

# Regulatory Committee

**9.30am, Monday, 21 October 2019**

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

**Executive/routine**

**Wards**

Citywide

**Council Commitments**

### **1. Recommendations**

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1.1 The Committee is 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 20 May 2019;
- 1.1.3 agree that there is currently no evidence of significant unmet taxi demand and therefore maintain 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.

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Executive Director of Place

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# Report

## 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 July 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 July 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 historical appeal against a previous decision was heard in court in 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 May 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 1,313 taxi licences remain in effect as since the last report on taxi demand three separate taxi licences are no longer in force, as a result of the death of the licence holder. There are currently three applications for new taxi licences pending from family members of former licence holders. Two of these are scheduled for a hearing at the Licensing Sub-Committee on 22 October 2019 and the third is expected to be received imminently, and if these are granted this will return the number of licences in effect to 1,316.

- 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 the City of Edinburgh Council on 23 August 2007.

## **9. Appendices**

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- 9.1 Appendix 1 - Summary
- 9.2 Appendix 2 - Extract from Vector Transport Consultancy report

## **TAXI MONITORING REPORT ANALYSIS**

### **Assessment of Current Demand for Taxi Services in Edinburgh – July 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 21 October 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 July 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 9 seconds.
  - At the additional eight ranks surveyed, levels of activity were generally low. Passenger volumes observed were low and a very low level of passenger waiting was observed.

### **Additional Information**

6. Between the last interim demand survey being reported in May 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 9 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  
July 2019**

**Survey Report**

**July 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 January 2019 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 July 2019, eight stances from the list were surveyed. The eight stances surveyed were:

