

# Regulatory Committee

**2.00pm, Monday, 20 May 2019**

## **Demand for Taxis: Six Monthly Update**

**Executive/routine**

**Wards**

Citywide

**Council Commitments**

### **1. Recommendations**

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1.1 The Committee has asked to:

- 1.1.1 Note the attached report from Vector Transport Consultancy (Appendix 2);
- 1.1.2 Further note that on 12 March 2018 the Regulatory Committee agreed to maintain the limitation policy and to fix the number of available licences at 1,316. This was last reviewed by the committee when it considered a report on an interim survey of demand on 7 January 2019;
- 1.1.3 agree that there is currently no evidence of significant unmet taxi demand and therefore maintains the limit of 1,316 on the number of taxis licensed in the city; and
- 1.1.4 agree to use this survey as the basis for determining demand in any future applications for a taxi licence until the next taxi stance survey is completed.

**Paul Lawrence**

Executive Director of Place

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## Demand for Taxis: Six Monthly update

### 2. Executive Summary

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- 2.1 This report provides the interim update on analysis of demand for taxis in the city. The report provides the Committee with the most recent analysis of demand, carried out by Vector Transport Consultancy in January 2019

### 3. Background

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- 3.1 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 unmet demand' for taxis. The Council is required to keep this position under regular review.
- 3.2 A full demand survey is carried out every three years. In order to ensure that there are not significant changes in demand the Regulatory Committee had previously agreed to commission consultants to review taxi demand at more frequent intervals. These interim surveys are carried out every six to eight months and provide the Committee with data and analysis concerning 'any significant unmet demand' for taxis.
- 3.3 The research findings are generally reported to the Committee at six monthly intervals. The most recent research took place in January 2019 and forms the basis of this report. Appendix 1 shows a summary analysis of the Vector Transport Consultancy report and Appendix 2 shows the full report.

### 4. Main report

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- 4.1 The Council acts as a Licensing Authority for the purpose of licensing taxis within the city. The Council has adopted a policy of limiting the number of taxi licences issued where there is no evidence of significant unmet demand. All applications for taxi licences are currently referred to the Licensing Sub-Committee for a hearing and decision.
- 4.2 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 too many taxis would harm the taxi trade by reducing the business available to each taxi. Some individuals have argued that the policy is a restraint on trade, and seek the removal of the restriction. These individuals typically 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 to others.

- 4.3 The restriction policy has not been successfully legally challenged since 2011. The Council's policy was challenged in the form of appeals to the Sheriff against decisions of the Licensing Sub-Committee to refuse certain applications for taxi licences. Importantly, the Sheriff's decisions made it clear that, in order to maintain a restriction, the Council must regularly inform itself on provision, and specifically on whether there is any unmet demand. A historic appeal against a previous decision was heard in court 2018 and the Council successfully defended its position.
- 4.4 The Scottish Government has issued guidance for licensing authorities which operate a limitation policy. The guidance clearly indicates that the level of unmet demand must be kept under regular review. The guidance also makes clear that authorities should consider any evidence of 'peak demand' and consider the impact of this when considering if there is 'significant unmet demand'. Examples of 'peak demand' may be after pubs and clubs close at weekends. The guidance also makes clear that peak demand should not be considered in isolation, but balanced against the full range of data. This full survey was last conducted in 2017, the result of which was reported to the Regulatory Committee on 21 August 2017. Interim survey results were last reported to the Committee in January 2019.
- 4.5 The Vector Transport Consultancy research provides the Committee with an up to date review of the level of demand for taxis in the city. If accepted by the Committee, this will form the basis on which individual licences would be considered. Research to update the position with respect to unmet demand will continue to be carried out approximately every six months.
- 4.6 The survey includes the monitoring of periods of peak demand, e.g. after midnight and, in particular, late nights on Fridays and Saturdays. The report shows that overall there is no evidence of significant unmet demand.
- 4.7 The Council has no record of receiving any complaints about the availability of taxis within the city since the Committee last considered this issue, other than about waiting times at Edinburgh Airport. No complaints about the number of taxis have been raised with the Council by the hospitality or business communities. Members will be aware of feedback from the taxi trade that the rising number of PHCs has further suppressed demand for taxis.
- 4.8 There remain 1,316 taxi licences in circulation and there are currently no applications for a new taxi licences pending.
- 4.9 Any future applications for new taxi licences will continue to be referred to the committee for determination in the chronological order in which they were received,

unless there are exceptional reasons to prioritise a particular application (such as the death of a licence holder).

