

- City of Edinburgh Council;
- user/disability groups representing those passengers with special needs;
- local interest groups including hospitals, visitor attractions, entertainment outlets and education establishments; and
- rail, bus and coach operators.

A summary of the responses received are provided below.

#### City of Edinburgh Council Policy and Planning

From a CEC transport policy perspective taxis are an important component of the public transport system, though not carrying significant volumes (Less than 1% of journeys to work in 2001 were by taxi) they facilitate car-free lifestyles.

CEC Transport recognises that the city, and especially the centre, has a 24 hour economy that relies on employees and customers, etc, based all over the city; and that other employment centres – South Gyle, the BioQuarter, the Waterfront, etc – will have transport requirements virtually around the clock.

The department wished to highlight the potential of minimising greenhouse gas emissions through vehicle specifications.

It was noted that drivers in Edinburgh are already required to undergo disability awareness training. However, there may be an issue whether this should be more extensive, and also whether drivers could be trained in safe and fuel efficient driving.

The department would also welcome cycle awareness training for taxi drivers - this is important as taxi drivers have access to bus lanes.

A wider range of vehicle types is now permitted than was the case some years ago. A side-effect is that taxi visibility has, arguably, reduced, and there may be a case for reintroducing a measure of uniformity in appearance

It was suggested that the issue is not whether taxis are 'wheelchair accessible', but whether all taxis can carry all types of wheelchair and user. Wheelchair manufacturers need to consider the practicality of some designs for use in public transport. Even so, there will always be some disabled (not just wheelchair) users whose needs cannot be met other than by a specialist vehicle which is not suitable for general public transport.

Lower fares could lead to higher taxi usage, which in could potentially help to reduce car dependency/ownership. On the other hand, higher use of taxis could lead to higher emission levels.



The Transport service recognises the importance of the night time culture and economy to Edinburgh, and also that many low-paid shift workers working anti-social hours may depend on taxis to commute between the home and workplace, and so night time fares should not be too much higher than day time fares.

It was considered that taxi marshals, especially at night or following major events, add value to the taxi service through increased security. There is normally good integration between rail and taxi at both Waverley and Haymarket, although tram and station improvement work are currently causing some disruption. CEC's new Local Transport Strategy intends to set out an objective to enhance Edinburgh's local stations, and this will include auditing the provision of cycle parking and taxi stances.

The department would also welcome greater integration between taxis and cycling. If taxis were equipped to take bicycles, e.g., by means of an attachable rack, this could enhance integration between cycling and taxi transport. The department considered the number of taxi stances to be sufficient. Whether they are as well-located as possible may need to be reviewed; and possibly elements of enforcement

#### Balmoral Hotel

The hotel noted that they were a considerable user of taxis for both guests and staff needs. Their supplier – Central Taxis were always able to meet the hotels requirements. In terms of the image of taxis in Edinburgh the hotel considered that some vehicles needed upgrading and cleaning. It was also considered that some drivers needed to improve their attitudes and that customer care training and social skills training should be introduced.

In terms of fares the hotel felt that there was little price resistance from guests.

#### Maggie Wright Associates

The respondent stated that she rarely had a problem obtaining a taxi in Edinburgh. She avoided using transit van conversions as she felt they were very awkward to get in and out of. She considered taxi fares to be too high and as a result had decreased her use of taxis.

# 11 Deriving the Significant Unmet Demand Index Value

## 11.1 Introduction

The data provided in the previous chapters can be summarised using Halcrow's ISUD factor described in Section 5.

The component parts of the index, their source and their values are given below;

Average Passenger Delay (Table 6.2)	0.32
Peak Factor (Figure 6.1)	1
General Incidence of Delay (Table 6.3)	2.73
Steady State Performance (Table 6.1)	4
Seasonality Factor (Section 5.4)	1.2
Latent Demand Factor (Section 8.3)	1.15
<b>ISUD (0.32*1*2.73*4*1.2*1.15)</b>	<b>5</b>

The cut off level for a significant unmet demand is 80. It is clear that Edinburgh is well below this cut off point as the ISUD is 5, indicating that there is **NO significant unmet demand**. This conclusion covers both patent and latent/suppressed demand.

## 12 Summary and Conclusions

### 12.1 Introduction

This study has been conducted by Halcrow on behalf of City of Edinburgh Council (CEC). The overall objective is to provide a full survey of demand for taxis in Edinburgh and to determine whether or not significant unmet demand for taxis exists in terms of section 10(3) of the Civic Government (Scotland) Act 1982. Specific objectives are:

- To measure demand, including latent demand, for taxi services to the general public in order to determine whether there is any significant unmet demand in Edinburgh city as a whole, or any part thereof;
- To determine public perception of the taxi service provided in Edinburgh;
- To determine perception of the taxi service provided in Edinburgh amongst wheelchair users and other people with disabilities and/or special needs;
- To comment on any areas within Edinburgh city where there may be concern over the provision of a taxi service;
- To comment on any peak demand times where there may be concern over the provision of a taxi service in Edinburgh city;
- To assess and comment on the impact of large events in the city e.g., Festival, Christmas and New Year Events and Rugby International Fixtures on the supply and demand for taxis in the city.
- To assess and comment on whether there are any features of the taxi market that have an impact (adverse or beneficial) on the city's economy.
- To assess and comment on whether there are any features of the taxi market that have an impact (adverse or beneficial) on the city's night time economy, safe dispersion of the city centre in the evenings and on crime and disorder generally.
- To assess and comment on the operations of the private hire car sector in the city and the impact its operations have on the taxi market in the city.

**Objective 1: To measure demand, including latent demand, for any taxi services to the general public in order to determine whether there is any significant unmet demand in Edinburgh city as a whole, or any part thereof.**

The 2013 study has identified that there is NO evidence of significant unmet demand for taxis in Edinburgh. This conclusion is based on an assessment of the implications of case law that has emerged since 2000, and the results of Halcrow's analysis.

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

- continue to limit the number of vehicles at 1,316;
- 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 vehicles and allow a free entry policy.

The number of hours where excess demand was observed has reduced from 20% to 6%. This demonstrates that the increase of 50 licences since the last study has had a positive effect.

**Objective 2: To determine public perception of the taxi service provided in Edinburgh.**

Public perception of the taxi service in Edinburgh has been obtained through the undertaking of 913 face to face surveys. The key results from the survey highlight that

- Some 27.1% of hiring's are from a stance;
- High levels of satisfaction with delay on last trip (93.8%) – telephone providing the highest levels;
- Some 15% of people had given up trying to obtain a taxi at a stance or by flagdown;
- Some 15.7% of people felt that new stances were needed in Edinburgh.

Overall the public were generally satisfied with the taxi service in Edinburgh. Levels of satisfaction with delay were high. The majority of travellers felt safe using taxis during the day with a small proportion feeling unsafe.

Just under half of respondents (46.7%) consider that taxi services could be improved. These improvements related to better local knowledge, more polite drivers and cheaper taxi fares.

**Objective 3: To determine perception of the taxi service provided in Edinburgh amongst wheelchair users and other people with disabilities and/or special needs**

The views of wheelchair users and other people with disabilities/special needs were determined through a focus group and the distribution of postal surveys.

Overall respondents were satisfied with the current service. However comment was made as to the need to improve disability awareness training amongst the trade. Comment was also made as to the need to increase the number of larger vehicles in the taxi fleet to provide wheelchair users with a more comfortable journey.

**Objective 4: To comment on any areas within Edinburgh city where there may be concern over the provision of a taxi service**

Some 15% of respondents to the public consultation indicated that they had given up waiting for a taxi at a stance or by flag down in the last three months. The public consultation highlighted a number of areas across Edinburgh where people had given up waiting for a taxi. These included George St, Leith Walk and Princes St. However there was limited concern with availability of vehicles in general.

**Objective 5: To comment on any peak demand times where there may be concern over the provision of a taxi service in Edinburgh city**

Case law states that delays associated with peaks in demand are not significant. However guidance from the Scottish Government states that unmet demand at times of peaked demand should not be ignored. Local authorities should consider when the

peaks occur and who is being disadvantaged through restrictions on provision of taxi services.

The stance observations show that demand in Edinburgh exhibits a number of small peaks across the day and night time. When these peaks occur at night this correlates to peaks in passenger delay – however passenger delay is generally less than 3 minutes on average.

The rank observations demonstrated that 60% of the taxi fleet were observed working at night throughout the period of the study. Discussion with the Police and taxi trade has not identified significant safety issues with drivers working at night. Therefore we would suggest that the introduction of an additional night time tariff (midnight to 5am) may encourage a greater number of drivers to work at these times.

**Objective 6: To assess and comment on the impact of large events in the city e.g., Festival, Christmas and New Year Events and Rugby International Fixtures on the supply and demand for taxis in the city**

It is clear that both Christmas and rugby internationals have a significant impact on the supply and demand for taxis in the city. The stance observations have demonstrated that at these times of peaked demand passengers do have to wait longer for a taxi, however the average wait is still less than a minute. The main difference is the proportion of hours where excess demand is observed. Over the Christmas period this was significantly greater.

The trade are incentivised to work over the Christmas period through the use of Tariff 3 and 4 on the fare card. However given that this is an atypical period we would not recommend an increase in taxi licences given that demand is adequately met during a typical period.

**Objective 7: To assess and comment on whether there are any features of the taxi market that have an impact (adverse or beneficial) on the city's economy**

A report commissioned by the London Chamber of Commerce and Industry highlighted the significance of taxis to the city's economy<sup>2</sup>. The same can be said for Edinburgh. Edinburgh taxis are often the first impression that a tourist or businessman gleans of the City. Feedback provided by the Balmoral hotel indicated that some taxi drivers could benefit from improved customer care training and that the quality of some vehicles would benefit from improvements.

We believe that taxi drivers should be ambassadors for a city as they are often the first point of contact. With this in mind we feel that there is scope to improve the training offered to drivers in order to improve the public's perception.

A number of business and tourist organisations were contacted during the study but failed to provide a response.

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<sup>2</sup> London Chamber of Commerce and Industry – The London Taxi Trade

**Objective 8: To assess and comment on whether there are any features of the taxi market that have an impact (adverse or beneficial) on the city's night time economy, safe dispersion of the city centre in the evenings and on crime and disorder generally**

The Edinburgh Violence Reduction Program states that taxis provide a pivotal role in transporting people out of the city centre following a night out and in doing so reduce the likelihood of concentrations of people gathering which could potentially spark an increase in the likelihood of antisocial behaviour.

Taxi marshals operate at a number of ranks across the City with a view to creating a safe night time economy.

The public consultation highlighted that the majority of people feel safe using taxis both during the day and at night. Those who stated that they didn't feel safe suggested that CCTV in taxis, more women drivers and taxi marshals would help.

The stance observations identified that 60% of the taxi trade were observed working at night during the February observations. The remaining 40% may be working from a radio circuit or simply not working. Encouraging a greater number of drivers to serve the ranks at night is crucial to maintaining a safe night time economy.

**Objective 9: To assess and comment on the operations of the private hire car sector in the city and the impact its operations have on the taxi market in the city**

At present there are 841 private hire vehicles across the city. The market is thriving and numbers have continued to grow in recent years. Since 2009 the number of private hire vehicles has increased by 3.2% compared to an increase of 3.9% of taxis. At the height of the recession the number of private hire vehicles increased in some authorities as individuals who had perhaps been made redundant sought other means of income. This doesn't seem to have been the case in Edinburgh. The Civic Government Act does not permit the authority to numerically limit the number of private hire vehicles thereby allowing the market to dictate the appropriate level. Discussion with the private hire association indicated that there were no issues of availability for private hire vehicles. It was also suggested that there should be an approved list of vehicles that are suitable for licensing as private hire vehicles.

## **12.2 Recommendations**

The 2013 study has identified that there is NO evidence of significant unmet demand for taxis in Edinburgh. This conclusion is based on an assessment of the implications of case law that has emerged since 2000, and the results of Halcrow's analysis.

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

- continue to limit the number of vehicles at 1,316;
- 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 vehicles and allow a free entry policy.

In addition we would recommend the following:

- undertake a review of the current training course provided to drivers in Edinburgh with a view to improving the element of disability awareness and customer care;
- introduce a new late night tariff in Edinburgh in order to encourage more drivers to work after midnight in Edinburgh in order to contribute towards maintaining a safe night time economy.

Waverley Bridge Thursday 07/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
0800-0900	32	26	0	61	0.00	11.73	0	4	0	0	1
0900-1000	30	18	0	64	0.00	17.78	0	4	0	0	1
1000-1100	24	16	0	83	0.00	25.94	0	6	0	0	1
1100-1200	38	23	0	78	0.00	16.96	0	5	0	0	1
1200-1300	32	16	0	38	0.00	11.88	0	7	0	0	1
1300-1400	35	22	0	96	0.00	21.82	0	7	0	0	1
1400-1500	34	28	0	102	0.00	18.21	6	7	0	1	0
1500-1600	25	15	0	97	0.00	32.33	0	7	0	0	1
<b>Total</b>	<b>250</b>	<b>164</b>	<b>0</b>	<b>619</b>	<b>0.00</b>	<b>18.87</b>			<b>0</b>	<b>1</b>	<b>7</b>

Waverley Bridge Wednesday 06/02/2013 2000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	11	9	0	118	0.00	65.56	0	8	0	0	1
2100-2200	18	16	0	124	0.00	38.75	0	9	0	0	1
2200-2300	34	24	0	114	0.00	23.75	0	8	0	0	1
2300-0000	16	10	0	114	0.00	57.00	0	8	0	0	1
0000-0100	13	7	0	111	0.00	79.29	0	4	0	0	1
0100-0200	2	2	0	14	0.00	35.00	0	0	0	1	0
0200-0300	5	3	0	16	0.00	26.67	0	1	0	1	0
<b>Total</b>	<b>99</b>	<b>71</b>	<b>0</b>	<b>611</b>	<b>0.00</b>	<b>43.03</b>			<b>0</b>	<b>2</b>	<b>5</b>

Waverley Bridge Saturday 16/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	70	36	0	77	0.00	10.69	0	6	0	0	1
1300-1400	70	33	0	94	0.00	14.24	0	3	0	0	1
1400-1500	68	36	0	100	0.00	13.89	0	6	0	0	1
1500-1600	59	25	0	101	0.00	20.20	0	7	0	0	1
1600-1700	69	32	0	85	0.00	13.28	0	5	0	0	1
1700-1800	59	25	0	87	0.00	17.40	0	7	0	0	1
<b>Total</b>	<b>395</b>	<b>187</b>	<b>0</b>	<b>544</b>	<b>0.00</b>	<b>14.55</b>			<b>0</b>	<b>0</b>	<b>6</b>

Waverley Bridge Saturday 09/02/2013 2000-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	50	27	0	93	0.00	17.22	0	6	0	0	1
2100-2200	42	22	0	88	0.00	20.00	0	5	0	0	1
2200-2300	62	25	0	81	0.00	16.20	0	5	0	0	1
2300-0000	52	32	0	42	0.00	6.56	0	1	0	1	0
0000-0100	77	40	17	7	1.10	0.88	9	0	1	0	0
0100-0200	70	36	142	0	10.14	0.00	20	0	1	0	0
0200-0300	57	38	0	12	0.00	1.58	0	0	0	1	0
<b>Total</b>	<b>410</b>	<b>220</b>	<b>159</b>	<b>323</b>	<b>1.94</b>	<b>7.34</b>			<b>2</b>	<b>2</b>	<b>3</b>

Waverley Bridge Sunday 10/02/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	51	30	0	78	0.00	13.00	0	4	0	0	1
1500-1600	61	38	0	41	0.00	5.39	0	3	0	0	1
1600-1700	38	18	0	92	0.00	25.56	0	6	0	0	1
1700-1800	61	35	0	83	0.00	11.86	0	4	0	0	1
<b>Total</b>	<b>211</b>	<b>121</b>	<b>0</b>	<b>294</b>	<b>0.00</b>	<b>12.15</b>			<b>0</b>	<b>0</b>	<b>4</b>

Queensferry St Tuesday 05/02/2013 1900-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1900-2000	16	17	0	60	0.00	17.65	0	1	0	1	0
2000-2100	26	19	0	57	0.00	15.00	0	1	0	1	0
2100-2200	20	10	0	30	0.00	15.00	0	2	0	1	0
2200-2300	10	13	0	40	0.00	15.38	0	1	0	1	0
2300-0000	21	20	0	57	0.00	14.25	0	3	0	0	1
0000-0100	8	8	0	42	0.00	26.25	0	42	0	0	1
0100-0200	2	6	0	21	0.00	17.50	0	0	0	1	0
<b>Total</b>	<b>103</b>	<b>93</b>	<b>0</b>	<b>307</b>	<b>0.00</b>	<b>16.51</b>			<b>0</b>	<b>5</b>	<b>2</b>