- Charlotte Square
- Commercial Street
- George Street
- Granton Square
- London Road (East)
- Murrayfield Avenue
- North Bridge (East)
- Portobello High 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	25/07/2019	12:00-14:00	22	00:14:53	26	0	00:00	00:00
	Castle Street	2		Saturday	27/07/2019	12:00-14:00	16	00:18:20	0	0	00:00	00:00
2	Cluny Avenue	1	8	Thursday	25/07/2019	18:00-18:00	0	00:00:00	0	0	00:00	00:00
	Cluny Avenue	2		Saturday	27/07/2019	18:00-18:00	0	00:00:00	0	0	00:00	00:00
3	Dundas Street	1	13	Thursday	25/07/2019	12:00-14:00	25	00:15:56	10	0	00:00	00:00
	Dundas Street	2		Friday	26/07/2019	15:00-18:00	18	00:15:35	8	0	00:00	00:00
	Dundas Street	3		Saturday	27/07/2019	12:00-14:00	17	00:06:44	18	0	00:00	00:00
	Dundas Street	4		Saturday	27/07/2019	16:00-18:00	15	00:06:38	8	2	00:10	00:41
4	Frederick Street	1	19	Friday	26/07/2019	12:00-14:00	20	00:18:54	27	0	00:00	00:00
	Frederick Street	2		Friday	26/07/2019	21:00-23:00	27	00:07:13	46	0	00:00	00:00
5	Grassmarket	1	28 & 29	Saturday	27/07/2019	12:00-14:00	8	00:08:03	8	0	00:00	00:00
	Grassmarket	2		Thursday	30/07/2019	00:00-02:00	0	00:00:00	0	0	00:00	00:00
6	Grosvenor Street	1	31	Wednesday	24/07/2019	00:00-02:00	0	00:00:00	0	0	00:00	00:00
	Grosvenor Street	2		Saturday	27/07/2019	16:00-18:00	1	00:04:33	0	0	00:00	00:00
7	Hanover Street	1	33	Friday	26/07/2019	16:00-18:00	24	00:06:27	22	4	00:27	02:28
	Hanover Street	2		Saturday	27/07/2019	12:00-14:00	22	00:12:47	27	0	00:00	00:00
8	High Street	1	34	Tuesday	23/07/2019	02:00-04:00	42	00:23:55	55	0	00:00	00:00
	High Street	2		Wednesday	24/07/2019	16:00-18:00	33	00:12:41	36	1	00:02	01:20
	High Street	3		Friday	26/07/2019	12:00-14:00	20	00:13:20	27	0	00:00	00:00
	High Street	4		Friday	26/07/2019	16:00-18:00	37	00:04:56	49	5	00:07	01:06
	High Street	5		Saturday	27/07/2019	12:00-14:00	27	00:18:43	37	0	00:23	01:24
	High Street	6		Saturday	27/07/2019	16:00-18:00	39	00:11:28	49	0	00:00	00:00
9	Holyrood Road	1	35	Wednesday	24/07/2019	12:00-14:00	8	00:11:50	4	0	00:00	00:00
	Holyrood Road	2		Saturday	27/07/2019	16:00-18:00	2	00:07:42	6	0	00:00	00:00
10	Crescent	1	51	Wednesday	07/08/2019	16:00-18:00	23	00:09:03	23	13	02:11	03:51
	Crescent	2		Saturday	10/08/2019	12:00-14:00	16	00:15:51	5	2	00:40	01:39
11	Lothian Road	1	54 & 55	Friday	19/07/2019	03:00-05:00	1	00:00:21	2	2	01:19	01:19
	Lothian Road	2		Tuesday	23/07/2019	12:00-14:00	32	00:24:09	19	0	00:00	00:00
	Lothian Road	3		Wednesday	24/07/2019	16:00-18:00	51	00:18:05	37	0	00:00	00:00
	Lothian Road	4		Friday	26/07/2019	02:00-04:00	6	00:16:16	3	0	00:00	00:00
	Lothian Road	5		Saturday	27/07/2019	03:00-05:00	25	00:16:51	12	0	00:00	00:00
	Lothian Road	6		Saturday	20/07/2019	12:00-14:00	27	00:02:25	49	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	24/07/2019	16:00-18:00	4	00:28:22	1	1	01:24	01:24