## **5. Next Steps**

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- 5.1 This demand survey will be used to assist the Licensing Sub-committee to determine future applications for new taxi licences.

## **6. Financial impact**

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- 6.1 The cost of the Vector Transport Consultancy research is contained within the income from taxi licence fees.

## **7. Stakeholder/Community Impact**

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- 7.1 This regular monitoring is necessary to allow the Committee the option to maintain its policy of limiting the number of taxis. Interim surveys are carried out on the Council's behalf by Vector Transport Consultancy approximately every six months.
- 7.2 There is a risk that unsuccessful individual applications for taxi licences may be appealed to the sheriff. The research described in this report reduces the risk to the Council from any challenge to the current limitation policy.
- 7.3 No protected groups are affected.
- 7.4 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.

## **8. Background reading/external references**

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

## **9. Appendices**

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- 9.1 Summary
- 9.2 Extract from Vector Transport Consultancy report

## **TAXI MONITORING REPORT ANALYSIS**

### **Assessment of Current Demand for Taxi Services in Edinburgh – January 2019**

This report has been prepared on behalf of the Executive Director of Place to assist members of the Licensing Sub-Committee in relation to applications for new taxi licences which may be considered at any meeting on or after 20 May 2019.

Stance observations indicate that there is no significant unmet demand for taxi services at this time.

### **Background**

1. In January 2017, CH2M was commissioned to carry out surveys on the demand for taxi services in the city. CH2M reported on taxi rank observations, interviews and surveys conducted with passengers between April and May 2017. CH2M concluded there was no unmet demand at that time.
2. The conclusions of the CH2M report were presented to the Council's Regulatory Committee on 21 August 2017. Large scale surveys by consultants such as CH2M are obtained approximately every three years.
3. To provide information on taxi demand between the large-scale surveys, interim taxi rank observation surveys are carried out by Vector Transport Consultancy.

### **Stance Observation Survey**

4. Vector Transport Consultancy provided the results of taxi rank surveys which were carried out at least twice at each location in January 2019. A selection of representative ranks was observed on different days and at different times. The 22 ranks selected for observation for both periods reflect locations both within the city centre and outwith it.
5. There are currently 82 taxi stances located throughout the city with a combined capacity for 293 waiting taxis. The stances observed make up 37% of the overall stances within the city.
  - The latest stance observations indicate that, at individual stances at the 22 'core' ranks, most passengers at ranks were able to obtain a taxi immediately. The average wait time per passenger was 2 seconds.
  - At the additional eight ranks surveyed, levels of activity were generally low. Passenger volumes observed were low and no passenger waiting was observed.

### **Additional Information**

6. Between the last interim demand survey being reported in January 2019 and this latest observation period, there is no record of any complaints received concerning a lack of taxis in the city being received by the Council.

## Conclusions

7. The stance observations indicate that most passengers at ranks were able to obtain a taxi immediately. The overall average time that a passenger had to wait at the 'core' ranks observed was 2 seconds.
8. No evidence of 'peak demand' in the form of waiting times longer than three minutes was recorded.
9. Therefore, taking into account the data provided by Vector Transport Consultancy, it has been concluded that there is no evidence of significant unmet demand for taxi services at this time.



**Edinburgh interim survey of taxi stances  
January 2019**

**Survey Report**

January 2019

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## 1 BACKGROUND AND OBJECTIVES

### 1.1 Introduction

This survey has been conducted by Vector Transport Consultancy on behalf of the City of Edinburgh Council.

The survey was undertaken to collect usage statistics from taxi stances around Edinburgh. The survey maintains the approach taken by previous, similar surveys, when surveys were conducted at frequencies of approximately six months.

Following on from the June/July 2018 survey, this survey adopts a similar scope, with 22 core survey sites supplemented by eight stances not regularly surveyed.