Queensferry St Saturday 16/02/2013 2000-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	50	27	0	32	0.00	5.93	0	0	0	1	0
2100-2200	72	33	0	26	0.00	3.94	0	0	0	1	0
2200-2300	66	33	0	23	0.00	3.48	0	0	0	1	0
2300-0000	91	19	5	22	0.27	5.79	5	0	1	0	0
0000-0100	46	24	2	10	0.22	2.08	1	0	0	1	0
0100-0200	16	14	0	0	0.00	0.00	0	0	0	1	0
0200-0300	0	0	0	0	0.00	0.00	0	0	0	1	0
0300-0400	8	4	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>349</b>	<b>154</b>	<b>7</b>	<b>113</b>	<b>0.10</b>	<b>3.67</b>			<b>1</b>	<b>7</b>	<b>0</b>



High Street Thursday 07/02/2013 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	18	13	0	76	0.00	29.23	0	5	0	0	1
1100-1200	13	14	0	76	0.00	27.14	0	4	0	0	1
1200-1300	14	16	0	73	0.00	22.81	0	3	0	0	1
1300-1400	11	15	0	83	0.00	27.67	0	6	0	0	1
1400-1500	3	5	0	91	0.00	91.00	0	6	0	0	1
1500-1600	21	17	0	51	0.00	15.00	0	2	0	1	0
1600-1700	12	14	0	54	0.00	19.29	0	1	0	1	0
1700-1800	23	25	0	58	0.00	11.60	0	1	0	1	0
<b>Total</b>	<b>115</b>	<b>119</b>	<b>0</b>	<b>562</b>	<b>0.00</b>	<b>23.61</b>			<b>0</b>	<b>3</b>	<b>5</b>

High Street Tuesday 06/02/2013 1900-0300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	35	28	0	81	0.00	14.46	0	4	0	0	1
1900-2000	37	28	0	72	0.00	12.86	0	1	0	1	0
2000-2100	16	15	0	96	0.00	32.00	0	8	0	0	1
2100-2200	10	10	0	96	0.00	48.00	0	8	0	0	1
2200-2300	48	28	0	94	0.00	16.79	0	7	0	0	1
2300-0000	88	47	0	91	0.00	9.68	0	7	0	0	1
0000-0100	82	52	0	90	0.00	8.65	0	7	0	0	1
0100-0200	66	41	0	93	0.00	11.34	0	7	0	0	1
<b>Total</b>	<b>382</b>	<b>249</b>	<b>0</b>	<b>713</b>	<b>0.00</b>	<b>14.32</b>			<b>0</b>	<b>1</b>	<b>7</b>

High Street Saturday 16/03/2013 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	8	11	0	50	0.00	22.73	0	3	0	0	1
1100-1200	17	13	0	48	0.00	18.46	0	3	0	0	1
1200-1300	26	18	0	23	0.00	6.39	0	0	0	1	0
1300-1400	28	18	0	15	0.00	4.17	0	0	0	1	0
1400-1500	28	16	0	24	0.00	7.50	0	0	0	1	0
1500-1600	27	14	0	33	0.00	11.79	0	1	0	1	0
1600-1700	30	17	0	39	0.00	11.47	0	1	0	1	0
1700-1800	16	9	0	25	0.00	13.89	0	0	0	1	0
<b>Total</b>	<b>180</b>	<b>116</b>	<b>0</b>	<b>257</b>	<b>0.00</b>	<b>11.08</b>			<b>0</b>	<b>6</b>	<b>2</b>

High Street Friday 08/02/2013 2000-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	47	42	0	79	0.00	9.40	0	4	0	0	1
2100-2200	51	28	0	66	0.00	11.79	0	4	0	0	1
2200-2300	89	49	0	82	0.00	8.37	0	6	0	0	1
2300-0000	97	55	0	76	0.00	6.91	0	3	0	0	1
0000-0100	164	78	0	72	0.00	4.62	0	4	0	0	1
0100-0200	213	111	36	60	0.85	2.70	13	0	1	0	0
0200-0300	198	84	0	80	0.00	4.76	0	6	0	0	1
0300-0400	239	95	200	47	4.18	2.47	40	0	1	0	0
<b>Total</b>	<b>1098</b>	<b>542</b>	<b>236</b>	<b>562</b>	<b>1.07</b>	<b>5.18</b>			<b>2</b>	<b>0</b>	<b>6</b>

High Street Sunday 17/02/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	24	13	0	42	0.00	16.15	0	3	0	0	1
1500-1600	40	17	0	37	0.00	10.88	0	2	0	1	0
1600-1700	28	14	0	37	0.00	13.21	0	2	0	1	0
1700-1800	23	14	0	33	0.00	11.79	0	2	0	1	0
<b>Total</b>	<b>115</b>	<b>58</b>	<b>0</b>	<b>149</b>	<b>0.00</b>	<b>12.84</b>			<b>0</b>	<b>3</b>	<b>1</b>

The Caledonian Wednesday 06/03/2013 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	10	6	0	68	0.00	56.67	0	4	0	0	1
1100-1200	9	10	0	63	0.00	31.50	0	4	0	0	1
1200-1300	10	6	0	63	0.00	52.50	0	2	0	1	0
1300-1400	12	7	0	61	0.00	43.57	0	0	0	1	0
1400-1500	11	9	0	65	0.00	36.11	0	4	0	0	1
1500-1600	19	14	0	48	0.00	17.14	0	2	0	1	0
1600-1700	15	12	0	24	0.00	10.00	0	0	0	1	0
1700-1800	10	10	1	0	0.50	0.00	0	0	0	1	0
<b>Total</b>	<b>96</b>	<b>74</b>	<b>1</b>	<b>392</b>	<b>0.05</b>	<b>26.49</b>			<b>0</b>	<b>5</b>	<b>3</b>

The Caledonian Tuesday 05/02/2013 1800-0200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	16	14	0	22	0.00	7.86	0	1	0	1	0
1900-2000	23	18	0	17	0.00	4.72	0	0	0	1	0
2000-2100	12	8	0	20	0.00	12.50	0	1	0	1	0
2100-2200	4	4	0	22	0.00	27.50	0	1	0	1	0
2200-2300	12	10	0	40	0.00	20.00	0	2	0	1	0
2300-0000	25	14	0	43	0.00	15.36	0	2	0	1	0
0000-0100	7	6	0	17	0.00	14.17	0	2	0	1	0
0100-0200	20	11	0	40	0.00	18.18	0	2	0	1	0
<b>Total</b>	<b>119</b>	<b>85</b>	<b>0</b>	<b>221</b>	<b>0.00</b>	<b>13.00</b>			<b>0</b>	<b>8</b>	<b>0</b>

The Caledonian Saturday 16/02/2013 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	11	6	0	50	0.00	41.67	0	3	0	0	1
1100-1200	16	11	0	34	0.00	15.45	0	0	0	1	0
1200-1300	11	6	0	76	0.00	63.33	0	5	0	0	1
1300-1400	23	13	0	49	0.00	18.85	0	2	0	1	0
1400-1500	27	11	0	48	0.00	21.82	0	1	0	1	0
1500-1600	31	11	0	55	0.00	25.00	0	3	0	0	1
1600-1700	17	10	0	41	0.00	20.50	0	2	0	1	0
1700-1800	4	3	0	56	0.00	93.33	0	3	0	0	1
<b>Total</b>	<b>140</b>	<b>71</b>	<b>0</b>	<b>409</b>	<b>0.00</b>	<b>28.80</b>			<b>0</b>	<b>4</b>	<b>4</b>

The Caledonian Saturday 16/03/2013 2000-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	18	11	0	36	0.00	16.36	0	0	0	1	0
2100-2200	35	18	0	33	0.00	9.17	0	1	0	1	0
2200-2300	40	20	0	11	0.00	2.75	0	0	0	1	0
2300-0000	25	15	0	27	0.00	9.00	0	1	0	1	0
<b>Total</b>	<b>118</b>	<b>64</b>	<b>0</b>	<b>107</b>	<b>0.00</b>	<b>8.36</b>			<b>0</b>	<b>4</b>	<b>0</b>

The Caledonian Sunday 03/03/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	27	14	0	33	0.00	11.79	0	0	0	1	0
1500-1600	11	7	0	13	0.00	9.29	0	0	0	1	0
1600-1700	18	10	0	0	0.00	0.00	0	0	0	1	0
1700-1800	16	10	0	16	0.00	8.00	0	0	0	1	0
<b>Total</b>	<b>72</b>	<b>41</b>	<b>0</b>	<b>62</b>	<b>0.00</b>	<b>7.56</b>			<b>0</b>	<b>4</b>	<b>0</b>

Leith Walk Wednesday 06/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	12	13	0	55	0.00	21.15	0	3	0	0	1
1300-1400	14	11	0	43	0.00	19.55	0	2	0	1	0
1400-1500	11	13	0	61	0.00	23.46	0	1	0	1	0
1500-1600	12	12	0	37	0.00	15.42	0	2	0	1	0
1600-1700	20	19	0	43	0.00	11.32	0	1	0	1	0
1700-1800	24	24	0	30	0.00	6.25	0	0	0	1	0
<b>Total</b>	<b>93</b>	<b>92</b>	<b>0</b>	<b>269</b>	<b>0.00</b>	<b>14.62</b>			<b>0</b>	<b>5</b>	<b>1</b>

Leith Walk Thursday 07/02/2013 2000-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	45	27	0	84	0.00	15.56	0	5	0	0	1
2100-2200	42	28	0	103	0.00	18.39	0	8	0	0	1
2200-2300	43	22	0	86	0.00	19.55	0	6	0	0	1
2300-0000	73	37	0	79	0.00	10.68	0	2	0	1	0
0000-0100	40	25	0	87	0.00	17.40	0	5	0	0	1
0100-0200	14	8	0	48	0.00	30.00	0	3	0	0	1
0200-0300	18	10	0	46	0.00	23.00	0	3	0	0	1
0300-0400	78	72	0	26	0.00	1.81	0	0	0	1	0
<b>Total</b>	<b>353</b>	<b>229</b>	<b>0</b>	<b>559</b>	<b>0.00</b>	<b>12.21</b>			<b>0</b>	<b>2</b>	<b>6</b>

Leith Walk Saturday 23/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	24	15	0	51	0.00	17.00	0	3	0	0	1
1300-1400	37	22	0	42	0.00	9.55	0	1	0	1	0
1400-1500	27	13	0	69	0.00	26.54	0	4	0	0	1
1500-1600	42	21	0	46	0.00	10.95	0	1	0	1	0
1600-1700	34	20	0	52	0.00	13.00	0	3	0	0	1
1700-1800	39	18	0	72	0.00	20.00	0	3	0	0	1
<b>Total</b>	<b>203</b>	<b>109</b>	<b>0</b>	<b>332</b>	<b>0.00</b>	<b>15.23</b>			<b>0</b>	<b>2</b>	<b>4</b>

Leith Walk Saturday 16/02/2013 2000-0400

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2000-2100	93	42	0	99	0.00	11.79	0	6	0	0	1
2100-2200	98	42	0	89	0.00	10.60	0	5	0	0	1
2200-2300	172	81	31	60	0.90	3.70	10	0	1	0	0
2300-0000	177	81	0	56	0.00	3.46	0	0	0	1	0
0000-0100	236	98	24	18	0.51	0.92	8	0	1	0	0
0100-0200	184	99	0	39	0.00	1.97	0	2	0	1	0
0200-0300	48	24	0	62	0.00	12.92	0	3	0	0	1
0300-0400	91	38	0	0	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>1099</b>	<b>505</b>	<b>55</b>	<b>423</b>	<b>0.25</b>	<b>4.19</b>			<b>2</b>	<b>3</b>	<b>3</b>

Leith Walk Sunday 10/02/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	28	17	0	51	0.00	15.00	0	2	0	1	0
1500-1600	67	28	0	39	0.00	6.96	0	0	0	1	0
1600-1700	24	15	0	58	0.00	19.33	0	3	0	0	1
1700-1800	37	27	0	63	0.00	11.67	0	3	0	0	1
<b>Total</b>	<b>156</b>	<b>87</b>	<b>0</b>	<b>211</b>	<b>0.00</b>	<b>12.13</b>			<b>0</b>	<b>2</b>	<b>2</b>

Wester Hailes Tuesday 05/03/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	17	11	0	35	0.00	15.91	0	1	0	1	0
1300-1400	6	4	0	38	0.00	47.50	0	2	0	1	0
1400-1500	22	15	0	62	0.00	20.67	0	3	0	0	1
1500-1600	16	10	0	26	0.00	13.00	0	4	0	0	1
1600-1700	16	16	0	35	0.00	10.94	0	2	0	1	0
1700-1800	12	8	0	28	0.00	17.50	0	1	0	1	0
<b>Total</b>	<b>89</b>	<b>64</b>	<b>0</b>	<b>224</b>	<b>0.00</b>	<b>17.50</b>			<b>0</b>	<b>4</b>	<b>2</b>

Wester Hailes Saturday 16/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	8	6	0	39	0.00	32.50	0	0	0	1	0
1300-1400	8	5	0	35	0.00	35.00	0	1	0	1	0
1400-1500	7	5	0	42	0.00	42.00	0	1	0	1	0
1500-1600	18	12	0	22	0.00	9.17	0	0	0	1	0
1600-1700	6	5	0	32	0.00	32.00	0	1	0	1	0
1700-1800	7	4	2	3	1.43	3.75	1	0	0	1	0
<b>Total</b>	<b>54</b>	<b>37</b>	<b>2</b>	<b>173</b>	<b>0.19</b>	<b>23.38</b>			<b>0</b>	<b>6</b>	<b>0</b>

Wester Hailes Sunday 17/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	2	1	0	6	0.00	30.00	0	0	0	1	0
1300-1400	3	2	0	11	0.00	27.50	0	0	0	1	0
1400-1500	0	0	0	0	0.00	0.00	0	0	0	1	0
1500-1600	1	1	0	14	0.00	70.00	0	0	0	1	0
1600-1700	0	0	0	19	0.00	0.00	0	0	0	1	0
1700-1800	0	0	0	4	0.00	0.00	0	0	0	1	0
<b>Total</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>54</b>	<b>0.00</b>	<b>67.50</b>			<b>0</b>	<b>6</b>	<b>0</b>

Waverley Station Tuesday 05/03/2013 0800-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
0800-0900	72	49	0	77	0.00	7.86	0	2	0	1	0
0900-1000	90	54	0	79	0.00	7.31	0	3	0	0	1
1000-1100	119	88	0	79	0.00	4.49	0	1	0	1	0
1100-1200	109	73	0	112	0.00	7.67	0	5	0	0	1
1200-1300	104	69	0	127	0.00	9.20	0	7	0	0	1
1300-1400	98	64	0	142	0.00	11.09	0	8	0	0	1
1400-1500	75	41	0	130	0.00	15.85	0	9	0	0	1
1500-1600	64	63	0	137	0.00	10.87	0	10	0	0	1
1700-1800	114	79	34	28	1.49	1.77	10	2	1	0	0
<b>Total</b>	<b>845</b>	<b>580</b>	<b>34</b>	<b>911</b>	<b>0.20</b>	<b>7.85</b>			<b>1</b>	<b>2</b>	<b>6</b>

Waverley Station Wednesday 20/02/2013 1800-2300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	138	107	34	61	1.23	2.85	10	3	0	1	0
1900-2000	162	122	56	36	1.73	1.48	10	1	1	0	0
2000-2100	33	32	0	120	0.00	18.75	0	10	0	0	1
2100-2200	122	102	27	44	1.11	2.16	7	0	1	0	0
2200-2300	60	41	0	108	0.00	13.17	0	2	0	1	0
<b>Total</b>	<b>515</b>	<b>404</b>	<b>117</b>	<b>369</b>	<b>1.14</b>	<b>4.57</b>			<b>2</b>	<b>2</b>	<b>1</b>

Waverley Station Saturday 16/02/2013 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	47	18	0	111	0.00	30.83	0	6	0	0	1
1100-1200	100	59	0	2	0.00	0.17	0	2	0	1	0
1200-1300	145	67	0	84	0.00	6.27	0	3	0	0	1
1300-1400	95	45	0	120	0.00	13.33	0	7	0	0	1
1400-1500	116	62	0	118	0.00	9.52	0	6	0	0	1
1500-1600	82	42	0	6	0.00	0.71	0	6	0	0	1
1600-1700	97	45	0	111	0.00	12.33	0	6	0	0	1
1700-1800	64	36	0	6	0.00	0.83	0	6	0	0	1
<b>Total</b>	<b>746</b>	<b>374</b>	<b>0</b>	<b>558</b>	<b>0.00</b>	<b>7.46</b>			<b>0</b>	<b>1</b>	<b>7</b>

Waverley Station Friday 08/02/2013 2100-0000

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
2100-2200	150	122	11	149	0.37	6.11	0	0	0	1	0
2200-2300	53	53	0	208	0.00	19.62	0	8	0	0	1
2300-0000	121	87	0	129	0.00	7.41	0	4	0	0	1
<b>Total</b>	<b>324</b>	<b>262</b>	<b>11</b>	<b>486</b>	<b>0.17</b>	<b>9.27</b>			<b>0</b>	<b>1</b>	<b>2</b>