	Morningside Road	2		Saturday	27/07/2019	12:00-14:00	4	00:11:07	1	0	00:00	00:00
13	Morrison Street	1	59 & 60	Friday	26/07/2019	16:00-18:00	11	00:18:04	5	0	00:00	00:00
	Morrison Street	2		Saturday	27/07/2019	12:00-14:00	2	00:03:16	0	0	00:00	00:00
14	Nicolson Square	1	62	Thursday	26/07/2019	00:00-02:00	3	00:09:13	2	0	00:00	00:00
	Nicolson Square	2		Saturday	27/07/2019	16:00-18:00	6	00:35:32	1	0	00:00	00:00
15	Queensferry Street	1	69	Saturday	27/07/2019	16:00-18:00	13	00:17:25	14	0	00:00	00:00
	Queensferry Street	2		Monday	29/07/2019	21:00-23:00	10	00:13:17	10	3	00:18	01:00
16	Rutland Street	1	72	Saturday	20/07/2019	16:00-18:00	36	00:14:42	86	0	00:00	00:00
	Rutland Street	2		Monday	22/07/2019	02:00-04:00	1	00:15:11	0	0	00:00	00:00
	Rutland Street	3		Tuesday	23/07/2019	12:00-14:00	24	00:25:01	33	0	00:00	00:00
	Rutland Street	4		Saturday	27/07/2019	16:00-18:00	26	00:21:02	42	0	00:00	00:00
17	Waverley Bridge	1	79	Saturday	20/07/2019	16:00-18:00	67	00:13:18	171	0	00:00	00:00
	Waverley Bridge	2		Monday	22/07/2019	02:00-04:00	6	00:06:46	3	0	00:00	00:00
	Waverley Bridge	3		Friday	26/07/2019	21:00-23:00	75	00:14:29	114	4	00:02	00:46
	Waverley Bridge	4		Saturday	27/07/2019	16:00-18:00	103	00:09:19	182	0	00:00	00:00
18	Wester Hailes	1	80 & 81	Tuesday	23/07/2019	12:00-14:00	13	00:25:58	12	4	00:43	02:10
	Wester Hailes	2		Thursday	25/07/2019	16:00-18:00	4	00:33:40	4	3	03:16	04:22
	Wester Hailes	3		Saturday	27/07/2019	12:00-14:00	7	00:22:04	7	2	01:04	03:45
	Wester Hailes	4		Saturday	27/07/2019	16:00-18:00	4	00:13:44	2	0	00:00	00:00
19	Airport	1		Friday	26/07/2019	16:00-18:00	130	00:12:46	258	84	01:00	02:44
	Airport	2		Friday	26/07/2019	21:00-23:00	126	00:22:46	245	0	00:00	00:00
	Airport	3		Saturday	27/07/2019	12:00-14:00	129	00:07:58	277	45	00:08	00:48
20	Cassellbank Street	1		Tuesday	23/07/2019	12:00-14:00	9	00:04:34	9	2	02:26	10:58
	Cassellbank Street	2		Friday	26/07/2019	21:00-23:00	1	00:14:48	1	0	00:00	00:00
21	Haymarket Terrace	1		Friday	26/07/2019	16:00-18:00	83	00:14:35	117	0	00:00	00:00
	Haymarket Terrace	2		Saturday	27/07/2019	12:00-14:00	66	00:14:20	193	16	00:04	00:43
22	Market Street	1		Friday	19/07/2019	16:00-18:00	175	00:09:13	310	0	00:00	00:00
	Market Street	2		Monday	22/07/2019	12:00-14:00	114	00:09:59	234	0	00:00	00:00
<b>Total across all ranks surveyed</b>							<b>1914</b>	<b>00:07:37</b>	<b>2925</b>	<b>213</b>	<b>00:08</b>	<b>02:07</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)
18/07/19	20	11
19/07/19	20	11
20/07/19	21	11
21/07/19	20	12
22/07/19	25	17
23/07/19	26	16
24/07/19	23	16
25/07/19	29	12
26/07/19	25	14
27/07/19	17	15
28/07/19	19	16
07/08/19	21	13
10/08/19	23	14