The 22 taxi stances to be regularly surveyed are:

- Castle Street
- Cluny Avenue
- Dundas Street
- Frederick Street
- Grassmarket
- Grosvenor Street
- Hanover Street
- High Street
- Holyrood Road
- Little France Crescent
- Lothian Road
- Morningside Road
- Morrison Street
- Nicolson Square
- Queensferry Street
- Rutland Street
- Waverley Bridge
- Wester Hailes
- Edinburgh Airport
- Casselbank Street
- Haymarket Terrace
- Market Street

The City of Edinburgh Council maintains a list of current taxi stances. This list is available online at the following web address:

[http://www.edinburgh.gov.uk/download/downloads/id/3566/licensed\\_taxi\\_stances\\_in\\_edinburgh.pdf](http://www.edinburgh.gov.uk/download/downloads/id/3566/licensed_taxi_stances_in_edinburgh.pdf)

The list indicates 82 taxi stances, of which 22 are regularly surveyed. In order to provide some additional indication of the level of use experienced at the stances which are not regularly surveyed, eight of the stances which are not regularly surveyed during the interim rank surveys, are chosen for a one-off survey during each of the interim rank surveys. A different selection of ranks will be chosen for each of the future interim surveys.



For the interim surveys undertaken during January 2019, eight stances from the list were surveyed. The eight stances surveyed were:

- Fountainbridge
- East Fountainbridge
- Lauriston Place (Tollcross)
- Lauriston Place West
- Lauriston Place East
- Leven Street
- Teviot Place
- Chambers Street



## 2 REGULAR INTERIM RANK SURVEYS

### 2.1 Summary of rank survey results

The results of the regular interim rank surveys are summarised in the following tables.



Table 1 - Summary of interim stance survey results part 1

Site no.	Street	Period	Edinburgh Council Rank No.	Day	Date	Survey Hours	Total no. taxis at rank	Average taxi wait time	Total passengers	Number of passengers who had to wait for a taxi to arrive.	Average passenger wait time for all passengers (mm:ss)	Average passenger wait time for passengers who had to wait for a taxi to arrive at the rank (mm:ss)
1	Castle Street	1	5	Thursday	10/01/2019	12:00-14:00	21	00:19:35	17	0	00:00	00:00
	Castle Street	2		Saturday	12/01/2019	12:00-14:00	25	00:23:30	20	0	00:00	00:00
2	Cluny Avenue	1	8	Thursday	10/01/2019	16:00-18:00	1	00:08:26	1	0	00:00	00:00
	Cluny Avenue	2		Saturday	12/01/2019	16:00-18:00	1	00:04:35	1	0	00:00	00:00
3	Dundas Street	1	13	Thursday	10/01/2019	12:00-14:00	19	00:23:44	7	0	00:00	00:00
	Dundas Street	2		Friday	11/01/2019	16:00-18:00	26	00:07:31	11	0	00:00	00:00
	Dundas Street	3		Saturday	12/01/2019	12:00-14:00	25	00:12:58	11	0	00:00	00:00
	Dundas Street	4		Saturday	12/01/2019	16:00-18:00	19	00:10:54	7	0	00:00	00:00
4	Fraderick Street	1	19	Friday	04/01/2019	12:00-14:00	32	00:14:40	32	0	00:00	00:00
	Fraderick Street	2		Friday	04/01/2019	21:00-23:00	24	00:18:40	23	0	00:00	00:00
5	Grassmarket	1	28 & 29	Saturday	12/01/2019	12:00-14:00	15	00:21:31	14	0	00:00	00:00
	Grassmarket	2		Tuesday	08/01/2019	00:00-02:00	3	00:01:40	2	0	00:00	00:00
6	Grosvenor Street	1	31	Wednesday	09/01/2019	00:00-02:00	0	00:00:00	0	0	00:00	00:00
	Grosvenor Street	2		Saturday	12/01/2019	16:00-18:00	1	00:03:24	1	0	00:00	00:00
7	Hanover Street	1	33	Friday	04/01/2019	16:00-18:00	39	00:14:58	39	0	00:00	00:00
	Hanover Street	2		Saturday	05/01/2019	12:00-14:00	23	00:24:08	18	0	00:00	00:00
8	High Street	1	34	Tuesday	08/01/2019	02:00-04:00	65	00:08:05	88	0	00:00	00:00
	High Street	2		Wednesday	09/01/2019	16:00-18:00	37	00:13:08	38	0	00:00	00:00
	High Street	3		Friday	11/01/2019	12:00-14:00	27	00:21:39	15	0	00:00	00:00
	High Street	4		Friday	11/01/2019	16:00-18:00	37	00:16:22	43	0	00:00	00:00
	High Street	5		Saturday	12/01/2019	12:00-14:00	25	00:33:18	18	0	00:00	00:00
	High Street	6		Saturday	12/01/2019	16:00-18:00	36	00:19:19	28	0	00:00	00:00
9	Holyrood Road	1	35	Wednesday	06/01/2019	12:00-14:00	14	00:14:45	4	0	00:00	00:00
	Holyrood Road	2		Saturday	12/01/2019	16:00-18:00	12	00:06:02	7	0	00:00	00:00
10	Little France Crescent	1	51	Wednesday	23/01/2019	16:00-18:00	37	00:11:33	35	0	00:00	00:00
	Little France Crescent	2		Saturday	26/01/2019	12:00-14:00	15	00:15:52	8	0	00:00	00:00
11	Lothian Road	1	54 & 55	Tuesday	09/01/2019	12:00-14:00	22	00:24:18	13	0	00:00	00:00
	Lothian Road	2		Wednesday	08/01/2019	16:00-18:00	38	00:12:23	27	0	00:00	00:00
	Lothian Road	3		Friday	11/01/2019	02:00-04:00	7	00:05:37	2	0	00:00	00:00
	Lothian Road	4		Friday	04/01/2019	03:00-05:00	0	00:00:00	0	0	00:00	00:00
	Lothian Road	5		Saturday	05/01/2019	03:00-05:00	15	00:01:53	20	2	00:07	01:09
	Lothian Road	6		Saturday	12/01/2019	12:00-14:00	28	00:18:27	20	0	00:00	00:00