Waverley Station Sunday 17/02/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	74	45	0	71	0.00	7.89	0	0	0	1	0
1500-1600	110	66	0	100	0.00	7.58	0	3	0	0	1
1600-1700	103	56	0	103	0.00	9.20	0	5	0	0	1
1700-1800	108	52	11	38	0.51	3.65	5	0	1	0	0
<b>Total</b>	<b>395</b>	<b>219</b>	<b>11</b>	<b>312</b>	<b>0.14</b>	<b>7.12</b>			<b>1</b>	<b>1</b>	<b>2</b>

Cameron Toll Wednesday 20/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	26	18	0	81	0.00	22.50	0	6	0	0	1
1300-1400	14	10	0	84	0.00	42.00	0	6	0	0	1
1400-1500	23	13	0	88	0.00	33.85	0	7	0	0	1
1500-1600	17	11	0	91	0.00	41.36	0	7	0	0	1
1600-1700	25	76	0	77	0.00	5.07	0	4	0	0	1
1700-1800	22	12	0	76	0.00	31.67	0	5	0	0	1
<b>Total</b>	<b>127</b>	<b>140</b>	<b>0</b>	<b>497</b>	<b>0.00</b>	<b>17.75</b>			<b>0</b>	<b>0</b>	<b>6</b>

Cameron Toll Saturday 23/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	16	14	0	83	0.00	29.64	0	6	0	0	1
1300-1400	26	18	0	77	0.00	21.39	0	5	0	0	1
1400-1500	26	20	0	78	0.00	19.50	0	6	0	0	1
1500-1600	29	21	0	81	0.00	19.29	0	5	0	0	1
1600-1700	40	26	0	65	0.00	12.50	0	4	0	0	1
1700-1800	18	15	0	72	0.00	24.00	0	4	0	0	1
<b>Total</b>	<b>155</b>	<b>114</b>	<b>0</b>	<b>456</b>	<b>0.00</b>	<b>20.00</b>			<b>0</b>	<b>0</b>	<b>6</b>

Cameron Toll Sunday 24/02/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	6	8	0	70	0.00	43.75	0	5	0	0	1
1500-1600	20	16	0	66	0.00	20.63	0	3	0	0	1
1600-1700	24	16	0	32	0.00	10.00	0	0	0	1	0
1700-1800	14	13	0	49	0.00	18.85	0	1	0	1	0
<b>Total</b>	<b>64</b>	<b>53</b>	<b>0</b>	<b>217</b>	<b>0.00</b>	<b>20.47</b>			<b>0</b>	<b>2</b>	<b>2</b>

Airport Friday 15/03/2013 0800-1600

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
0800-0900	99	54	0	117	0.00	10.83	0	5	0	0	1
0900-1000	108	68	0	108	0.00	7.94	0	3	0	0	1
1000-1100	46	19	0	151	0.00	39.74	0	8	0	0	1
1100-1200	36	21	0	152	0.00	36.19	0	8	0	0	1
1200-1300	50	28	0	139	0.00	24.82	0	10	0	0	1
1300-1400	71	37	0	114	0.00	15.41	0	1	0	1	0
1400-1500	141	70	45	91	1.60	6.50	14	0	1	0	0
1500-1600	8	8	0	162	0.00	101.25	0	13	0	0	1
<b>Total</b>	<b>559</b>	<b>305</b>	<b>45</b>	<b>1034</b>	<b>0.40</b>	<b>16.95</b>			<b>1</b>	<b>1</b>	<b>6</b>

Airport Thursday 21/02/2013 1600-2300

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1600-1700	85	34	0	102	0.00	15.00	0	7	0	0	1
1700-1800	87	68	0	97	0.00	7.13	0	3	0	0	1
1800-1900	107	69	0	97	0.00	7.03	0	4	0	0	1
1900-2000	42	42	0	84	0.00	10.00	0	4	0	0	1
2000-2100	75	47	0	120	0.00	12.77	0	10	0	0	1
2100-2200	100	86	0	118	0.00	6.86	0	8	0	0	1
2200-2300	82	72	8	73	0.49	5.07	8	1	1	0	0
<b>Total</b>	<b>578</b>	<b>418</b>	<b>8</b>	<b>691</b>	<b>0.07</b>	<b>8.27</b>			<b>1</b>	<b>1</b>	<b>6</b>

Airport Saturday 16/02/2013 1400-2200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	68	27	0	121	0.00	22.41	0	8	0	0	1
1500-1600	91	30	0	59	0.00	9.83	0	1	0	1	0
1600-1700	79	32	0	77	0.00	12.03	0	4	0	0	1
1700-1800	38	14	0	107	0.00	38.21	0	7	0	0	1
<b>Total</b>	<b>276</b>	<b>103</b>	<b>0</b>	<b>364</b>	<b>0.00</b>	<b>17.67</b>			<b>0</b>	<b>1</b>	<b>3</b>

Airport Saturday 16/02/2013 1800-2200

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1800-1900	44	21	0	78	0.00	18.57	0	4	0	0	1
1900-2000	31	14	21	36	3.39	12.86	9	0	1	0	0
2000-2100	14	9	6	76	2.14	42.22	6	2	1	0	0
2100-2200	101	36	0	80	0.00	11.11	0	5	0	0	1
<b>Total</b>	<b>190</b>	<b>80</b>	<b>27</b>	<b>270</b>	<b>0.71</b>	<b>16.88</b>			<b>2</b>	<b>0</b>	<b>2</b>

Airport Sunday 17/02/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	71	35	0	110	0.00	15.71	0	6	0	0	1
1500-1600	51	24	0	123	0.00	25.63	0	8	0	0	1
1600-1700	141	67	0	85	0.00	6.34	0	3	0	0	1
1700-1800	81	47	0	100	0.00	10.64	0	8	0	0	1
<b>Total</b>	<b>344</b>	<b>173</b>	<b>0</b>	<b>418</b>	<b>0.00</b>	<b>12.08</b>			<b>0</b>	<b>0</b>	<b>4</b>

Little France Wednesday 06/02/2013 1200-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	29	21	0	64	0.00	15.24	0	3	0	0	1
1300-1400	19	16	0	66	0.00	20.63	0	4	0	0	1
1400-1500	18	12	0	60	0.00	25.00	0	4	0	0	1
1500-1600	25	21	0	69	0.00	16.43	0	5	0	0	1
1600-1700	40	28	12	8	1.50	1.43	5	0	1	0	0
1700-1800	12	16	0	17	0.00	5.31	0	0	0	1	0
<b>Total</b>	<b>143</b>	<b>114</b>	<b>12</b>	<b>284</b>	<b>0.42</b>	<b>12.46</b>			<b>1</b>	<b>1</b>	<b>4</b>

Little France Saturday 16/02/2013 1200-1700

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1200-1300	3	6	0	27	0.00	22.50	0	0	0	1	0
1300-1400	0	5	0	38	0.00	38.00	0	2	0	1	0
1400-1500	3	4	0	38	0.00	47.50	0	2	0	1	0
1500-1600	1	4	0	68	0.00	85.00	0	5	0	0	1
1600-1700	5	8	0	68	0.00	42.50	0	3	0	0	1
<b>Total</b>	<b>12</b>	<b>27</b>	<b>0</b>	<b>239</b>	<b>0.00</b>	<b>44.26</b>			<b>0</b>	<b>3</b>	<b>2</b>

Little France Sunday 17/02/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	0	5	0	61	0.00	61.00	0	4	0	0	1
1500-1600	8	9	0	52	0.00	28.89	0	2	0	1	0
1600-1700	9	5	0	20	0.00	20.00	0	0	0	1	0
1700-1800	0	0	0	36	0.00	0.00	0	3	0	0	1
<b>Total</b>	<b>17</b>	<b>19</b>	<b>0</b>	<b>169</b>	<b>0.00</b>	<b>44.47</b>			<b>0</b>	<b>2</b>	<b>2</b>

Hannover Street Tuesday 05/02/2013 1000-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	7	10	0	62	0.00	31.00	0	4	0	0	1
1100-1200	7	9	0	54	0.00	30.00	0	2	0	1	0
1200-1300	7	9	0	63	0.00	35.00	0	4	0	0	1
1300-1400	8	8	0	35	0.00	21.88	0	3	0	0	1
1400-1500	10	8	0	59	0.00	36.88	0	4	0	0	1
1500-1600	16	12	0	66	0.00	27.50	0	4	0	0	1
1600-1700	13	12	0	61	0.00	25.42	0	4	0	0	1
1700-1800	9	11	0	69	0.00	31.36	0	4	0	0	1
<b>Total</b>	<b>77</b>	<b>79</b>	<b>0</b>	<b>469</b>	<b>0.00</b>	<b>29.68</b>			<b>0</b>	<b>1</b>	<b>7</b>

Hannover Street Day Date Time

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1000-1100	12	6	0	33	0.00	27.50	0	1	0	1	0
1100-1200	18	12	0	53	0.00	22.08	0	3	0	0	1
1200-1300	31	16	0	57	0.00	17.81	0	1	0	1	0
1300-1400	16	12	0	54	0.00	22.50	0	1	0	1	0
1400-1500	63	33	0	49	0.00	7.42	0	0	0	1	0
1500-1600	46	20	0	66	0.00	16.50	0	4	0	0	1
1600-1700	82	34	0	68	0.00	10.00	0	2	0	1	0
1700-1800	93	38	0	59	0.00	7.76	0	2	0	1	0
<b>Total</b>	<b>361</b>	<b>171</b>	<b>0</b>	<b>439</b>	<b>0.00</b>	<b>12.84</b>			<b>0</b>	<b>6</b>	<b>2</b>

Hannover Street Sunday 10/02/2013 1400-1800

Hour	Rank Throughput		Queue 'Snap-Shot' Totals		Service Quality		Queue Extremes		Market Conditions		
	Passengers	Cabs	Passenger Queue	Cab Queue	Average Passenger Delay	Average Cab Delay	Maximum Passenger Queue	Minimum Cab Queue	Excess Demand	Equilibrium	Excess Supply
1400-1500	49	19	0	33	0.00	8.68	0	0	0	1	0
1500-1600	23	13	0	37	0.00	14.23	0	0	0	1	0
1600-1700	16	18	0	24	0.00	6.67	0	0	0	1	0
1700-1800	6	5	0	65	0.00	65.00	0	0	0	1	0
<b>Total</b>	<b>94</b>	<b>55</b>	<b>0</b>	<b>159</b>	<b>0.00</b>	<b>14.45</b>			<b>0</b>	<b>4</b>	<b>0</b>

## Technical note

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**Project** Edinburgh Unmet Demand Study 2012  
**Subject** Public Attitude Surveys  
**Author** Aidan Shearer/Liz Richardson

**Date** 22 April 2013  
**Ref**

This section break is required, please do not delete

### 1 Introduction

The purpose of this technical note is to present the results of a public attitude survey undertaken by Halcrow on behalf of City of Edinburgh Council.

The public attitude interview was designed with the aim of collecting information regarding opinions on the taxi market in Edinburgh. In particular, the survey allowed an assessment of flagdown, telephone and rank delays, the satisfaction with delays and general use information.

Some 913 on-street and telephone public attitude surveys were carried out in February and March 2013. The surveys were conducted across a range of locations within the Edinburgh licensing area. It should be noted that in the tables and figures that follow the totals do not always add up to the same amount which is due to one of two reasons. First, not all respondents were required to answer all questions; and second, some respondents failed to answer some questions that were asked.

### 2 Survey Administration

The surveys were conducted during the day at a range of locations across the Edinburgh licensing area. The total of 913 interviews provides a robust basis for assessment, and the age and gender samples are given below in Table 2.1.

*Table 21 – Target and actual samples for interview surveys by age and gender*

Category	Frequency	Percentage
16-34	393	43.6
35-64	416	46.2
65+	92	10.2
<b>Total</b>	<b>901</b>	<b>100.0</b>
Male	419	46.8
Female	477	53.2
<b>Total</b>	<b>896</b>	<b>100.0</b>

The respondents were asked to give their economic status. The results are displayed in Table 2.2.

Table 2.2 – Economic Status

	Frequency	Percentage
Full-time employed	337	38.2
Part-time employed	140	15.9
Unemployed	70	7.9
Student/pupil	165	18.7
Retired	124	14.0
Housewife/husband	23	2.6
Other	24	2.7
<b>Total</b>	<b>883</b>	<b>100.0</b>

### 3 Characteristics of Last Trip

Respondents were each asked if they had made a journey by taxi (BLACK CAB) in Edinburgh in the last three months. The survey found that 62.9% had used a taxi within this period. The results are displayed in Table 3.1.

Table 3.1 – Have you made a trip by taxi in the past three months?

	Frequency	Percentage
Yes	574	62.9
No	339	37.1
<b>Total</b>	<b>913</b>	<b>100</b>

Respondents who had hired a taxi in the last three months were asked further questions about their experience. Some 27.1% of trip makers stated that they hired at a rank. Some 37.3% of hirings were achieved by telephone with 35.6% of trip makers obtaining a taxi by on-street flagdown. Table 3.2 reveals the pattern of taxi hire.

Table 3.2 – Method of hire for last trip

	Frequency	Percentage
Rank	151	27.1
Flagdown	198	35.6
Telephone	208	37.3
<b>Total</b>	<b>557</b>	<b>100</b>

Respondents were asked if they were satisfied with the time taken and promptness of the taxis arrival. The majority of people were satisfied with their last taxi journey (93.8%). Table 3.3 shows that for each method of obtaining a taxi, the majority were satisfied with the services. Satisfaction obtaining a taxi by rank was 92.4%, by telephone 96.6% and by flagdown 89.8%.

Table 3.3- Satisfaction with delay on last trip

	Frequency	Percentage
Rank	145	92.4
Flagdown	177	89.8
Telephone	199	96.6

Respondents were asked to rate a number of elements from their last taxi journey on a scale from very poor to very good. The results shown in Table 3.4 indicate that respondents generally consider the helpfulness of the driver and their knowledge of the area to be good. For those who rated any aspects as poor the most commonly stated reasons were:

- 'poor knowledge of the route'
- 'don't know directions'
- 'expensive'
- 'rude'
- 'didn't help with bags'

Table 3.4- Service Rating

	Very good	Good	Average	Poor	Very poor
Helpfulness of Driver	40.3%	46.6%	10.4%	2.1%	0.5%
Driver Knowledge of Area	42.1%	48.4%	6.3%	1.9%	1.2%
Overall Quality of Service	38.7%	50.6%	7.7%	2.1%	0.9%

## 4 Attempted Method of Hire

To provide evidence of suppressed demand in the event of finding significant patent unmet demand, all respondents were asked to identify whether or not they had given up waiting for a taxi at a rank, on the street, or by telephone in Edinburgh in the last three months; the results are summarised in Table 4.1.

Table 4.1- Satisfaction with delay on last trip (multiple responses)

	Yes	
	Frequency	Percent
Given up at a rank	97	11.0
Given up flagdown	132	15.0
Given up telephone	91	10.4%

The majority of respondents replied that they had not given up waiting for a taxi in the last three months. Some 15.1% had given up waiting for taxi by rank and/or flagdown.

Respondents who had given up trying to obtain a taxi in the last three months at a rank, by flagdown and/or by telephone were asked the location they had given up waiting for a taxi and what type of vehicle they required. The most common areas were the city centre, George St, Leith Walk and Princes St.



## 5 Improvements

Respondents were asked whether taxi services in Edinburgh could be improved. Table 5.1 documents the results.

Table 5.1 Could taxi services in Edinburgh be improved?

	Frequency	Percentage
Yes	407	46.7
No	465	53.3
<b>Total</b>	<b>872</b>	<b>100.0</b>

Some 46.7% of respondents considered that taxi services could be improved. Suggestions included Of those who felt improvements were required the following were the most popular responses:

- Better drivers;
- Better knowledge of the local area;
- Cheaper fares;
- Drivers to be more polite and friendlier;
- Introduction of flat fare tariffs.

## 6 Safety

Respondents were asked whether they feel safe whilst using taxis both during the day and night. The results are shown in Table 6.1. The majority of respondents felt safe across all times of the day.

Table 6.1- Safety using taxis in Edinburgh

	Day		Night	
	Frequency	Percent	Frequency	Percent
Yes	861	95.5	812	90.5
No	41	4.5	85	9.5

Those respondents who commented that they do not feel safe at all or some of the time were asked what would make them feel safer. Table 6.2 provides the detail.

Table 6.2- Safety improvements

	<b>Frequency</b>
CCTV in taxis	71
CCTV on ranks	55
Taxi marshals	61
More taxis	43
Women drivers	61

## 7 Ranks

Respondents were asked whether there were any locations in Edinburgh where they would like to see a new rank. Over a quarter of respondents (29.1%) stated that new ranks are needed. The results are shown in Table 7.1.

Table 7.1 – Are there any new ranks needed in Edinburgh?