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

**Table 4 - Weather conditions**

Daytime	Daytime Weather	Night time weather
18/07/19	Scattered clouds	Clear
19/07/19	Rain showers	Rain
20/07/19	Sunny cloudy	Passing clouds
21/07/19	Scattered clouds	Rain showers
22/07/19	Sunny cloudy	Passing clouds
23/07/19	Sunny cloudy	Passing clouds
24/07/19	Sun and rain showers	Sunny and clear
25/07/19	Sunny	Passing clouds
26/07/19	Passing clouds	Light rain
27/07/19	Light rain, partly sunny	Cloudy
28/07/19	Sunny cloudy	Foggy
07/08/19	Sun and rain showers	Passing clouds
10/08/19	Passing clouds	Thunderstorms

During the rank observation periods, the most varying weather was heavy rain showers. 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 310 passengers observed at Market Street 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 94 passengers had to wait for taxis to arrive at the taxi stance. These passengers had to wait for an average of 2 minutes and 44 seconds. The passengers waiting at the Airport on



Friday afternoon accounted for 44% 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, 213 passengers in total had to wait for taxis to arrive at the ranks. These 213 passengers waited an average of 2 minutes and 7 seconds.

In total, 2,925 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	25/07/2019	12:00-14:00	00:26:24
	Castle Street	2		Saturday	27/07/2019	12:00-14:00	00:32:41
2	Cluny Avenue	1	8	Thursday	25/07/2019	16:00-18:00	00:00:00
	Cluny Avenue	2		Saturday	27/07/2019	16:00-18:00	00:00:00
3	Dundas Street	1	13	Thursday	25/07/2019	12:00-14:00	00:35:40
	Dundas Street	2		Friday	26/07/2019	16:00-18:00	00:37:12
	Dundas Street	3		Saturday	27/07/2019	12:00-14:00	00:16:36
	Dundas Street	4		Saturday	27/07/2019	16:00-18:00	00:20:08
4	Frederick Street	1	19	Friday	26/07/2019	12:00-14:00	00:30:09
	Frederick Street	2		Friday	26/07/2019	21:00-23:00	00:16:24
5	Grassmarket	1	28 & 29	Saturday	27/07/2019	12:00-14:00	00:19:40
	Grassmarket	2		Thursday	30/07/2019	00:00-02:00	00:00:00
6	Grosvenor Street	1	31	Wednesday	24/07/2019	00:00-02:00	00:00:00
	Grosvenor Street	2		Saturday	27/07/2019	16:00-18:00	00:04:33
7	Hanover Street	1	33	Friday	26/07/2019	16:00-18:00	00:21:27
	Hanover Street	2		Saturday	27/07/2019	12:00-14:00	00:24:55
8	High Street	1	34	Tuesday	23/07/2019	02:00-04:00	00:47:50
	High Street	2		Wednesday	24/07/2019	16:00-18:00	00:27:00
	High Street	3		Friday	26/07/2019	12:00-14:00	00:29:51
	High Street	4		Friday	26/07/2019	16:00-18:00	00:10:24
	High Street	5		Saturday	27/07/2019	12:00-14:00	00:45:00
	High Street	6		Saturday	27/07/2019	16:00-18:00	00:20:38
9	Holyrood Road	1	35	Wednesday	24/07/2019	12:00-14:00	00:39:51
	Holyrood Road	2		Saturday	27/07/2019	16:00-18:00	00:14:55
10	Little France Crescent	1	51	Wednesday	07/08/2019	16:00-18:00	00:30:08
	Little France Crescent	2		Saturday	10/08/2019	12:00-14:00	00:25:26
11	Lothian Road	1	54 & 55	Friday	19/07/2019	03:00-05:00	00:00:21
	Lothian Road	2		Tuesday	23/07/2019	12:00-14:00	00:42:07
	Lothian Road	3		Wednesday	24/07/2019	16:00-18:00	00:35:20
	Lothian Road	4		Friday	26/07/2019	02:00-04:00	00:44:56
	Lothian Road	5		Saturday	20/07/2019	03:00-05:00	00:14:59
	Lothian Road	6		Saturday	27/07/2019	12:00-14:00	00:38:12
12	Morningside Road	1	58	Wednesday	24/07/2019	16:00-18:00	00:54:39
	Morningside Road	2		Saturday	27/07/2019	12:00-14:00	00:15:09
13	Morrison Street	1	59 & 60	Friday	26/07/2019	16:00-18:00	00:42:55
	Morrison Street	2		Saturday	27/07/2019	12:00-14:00	00:05:08
14	Nicolson Square	1	62	Thursday	25/07/2019	00:00-02:00	00:10:03
	Nicolson Square	2		Saturday	27/07/2019	16:00-18:00	01:04:32
15	Queensferry Street	1	69	Saturday	27/07/2019	16:00-18:00	00:30:48
	Queensferry Street	2		Monday	29/07/2019	21:00-23:00	00:30:48
16	Rutland Street	1	72	Saturday	20/07/2019	16:00-18:00	00:25:14
	Rutland Street	2		Monday	22/07/2019	02:00-04:00	00:15:11
	Rutland Street	3		Tuesday	23/07/2019	12:00-14:00	00:49:24
	Rutland Street	4		Saturday	27/07/2019	16:00-18:00	00:35:27
17	Waverley Bridge	1	79	Saturday	20/07/2019	16:00-18:00	00:26:03
	Waverley Bridge	2		Monday	22/07/2019	02:00-04:00	00:15:24
	Waverley Bridge	3		Friday	26/07/2019	21:00-23:00	00:24:07
	Waverley Bridge	4		Saturday	27/07/2019	16:00-18:00	00:19:19
18	Wester Hailes	1	80 & 81	Tuesday	23/07/2019	12:00-14:00	00:44:56
	Wester Hailes	2		Thursday	25/07/2019	16:00-18:00	00:44:54
	Wester Hailes	3		Saturday	27/07/2019	12:00-14:00	00:40:00
	Wester Hailes	4		Saturday	27/07/2019	16:00-18:00	00:24:57
19	Airport	1		Friday	26/07/2019	16:00-18:00	00:27:30
	Airport	2		Friday	26/07/2019	21:00-23:00	00:41:31
	Airport	3		Saturday	27/07/2019	12:00-14:00	00:24:49
20	Cassellbank Street	1		Tuesday	23/07/2019	12:00-14:00	00:14:59
	Cassellbank Street	2		Friday	26/07/2019	21:00-23:00	00:14:46
21	Haymarket Terrace	1		Friday	26/07/2019	16:00-18:00	00:24:39
	Haymarket Terrace	2		Saturday	27/07/2019	12:00-14:00	00:22:00
22	Market Street	1		Friday	19/07/2019	16:00-18:00	00:17:30
	Market Street	2		Monday	22/07/2019	12:00-14:00	00:18:39