Table 2 - Summary of interim stance survey results part 2

Site no.	Street	Period	Edinburgh Council Rank No.	Day	Date	Survey Hours	Total no. taxis at rank	Average taxi wait time	Total passengers	Number of passengers who had to wait for a taxi to arrive.	Average passenger wait time for all passengers (mm:ss)	Average passenger wait time for passengers who had to wait for a taxi to arrive at the rank (mm:ss)
12	Morningside Road	1	58	Wednesday	09/01/2019	16:00-18:00	7	00:11:13	2	0	00:00	00:00
	Morningside Road	2		Saturday	12/01/2019	12:00-14:00	6	00:10:03	6	0	00:00	00:00
13	Morrison Street	1	59 & 60	Friday	04/01/2019	16:00-18:00	16	00:20:46	7	0	00:00	00:00
	Morrison Street	2		Saturday	05/01/2019	12:00-14:00	1	00:10:00	0	0	00:00	00:00
14	Nicolson Square	1	62	Thursday	10/01/2019	00:00-02:00	0	00:00:00	0	0	00:00	00:00
	Nicolson Square	2		Saturday	12/01/2019	16:00-18:00	5	00:12:08	4	0	00:00	00:00
15	Queensferry Street	1	69	Saturday	05/01/2019	16:00-18:00	17	00:06:14	17	0	00:00	00:00
	Queensferry Street	2		Monday	07/01/2019	21:00-23:00	14	00:27:18	9	0	00:00	00:00
16	Rutland Street	1	72	Saturday	05/01/2019	16:00-18:00	28	00:18:52	30	0	00:00	00:00
	Rutland Street	2		Monday	07/01/2019	02:00-04:00	1	00:01:42	0	0	00:00	00:00
	Rutland Street	3		Tuesday	08/01/2019	12:00-14:00	20	00:19:07	25	0	00:00	00:00
	Rutland Street	4		Saturday	12/01/2019	16:00-18:00	29	00:18:15	32	0	00:00	00:00
17	Waverley Bridge	1	79	Saturday	05/01/2019	16:00-18:00	71	00:12:20	105	0	00:00	00:00
	Waverley Bridge	2		Monday	07/01/2019	02:00-04:00	6	00:15:10	1	0	00:00	00:00
	Waverley Bridge	3		Friday	11/01/2019	21:00-23:00	43	00:27:44	51	0	00:00	00:00
	Waverley Bridge	4		Saturday	12/01/2019	16:00-18:00	54	00:16:32	80	0	00:00	00:00
18	Wester Hailes	1	80 & 81	Tuesday	08/01/2019	12:00-14:00	13	00:18:48	16	1	00:23	00:02
	Wester Hailes	2		Thursday	10/01/2019	16:00-18:00	2	00:08:01	2	0	00:00	00:00
	Wester Hailes	3		Saturday	12/01/2019	12:00-14:00	12	00:16:59	10	0	00:00	00:00
	Wester Hailes	4		Saturday	12/01/2019	16:00-18:00	10	00:14:57	5	0	00:00	00:00
19	Airport	1		Friday	18/01/2019	21:00-23:00	75	00:18:28	102	0	00:00	00:00
	Airport	2		Friday	18/01/2019	16:00-18:00	126	00:07:20	208	35	00:08	00:50
	Airport	3		Saturday	19/01/2019	12:00-14:00	75	00:15:29	127	0	00:00	00:00
20	Cassellbank Street	1		Tuesday	08/01/2019	12:00-14:00	17	00:12:10	12	0	00:00	00:00
