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Royal Borough of Windsor and Maidenhead (2011) The Royal Borough of Windsor and Maidenhead currently limits the number of hackney carriage vehicle licences in its area. Since the last survey, more plates have been issued and the former zoning system has been removed. There is now pressure from private hire sources that the limit should be removed so that more private hire vehicles can have the opportunity for wider service to the public. The Council approached Mouchel to undertake a review of their hackney carriage demand and Mouchel appointed CTS Traffic & Transportation to provide the expert knowledge and survey information required. Surveys have just begun and a final report is expected before the end of 2011.

Milton Keynes Council (2011) Milton Keynes Council took the limit off its number of hackney carriage vehicles in around 2000. Since then, the hackney carriage fleet has grown. At the present time, there is concern that the fleet is continuing to grow to the point that the sheer number of vehicles is causing congestion at key points whilst both the economic situation as well as predatory private hire trading is reducing demand for hackney carriage services. This is resulting in an impact on the level of service provided to passengers. The Council appointed CTS Traffic & Transportation to undertake a review of the current situation and to provide policy options for future development of the licensed vehicle service in the area. Surveys and consultation are now complete and reporting of the results is under way.

Watford Council (2011) Watford Council had a limit on its number of hackney carriage vehicles, but removed this following a consultation in 2005. Since that time, the number of vehicles has increased whilst rank provision has not grown anywhere near as fast. After regular reviews, it was agreed to undertake a formal independent review of the potential benefits or otherwise of re-applying a limit to hackney carriage vehicle licences in this area. CTS were appointed to undertake this study – surveys occurring in mid September with results discussed in early November and a Final Report about to be provided to the Council. Presentation to the committee will occur in early 2012.

Barnsley Council (2011) Barnsley Council retains a limit on its number of hackney carriage vehicles. A review of current policy was required at this point in time to comply with the Best Practice Guidance. However, with the current economic climate, the level of change in the area since the last full report was produced is very small. CTS were appointed to undertake a health check and review of the previous report and current demand situation in order to guide future policy. A review of previous information collected was undertaken, together with consultation with key stakeholders in the present situation.

A set of conclusions and recommendations were made to the Council, including need for a rank development program as well as consideration of response to the Equality Act were this to be consulted upon in the near future. The results of the review will be presented to the Council in due course at a relevant committee meeting.

Aylesbury Vale District Council (2011) – Aylesbury Vale has an active and continuously developing policy towards its hackney carriage and private hire vehicles. Part of this policy includes a limit on the number of vehicles in the Aylesbury town zone. As part of Aylesbury Vale's 2011 review, a health check was undertaken on the current policies being applied. It was identified that the current limitation policy remains relevant to the aims for the licensed vehicle fleet in the area, and that this policy has since the last review resulted in a better service to those using licensed vehicles in this area. In particular, there has been an increased clarity in definition of vehicle types to the public, and

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the hackney carriage fleet is now fully wheel chair accessible, both in the regulated zone and in the rural non-regulated zone. Results of this review will be put to the licensing committee in due course.

Scarborough Borough Council (2011) – Scarborough Borough Council covers the coastal strip of North Yorkshire, running from Filey in the south to Whitby in the north. Although the bulk of the ranks in the area are located in Scarborough, hackney carriages do serve the full licensing area and utilise ranks in Whitby and Filey. The Borough has no zoning system for hackney carriages, but does limit the number of hackney carriage vehicles. The latest three yearly review has just been commenced by Ian Millership, supported by the CTS team collecting data during the autumn. Results are expected to be presented to the licensing committee during December 2011.

Oldham Metropolitan Borough Council (2011) – Oldham MBC is located to the east of Manchester. It retains a limit on the number of hackney carriages in the area, which principally serve Oldham and Royton, although ranks do exist in most parts of the Borough. The area has one large hackney carriage operator but a larger number of private hire operators. The Council review their limitation policy regularly every three years. The 2011 review is being undertaken by Ian Millership and the CTS team and is currently at the point of drawing together the draft Final Report. Presentation to committee is due in September 2011.

Richmondshire District Council (2011) – North Yorkshire's most westerly district covers the town of Richmond as well as the large army base at Catterick. A relatively small fleet of hackney carriage and private hire vehicles service these two locations plus the much larger rural area to the west of the main population areas. With a limit on the number of hackney carriages, Richmondshire is currently undertaking a review of the limitation policy, including cover of the application of the Equality Act to the area. Ian Millership, together with the CTS team, undertook this latest review, identifying that the current number of vehicles remains appropriate, and that the limitation policy in light of the DfT Best Practise guidance remains relevant to the needs of those using licensed vehicles in this area. The Final Report was presented to the licensing committee at the end of July 2011.