## 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	25/07/2019	12:00-14:00	00:00:00
	Castle Street	2		Saturday	27/07/2019	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	25/07/2019	12:00-14:00	00:00:00
	Dundas Street	2		Friday	26/07/2019	16:00-18:00	00:00:00
	Dundas Street	3		Saturday	27/07/2019	12:00-14:00	00:00:00
	Dundas Street	4		Saturday	27/07/2019	16:00-18:00	00:01:22
4	Frederick Street	1	19	Friday	26/07/2019	12:00-14:00	00:00:00
	Frederick Street	2		Friday	26/07/2019	21:00-23:00	00:00:00
5	Grassmarket	1	28 & 29	Saturday	27/07/2019	12:00-14:00	00:00:00
	Grassmarket	2		Tuesday	30/07/2019	00:00-02:00	00:00:00
6	Grosvenor Street	1	31	Wednesday	24/07/2019	00:00-02:00	00:00:00
	Grosvenor Street	2		Saturday	27/07/2019	16:00-18:00	00:00:00
7	Hanover Street	1	33	Friday	26/07/2019	16:00-18:00	00:05:34
	Hanover Street	2		Saturday	27/07/2019	12:00-14:00	00:00:00
8	High Street	1	34	Tuesday	23/07/2019	02:00-04:00	00:00:00
	High Street	2		Wednesday	24/07/2019	16:00-18:00	00:01:20
	High Street	3		Friday	26/07/2019	12:00-14:00	00:00:00
	High Street	4		Friday	26/07/2019	16:00-18:00	00:05:32
	High Street	5		Saturday	27/07/2019	12:00-14:00	00:05:46
	High Street	6		Saturday	27/07/2019	16:00-18:00	00:00:00
9	Holyrood Road	1	35	Wednesday	24/07/2019	12:00-14:00	00:00:00
	Holyrood Road	2		Saturday	27/07/2019	16:00-18:00	00:00:00
10	Little France Crescent	1	51	Wednesday	07/08/2019	16:00-18:00	00:10:42
	Little France Crescent	2		Saturday	10/08/2019	12:00-14:00	00:03:42
11	Lothian Road	1	54 & 55	Friday	19/07/2019	03:00-05:00	00:02:38
	Lothian Road	2		Saturday	20/07/2019	03:00-05:00	00:19:38
	Lothian Road	3		Tuesday	23/07/2019	12:00-14:00	00:00:00
	Lothian Road	4		Wednesday	24/07/2019	16:00-18:00	00:00:00
	Lothian Road	5		Friday	26/07/2019	02:00-04:00	00:00:00
	Lothian Road	6		Saturday	27/07/2019	12:00-14:00	00:01:38
12	Morningside Road	1	58	Wednesday	24/07/2019	16:00-18:00	00:01:24
	Morningside Road	2		Saturday	27/07/2019	12:00-14:00	00:00:00
13	Morrison Street	1	59 & 60	Friday	26/07/2019	16:00-18:00	00:00:00
	Morrison Street	2		Saturday	27/07/2019	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	27/07/2019	16:00-18:00	00:00:00
	Queensferry Street	2		Monday	29/07/2019	21:00-23:00	00:03:00
16	Rutland Street	1	72	Saturday	20/07/2019	16:00-18:00	00:00:00
	Rutland Street	2		Monday	22/07/2019	02:00-04:00	00:00:00
	Rutland Street	3		Tuesday	23/07/2019	12:00-14:00	00:00:00
	Rutland Street	4		Saturday	27/07/2019	16:00-18:00	00:00:00
17	Waverley Bridge	1	79	Saturday	20/07/2019	16:00-18:00	00:00:00
	Waverley Bridge	2		Monday	22/07/2019	02:00-04:00	00:00:00
	Waverley Bridge	3		Friday	26/07/2019	21:00-23:00	00:01:40
	Waverley Bridge	4		Saturday	27/07/2019	16:00-18:00	00:00:00
18	Wester Hailes	1	80 & 81	Tuesday	23/07/2019	12:00-14:00	00:03:14
	Wester Hailes	2		Thursday	25/07/2019	16:00-18:00	00:13:06
	Wester Hailes	3		Saturday	27/07/2019	12:00-14:00	00:00:00
	Wester Hailes	4		Saturday	27/07/2019	16:00-18:00	00:20:04
19	Airport	2		Friday	26/07/2019	16:00-18:00	00:12:24
	Airport	1		Friday	26/07/2019	21:00-23:00	00:02:29
	Airport	3		Saturday	27/07/2019	12:00-14:00	00:03:54
20	Cassellbank Street	1		Tuesday	23/07/2019	12:00-14:00	00:15:00
	Cassellbank Street	2		Friday	26/07/2019	21:00-23:00	00:00:00
21	Haymarket Terrace	1		Friday	26/07/2019	16:00-18:00	00:00:00
	Haymarket Terrace	2		Saturday	27/07/2019	12:00-14:00	00:02:38
22	Market Street	1		Friday	19/07/2019	16:00-18:00	00:00:00
	Market Street	2		Monday	22/07/2019	12:00-14:00	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 9 seconds.