	Cassellbank Street	2		Friday	11/01/2019	21:00-23:00	2	00:13:01	6	0	00:00	00:00
21	Haymarket Terrace	1		Friday	11/01/2019	16:00-18:00	60	00:13:48	67	0	00:00	00:00
	Haymarket Terrace	2		Saturday	12/01/2019	12:00-14:00	47	00:18:02	58	0	00:00	00:00
22	Market Street	1		Friday	11/01/2019	16:00-18:00	99	00:10:29	132	0	00:00	00:00
	Market Street	2		Monday	07/01/2019	12:00-14:00	76	00:10:07	93	0	00:00	00:00
<b>Total across all ranks surveyed</b>							<b>1629</b>	<b>00:10:14</b>	<b>1777</b>	<b>38</b>	<b>00:01</b>	<b>00:59</b>



## 2.2 Weather conditions during the surveys

The following table presents the maximum and minimum temperatures experienced each day in Edinburgh, during the survey period.

**Table 3 - Maximum and minimum temperatures**

Date	Maximum temperature (°C)	Minimum temperature (°C)
04/01/19	7	4
05/01/19	6	4
06/01/19	9	4
07/01/19	8	7
08/01/19	8	-2
09/01/19	6	-4
10/01/19	10	3
11/01/19	9	6
12/01/19	11	8

General weather conditions during each of the survey periods were as follows:

**Table 4 - Weather conditions**

Daytime	Daytime Weather	Night time weather
04/01/19	Dry and cloudy	Dry
05/01/19	Dry and cloudy	Mostly dry, rain in the early hours
06/01/19	Sunny spells with showers	Rain showers
07/01/19	Sunny spells	Dry
08/01/19	Sunny	Dry and clear
09/01/19	Sunny	Dry
10/01/19	Sunny spells	Dry
11/01/19	Dry with sunny spells	Dry
12/01/19	Dry with sunny spells	Mostly dry, rain in the early hours

During the rank observation periods, the weather didn't vary a great amount. There is no clear evidence that the observations of activity at the taxi ranks were affected by weather.

## 2.3 Commentary on Results

The highest passenger volume observed over any of the survey periods was 208 passengers observed at Edinburgh Airport between 16:00 and 18:00 on Friday afternoon. The most significant passenger waiting occurred at Edinburgh Airport during the afternoon of Friday (16:00 to 18:00), when 35 passengers had to wait for taxis to arrive at the taxi stance. These passengers had to wait for an average of 50 seconds. The passengers waiting at the Airport on Friday afternoon accounted for eighty-three percent of all passengers which were observed to have to wait for a taxi to arrive at the ranks. When taking all the ranks into account, 42 passengers in total had to wait for taxis to arrive at the ranks. These 42 passengers waited an average of 1 minute and 6 seconds.