Mid Sussex District Council (2011) – Mid Sussex District Council has a limit on the number of hackney carriages in its licensing area. No zoning system is in place although the hackney carriage fleet tends to operate separately, and very differently, in Haywards Heath / Burgess Hill, East Grinstead and Hassocks. There is a significant issue, particularly in East Grinstead, with cross-border hiring of vehicles given the location of that town close not only to other licensing districts but also other counties.

A review of the current limitation policy was undertaken by Ian Millership, concluding that the current policy and number of vehicles remained appropriate in the context of the current DfT Best Practise Guidance. Conclusions were also provided in regard to the need to consider the potential application of the Equality Act to the licensed vehicle fleet of this area. The study will be reporting to committee in September 2011.

Bradford City Council (2011) – Bradford City Council licences hackney carriages across the whole of the Bradford metropolitan area, including Keighley, Ilkley, Bingley and Shipley as well as central Bradford. There is no zoning system and the authority is fast moving towards a fully wheelchair accessible vehicle fleet. A limit is retained on the hackney carriage vehicle numbers and a regular three-year review of this limit is undertaken. Ian Millership led the latest study and the CTS team

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provided the data collection support needed to underpin the study conclusions. No evidence of any unmet demand was found, and the current policy and number of vehicles was found to be justified under the current guidance of the April 2010 DfT Best Practise Guidance. A presentation was provided to the Council confirming the background to this decision.

Lancaster City Council (2010) – The City of Lancaster has limited hackney carriage vehicle numbers for a long period, with the last issue of plates being in 2005. The current licensed vehicle fleet in the area is operating in a balanced manner, with most hackney carriage vehicles being part of radio circuits, whilst ranks remain well served. Our review of the level of demand provided a report to committee in January 2010. Ian Millership led this study and the CTS team undertook and reported the survey work.

Chesterfield Borough Council (2010) – There are currently a high number of both hackney carriage and private hire vehicles in Chesterfield given the size and nature of the area. Our review identified the current level of demand for hackney carriages and recommended application of a limit on the number of hackney carriage vehicles in the area. Ian Millership led this study and the CTS team undertook and reported the survey work.

Sheffield City Council (2010) – Our study for Sheffield City Council covered demand across the City. The Council chose the team for our enthusiasm and desire to ensure the study supported policies that provided the best possible service to the public of Sheffield. This study included an in depth review of the use of licensed vehicles by people with a wide range of disabilities. It provided guidance for future policy on developing the service to those with disabilities. Ian Millership led this study and the CTS team undertook and reported the survey work.

Calderdale Council (2010) – Our review of the level of hackney carriages in the restricted Halifax zone for Calderdale Council confirmed that the current number of vehicles provide a good service and that there is no need for any increase in the number of these vehicles. A number of areas of best practise were also identified and reported to the Council committee. Ian Millership led this study and the CTS team undertook and reported the survey work.

Gloucester City Council (2010) – Our study for Gloucester concluded with a successful presentation to the relevant Council committee. The licensing section took our report and recommendations and used them with the trade to develop an Action Plan which was backed by the Council. The current policy of not limiting vehicle numbers was confirmed to be appropriate. The study also included successful debate with members of the local trade. Ian Millership led this study and the CTS team undertook and reported the survey work.

Exeter City Council (2010 and 2011) – Our bid for Exeter City Council was chosen because our surveys were the most robust. Use of video cameras ensured that the key identification of any unmet demand could be checked and proven at any time. This was very important to ensure that our conclusion, that the current limit remained appropriate, was very defensible. Exeter was very pleased with the work undertaken. This Study followed a history of challenge of surveys undertaken, and our work enabled everyone to work together to take development of the industry in the City forward. In particular, Councillors found our methodology and reporting readily understandable and credible. A top-up survey was undertaken in February / March 2011 when circumstances changed

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requiring an urgent review. Ian Millership led this study and the CTS team undertook and reported the survey work.

Newcastle under Lyme Borough Council (2009 – 2010) – Newcastle under Lyme wished to understand the appropriate policy for their limit on the number of hackney carriage vehicles in their licensing area. The Council also wished to identify how well disabled persons were served by licensed vehicles in the area, as well as confirming how well the licensed trade were able to get people home late at night. A successful presentation was made of the Final Report to the relevant committee. Ian Millership led this study and the CTS team undertook and reported the survey work.

Warrington Borough Council (2009) – Warrington Borough Council needed to review the service provided by its hackney carriage and private hire vehicle trade to the public of the area. The team were invited to tender for a study of the taxi operation in Warrington and were appointed to undertake this work during July 2009. The study was completed successfully and a Final Report provided to the Client. Ian Millership led this study and the CTS team undertook and reported the survey work.

Trafford Council (2009) – Trafford had a restricted policy which was last reviewed in 2005/06. A commission was carried out based on video and manual surveys, including a mystery wheelchair shopper exercise. The study concluded that there was no unmet demand and we recommended that the restriction continue. The Council are now using the positive results of the mystery shopper exercise to further market their fleet. Ian Millership led this study and the CTS team undertook and reported the survey work.

