



Hackney Carriage Unmet Demand Survey

Dover  
March 2018



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## Executive Summary

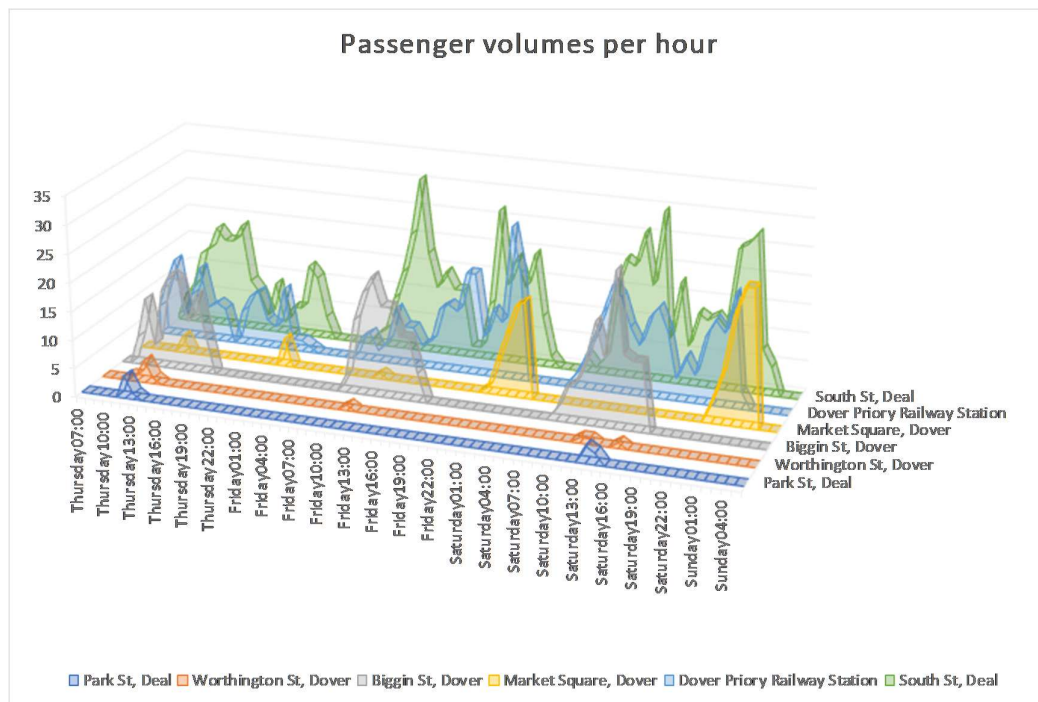
This Hackney Carriage Unmet Demand Survey has been undertaken on behalf of Dover District Council, following the guidance of the April 2010 DfT Best Practice Guidance document, and all relevant case history in regard to unmet demand.

The council maintains a limit regarding the number of hackney carriages which may be licensed. The current limit is set at 69 vehicles.

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

Surveys were undertaken at taxi ranks in Dover, over three days, from Thursday 9<sup>th</sup> November 2017 to the early hours of Tuesday the 14<sup>th</sup> November 2017. Video cameras were used to record activity at the taxi ranks during this period and the levels of activity during active periods were tabulated and analysed.

The relative levels of activity at the ranks are presented in the following figure.



A total of 1,779 passengers were observed boarding Hackney Carriages.

For the majority of passengers, Hackney Carriages were found waiting at the ranks waiting for passengers. However, 69 passengers (3.9% of passengers) had to wait at the ranks for Hackney Carriages to arrive. The



majority of passenger waiting was observed at Dover Priory Railway Station, where 36 passengers were observed waiting. The waiting passengers were observed at various times during periods of low activity as well as during periods of high activity. The length of time that passengers had to wait was generally low and occurrences were infrequent. There were no extensive periods of continuous passenger waiting and no lengthy queues of passengers formed.

Public and stakeholder perception of the Hackney Carriage fleet was generally favourable with features such as vehicle condition, availability, driver professionalism, knowledge and appearance rated highly.

Several coefficients are calculated from the rank survey results and from public consultation. The coefficients are entered into a formula to calculate the Index of Significant Unmet Demand (ISUD). The index value for the 2017 survey was 2.7. This value falls below the threshold value of 80, and suggests that there is no significant unmet demand.