## 3 ADDITIONAL RANK SURVEYS

### 3.1 Comments on the surveys

A selection of 8 of the ranks in Edinburgh, not included in the regular interim surveys, was made. Each of these locations was recorded on video camera from 7am Thursday 18<sup>th</sup> July 2019 – 7am Sunday 21<sup>st</sup> July 2019. For each of the three 24 hour periods, there was an analysis of how busy the hourly intervals were. These were categorised by activity levels as:

- **No** = no taxis in the hour,
- **Low** = fewer than 3 taxi hires per hour,
- **Active** = 3 or more taxi hires per hour.

This analysis is presented in Appendix C.

### 3.2 Summary of rank survey results

At active stances, several periods, in common with the periods analysed for the main interim rank surveys, were chosen for detailed analysis of Taxi arrival and departure times and passenger volume and waiting analysis. These detailed results are presented in the following table.



**Table 7 - Summary of additional rank survey results**

Street	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 (minutes)	Average passenger wait time for passengers who had to wait for a taxi to arrive at the rank (minutes)
Commercial Street	6	Thursday	27/07/2019	16:00-18:00	8	00:17:39	4	0	00:00	00:00
Commercial Street		Friday	26/07/2019	21:00-23:00	22	00:20:08	21	0	00:00	00:00
Commercial Street		Saturday	27/07/2019	12:00-14:00	11	00:07:39	4	0	00:00	00:00
Commercial Street		Saturday	27/07/2019	21:00-23:00	31	00:15:34	51	0	00:00	00:00
George Street	21	Thursday	25/07/2019	16:00-18:00	5	00:02:51	3	0	00:00	00:00
George Street		Friday	26/07/2019	12:00-14:00	15	00:15:35	16	0	00:00	00:00
George Street		Friday	26/07/2019	21:00-23:00	26	00:17:23	63	2	00:06	04:16
George Street		Saturday	27/07/2019	12:00-14:00	10	00:07:34	20	1	00:06	02:02
George Street		Sunday	28/07/2019	00:00-02:00	6	00:26:10	12	0	00:00	00:00
North Bridge (East)	63	Thursday	18/07/2019	12:00-24:00	5	00:30:54	7	0	00:00	00:00
North Bridge (East)		Sunday	21/07/2019	00:00-02:00	6	04:11:26	10	2	01:30	07:36
Portobello High Street	88	Friday	19/07/2019	12:00-14:00	7	00:10:41	4	0	00:00	00:00
<b>Totals</b>					<b>151</b>	<b>00:25:11</b>	<b>205</b>	<b>5</b>	<b>00:07</b>	<b>05:05</b>



### 3.3 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. The table includes only the ranks where taxis were observed to wait during the processed periods.

**Table 8 - Maximum taxi waiting times**

Street	Day	Date	Survey Hours	Maximum wait time
Commercial Street	Thursday	27/07/2019	16:00-18:00	0:24:38
Commercial Street	Friday	26/07/2019	21:00-23:00	0:49:45
Commercial Street	Saturday	27/07/2019	12:00-14:00	0:20:17
Commercial Street	Saturday	27/07/2019	21:00-23:00	0:20:17
George Street	Thursday	25/07/2019	16:00-18:00	0:10:25
George Street	Friday	26/07/2019	12:00-14:00	0:25:01
George Street	Friday	26/07/2019	21:00-23:00	0:34:50
George Street	Saturday	27/07/2019	12:00-14:00	0:20:10
George Street	Sunday	28/07/2019	00:00-02:00	0:54:42
North Bridge (East)	Thursday	18/07/2019	12:00-24:00	00:50:09
North Bridge (East)	Sunday	21/07/2019	00:00-02:00	00:05:04
Portobello High Street	Friday	19/07/2019	12:00-14:00	00:20:29

### 3.4 Passenger waiting

There were two instances of passenger waiting at the George Street rank and one instance of passenger waiting at the North Bridge East rank. All passengers left in a vehicle. Passenger waiting times are presented in Table 96.

### 3.5 Weather conditions during the surveys

Temperatures and weather conditions are presented in Table 3 and Table 4.

### 3.6 Conclusions

Levels of activity at the additional ranks surveyed were generally low.