In total, 1777 passengers were observed. Most passengers arrived at the ranks to find taxis waiting to be hired. Hence, the majority of passengers did not have to wait for taxis.



## 2.4 Maximum taxi waiting times

The maximum time that a taxi was observed waiting at each rank, during each survey period, is presented in the following table.



**Table 5 - Maximum taxi vehicle waiting times**

Site no.	Street	Period	Edinburgh Council Rank No.	Day	Date	Survey Hours	Maximum wait time
1	Castle Street	1	5	Thursday	10/01/2019	12:00-14:00	00:36:49
	Castle Street	2		Saturday	12/01/2019	12:00-14:00	00:48:40
2	Cluny Avenue	1	8	Thursday	10/01/2019	16:00-18:00	00:08:36
	Cluny Avenue	2		Saturday	12/01/2019	16:00-18:00	00:04:35
3	Dundas Street	1	13	Thursday	10/01/2019	12:00-14:00	00:58:32
	Dundas Street	2		Friday	11/01/2019	16:00-18:00	00:17:06
	Dundas Street	3		Saturday	12/01/2019	12:00-14:00	00:37:16
	Dundas Street	4		Saturday	12/01/2019	16:00-18:00	00:33:12
4	Frederick Street	1	19	Friday	04/01/2019	12:00-14:00	00:29:44
	Frederick Street	2		Friday	04/01/2019	21:00-23:00	00:42:56
5	Grassmarket	1	28 & 29	Tuesday	08/01/2019	00:00-02:00	00:03:36
	Grassmarket	2		Saturday	12/01/2019	12:00-14:00	00:43:28
6	Grosvenor Street	1	31	Wednesday	09/01/2019	00:00-02:00	00:00:00
	Grosvenor Street	2		Saturday	12/01/2019	16:00-18:00	00:03:24
7	Hanover Street	1	33	Friday	04/01/2019	16:00-18:00	00:31:06
	Hanover Street	2		Saturday	05/01/2019	12:00-14:00	00:50:24
8	High Street	1	34	Tuesday	08/01/2019	02:00-04:00	00:30:36
	High Street	2		Wednesday	09/01/2019	16:00-18:00	00:24:56
	High Street	3		Friday	11/01/2019	12:00-14:00	00:53:12
	High Street	4		Friday	11/01/2019	16:00-18:00	00:49:24
	High Street	5		Saturday	12/01/2019	12:00-14:00	00:51:45
	High Street	6		Saturday	12/01/2019	16:00-18:00	00:37:52
9	Holyrood Road	1	35	Wednesday	09/01/2019	12:00-14:00	00:40:36
	Holyrood Road	2		Saturday	12/01/2019	16:00-18:00	00:14:50
10	Little France Crescent	1	51	Wednesday	23/01/2019	16:00-18:00	00:29:08
	Little France Crescent	2		Saturday	26/01/2019	12:00-14:00	00:36:45
11	Lothian Road	1	54 & 55	Friday	04/01/2019	03:00-05:00	00:00:00
	Lothian Road	2		Saturday	05/01/2019	03:00-05:00	00:05:36
	Lothian Road	3		Tuesday	08/01/2019	12:00-14:00	00:51:14
	Lothian Road	4		Wednesday	09/01/2019	16:00-18:00	00:34:02
	Lothian Road	5		Friday	11/01/2019	02:00-04:00	00:18:50
	Lothian Road	6		Saturday	12/01/2019	12:00-14:00	00:42:54
12	Morningside Road	1	58	Wednesday	09/01/2019	16:00-18:00	00:26:06
	Morningside Road	2		Saturday	12/01/2019	12:00-14:00	00:28:30
13	Morrison Street	1	59 & 60	Friday	04/01/2019	16:00-18:00	01:27:22
	Morrison Street	2		Saturday	05/01/2019	12:00-14:00	00:10:00
14	Nicolson Square	1	62	Thursday	10/01/2019	00:00-02:00	00:00:00
	Nicolson Square	2		Saturday	12/01/2019	16:00-18:00	00:19:36
15	Queensferry Street	1	69	Saturday	05/01/2019	16:00-18:00	00:14:33
	Queensferry Street	2		Monday	07/01/2019	21:00-23:00	00:50:17
16	Rutland Street	1	72	Saturday	05/01/2019	16:00-18:00	00:43:42
	Rutland Street	2		Monday	07/01/2019	02:00-04:00	00:01:42
	Rutland Street	3		Tuesday	08/01/2019	12:00-14:00	00:31:40
	Rutland Street	4		Saturday	12/01/2019	16:00-18:00	00:43:10
17	Waverley Bridge	1	79	Saturday	05/01/2019	16:00-18:00	00:32:28
	Waverley Bridge	2		Monday	07/01/2019	02:00-04:00	00:42:04
	Waverley Bridge	3		Friday	11/01/2019	21:00-23:00	00:56:06
	Waverley Bridge	4		Saturday	12/01/2019	16:00-18:00	00:37:52
18	Wester Hailes	1	80 & 81	Tuesday	08/01/2019	12:00-14:00	00:41:02
	Wester Hailes	2		Thursday	10/01/2019	16:00-18:00	00:09:08
	Wester Hailes	3		Saturday	12/01/2019	12:00-14:00	00:38:48
	Wester Hailes	4		Saturday	12/01/2019	16:00-18:00	00:37:07
19	Airport	1		Friday	18/01/2019	21:00-23:00	00:37:18
	Airport	2		Friday	18/01/2019	16:00-18:00	00:39:08
	Airport	3		Saturday	19/01/2019	12:00-14:00	00:56:00
20	Cassellbank Street	1		Tuesday	08/01/2019	12:00-14:00	00:28:36
	Cassellbank Street	2		Friday	11/01/2019	21:00-23:00	00:22:10
21	Haymarket Terrace	1		Friday	11/01/2019	16:00-18:00	00:33:26
	Haymarket Terrace	2		Saturday	12/01/2019	12:00-14:00	00:41:42
22	Market Street	1		Monday	07/01/2019	12:00-14:00	00:23:40
	Market Street	2		Friday	11/01/2019	16:00-18:00	00:26:52