	<b>Frequency</b>	<b>Percentage</b>
Yes	136	15.7
No	394	45.4
Don't know	338	38.9
<b>Total</b>	<b>868</b>	<b>100.0</b>

Those respondents who stated that they would like to see a new rank were subsequently asked to provide a location. A variety of locations were provided including:

- Princes Street;
- West End;
- George Street;
- Dalry.

# Regulatory Committee

10:00 am Friday, 3 May 2013

## Review of Taxi Fare Structure

Item number	7.5
Report number	
Wards	All Wards

### Links

Coalition pledges	<a href="#">P28</a>
Council outcomes	<a href="#">C08</a>
Single Outcome Agreement	<a href="#">P01</a>

### Mark Turley

Director of Services for Communities

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## Review of Taxi Fare Structure

### Summary

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The Council, as Licensing authority for taxis, is required to review and fix the scale of fares and other charges which may be used by taxis licensed within the City. This review must take place at intervals not greater than 18 months. The current fees were last reviewed by the Regulatory Committee in October 2011 and at that time fares were increased. In May 2010 the committee authorised the passing on of the £1 fee for drop off at the Airport.

In its work plan the Committee agreed to commission consultants to review the fare structure and to make recommendations on any changes.

Halcrow Ltd was commissioned in November 2012 to undertake this work and undertook the research between December 2012 and February 2013. Attached at Appendix 2 is a copy of the Halcrow Ltd report which representatives from Halcrow will present at the meeting.

### Recommendations

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- 1 It is recommended that Committee:
  - a) notes the content of this report.
  - b) agrees a fare increase of 3.6% based on the Consumer Price Index.
  - c) agrees to use the Consumer Price Index as the basis for future price reviews.
  - d) agrees to increase the fee for soiling of Taxi's to £50.
  - e) agrees to further consultation with the taxi trade and other stakeholders on a simplified Festive Tariff.
  - f) agree to further consultation on an enhanced tariff between 12am and 5am, specifically to examine whether this would increase the available number of taxi's at these times.
  - g) agrees to receive a further report on the outcome of consultation as outlined in recommendations e) and f) above.

## Measures of success

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The fare structure is fit for purpose and meets the needs of both residents and the Taxi trade.

## Financial impact

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There is no direct financial impact to the Council. The Taxi trade contributes to the economy of the City. The fare structure will have a direct impact on the residents or visitors to the City using a Taxi.

## Equalities impact

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There is no relationship to the public sector general equality duty to matters described in this report and no direct equalities impact arising from this report.

## Sustainability impact

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There is no environmental impact arising from the contents of this report.

## Consultation and engagement

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The tender issued by the Council for the consultants required that the research include specific and extensive consultations with interested groups. Specifically these were

1. Two formal meetings with Representatives of the Taxi Trade.
2. A survey of the Public, a sample of over 500 was conducted.
3. Consultation with Lothian and Borders Police, in particular the Cab Inspector and officers with responsibility for the City Centre.
4. Consultation with Council Officers with responsibility for Community Safety, Transport and Economic Development.
5. Disability Groups

## Background reading / external references

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Not applicable.

## Review of Taxi Fare Structure

### 1. Main report

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- 1.1 The Council acts as a Licensing Authority for the purpose of licensing taxis within the City of Edinburgh. The Council is required by the Civic Government (Scotland) Act 1982 to review the scale of fares and other charges for taxis at intervals not greater than 18 months. The Council last reviewed this position in May 2011.
- 1.2 The current fee structure is set out at Appendix 1 of this report. The fee varies depending on time of day, distance travelled, and waiting time. There are special tariffs for certain public holidays and additional fees for a range of items including the clean-up of the taxi if it is soiled.
- 1.3 Halcrow Ltd has been commissioned to carry out the review of the fare structure and their report is attached at Appendix 2. Members of the Halcrow team will present this at the meeting and will be available to answer questions from members.
- 1.4 Any change which the Committee proposes will require to be advertised for a period of not less than 28 days to allow objections or representations and a further report brought back to Committee for approval. This process requires to be completed by June 2013 to meet the statutory timescales.
- 1.5 Committee should note that there is a right of appeal against any decision the Committee might make about fares. This may be exercised by any Taxi Licence holder and the appeal is made to the Scottish Traffic Commissioner.
- 1.6 The Committee is also asked to note that the contract with Halcrow will run for a further two fare reviews. As part of the contract Halcrow will keep under review any changes to the fare structure agreed by the committee and will report back if in the light of any changed circumstances further changes are required.

### 2. Recommendations

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- 2 It is recommended that Committee:
  - a) notes the content of this report.
  - b) agrees a fare increase of 3.6% based on the Consumer Price Index.
  - c) agrees to use the Consumer Price Index as the basis for future price reviews.

- d) agrees to increase the fee for soiling of Taxi's to £50.
- e) agrees to further consultation with the taxi trade and other stakeholders on a simplified Festive Tariff.
- f) agree to further consultation on an enhanced tariff between 12am and 5am, specifically to examine whether this would increase the available number of taxi's at these times.
- g) agrees to receive a further report on the outcome of consultation as outlined in recommendations e) and f) above.

## Mark Turley

Director of Services for Communities

## Links

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<b>Coalition pledges</b>	Further strengthen our links with the business community by developing and implementing strategies to promote and protect the economic well being of the city
<b>Council outcomes</b>	Edinburgh's economy creates and sustains job opportunities
<b>Single Outcome Agreement</b>	Edinburgh's Economy delivers increased investment, jobs and opportunities for all
<b>Appendices</b>	Appendix 1: Current Taxi Fare Structure Appendix 2: Halcrow report

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Document: 1 Version: 2

Edinburgh Taxi Fares Review

# City of Edinburgh Council

April 2013



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Edinburgh Taxi Fares Review

# City of Edinburgh Council

April 2013

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## Document history

Edinburgh Taxi Fares Review

City of Edinburgh Council

This document has been issued and amended as follows:

Version	Date	Description	Created by	Verified by	Approved by
1		Draft Report	Aidan Shearer/Pam Murray	Liz Richardson	Liz Richardson
	12/04	Revised Draft	Liz Richardson	Liz Richardson	Liz Richardson

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## Contents

<b>1</b>	<b>Background</b>	<b>4</b>
1.1	Introduction	4
1.2	Legal Background	4
<b>2</b>	<b>Review of Current Formula and Fare Tariff</b>	<b>6</b>
2.1	Introduction	6
2.2	Vehicle Cost and Depreciation	6
2.3	Vehicle Maintenance	6
2.4	Labour	7
2.5	Fuel Consumption	7
2.6	Licences	7
2.7	Vehicle Excise Duty	8
2.8	Driver Earnings and National Insurance	8
2.9	Application of the formula in 2013	8
2.10	Fare Tariff	8
<b>3</b>	<b>Review of Best Practice - Formulae</b>	<b>11</b>
3.1	Introduction	11
3.2	Aberdeen	11
3.3	Glasgow	11
3.4	Dundee	12
3.5	Stirling	12
3.6	Manchester	12
3.7	London	13
<b>4</b>	<b>Review of Best Practice – Tariffs</b>	<b>14</b>
4.1	Introduction	14
4.2	Tariffs	14
4.3	Cost of a 2 mile journey	17
4.4	Christmas Tariffs	17
4.5	Soiling Charges	18
4.6	Tariff Extras	18
<b>5</b>	<b>Consultation - Trade</b>	<b>20</b>
5.1	Introduction	20
5.2	Initial Meeting	20
5.3	Second Meeting	21
<b>6</b>	<b>Consultation - Public</b>	<b>23</b>
6.1	Introduction	23

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6.2	General Information	23
6.3	Summary	27
<b>7</b>	<b>Supply of Taxis</b>	<b>28</b>
7.1	General	28
<b>8</b>	<b>Conclusions</b>	<b>30</b>
8.1	Introduction	30
Appendix 1	AA motoring Costs 2011	
Appendix 2	AA Motoring Costs 2012	
Appendix 3	Proposed Fare Card 1 and 2	

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# 1 Background

## 1.1 Introduction

Halcrow Group Limited has been commissioned by City of Edinburgh Council to carry out a review of the taxi fare tariff in Edinburgh.

The overall objective of the study is to present a fare table in the presently accepted format that may be used in taxis in Edinburgh. Specific objectives include:

- To determine changes incurred in the costs of operating a taxi;
- To draw comparisons with fare levels in other similar local authorities;
- To investigate tariff 2 with comparison to other similar authorities in the UK with a view to improving provision of taxis during times of peak demand;
- To investigate the viability of an additional higher tariff between the hours of 12 – 5am on Fridays and Saturdays, with a view to improving provision of taxis during these specific periods;
- To investigate the viability of tariff 4 and the hours of operation of the tariff;
- To consider whether the cost formulae which have previously been used should be amended following consultation with trade representatives and council officers.
- To take into consideration any additional costs involved in collecting customers from Edinburgh Airport;
- To assess and comment on the public's perceptions as to the level of taxi fares in the city and as to their willingness and ability to pay higher fares at peak times if they considered that this would result in an increased likelihood of obtaining a taxi.

## 1.2 Legal Background

In terms of Section 17 of the Civic Government (Scotland) Act 1982 Act, the Council must fix maximum scales for the fares and other charges in connection with the hire of a taxi. In terms of Section 17(2) of the said Act (as amended by Section 174(3) of the Criminal Justice and Licensing (Scotland) Act 2010) the Council has to review these scales on a regular basis. The Council must fix scales within 18 months beginning with the date on which the scales came into effect. In carrying out a review, the Council is required to consult with persons or organisations appearing to it to be, or to be representative of, the operators of taxis operating within its area.

The Second Edition of the Scottish Government's Licensing of Taxis and Private Hire Cars Best Practice Guidance for Licensing Authorities, issued in April 2012, refers Councils carrying out taxi fare reviews to pay particular regard to advice contained in paragraphs 2.34 – 2.37 of Scottish Development Department Circular 25/1986.

“The Secretary of State expects that in fixing fares authorities will want to pay primary regard to the costs incurred by the trade, having regard to the capital costs (including interest payments) of the vehicles, the costs of maintaining and replacing them to the standards required by the licensing authority, of employing drivers and the prevailing level of wages and costs in related road transport industries. In the

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Secretary of State's view the public interest is better served by ensuring that the maintenance of an adequate taxi service by giving the trade a fair return, than by depressing fares for social reasons, however understandable."

The authority reviews fares every 18 months. The last fare review came into effect on December 27<sup>th</sup> 2011.

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## 2 Review of Current Formula and Fare Tariff

### 2.1 Introduction

City of Edinburgh currently uses a formula to determine fare increases. This formula has been in place since 2005 and is known as the Jacobs formula. The taxi cost model is built from the following variables:

- Vehicle Cost and Depreciation
- Vehicle Maintenance
- Fuel consumption
- Licences; and
- Driver Earnings and National Insurance.

In 2011 Citycabs and Central Taxis appointed Napier University to undertake a review of taxi fares across the city and propose a revised formula. This report used some of the elements of the Jacobs formula but substituted new calculations for depreciation and maintenance.

For the purposes of this report we have based calculations on the Jacobs formula – as advised by City of Edinburgh Council.

A number of elements of the model use data from the AA motoring costs database – these tables are appended to the report. When the last review was undertaken in 2011 the data used in the model was taken from the column of the table relating to Diesel vehicles costing over £32,000 as the cost of a TX4 then was £32,995 – this was the highest banding available. Currently the cost of a TX4 is £33,995, however the AA have changed their bandings to vehicles costing between £27,000 and £39,000 or vehicles costing over £39,000. For the purpose of the review we have used the higher of the two bandings in favour of the trade but documented the impact of application of the lower banding.

### 2.2 Vehicle Cost and Depreciation

The current formula calculates an annualised figure for the cost of a taxi. As in previous years this has been calculated by comparing the cost of a new vehicle (TX4 Elegance) against the cost of a four year old taxi.

London Taxi Company (LTC) has provided the cost of a TX4 Elegance model as £33,995. The cost of a four year old TX4 has also been sourced from LTC and found to be £13,500. As a result the annualised figure over 4 years is £5,123.75.

### 2.3 Vehicle Maintenance

The original Jacobs model based this on the cost of a notional basket of components; however at the time of the review in 2011 it was found to be difficult to agree a list of components given the range of vehicles in the fleet. As a result data was sourced from the AA's motoring costs to calculate any increase in the cost of parts.

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The figure for parts in 2011 was £3.05p per mile and the figure in 2013 is £3.02 per mile giving a decrease of 0.1%. The annual figure in 2011 was £9,055.07 and applying a 0.1% decrease the 2013 figure is £9,046.

## **2.4 Labour**

In previous reviews it has been assumed that taxis require 33 hours of labour per year and the annual cost was based upon the hourly rate for labour. However it is unclear as to where this figure is derived from. In the 2011 review Council officers referred to the AA Cost of motoring to calculate any increase in servicing costs. Costs increased from 3.12p per mile in 2009 to 4.82p in 2011, an increase of 54.49%. The figure for labour costs in 2008 was £1,386.00. Increasing this by 54.49% resulted in a value in 2011 of £2,142.23.

This value has increased in 2013. The AA's motoring costs calculate service costs to be £4.97 p mile. This is an increase of 3.1% resulting in a value of £2,207.61.

## **2.5 Fuel Consumption**

It is assumed that taxi drivers complete 30,000 miles annually and this at 25 miles per gallon. Annual fuel consumption is assumed to be 1200 gallons. The cost of fuel at the time of review is then fed into the equation and an annual fuel cost is obtained. The price per litre used in the 2011 review was 140p. As of March 2013 the fuel price is 146.6p<sup>1</sup>. The total cost of fuel used is therefore £7,997.49 – an increase of 4.7%.

## **2.6 Insurance**

The insurance figure is based on a 27 year old driver with no bonus, no points and no claims within the last 2 years. Westminster and Tradex provided information detailing that insurance premiums had increased by 53% since the last review and this value was applied to the previous premium. For the purpose of the 2013 review Westminster provided a premium of £4,149.

## **2.7 Licences**

The Jacobs formula uses the fee charged by City of Edinburgh Council for renewing a taxi operators licence and for a new taxi driver's licence.

There has been no change in costs since the previous review.

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<sup>1</sup> AA Fuel Price Report March 2013



## 2.8 Vehicle Excise Duty

At the previous review the weighted average of VED for an automatic and manual TX4 was used. This was calculated at £325. Applying the same weightings to the current fee levels gives a weighted average of £384.

## 2.9 Driver Earnings and National Insurance

In line with the previous review the National Insurance figure relates to a Class2 weekly paid worker.

Previously the figure for annual earnings growth has been obtained from the Office of National Statistics and then this has been applied to the previous years figures. Data obtained from the Annual Survey of Hours and Earnings indicates that between 2011 and 2012 earnings have increased by 1.8%. This percentage has been applied to the data obtained in the previous review.

## 2.10 Application of the formula in 2013

Application of the formula in 2013 is detailed below:

*Table 2.1 Index changes*

Component	2011	2013	% change
Vehicle Cost	£4661.25	£5,123.75	9.92
Maintenance	£9,055.07	£9,046.10 ( <i>£8,175.82</i> )	-0.1 (-9.71)
Labour	£2,142.23	£2,207.61 ( <i>£1,620.91</i> )	3.10 (-24.3)
Fuel	£7,637.28	£7,997.49	4.72
Insurance	£3,536.14	£4,149	17.33
Operators Licence	£267	£267	0
Drivers Licence	£91	£91	0
VED	£352.74	£384	8.86
National Insurance	£130	£137.80	6
Earnings	£19,685	£20,039.33	1.8
<b>TOTAL</b>	<b>£47,557.71</b>	<b>£49,443.08 (<i>£47,986.10</i>)</b>	<b>3.97 (0.9)</b>

*Values in italics relate to the lowest entry in AA motoring costs*

## 2.11 Fare Tariff

City of Edinburgh Council's current fare tariff is detailed in Figure 2.1.

The current fare tariff has been in existence since July 2011 and is arranged in a series of tariffs and extra charges and payments.

Tariff 1 operates Monday to Friday 6am to 6pm and Tariff 2 operates Monday to Friday 6pm to 6am and all day Saturday and Sunday. In addition to these two tariffs there are additional tariffs for the Christmas and New Year period. Tariff 3 is operational 6am to 6pm over Christmas and New Year and Tariff 4 is operational 6pm – 6am Monday to Friday and all day Saturday and Sunday during Christmas and New Year. The Christmas period is defined as 6pm 24<sup>th</sup> December to 6am 27<sup>th</sup> December. The New Year period is defined as 6pm 31<sup>st</sup> December to 6am 3<sup>rd</sup> January.

In addition to these four tariffs there are a series of additional payments for soiling, additional passengers and call out charges.

Table 2.2 details the fare for a 2 mile journey at each tariff.