Slough Borough Council (2008 / 09) – Slough was deregulated in 2004 and saw a considerable increase in vehicle numbers and a decrease in trade. The local Taxi association requested a survey to be undertaken. A video based study survey was undertaken which also included a large stakeholder consultation. It was recommended that the Council re-regulate due to the excess number of vehicles and economic climate. Team members presented the findings to Licensing Committee in February 2009 after which the Council re-restricted the fleet. Ian Millership led this study and the CTS team undertook and reported the survey work.

Aylesbury Vale District Council (2008 / 09) – Aylesbury Vale, a large rural area with a restricted policy, was not suitable for an observation based study as the majority of users did not access Taxi via ranks. Therefore, we undertook a living strategy review, carrying out working and focus groups with stakeholders, Taxi trade, transport operators and county representatives. Our study work concluded that there was no unmet demand and that the restriction should continue. Ian Millership led this work.

Derbyshire Dales District Council (2008) – Derbyshire Dales last survey was undertaken over 20 years ago and the Council had never had a limit on Hackney Carriages. An unmet demand survey was undertaken focusing on video evidence, supported by a large stakeholder consultation and concluded that the number of vehicles licensed was disproportionate to the existing demand and that very long waits were occurring for vehicles. We recommended that a vehicle limit was introduced that the Council decided to implement. Ian Millership led this study and the CTS team undertook and reported the survey work.

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Maidstone Borough Council (2008) – Maidstone had a limit on its Hackney Carriage vehicle numbers and we undertook a video based study supplemented by a large stakeholder survey. We concluded that demand focused around one main rank in the town centre and that there were sufficient vehicles licensed by the Council to meet the demand. We recommended that the existing limit should be retained. Ian Millership led this study and the CTS team undertook and reported the survey work.

Liverpool City Council (2008 & 2005) – Members of the Taxi team had previously undertaken a study in Liverpool in 2005, which has the largest fleet of Hackney Carriages outside of London. This was revisited this in 2008, with Liverpool and extensive video surveys were utilised to calculate unmet demand. There is a large demand for Taxis in Liverpool with ranks being located right round the city as well as in district centres including ranks at most supermarkets. Public attitude and other consultation revealed a good level of service and quality and our work concluded that the current policy of limiting Hackney Carriage vehicle numbers was found to support the high level of service. Ian Millership led this survey.

Bolton Council (2007 & 2003) – Team members previously undertook a study in Bolton in 2003 where the Council operate a restricted policy. The 2007 survey was based on video evidence for unmet demand and stakeholder consultation. The Study concluded that there was no significant unmet demand and that the restriction be retained, however an interim study was suggested to monitor demand on Saturday nights. Ian Millership led this survey.

Hastings Borough Council (2006 & 2000) – With team members having studied Hastings back in 2000 we revisited the Borough in 2006. The study included undertaking rank video surveys, public attitude questionnaires and public, trade and stakeholder consultations to conclude what the policy should be regarding retention, or otherwise, of limit on the number of Hackney Carriages. Our report concluded that that the Taxi numbers should continue to be restricted. Ian Millership led this survey.

Watford Borough Council (2006 & 2001) – The 2001 Study, undertaken by team members previous to joining Mouchel, recommended retention of the limit on Hackney Carriage vehicle numbers and made a number of recommendations to both trade and Council. A review was undertaken in October 2006 and a thorough review of policy was undertaken alongside a desk study and stakeholder consultation. It was concluded that the limit on vehicle numbers was no longer appropriate and Watford Council removed its limit in November 2006. Ian Millership led this survey.

Stevenage Borough Council (2005) – Our study work in Stevenage included undertaking rank video surveys, public attitude questionnaires and public, trade and stakeholder consultations to conclude what the policy should be regarding retention, or otherwise, of limit on the number of hackney carriages. The report concluded that that the Taxi numbers should continue to be restricted. Ian Millership led this survey.

In addition, Ian Millership has led the following taxi research:

- Review of taxi study methodology application (private client, 2006)
- Knowsley Taxi Study (2005)

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- Sandwell Taxi Study (2002 – 2004)
- Wycombe Taxi Study (2003)
- Elmbridge Taxi Study (2003)
- Stevenage Taxi Study (2002)
- Gwynedd Taxi Study (2002)
- Aylesbury Vale Taxi Study (2002 and 2005)
- Review of Taxis within Local Transport Plans, DfT (2001)
- Harlow Taxi Study (2000)
- Rotherham Taxi Study (2000)
- Welwyn Hatfield Taxi Study (2000 and 2002)
- Plymouth (1999)
- Birmingham (1999)
- Sevenoaks (1999)
- Bath and North East Somerset (1999)
- Wirral (1998)
- Ashford (1998)
- Basildon (1998)
- Oxford (1989)
- Bury (1989)