## 2.5 Maximum passenger waiting times

The maximum time that a passenger was observed waiting at each rank, during each survey period, is presented in the following table.

Full details of passenger wait times are presented in Appendix E.



**Table 6 - Maximum passenger waiting times**

Site no.	Street	Period	Edinburgh Council Rank No.	Day	Date	Survey Hours	Maximum wait time
1	Castle Street	1	5	Thursday	10/01/2019	12:00-14:00	00:00:00
	Castle Street	2		Saturday	12/01/2019	12:00-14:00	00:00:00
2	Cluny Avenue	1	8	Thursday	10/01/2019	16:00-18:00	00:00:00
	Cluny Avenue	2		Saturday	12/01/2019	16:00-18:00	00:00:00
3	Dundas Street	1	13	Thursday	10/01/2019	12:00-14:00	00:00:00
	Dundas Street	2		Friday	11/01/2019	16:00-18:00	00:00:00
	Dundas Street	3		Saturday	12/01/2019	12:00-14:00	00:00:00
	Dundas Street	4		Saturday	12/01/2019	16:00-18:00	00:00:00
4	Frederick Street	1	19	Friday	04/01/2019	12:00-14:00	00:00:00
	Frederick Street	2		Friday	04/01/2019	21:00-23:00	00:00:00
5	Grassmarket	1	28 & 29	Tuesday	08/01/2019	00:00-02:00	00:00:00
	Grassmarket	2		Saturday	12/01/2019	12:00-14:00	00:00:00
6	Grosvenor Street	1	31	Wednesday	09/01/2019	00:00-02:00	00:00:00
	Grosvenor Street	2		Saturday	12/01/2019	16:00-18:00	00:00:00
7	Hanover Street	1	33	Friday	04/01/2019	16:00-18:00	00:00:00
	Hanover Street	2		Saturday	05/01/2019	12:00-14:00	00:00:00
8	High Street	1	34	Tuesday	08/01/2019	02:00-04:00	00:00:00
	High Street	2		Wednesday	09/01/2019	16:00-18:00	00:00:00
	High Street	3		Friday	11/01/2019	12:00-14:00	00:00:00
	High Street	4		Friday	11/01/2019	16:00-18:00	00:00:00
	High Street	5		Saturday	12/01/2019	12:00-14:00	00:00:00
	High Street	6		Saturday	12/01/2019	16:00-18:00	00:00:00
9	Holyrood Road	1	35	Wednesday	09/01/2019	12:00-14:00	00:00:00
	Holyrood Road	2		Saturday	12/01/2019	16:00-18:00	00:00:00
10	Little France Crescent	1	51	Wednesday	23/01/2019	16:00-18:00	00:04:30
	Little France Crescent	2		Saturday	26/01/2019	12:00-14:00	00:00:00
11	Lothian Road	1	54 & 55	Friday	04/01/2019	03:00-05:00	00:00:00
	Lothian Road	2		Saturday	05/01/2019	03:00-05:00	00:02:18
	Lothian Road	3		Tuesday	08/01/2019	12:00-14:00	00:00:00
	Lothian Road	4		Wednesday	09/01/2019	16:00-18:00	00:00:00