*Table 2.2 Detail of fares of a 2 mile journey at each tariff*

Tariff	Cost of 1 mile	Cost of 2 miles
Tariff 1	£3.50	£5.50
Tariff 2	£4.50	£6.50
Tariff 3	£5.10	£7.90
Tariff 4	£6.70	£10.30

THE CITY OF EDINBURGH COUNCIL

## **FARE TABLE FOR TAXIS**

Approved by Regulatory Committee on 6 December 2011

### FOR UP TO 2 PASSENGERS

<b>TARIFF 1</b> Monday - Friday 6am – 6pm	<b>TARIFF 2</b> Monday – Friday 6pm – 6am the following day 6am Saturday – 6am Monday
<b>TARIFF 3</b> Monday - Friday 6am – 6pm during Christmas and New Year	<b>TARIFF 4</b> Monday – Friday 6pm – 6am the following day 6am on Saturday – 6am Monday during Christmas and New Year
<b>CHRISTMAS</b>	6pm on 24 December to 6am on 27 December
<b>NEW YEAR</b>	6pm on 31 December to midnight on 2 January

CHARGES	TARIFF 1	TARIFF 2	TARIFF 3	TARIFF 4
<ul style="list-style-type: none"> <li>▪ Initial hire not exceeding 520m</li> <li>▪ Initial 105 seconds of waiting time</li> <li>▪ Combination of initial time and distance</li> </ul>	£2.00	£3.00	£3.00	£4.00
<ul style="list-style-type: none"> <li>▪ Each additional 195m up until 2080m and thereafter each additional 225m</li> <li>▪ Each additional 42 seconds of waiting time</li> <li>▪ Combination of additional time and distance</li> </ul>	£0.25	£0.25	£0.35	£0.45

### EXTRA PAYMENTS

<b>When more than 2 passengers</b>	Each	£0.20
<b>Note:</b> Only 2 children under 12 years will be reckoned as one passenger. No extra fare will be charged for one child under 5 years of age.		
<b>Each Passenger must be properly seated</b>		
<b>Hires ending at Edinburgh Airport Inner Drop-off Zone (See Note 4 below)</b>		£1.00
<b>Call Out Charge</b>	£0.80	<b>Airport Pickup</b>
Applicable when pre-booked		For hires Commencing at Edinburgh airport
<b>Cancellation Fee</b>	£2.20	<b>Payment Of Fare By Credit/Debit Card</b>
Applicable when taxi is pre-booked but not used		Extra applicable when fare paid by the above means
<b>Cleaning Fee</b> Applicable when taxi is soiled (by travel sickness)		£23.00

### NOTES

- (1) The above Tariff is applicable only within the City of Edinburgh.
- (2) Any hire which terminates outside the City of Edinburgh area – FARE MUST BE NEGOTIATED AND AGREED WITH DRIVER BEFORE THE JOURNEY COMMENCES.
- (3) A copy of the Licensing Conditions can be inspected at the Council's Licensing Offices, 249 High Street, Edinburgh, EH1 1YJ and downloaded from [edinburgh.gov.uk/downloads/file/843/taxi\\_licensing\\_conditions](http://edinburgh.gov.uk/downloads/file/843/taxi_licensing_conditions).
- (4) The Airport Extra is only payable if passenger is dropped off in the covered inner drop-off zone at Edinburgh Airport and the driver has explained to the passenger before the start of the journey - (1) He will take the passenger to the drop off point just beside the airport terminal and that there is a £1 extra for this. (2) If the passenger states he is disabled, the £1 extra still has to be paid, but the driver understands that the passenger can reclaim this from the airport at the drop-off point. (3) If the passenger wishes to avoid the £1 extra, he can be taken to an outer drop-off point. However, this is further from the airport terminal, involves the use of a free shuttle bus and will require more time for the passenger to get to the airport terminal.

### COMPLAINTS

Any hirer aggrieved at the level of the fare charged for any hire or for any other reason may discuss the matter with the Taxi Licensing Officer (0131 529 4250). Any complaint must be made in writing and addressed to the Complaints Officer, Licensing Section, The City of Edinburgh Council, 249 High Street, Edinburgh EH1 1YJ, and should include the vehicle's licence number and time and date of the incident.

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## 3 Review of Best Practice - Formulae

### 3.1 Introduction

In order to compare how other cities in Scotland and the UK determine fare increases a number of authorities have been contacted. These authorities have been contacted and information gathered as to the method they use when determining whether fares should increase or decrease. Authorities reviewed included: Glasgow, Edinburgh, Dundee, Stirling, Manchester and London.

The majority of authorities use an index based formula where costs are monitored on an annual basis resulting in an annual increase. Table 3.1 compares the different methodologies adopted by other Councils.

### 3.2 Aberdeen

Aberdeen City Council is undertaking a review of its current formula. In previous years it has used the following formula to derive fare increases:

$$\frac{\text{Cost to run a vehicle for 40,000 miles} \mid \text{Average Annual Aberdeen Wage} \mid \text{Taxi Insurance}}{20,000 \text{ miles}}$$

Data is sourced from the AA motoring costs database and the trade.

### 3.3 Glasgow

Glasgow City Council use a formula based upon the costs incurred in operating a taxi. This formula is updated on an annual basis and evaluates the change in operating costs from year to year. Data is obtained based on an annual mileage of 30,000 miles.

The formula currently consists of the following criteria:

- Weighted cost per mile of the vehicle;
- Weighted cost per mile of the parts
- Weighted cost per mile of labour;
- Cost per mile of fuel
- Insurance
- Cost of licences; and
- Earnings.

Glasgow has a fully accessible taxi fleet which results in a fleet comprised predominantly of TX vehicles and E7s. Therefore when calculating the cost of vehicles the cost of both vehicles is taken into account.

The cost of parts is determined through identifying year on year price increases with a basket of approximately 20 parts. Costs are obtained from LTI on an annual basis.

Labour costs are based on 41 hours of maintenance per annum. These values are provided annually by Cab Direct and Taxiworld.

Fuel costs are based upon the AA Scottish figures.

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Insurance is calculated on figures provided by Taxiworld and are based upon a 25 year old male with four years NCB.

All costs associated with obtaining a licence are also included in the formula.

A measure of average earnings is also used as part of the formula in Glasgow. Data is provided via the Office of National Statistics.

### **3.4 Dundee**

Dundee City Council applies a much simpler method of determining the annual increase in taxi fares. Transport Cost Indices are used in Dundee as a means of awarding an annual price increase to home to school contracts. This method has now been applied to the taxi tariff.

Data is obtained from the Office of National Statistics on an annual basis and applied to the flag and mileage rate. The benefits of this methodology are that the increase is very transparent as the data is readily available. However it can result in negative percentage change.

The transport indices are calculated using different factors. Although these factors are similar to those in the checklist approach mentioned above, they are not specific to taxis. They are worked out based on data from all car and taxi usage. The factors used are purchase of motor vehicle, maintenance of motor vehicle, petrol and oil prices and vehicle tax and insurance. This percentage change makes up 40% of the overall formula.

The remaining 60% is made up of the change in earnings seen over the whole transport and storage industry. Again, this is not taxi specific, instead drawing on earning changes seen throughout the sector.

### **3.5 Stirling**

Stirling uses a similar approach to Dundee, a combination of the Retail Prices Index and driver earnings being used to calculate the overall fare change. The inflation rate for these two factors is calculated separately and then a calculation is carried out.

Starting with operating costs, the Retail Prices Index (RPI) for cars is used. Inflation is then calculated for the time frame in which the fare change would operate. The results of this are then doubled due to the increased usage of their vehicle that taxi drivers have when compared to other road users. This figure makes up 53.33% of the final formula.

The second part of the formula is based on the RPI and Average Prices Index. Taxi driver wages are taken into account over the same time period as explained above. The increase or decrease of this figure makes up the remaining 46.66%.

### **3.6 Manchester**

Manchester uses a formula similar to that of both Edinburgh and Glasgow. The data used in the formula is obtained from the AA running cost tables and the local LTI dealership. Manchester uses the formula on an annual basis to inform the change in fare tariff. Vehicle costs are derived from a number of buying scenarios and include costs for loan interest.

### 3.7 London

The Public Carriage Office derives fare increases through an index based formula similar to that used by other authorities. The key difference for London is the use of costs for 'The Knowledge' and Social Costs. In line with Manchester, the PCO calculate vehicle running costs on a number of buying scenarios including loan rates and differing deposits. The Index also includes the cost of premises for garaging and servicing. Data is provided by LTI, the Office of National Statistics and the AA.

**Table 3.1 Comparison of Local Authorities**

	Aberdeen	Glasgow	Dundee	Stirling	Manchester	London
Vehicle Costs	✓	✓	x	x	✓	✓
Depreciation	x	✓	x	x	✓	✓
Parts	✓	✓	x	x	✓	✓
Labour	✓	✓	x	x	✓	✓
Fuel	✓	✓	x	x	✓	✓
Insurance	✓	✓	x	x	✓	✓
Licence fees	x	✓	x	x	✓	✓
Vehicle Excise Duty	x	x	x	x	x	x
Earnings	✓	✓	x	x	✓	✓
RPI	x	x	✓	✓	x	x
Knowledge Test	x	x	x	x	x	✓
Social Costs	x	x	x	x	x	✓
MOT	x	x	x	✓	x	x

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## 4 Review of Best Practice – Tariffs

### 4.1 Introduction

In order to compare taxi tariffs in other cities in Scotland and the UK a benchmarking exercise has been undertaken. Benchmarking has been undertaken on the following:

- Tariffs
- Cost of a 2 mile and 4 mile journey
- Time Period of tariffs
- Add ons.

All Scottish cities and the Core Cities in England have been used for comparison.

### 4.2 Tariffs

Figure 4.1 provides detail as to when different standard tariffs<sup>2</sup> apply across days of the week and times of the day for the benchmarked authorities. The majority of authorities have two tariffs – one for day time and one for night time and these apply across the whole week. The time that the nighttime tariff applies does vary with the earliest commencing at 6pm and the latest at 11pm. Dundee, Glasgow and Birmingham have introduced a separate night time tariff for weekends.

Edinburgh's night time tariff commences the earliest of all benchmarked authorities

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<sup>2</sup> Excludes Christmas and New Year periods



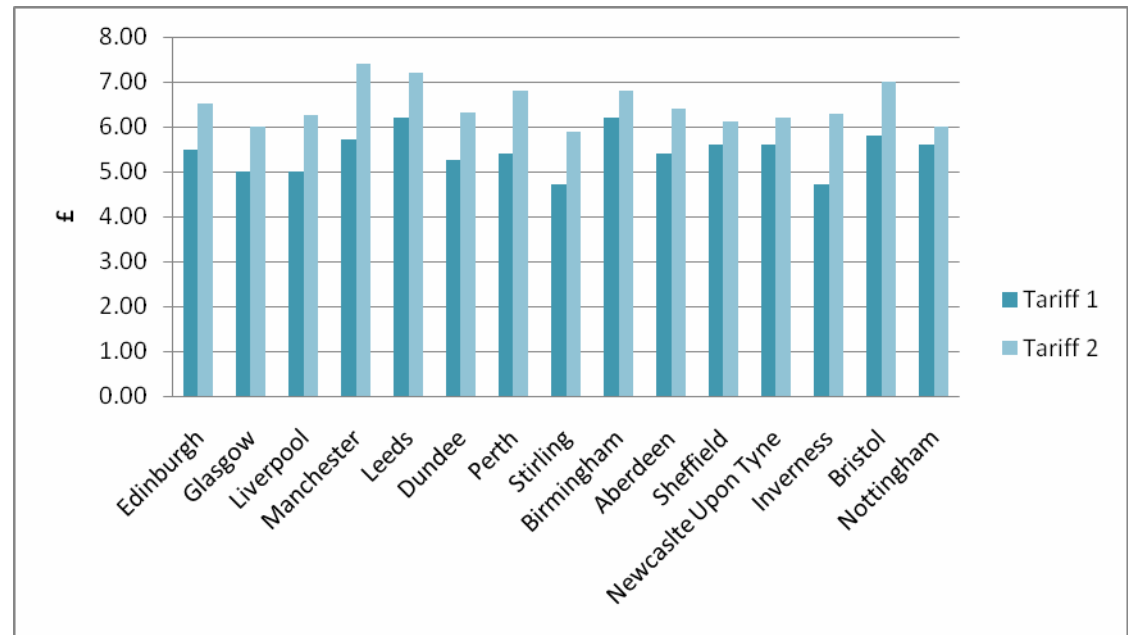




### 4.3 Fare for a 2 mile journey

Figure 4.2 compares Tariff 1 with Tariff 2 across the benchmarked authorities. The average cost of a two mile journey on Tariff 1 is £5.44. Edinburgh is approximately this average. The average for Tariff 2 is £6.48, Edinburgh at £6.50 can be classed as average.

Figure 4.2 Tariff 1 and Tariff 2 comparisons



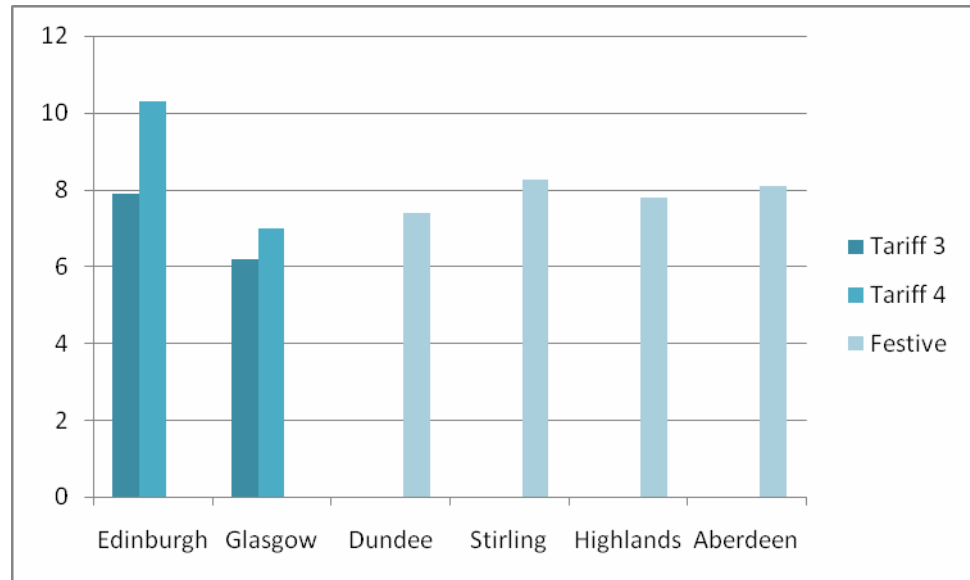
### 4.4 Christmas Tariffs

City of Edinburgh Council adopts two separate tariffs for the Christmas and New Year period. The Christmas period is defined as 6pm December 24th to 6am December 27th and 6pm 31st December to midnight 2nd January. Tariff 3 is applicable Monday to Friday 6am – 6pm during this period and Tariff 4 is applicable between 6pm – 6am Monday to Friday and 6am Saturday to 6am Monday. Given that the tariff varies dependent on which day of the week Christmas falls it is therefore difficult to compare with other authorities. Therefore Tariff 3 and 4 has been compared with the festive period tariff of other Scottish authorities.

Given that January 2nd is a public holiday in Scotland we have used the Scottish cities for comparison.

All authorities use very different ways of charging over the festive period and therefore Figure 4.3 details the cost of a 2 mile for both Edinburgh tariffs and the other Scottish cities. Edinburgh has two festive tariffs – one for night time and one for day time. Glasgow has different tariffs for Christmas Day and New Years Day and Boxing Day and January 2nd. Edinburgh's tariff 4 is the highest festive tariff.

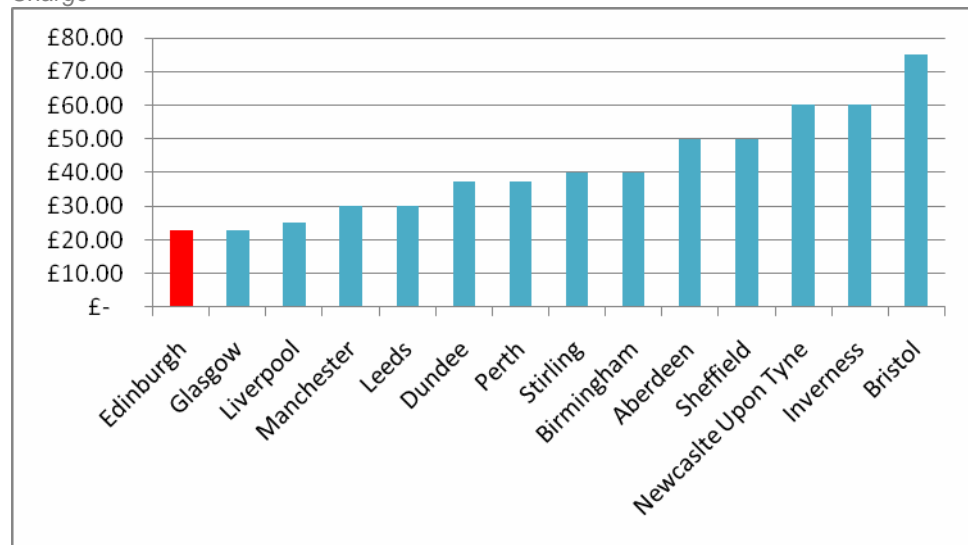
Figure 4.3 Cost of a 2 mile tariff



#### 4.5 Soiling Charges

All of the benchmarked authorities charge extra for soiling of the vehicle. There is a wide variation in the charge levied as detailed in Figure 4.4.