The ISUD value, considered along with feedback from stakeholders and the public leads to the conclusion that there is **no significant unmet demand**.

In conclusion, there is no need to increase the number of licences to meet demand.



## Contents

Executive Summary .....	ii
Contents .....	iv
1 General introduction and background .....	1
2 Local background and context .....	4
3 Patent demand measurement (rank surveys) .....	8
4 General public views .....	13
5 Key stakeholder consultation.....	18
6 Trade views .....	21
7 Evaluation of unmet demand and its significance .....	25
8 Comments on population growth and railway statistics .....	29
8 Summary and study conclusions.....	31
9 Recommendations .....	32
Appendix A - Rank activity classification table .....	33
Appendix B Rank Survey Data.....	36

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## 1 General introduction and background

Dover District Council is responsible for the licensing of Hackney Carriage and Private Hire Vehicles operating within the Council area. It retains a limit on the number of Hackney Carriage vehicles licensed. There is no legal means by which either Private Hire Vehicle numbers, Private Hire or Hackney Carriage driver numbers, or the number of Private Hire Operators can be limited.

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

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

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

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

After introduction of the 1985 Transport Act, Leeds University Institute for Transport Studies developed a tool by which unmet demand could be evaluated and a determination made if this was significant or not. The tool was taken forward and developed as more studies were undertaken. Over time this 'index of significance of unmet demand' (ISUD) became accepted as an industry standard tool to be used for this purpose. Some revisions have been made following the few but specific court cases where various parties have challenged the policy of retaining a limit. Some of the application has differed between Scottish and English authorities due to some court cases in Scotland taking interpretation of the duty of the licensing authority further than is usual in England and Wales.

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

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

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

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

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



- To give the passenger such mobility assistance as is reasonably required

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

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

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

In general, the determination of conclusions about significance of unmet demand must take into account the practicability of improving the standard of service through the increase of supply of vehicles. It is also important to have consistent treatment of authorities as well as for the same authority over time.

In conclusion, the present legislation in England and Wales sees public fare-paying passenger carrying vehicles firstly split by passenger capacity. All vehicles able to carry nine or more passengers are dealt with under national public service vehicle licensing. Local licensing authorities only have jurisdiction over vehicles carrying eight or less passengers.

These are split between Hackney Carriages which are alone able to wait at ranks or pick up people in the streets without a booking, and private hire who can only be used with a booking made through an operator. If any passenger uses a Private Hire Vehicle without such a properly made booking, they are not insured for their journey.

## 2 Local background and context

The authority has a current population of 114,227 using the 2016 estimates currently available from the 2011 census.

All licensing authorities have full powers over licensing the vehicles, drivers and operators serving people within their area. Dover District Council has chosen to utilize its power to limit Hackney Carriage vehicle numbers.

Dover District Council undertakes regular review of its policy to limit Hackney Carriage vehicle numbers in line with the BPG.

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

Licensed Vehicle numbers are based on March 2017 figures and Mid 2016 population data.

The statistics for Dover are: 0.6 Hackney Carriages per 1000 people and 1.1 Private Hire Vehicles per 1000 people. These proportions combine to form a total (allowing for rounding) of 1.7 licensed vehicles per 1000 people.

The proportion of licensed vehicles in Dover is lowest out of all the licensing authorities which limit the number of Hackney Carriages. In terms of Hackney Carriages, Dover has the sixth highest proportion out of 18 authorities which limit Hackney Carriages.