	Lothian Road	5		Friday	11/01/2019	02:00-04:00	00:00:00
	Lothian Road	6		Saturday	12/01/2019	12:00-14:00	00:00:00
12	Morningside Road	1	58	Wednesday	09/01/2019	16:00-18:00	00:00:00
	Morningside Road	2		Saturday	12/01/2019	12:00-14:00	00:00:00
13	Morrison Street	1	59 & 60	Friday	04/01/2019	16:00-18:00	00:00:00
	Morrison Street	2		Saturday	05/01/2019	12:00-14:00	00:00:00
14	Nicolson Square	1	62	Thursday	10/01/2019	00:00-02:00	00:00:00
	Nicolson Square	2		Saturday	12/01/2019	16:00-18:00	00:00:00
15	Queensferry Street	1	69	Saturday	05/01/2019	16:00-18:00	00:00:00
	Queensferry Street	2		Monday	07/01/2019	21:00-23:00	00:00:00
16	Rutland Street	1	72	Saturday	05/01/2019	16:00-18:00	00:00:00
	Rutland Street	2		Monday	07/01/2019	02:00-04:00	00:00:00
	Rutland Street	3		Tuesday	08/01/2019	12:00-14:00	00:00:00
	Rutland Street	4		Saturday	12/01/2019	16:00-18:00	00:00:00
17	Waverley Bridge	1	79	Saturday	05/01/2019	16:00-18:00	00:00:00
	Waverley Bridge	2		Monday	07/01/2019	02:00-04:00	00:00:00
	Waverley Bridge	3		Friday	11/01/2019	21:00-23:00	00:00:00
	Waverley Bridge	4		Saturday	12/01/2019	16:00-18:00	00:00:00
18	Wester Hailes	1	80 & 81	Tuesday	08/01/2019	12:00-14:00	00:06:02
	Wester Hailes	2		Thursday	10/01/2019	16:00-18:00	00:00:00
	Wester Hailes	3		Saturday	12/01/2019	12:00-14:00	00:00:00
	Wester Hailes	4		Saturday	12/01/2019	16:00-18:00	00:00:00
19	Airport	1		Friday	18/01/2019	21:00-23:00	00:00:00
	Airport	2		Friday	18/01/2019	16:00-18:00	00:02:58
	Airport	3		Saturday	19/01/2019	12:00-14:00	00:00:00
20	Cassellbank Street	1		Tuesday	08/01/2019	12:00-14:00	00:00:00
	Cassellbank Street	2		Friday	11/01/2019	21:00-23:00	00:00:00
21	Haymarket Terrace	1		Friday	11/01/2019	16:00-18:00	00:00:00
	Haymarket Terrace	2		Saturday	12/01/2019	12:00-14:00	00:00:00
22	Market Street	1		Monday	07/01/2019	12:00-14:00	00:00:00
	Market Street	2		Friday	11/01/2019	16:00-18:00	00:00:00



## 2.6 Conclusions

Stance observations indicate that most passengers at ranks were able to obtain a taxi immediately. When we aggregate all passenger waiting time and divide by the total number of passengers (including both those who didn't have to wait and those who did have to wait) the average wait time per passenger was 2 seconds.