Figure 4.4 Soiling Charge



The average for these authorities is £41.50. Edinburgh is significantly below this average and has the lowest charge of all the authorities.

#### 4.6 Tariff Extras

In addition to a 'soiling charge'. All of the benchmarked authorities charge 'extras' to the tariff for a range of issues. Table 4.1 details these add ons.

Authority	Credit/Debit cards	Luggage	Airport/Station charges	1+ passengers	Pre booking	Pre booking no turn up
Edinburgh	5%	-	80p	2+ 20p	80p	£2.20
Glasgow	12.5%	-	-	2+ 10p	-	£1.20
Stirling	10%	5p	-	1+ 10p	20p	-
Aberdeen	10%	-	£1/50p	50% 4+	£1	-
Inverness	-	-		-	50p	
Dundee	-	30p		30p	-	
Leeds	15%	-	-	50p 3+	-	
Liverpool	Appropriate	-	Yes	-	-	
Birmingham	-	20p	-	20p 1+	-	
Sheffield	50p	-	-	-	-	
Bristol	-	20p/30p		30p 1+		
Manchester	12.5%	20p	20p/70p	20p 1+	-	

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## 5 Consultation - Trade

### 5.1 Introduction

Two meetings were held with representatives of the trade. The first meeting was used to discuss the existing formula and identify any key issues with it and the current fare tariff.

The second meeting was held in order to discuss the review of best practice and identify whether this could be applied to Edinburgh.

Invitees and attendees are detailed in Table 5.1

Table 5.1 Focus Groups Invitees

All invitees	1 <sup>st</sup> meeting 9 <sup>th</sup> Jan 2013	2 <sup>nd</sup> meeting 28 <sup>th</sup> Feb 2013
Derek Bridgeford – Scottish taxi Federation	Attended	
Les McVay – City Cabs	Provided apologies	Apologies
Tony Kenmuir – Central radio taxis	Attended	Attended
Rob White – Com Cab	Attended	Attended
Bob Stronach - TGWU	Attended	Attended
Ray Davidson – Edinburgh Taxi Association	Attended	Attended
Eric Barry - TGWU	Attended	

### 5.2 Initial Meeting

The initial meeting was held on January 9<sup>th</sup> 2013. The trade were mindful of the current economic situation and did not want to price themselves out of the market. However they felt that the existing formula needed reviewing. They also considered that fares should be reviewed on an annual basis.

Each element of the formula was discussed:

#### Depreciation

The trade representatives considered that when depreciation was measured the 'trade in' value should be used as opposed to the resale value.

#### Fuel

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It was felt that fuel was the greatest output for any taxi driver and that the existing formula didn't reflect this. The trade were also unsure as to why a consumption rate of 25 mpg had been used as fuel consumption differs between manual and automatic vehicles.

#### Earnings

It was considered that the earnings value used should be the earnings value for Edinburgh not the UK.

#### Insurance

The trade felt that Central and City brokers should be used to provide a quote.

#### Licences

Discussion took place as to whether radio charges and permit charges could be included in the formula given that this was a significant cost to some drivers.

#### Tariff

The need to introduce a 'late night tariff' was discussed. It was suggested that this should be introduced in Edinburgh as it has been in Glasgow. The trade wished to see Tariff 3 introduced between 1am and 4am across the whole week. However the trade were unsure as to whether the public would accept this.

The representatives were all in agreement to the need to increase the soiling charge.

One of the representatives felt that the distance bandings should be more passenger friendly and be in multiples of 500m.

Representatives felt that a greater charge should be levied for more than 2 passengers travelling.

### **5.3 Second Meeting**

A second meeting was held on 28<sup>th</sup> February 2013. The trade representatives were presented with the review of best practice which detailed how other local authorities determined fare increases. The best practice review also provided intelligence on how other authorities structured their fare tariffs.

Following the presentation the trade discussed the range of formulas available. It was suggested during the meeting that rather than using a complex formula the Consumer Price Index should be applied on an annual basis.

However it was felt that should the formula continue to be used it should be more reflective of fuel costs.

All trade representatives attending the meeting felt that the soiling charge should be increased to £50. This should be made very clear on the fare card.

It was considered that the charge made for credit card payments should be increased as the 5% currently charged only covers the transaction costs.

There was some discussion over whether a charge should be introduced for luggage. Some representatives wished to see a 20p charge introduced for each bag. There were mixed views over this as some felt that it would complicate the fare card. It was

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suggested that rather than introduce a luggage charge it would be more beneficial to introduce a charge for additional passengers.

One representative felt that the discussions totally ignored the public point of view by the distance increments that were used.

It was also suggested that at ranks the tariff sheet should be displayed together with an indication of how much typical journeys cost – the trade had very mixed views as to whether this should be introduced.

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## 6 Consultation - Public

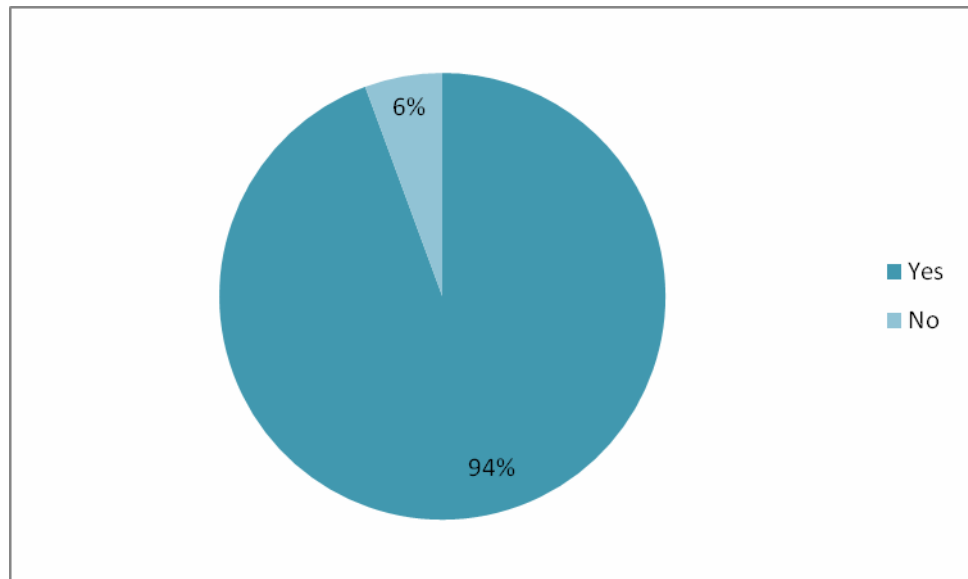
### 6.1 Introduction

A public attitude survey was designed with the aim of collecting information regarding opinions on taxi fares in Edinburgh. Some 506 on-street public attitude surveys were carried out in February and March 2013. The surveys were conducted across a range of locations within the Edinburgh licensing area. It should be noted that in the tables and figures that follow the totals do not always add up to the same amount, this is due to one of two reasons. First, not all respondents were required to answer all questions; and second, some respondents failed to answer some questions that were asked.

### 6.2 General Information

Respondents were each asked if they had made a journey by taxi (Black Cab) in Edinburgh within the last three months. The survey found that 60.5% had used a taxi within this period. The results are displayed in Figure 6.1.

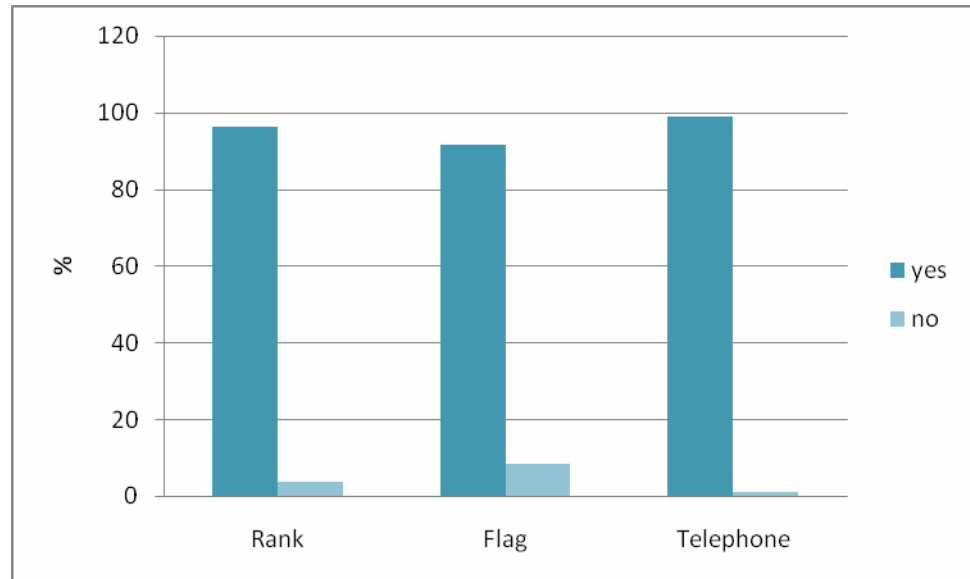
Figure 6.1 Have you made a trip by taxi in Edinburgh in the last 3 months?



Those making a trip were asked if they were satisfied with the time taken and promptness of its arrival. Satisfaction was very high for all methods of hire (94.4%) however satisfaction was highest when pre booking a trip by telephone (99%).

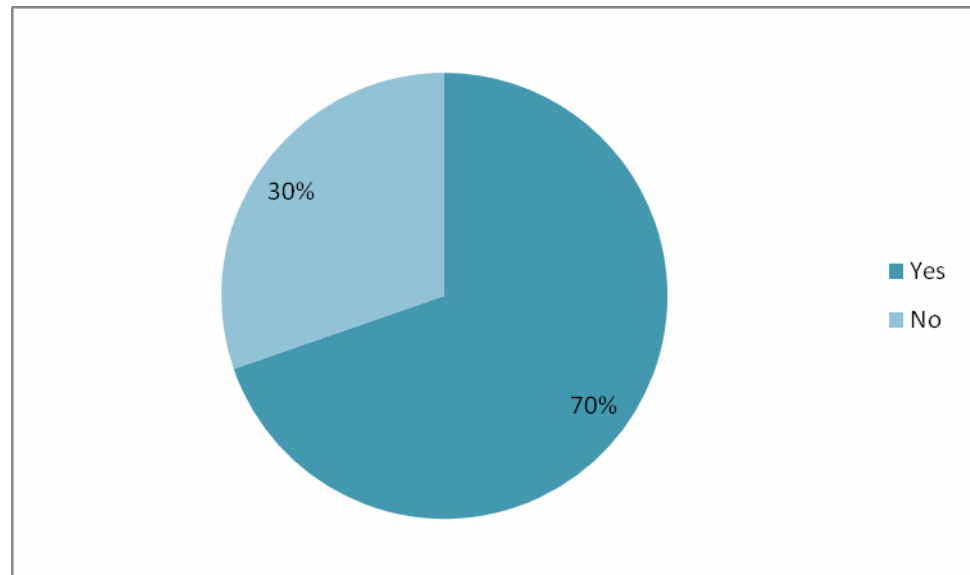


Figure 6.2 Were you satisfied with the time taken and promptness of its arrival?



Trip makers were then asked whether they were satisfied with the cost of their journey. Figure 6.3 shows that 70% of trip makers were satisfied with the cost of their journey.

Figure 6.3 Were you satisfied with the cost of your journey?



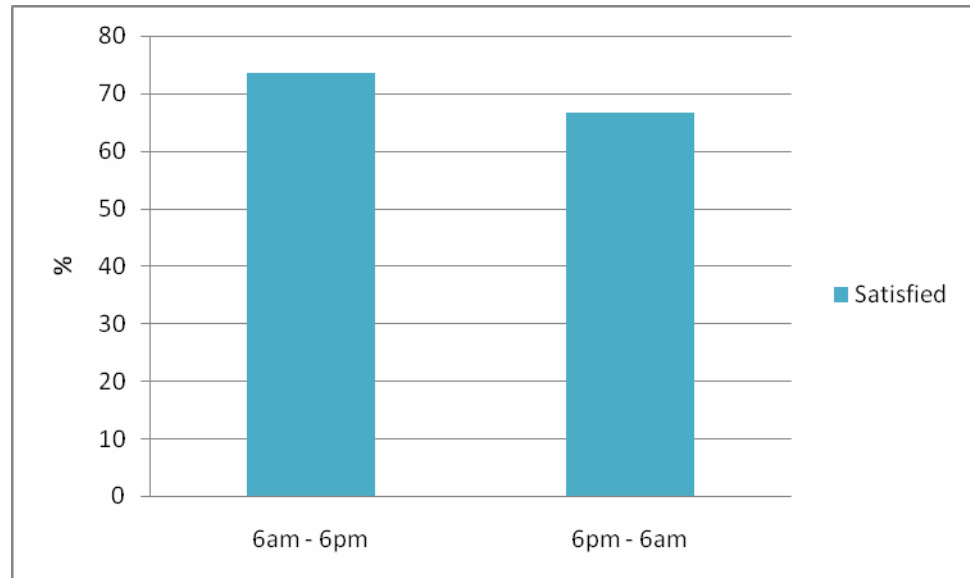
Those who weren't satisfied with the cost of their journey gave the following reasons:

- Too expensive
- Seemed expensive due to road works
- Driver got lost and didn't use meter
- Expensive but so is petrol

- Took me on a longer route than necessary

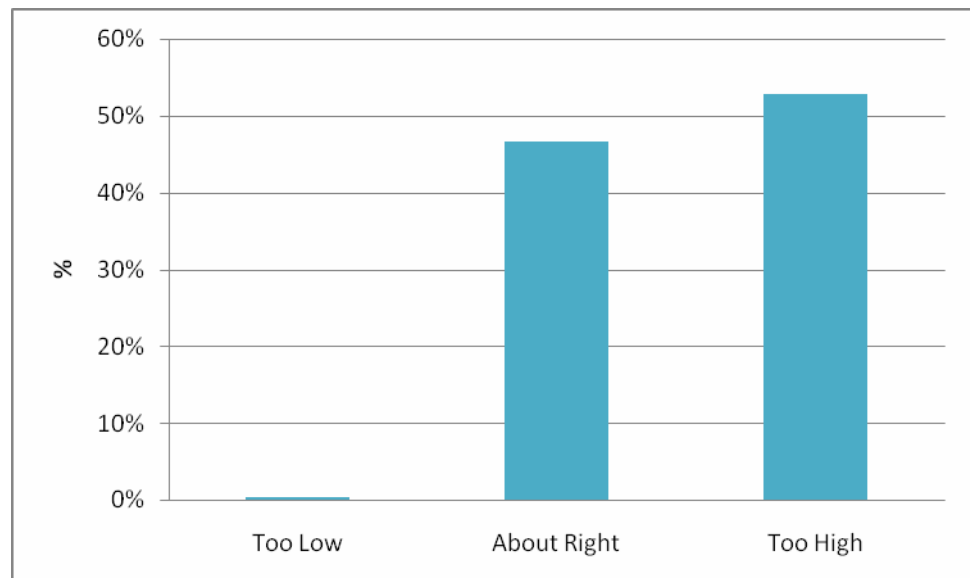
Figure 6.4 documents how this satisfaction varies depending on the time of day the taxi was obtained. Satisfaction levels were slightly higher for those hiring their taxi between 6am and 6pm.

Figure 6.4 Satisfaction by time of day



Respondents were then asked a series of questions relating to fares. Firstly all 506 respondents were asked whether they consider fares in Edinburgh to be too low, too high or about right. Some 46.7% of respondents considered fares to be 'about right' with 52.9% stating they were 'too high'.

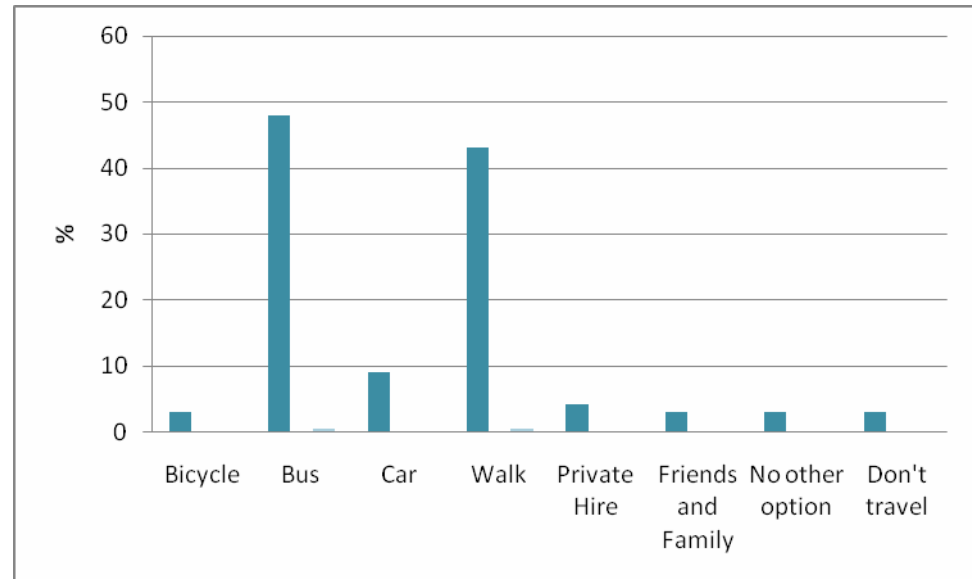
Figure 6.5 Do you consider taxi fares in Edinburgh to be...?



Respondents were then asked whether they were aware that taxi fares increase in price after 6pm. Two thirds of respondents (66.3%) were aware of this.

Respondents were asked whether they would still travel by taxi after midnight if taxi fares also increased at this time. Some 73.8% stated that they would still travel by taxi after midnight if fares increased. Those who stated that they would not travel by taxi if fares were to increase after midnight were asked what mode of transport they would use. Figure 6.6 details that some 41% would use the bus and 37% would walk home.

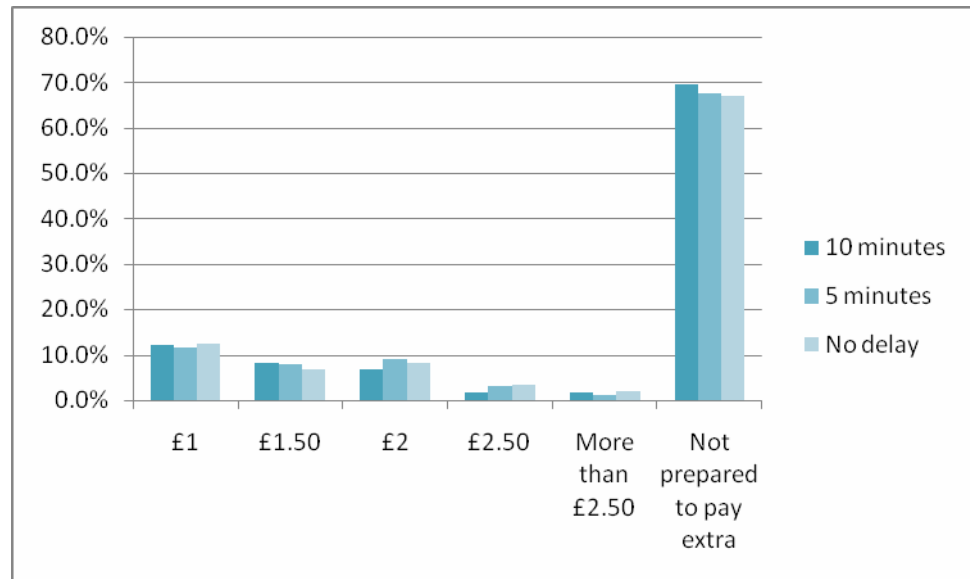
Figure 6.6 What alternative mode of transport would you use after midnight?



Respondents were then asked to consider a series of scenarios in relation to the length of time they would be prepared to wait for a taxi. Respondents were asked whether they would be prepared to pay extra should their delay be limited to 5 minutes, 10 minutes or no delay.

Figure 6.7 details that the majority of respondents would not be prepared to pay any extra.

Figure 6.7 What would you be prepared to pay to reduce delay?



Given from the data obtained it is clear that the majority of people are not prepared to pay any more to reduce the length of time that they

These values remain similar when those who were happy with the cost of the journey

### 6.3 Summary

Some 506 surveys were conducted across Edinburgh, the analysis indicates that:

- High levels of satisfaction with the length of delay (94.4%)
- High levels of satisfaction with the cost of the journey (70%);
- Slightly higher satisfaction levels with cost by those hiring their vehicle during the day (73.5%) as opposed to the evening (66.6%)
- Some 52% of respondents considered taxi fares to be too high and 46.7% considered them to be 'about right';
- Two thirds of respondents (66.3%) were aware that taxi fares increased after midnight;
- Some 73.8% said that they would still continue to use taxis after midnight if fares increased

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## 7 Supply of Taxis

### 7.1 General

Observers were required to record the taxi licence plate number of vehicles departing from ranks. In this way we are able to ascertain the proportion of the fleet that was operating during the survey.

During the daytime period (0700 to 1800) some 812 (61.7%) of the taxi fleet were observed at least once during the period of the study. During the evening/night-time period (1800 to 0700) some 789 (60%) of the taxi fleet were also observed at least once during the rank observations. In total 81.2% of the trade was observed at least once.

## 8 Conclusions

### 8.1 Introduction

Halcrow Group Limited has been commissioned by City of Edinburgh Council to carry out a review of the taxi fare tariff in Edinburgh.

The overall objective of the study is to present a fare table in the presently accepted format that may be used in taxis in Edinburgh. As part of this study the following objectives were to be addressed:

- To determine changes incurred in the costs of operating a taxi;
- To draw comparisons with fare levels in other similar local authorities;
- To investigate tariff 2 with comparison to other similar authorities in the UK with a view to improving provision of taxis during times of peak demand;
- To investigate the viability of an additional higher tariff between the hours of 12 – 5am on Fridays and Saturdays, with a view to improving provision of taxis during these specific periods;
- To investigate the viability of tariff 4 and the hours of operation of the tariff;
- To consider whether the cost formulae which have previously been used should be amended following consultation with trade representatives and council officers.
- To take into consideration any additional costs involved in collecting customers from Edinburgh Airport;
- To assess and comment on the public's perceptions as to the level of taxi fares in the city and as to their willingness and ability to pay higher fares at peak times if they considered that this would result in an increased likelihood of obtaining a taxi.

#### Objective 1: To determine changes incurred in the costs of operating a taxi

The previous fare reviews have all been based around the 'Jacobs' formula. This formula informed the last fare review in 2011. This formula has been used to determine whether there has been any changes incurred in the costs of operating a taxi over the last 18 months.

These costs have been reviewed for 2013 and the changes are detailed in Table 8.1. As detailed in Chapter 2 there have been a number of changes to the price bandings used in the AA motoring costs database. The calculations have been undertaken using the higher banding. Using the bandings for vehicles over £39k the increase is 3.97%. Using the banding for vehicles costing between £27k and £39k the increase in running costs is 0.9%.

Table 8.1 Cost Change index

Component	2011	2013	% change
Vehicle Cost	£4661.25	£5,123.75	9.92
Maintenance	£9,055.07	£9,046.10 (£8,175.82)	-0.1 (-9.71)
Labour	£2,142.23	£2,207.61 (£1,620.91)	3.10 (-24.3)
Fuel	£7,637.28	£7,997.49	4.72
Insurance	£3,536.14	£4,149	17.33
Operators Licence	£267	£267	0
Drivers Licence	£91	£91	0
VED	£352.74	£384	8.86
National Insurance	£130	£137.80	6
Earnings	£19,685	£20,039.33	1.8
<b>TOTAL</b>	<b>£47,557.71</b>	<b>£49,443.08 (£47,986.10)</b>	<b>3.97 (0.9)</b>

Using this cost index has resulted in an increase of either 3.97% or 0.9% depending on which figures are used. We propose that the 3.97% is applied.

The trade however have suggested that a far easier way to calculate any increase is to use the CPI.

Proposed fare cards are appended to this report detailing the effects of both increases.

In September 2011 when the last fare increase was populated the index stood at 120.9. As of March 2013 the index is 125.20 resulting in an increase of 3.6%.

Fare cards have been appended to the report detailing the effect of both increases.

#### Objective 2: To draw comparisons with fare levels in other similar local authorities

Benchmarking has been undertaken with Scottish cities and the Core Cities in England. Edinburgh is comparable having near average fares for a two mile journey on Tariff 1 and 2. Currently Edinburgh ranks 179<sup>th</sup> in Private Hire and Taxi Monthly magazine out of 361 local authorities.

In order to draw more comparisons Table 8.2 details the cost of 2, 4 and 6 mile journeys across the Scottish cities including Edinburgh existing and proposed increases.

Table 8.2 Comparison of Fares

Time Period	2 miles						4 miles						6 miles					
	Edinburgh present	Edinburgh 3.6%	Edinburgh 3.97%	Glasgow	Dundee	Aberdeen	Edinburgh present	Edinburgh 3.6%	Edinburgh 3.97%	Glasgow	Dundee	Aberdeen	Edinburgh present	Edinburgh 3.6%	Edinburgh 3.97%	Glasgow	Dundee	Aberdeen
3pm midweek	5.50	5.60	5.60	5.00	5.27	5.40	9.00	9.35	9.35	8.20	8.42	9.20	12.50	13.10	13.10	11.60	11.42	13.20
11pm midweek	6.50	6.60	6.60	5.00	5.72	6.40	9.75	10.35	10.35	8.20	9.08	10.20	13.25	14.10	14.10	11.60	12.28	14.20
11pm Saturday	6.50	6.60	6.60	5.00	6.32	6.40	9.75	10.35	10.35	8.20	10.10	10.20	13.25	14.10	14.10	11.60	13.70	14.20
3am Saturday	6.50	6.60	7.60	7.40	6.32	7.40	9.75	10.35	11.35	10.60	10.10	11.20	13.25	14.10	15.10	14.00	13.70	15.20



When looking at the 'add ons' to the fares Edinburgh had the lowest soling charge. We would recommend that this was increased from £23 to £50 to bring it more in line with comparable authorities.

Objective 3: To investigate tariff 2 with comparison to other similar authorities in the UK with a view to improving provision of taxis during periods of peak demand

Objective 4: To investigate the viability of an additional higher tariff between the hours of 12-5am on Fridays and Saturdays with a view to improving the provision of taxis during these specific periods

Tariff 2 currently operates from 6pm – 6am. The cost of a 2 mile journey on this tariff is £6.50. Tariff 2 does commence much earlier than many of its comparable authorities.

During the evening/night-time period (1800 to 0700) some 789 (60%) of the taxi fleet were also observed at least once during the rank observations. The public consultation suggested that the majority of the travelling public were satisfied with the length of delay they encountered when hiring their taxi despite only 60% of the fleet being observed. This satisfaction was slightly lower for those obtaining their taxi after 6pm with some 66.6% satisfied.

The public were asked whether they would still use a taxi to travel home if fares were increased after midnight – some 74% stated that they would still travel home by taxi.

There can be a number of reasons as to why the trade choose not to work anti social hours:

- Little financial incentive to work anti social hours;
- Issues with driver safety;
- Drivers earn sufficient during daytime hours.

Discussion with the trade has identified that there are very few night time 'safety' incidents involving taxi drivers. The trade were also keen to relay that they had to work longer hours in order to maintain their incomes. The ability for drivers to earn money also has implications for their ability to invest in vehicles and maintain a high quality fleet. In order to entice drivers to work at night we would recommend that a 'late night tariff' is introduced as has been in Glasgow and Dundee. We would recommend that Tariff 3 is applicable from midnight on Friday to 5am on Saturday and midnight on Saturday to 5am on Sunday.

Objective 5: To investigate the viability of Tariff 4 and the hours of operation of the tariff

Tariff 4 is in operation over the festive period. Tariff 4 is applicable from 6pm to 6am Monday to Friday and over the whole weekend during the festive period. It is felt that both Tariff 3 and Tariff 4 are very confusing to the passenger as they vary dependent on when Christmas and New Year fall.

From the benchmarking exercise the majority of authorities had one tariff for the festive period or a separate 'extra' for travel during the festive period.

We would recommend that City of Edinburgh adopt one single tariff for the whole of the festive period to avoid confusion associated with different tariffs being applied depending on whether Christmas falls on a weekday.

**Objective 6: To consider whether the cost formulae should be amended following consultation with trade representatives and officers**

We feel that there is merit in amending the current formula. The existing formula was derived when Edinburgh had a predominantly 100% fleet of LTI vehicles. This made it much easier to determine the cost of depreciation and parts. However with the expansion of different vehicle types in the fleet the current data is somewhat outdated. The trade also feel that when calculating depreciation the value of the part exchange should be used not the resale price and this is something that we would support.

Given the recent changes to the AA motoring costs database it is also not necessarily comparing like for like with the previous calculation.

The current formula is very similar to the approach other local authorities take and we feel that there is merit in maintaining this formula albeit with some revisions. However following a presentation to the trade representatives of how other authorities undertake fare reviews they considered that the most transparent means of deriving fare increases would be by application of the CPI. This would also allow for fare increases to be undertaken on an annual basis.

In light of discussions with the trade we would recommend that for this review the cost formula be replaced by an annual application of the Consumer Price Index.

**Objective 7: To take into consideration any additional costs involved from collecting passengers from the airport**

During the study duration Edinburgh Airport has awarded two contracts – a taxi contract and a private hire contract. This means that taxis will no longer be able to ply for hire at the Airport unless they are employed by one of the two contractors. However as in line with other airports Edinburgh Airport have introduced a barrier charge at both the entry and exit to the airport. The Airport charges £1 for entering the pick up/drop off zone which permits vehicles to wait for up to 10 minutes. The Airport also charges £2.50 to collect passengers from the airport. During the trade consultation there was mixed views as to whether this charge should be able to be recouped from passengers. In addition given that the study was conducted in a period of flux at the Airport and that any representatives were unable to participate in the consultation we would recommend that this be looked at separately in the future.

**Objective 8: To assess and comment on the public's perceptions as to the level of taxi fares in the city and as to their willingness and ability to pay higher fares at peak times if they considered that this would result in an increased likelihood of obtaining a taxi**

Some 506 members of the general public were approached and asked if they would be prepared to take part in a survey about taxi fares. The survey provided the following results:

- High levels of satisfaction with the cost of the journey (70%);

- Slightly higher satisfaction levels with cost by those hiring their vehicle during the day (73.5%) as opposed to the evening (66.6%)
- Some 52% of respondents considered taxi fares to be too high and 46.7% considered them to be ‘about right’;
- Two thirds of respondents (66.3%) were aware that taxi fares increased after midnight;

Some 73.8% said that they would still continue to use taxis after midnight if fares increased and we feel there is merit in increasing fares after midnight with a view to enticing more members of the trade to work late at night.

## **8.2 Recommendations**

Having undertaken the fares review the following recommendations can be made:

- Replace the existing Jacobs formula with CPI – thereby increasing fares by 3.6%
- Implement a revised fare card
- Introduce Tariff 3 between midnight and 5am with a view to increasing the supply of taxis at this time
- Create one tariff over the festive period
- Increase the soiling charge to £50



# Motoring Costs 2011

## Diesel Cars

		Purchase price of the car when new:				
		Up to £12 000	£12 000 to £17 000	£17 000 to £20 000	£20 000 to £32 000	Over £32 000
See note:	<b>Standing charges per year, £</b>					
A	VED (Road Tax)	95	115	165	210	445
B	Insurance	733	859	943	1216	2090
C	Cost of capital	226	352	389	629	1109
D	Depreciation	1160	2095	2382	3279	5519
E	Breakdown cover	50	50	50	50	50
<b>Standing charges only: £</b>		<b>2264</b>	<b>3471</b>	<b>3929</b>	<b>5384</b>	<b>9213</b>

### Standing charges as pence per mile

at 5,000 miles per year	44.82	68.58	77.63	106.37	182.05
at 10,000	22.64	34.71	39.29	53.84	92.13
at 15,000	15.40	23.70	26.83	36.77	62.89
at 20,000	11.90	18.40	20.84	28.56	48.82
at 25,000	9.61	14.89	16.86	23.11	39.50
at 30,000	8.05	12.48	14.13	19.37	33.10

### Running costs, pence per mile

F	Diesel Fuel *	9.53	10.74	12.59	14.27	18.65
G	Tyres	1.07	1.20	1.34	1.70	2.73
H	Service labour costs	3.81	3.45	3.58	4.12	4.82
I	Replacement parts	2.20	2.18	2.21	2.54	3.05
J	Parking and tolls	1.80	1.80	1.80	1.80	1.80
<b>Running costs only: p.</b>		<b>18.41</b>	<b>19.37</b>	<b>21.52</b>	<b>24.43</b>	<b>31.05</b>

\* NB Fuel at: 130.7 pence per litre

For each penny more or less,

add or take away:	0.07	0.08	0.10	0.11	0.14
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### Total of standing and running costs as pence per mile

at 5,000 miles per year	63.23	87.95	99.15	130.80	213.10
at 10,000	41.05	54.08	60.81	78.27	123.18
at 15,000	33.82	43.07	48.35	61.20	93.94
at 20,000	30.31	37.77	42.36	52.99	79.87
at 25,000	28.03	34.26	38.38	47.54	70.55
at 30,000	26.46	31.84	35.65	43.80	64.15

Please see the associated notes for more detail. These figures are typical but do not represent all types of vehicle and conditions of use. Once compiled, some of the variables may change at any time.



# Motoring Costs 2012

## Diesel Cars

		Purchase price of the car when new:				
		Up to £16 000	£16 000 to £22 000	£22 000 to £27 000	£27 000 to £39 000	Over £39 000
See note:	<b>Standing charges per year, £</b>					
A	VED (Road Tax)	100	120	215	250	460
B	Insurance	738	874	1139	1550	1989
C	Cost of capital	300	394	499	714	1100
D	Depreciation	1490	2244	3024	3699	7547
E	Breakdown cover	50	50	50	50	50
<b>Standing charges only: £</b>		<b>2678</b>	<b>3682</b>	<b>4927</b>	<b>6263</b>	<b>11146</b>

### Standing charges as pence per mile

at 5,000 miles per year	52.96	72.74	97.33	123.78	219.90
at 10,000	26.78	36.82	49.27	62.63	111.46
at 15,000	18.25	25.15	33.65	42.74	76.32
at 20,000	14.14	19.53	26.15	33.16	59.50
at 25,000	11.43	15.81	21.16	26.83	48.21
at 30,000	9.57	13.25	17.73	22.48	40.42

### Running costs, pence per mile

F	Diesel Fuel *	10.37	11.24	14.96	16.06	18.60
G	Tyres	1.15	1.63	1.82	2.83	3.75
H	Service labour costs	3.29	3.37	3.61	3.65	4.97
I	Replacement parts	2.60	2.51	2.57	2.78	3.02
J	Parking and tolls	2.00	2.00	2.00	2.00	2.00
<b>Running costs only: p.</b>		<b>19.41</b>	<b>20.75</b>	<b>24.96</b>	<b>27.32</b>	<b>32.34</b>

\* NB Fuel at: 137.8 pence per litre

For each penny more or less,

add or take away:	0.07	0.08	0.10	0.11	0.14
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### Total of standing and running costs as pence per mile

at 5,000 miles per year	72.37	93.49	122.29	151.10	252.25
at 10,000	46.19	57.57	74.23	89.95	143.80
at 15,000	37.66	45.90	58.61	70.06	108.66
at 20,000	33.54	40.28	51.11	60.49	91.85
at 25,000	30.83	36.56	46.12	54.15	80.55
at 30,000	28.98	34.00	42.69	49.80	72.77

Please see the associated notes for more detail. These figures are typical but do not represent all types of vehicle and conditions of use. Once compiled, some of the variables may change at any time.

# **FARE TABLE FOR TAXIS**

**DRAFT based on 3.6%**

## **FOR UP TO 2 PASSENGERS**

<b>TARIFF 1</b> Monday - Friday 6am – 6pm	<b>TARIFF 2</b> Monday – Friday 6pm – 6am the following day 6am Saturday – 6am Monday
<b>TARIFF 3</b> Monday - Friday 6am – 6pm during Christmas and New Year	<b>TARIFF 4</b> Monday – Friday 6pm – 6am the following day 6am on Saturday – 6am Monday during Christmas and New Year
<b>CHRISTMAS NEW YEAR</b>	6pm on 24 December to 6am on 27 December 6pm on 31 December to midnight on 2 January

<b>CHARGES</b>	<b>TARIFF 1</b>	<b>TARIFF 2</b>	<b>TARIFF 3</b>	<b>TARIFF 4</b>
<ul style="list-style-type: none"> <li>▪ Initial hire not exceeding 527m</li> <li>▪ Initial 105 seconds of waiting time</li> <li>▪ Combination of initial time and distance</li> </ul>	<b>£2.10</b>	<b>£3.10</b>	<b>£3.10</b>	<b>£4.10</b>
<ul style="list-style-type: none"> <li>▪ Each additional 188m up until 2031m and thereafter each additional 217m</li> <li>▪ Each additional 40 seconds of waiting time</li> <li>▪ Combination of additional time and distance</li> </ul>	<b>£0.25</b>	<b>£0.25</b>	<b>£0.35</b>	<b>£0.45</b>

## **EXTRA PAYMENTS**

<b>When more than 2 passengers</b>	<b>Each</b>	<b>£0.20</b>
<b>Note:</b> Only 2 children under 12 years will be reckoned as one passenger. No extra fare will be charged for one child under 5 years of age.		
<b>Each Passenger must be properly seated</b>		
<b>Hires ending at Edinburgh Airport Inner Drop-off Zone</b> (See Note 4 below)		<b>£1.00</b>
<b>Call Out Charge</b> Applicable when pre-booked	<b>£0.80</b>	<b>Airport Pickup</b> For hires Commencing at Edinburgh airport
<b>Cancellation Fee</b> Applicable when taxi is pre-booked but not used	<b>£2.20</b>	<b>Payment Of Fare By Credit/Debit Card</b> Extra applicable when fare paid by the above means
<b>Cleaning Fee</b> Applicable when taxi is soiled (by travel sickness)		<b>5.0 %</b>
<b>Cleaning Fee</b> Applicable when taxi is soiled (by travel sickness)		<b>£50.00</b>

## **NOTES**

- (1) The above Tariff is applicable only within the City of Edinburgh.
- (2) Any hire which terminates outside the City of Edinburgh area – FARE MUST BE NEGOTIATED AND AGREED WITH DRIVER BEFORE THE JOURNEY COMMENCES.
- (3) A copy of the Licensing Conditions can be inspected at the Council's Licensing Offices, 249 High Street, Edinburgh, EH1 1YJ and downloaded from [edinburgh.gov.uk/downloads/file/843/taxi\\_licensing\\_conditions](http://edinburgh.gov.uk/downloads/file/843/taxi_licensing_conditions).
- (4) The Airport Extra is only payable if passenger is dropped off in the covered inner drop-off zone at Edinburgh Airport and the driver has explained to the passenger before the start of the journey - (1) He will take the passenger to the drop off point just beside the airport terminal and that there is a £1 extra for this. (2) If the passenger states he is disabled, the £1 extra still has to be paid, but the driver understands that the passenger can reclaim this from the airport at the drop-off point. (3) If the passenger wishes to avoid the £1 extra, he can be taken to an outer drop-off point. However, this is further from the airport terminal, involves the use of a free shuttle bus and will require more time for the passenger to get to the airport terminal.

## **COMPLAINTS**

Any hirer aggrieved at the level of the fare charged for any hire or for any other reason may discuss the matter with the Taxi Licensing Officer (0131 529 4250). Any complaint must be made in writing and addressed to the Complaints Officer, Licensing Section, The City of Edinburgh Council, 249 High Street, Edinburgh EH1 1YJ, and should include the vehicle's licence number and time and date of the incident.

# FARE TABLE FOR TAXIS

**DRAFT based upon 3.97%**

## FOR UP TO 2 PASSENGERS

<b>TARIFF 1</b> Monday - Friday 6am – 6pm	<b>TARIFF 2</b> Monday – Friday 6pm – 6am the following day 6am Saturday – 6am Monday
<b>TARIFF 3</b> Monday - Friday 6am – 6pm during Christmas and New Year	<b>TARIFF 4</b> Monday – Friday 6pm – 6am the following day 6am on Saturday – 6am Monday during Christmas and New Year
<b>CHRISTMAS</b>	6pm on 24 December to 6am on 27 December
<b>NEW YEAR</b>	6pm on 31 December to midnight on 2 January

CHARGES	TARIFF 1	TARIFF 2	TARIFF 3	TARIFF 4
<ul style="list-style-type: none"> <li>▪ Initial hire not exceeding 525m</li> <li>▪ Initial 105 seconds of waiting time</li> <li>▪ Combination of initial time and distance</li> </ul>	<b>£2.10</b>	<b>£3.10</b>	<b>£3.10</b>	<b>£4.10</b>
<ul style="list-style-type: none"> <li>▪ Each additional 188m up until 2029m and thereafter each additional 216m</li> <li>▪ Each additional 40 seconds of waiting time</li> <li>▪ Combination of additional time and distance</li> </ul>	<b>£0.25</b>	<b>£0.25</b>	<b>£0.35</b>	<b>£0.45</b>

## EXTRA PAYMENTS

<b>When more than 2 passengers</b>	<b>Each</b>	<b>£0.20</b>
<b>Note:</b> Only 2 children under 12 years will be reckoned as one passenger. No extra fare will be charged for one child under 5 years of age.		
<b>Each Passenger must be properly seated</b>		
<b>Hires ending at Edinburgh Airport Inner Drop-off Zone</b> (See Note 4 below)		<b>£1.00</b>
<b>Call Out Charge</b> Applicable when pre-booked	<b>£0.80</b>	<b>Airport Pickup</b> For hires Commencing at Edinburgh airport
<b>Cancellation Fee</b> Applicable when taxi is pre-booked but not used	<b>£2.20</b>	<b>Payment Of Fare By Credit/Debit Card</b> Extra applicable when fare paid by the above means
<b>Cleaning Fee</b> Applicable when taxi is soiled (by travel sickness)		<b>5.0 %</b>
		<b>£50.00</b>

## NOTES

- (4) The above Tariff is applicable only within the City of Edinburgh.
- (5) Any hire which terminates outside the City of Edinburgh area – FARE MUST BE NEGOTIATED AND AGREED WITH DRIVER BEFORE THE JOURNEY COMMENCES.
- (6) A copy of the Licensing Conditions can be inspected at the Council's Licensing Offices, 249 High Street, Edinburgh, EH1 1YJ and downloaded from [edinburgh.gov.uk/downloads/file/843/taxi\\_licensing\\_conditions](http://edinburgh.gov.uk/downloads/file/843/taxi_licensing_conditions).
- (4) The Airport Extra is only payable if passenger is dropped off in the covered inner drop-off zone at Edinburgh Airport and the driver has explained to the passenger before the start of the journey - (1) He will take the passenger to the drop off point just beside the airport terminal and that there is a £1 extra for this. (2) If the passenger states he is disabled, the £1 extra still has to be paid, but the driver understands that the passenger can reclaim this from the airport at the drop-off point. (3) If the passenger wishes to avoid the £1 extra, he can be taken to an outer drop-off point. However, this is further from the airport terminal, involves the use of a free shuttle bus and will require more time for the passenger to get to the airport terminal.

## COMPLAINTS

Any hirer aggrieved at the level of the fare charged for any hire or for any other reason may discuss the matter with the Taxi Licensing Officer (0131 529 4250). Any complaint must be made in writing and addressed to the Complaints Officer, Licensing Section, The City of Edinburgh Council, 249 High Street, Edinburgh EH1 1YJ, and should include the vehicle's licence number and time and date of the incident.

# Regulatory Committee

10:00 am, Friday, 3 May 2013

## Medical checks for Taxi or Private Hire Car Drivers

Item number	7.6
Report number	
Wards	All Wards

### Links

Coalition pledges	<a href="#">P28</a>
Council outcomes	<a href="#">C08</a>
Single Outcome Agreement	<a href="#">S01</a>

### Mark Turley

Director of Services for Communities

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# Executive summary

## Medical checks for Taxi or Private Hire Car Drivers

### Summary

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An applicant for a taxi driver licence had raised a concern during a Licensing Sub-Committee hearing about the complaint handling procedures at Capita (the Council's chosen medical advisor). Additionally they raised a separate concern that applicants were not able to recover the fees charged by GPs for providing information to Capita.

The Licensing Sub-Committee requested that these issues be investigated by the Director of Services for Communities, and a report brought back to the Regulatory Committee on whether appropriate processes were in place.

### Recommendations

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- 1 It is recommended that Committee:
  - a) notes that the matter has been investigated and appropriate measures are in place.
  - b) notes that communication with new applicants has been revised to highlight that the cost of medical tests will be refunded.
  - c) discharges the outstanding remit from the Licensing Sub-Committee.

### Measures of success

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That a robust complaints handling process is in place.

### Financial impact

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All fees or other medical charges will be contained within the income from licence applications.

### Equalities impact

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There is no relationship to the public sector general equality duty to matters described in this report and no direct equalities impact arising from this report.

### Sustainability impact

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There is no environmental impact arising from the contents of this report.

## **Consultation and engagement**

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Not applicable

## **Background reading / external references**

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Not applicable.

## Medical checks for Taxi or Private Hire Car Drivers

### 1. Main report

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- 1.1 The Council has a statutory duty to discharge the functions of a Licensing Authority under the Civic Government (Scotland) Act 1982.
- 1.2 The Council requires applicants for a new taxi or private hire car driver licence to undergo a medical screening check.
- 1.3 Capita is the contracted service provider who undertakes medical screening checks on behalf of the Council. Capita has a complaints handling process in place which they follow when any complaints are received.
- 1.4 Officers of Services for Communities met with Capita on 8 January 2013 to review the handling of this specific complaint. Capita's complaints and escalation process was also examined. It was confirmed that every complaint is allocated to the relevant manager to investigate and respond. Where the complaint relates to a clinical matter, a senior clinician will review the response. The Council is copied in to relevant responses.
- 1.5 On reviewing the original complaint, officers were satisfied that the agreed complaint procedures had been followed.
- 1.6 Capita explained that, where necessary they would ask an applicant to contact his or her GP, and Capita would provide the GP with a template for assessment of the applicant. The statutory position is that any additional fees should be met from the income from licensing fees. It would not be appropriate for individual applicants to pay these in addition to the application fee. While there is little evidence of applicants being charged by GPs, appropriate measures have been put in place to communicate to all new applicants that any fees charged as a result of required medical tests will be refunded.
- 1.7 Capita has no direct role in refunding such fees, but has agreed that, where it becomes aware of such instances, it will explain to the applicant that the Council will refund the fee. Refunds will be issued by the Council where the applicant can produce a receipt or other written proof of payment.

## 2. Recommendations

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- 2.1 It is recommended that Committee:
- a) notes that the matter has been investigated and appropriate measures are in place.
  - b) notes that communication with new applicants has been revised to highlight that the cost of medical tests will be refunded.
  - c) discharges the outstanding remit from the Licensing Sub-Committee.

### Mark Turley

Director of Services for Communities

## Links

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<b>Coalition pledges</b>	Further strengthen our links with the business community by developing and implementing strategies to promote and protect the economic well being of the city
<b>Council outcomes</b>	Edinburgh's economy creates and sustains job opportunities
<b>Single Outcome Agreement</b>	Edinburgh's Economy delivers increased investment, jobs and opportunities for all
<b>Appendices</b>	

# The Regulatory Committee

10:00 am, Friday 3 May 2013

## Visit by Convener to an event regarding Public Entertainment Licensing

Item number	8.1
Report number	
Wards	Citywide

### Links

Coalition pledges	<a href="#">P28</a>
Council outcomes	<a href="#">CO8</a>
Single Outcome Agreement	<a href="#">SO1</a>

### Mark Turley

Director of Services for Communities

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# Executive summary

## Visit by Convener to an event regarding Public Entertainment Licensing

### Summary

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This report notifies the Committee of the Convener's attendance at an event regarding Public Entertainment Licensing.

"The Director of Services for Communities in consultation with the Council Leader approved the Convener to attend this event, and in accordance with Committee Terms of Reference and Delegated Functions 3.1 this now requires to be reported to the Regulatory Committee for information."

### Recommendations

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- 1 Committee is asked to note this report.

### Measures of success

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Not applicable

### Financial impact

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Travel expenses were incurred in attending this event and these were contained within the Licensing budget.

### Equalities impact

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There is no relationship to the public sector general equality duty to matters described in this report and no direct equalities impact arising from this report.

### Sustainability impact

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There is no environmental impact arising from the contents of this report.

### Consultation and engagement

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Not applicable

### Background reading / external references

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Not applicable

## Visit by Convener to an event regarding Public Entertainment

### 1. Main report

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- 1.1 On 23 January the Convener attended a Live Music Round-table Session regarding Public Entertainment in Glasgow. This event was organised by the Live Music Exchange, part of Edinburgh University. It involved representatives of the University, music promoters and representatives from a number of Local Authorities.
- 1.2 The debate considered the recent changes to the Civic Government (Scotland) Act 1982, in particular the impact of the removal of the statutory exemption from free to enter events. The meeting was particularly concerned with the impact on creative or spontaneous music events that might be impinged on by the requirement to obtain a licence.
- 1.3 Participation allowed the Convener to engage with an important creative sector and to hear a range of issues and concerns. This event was directly relevant to the Committee's ongoing consideration of the Public Entertainment Resolution.

### 2. Recommendations

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- 2.1 Committee is asked to note this report.

### Mark Turley

Director for Services for Communities

### Links

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<b>Coalition pledges</b>	Further strengthen our links with the business community by developing and implementing strategies to promote and protect the economic well being of the city
<b>Council outcomes</b>	Edinburgh's economy creates and sustains job opportunities
<b>Single Outcome Agreement</b>	Edinburgh's Economy delivers increased investment, jobs and opportunities for all
<b>Appendices</b>	