Table 1 - Comparison of Licenced Vehicles per 1,000 population

Licensing Area	Mid 2016 population estimate	Hackney Carriages	Private Hire Vehicles	Total licenced vehicles	Hackney Carriages per 1,000 population	Private Hire Vehicles per 1,000 population	Total licenced vehicles per 1,000 population
Dover [Limited]	114,227	69	125	194	0.6	1.1	1.7
Maidstone [Limited]	166,360	48	236	284	0.3	1.4	1.7
Test Valley [Limited]	122,044	43	204	247	0.4	1.7	2.0
West Berkshire [Limited]	156,837	173	159	332	1.1	1.0	2.1
Tunbridge Wells [Limited]	117,069	107	161	268	0.9	1.4	2.3
Mid Sussex [Limited]	147,089	154	227	381	1.0	1.5	2.6
Milton Keynes [Limited]	264,479	192	695	887	0.7	2.6	3.4
Brighton and Hove [Limited]	289,229	565	467	1,032	2.0	1.6	3.6
Southampton [Limited]	254,275	283	653	936	1.1	2.6	3.7
Thanet [Limited]	140,652	108	421	529	0.8	3.0	3.8
Hastings [Limited]	92,236	48	312	360	0.5	3.4	3.9
Oxford [Limited]	161,291	107	585	692	0.7	3.6	4.3
Slough [Limited]	147,181	107	602	709	0.7	4.1	4.8
Reading [Limited]	162,666	214	651	865	1.3	4.0	5.3
Portsmouth [Limited]	214,832	234	1,045	1,279	1.1	4.9	6.0
Havant [Limited]	123,640	40	698	738	0.3	5.6	6.0
Aylesbury Vale [Limited]	193,113	58	1,264	1,322	0.3	6.5	6.8
Crawley [Limited]	111,375	123	665	788	1.1	6.0	7.1
Horsham [No Limit]	138,018	51	149	200	0.4	1.1	1.4
Wokingham [No Limit]	161,878	100	139	239	0.6	0.9	1.5
Ashford [No Limit]	126,151	98	98	196	0.8	0.8	1.6
Spelthorne [No Limit]	98,902	72	85	157	0.7	0.9	1.6
Rother [No Limit]	93,551	108	46	154	1.2	0.5	1.6
Arun [No Limit]	156,997	242	28	270	1.5	0.2	1.7
Swale [No Limit]	145,042	202	58	260	1.4	0.4	1.8
Gravesham [No Limit]	106,808	160	32	192	1.5	0.3	1.8
Isle of Wight [No Limit]	139,798	204	52	256	1.5	0.4	1.8
Tandridge [No Limit]	86,665	129	46	175	1.5	0.5	2.0
Mole Valley [No Limit]	86,223	109	77	186	1.3	0.9	2.2
Gosport [No Limit]	85,363	74	111	185	0.9	1.3	2.2
Winchester [No Limit]	121,965	119	159	278	1.0	1.3	2.3
Waverley [No Limit]	123,768	216	80	296	1.7	0.6	2.4
Surrey Heath [No Limit]	88,387	124	89	213	1.4	1.0	2.4
New Forest [No Limit]	179,236	129	310	439	0.7	1.7	2.4
Rushmoor [No Limit]	96,327	132	104	236	1.4	1.1	2.4
Bracknell Forest [No Limit]	119,447	85	209	294	0.7	1.7	2.5
South Bucks [No Limit]	69,636	88	84	172	1.3	1.2	2.5
Runnymede [No Limit]	86,889	138	78	216	1.6	0.9	2.5
Shepway [No Limit]	111,190	209	68	277	1.9	0.6	2.5
Basingstoke and Deane [No Limit]	174,588	85	350	435	0.5	2.0	2.5
Chichester [No Limit]	118,175	44	252	296	0.4	2.1	2.5
Fareham [No Limit]	115,423	219	73	292	1.9	0.6	2.5
Adur [No Limit]	63,506	66	100	166	1.0	1.6	2.6
Worthing [No Limit]	108,605	73	213	286	0.7	2.0	2.6
Sevenoaks [No Limit]	119,142	204	112	316	1.7	0.9	2.7
Canterbury [No Limit]	162,416	217	218	435	1.3	1.3	2.7
East Hampshire [No Limit]	117,955	99	222	321	0.8	1.9	2.7
Cherwell [No Limit]	146,338	154	246	400	1.1	1.7	2.7
West Oxfordshire [No Limit]	108,674	178	132	310	1.6	1.2	2.9
Medway [No Limit]	278,542	523	275	798	1.9	1.0	2.9
Elmbridge [No Limit]	132,764	139	248	387	1.0	1.9	2.9
Hart [No Limit]	94,250	207	68	275	2.2	0.7	2.9
Wealden [No Limit]	157,575	160	307	467	1.0	1.9	3.0
Chiltern [No Limit]	95,103	144	141	285	1.5	1.5	3.0
Dartford [No Limit]	105,543	221	105	326	2.1	1.0	3.1
Vale of White Horse [No Limit]	128,738	306	96	402	2.4	0.7	3.1
Wycombe [No Limit]	176,868	89	472	561	0.5	2.7	3.2
Lewes [No Limit]	101,381	212	132	344	2.1	1.3	3.4
Guildford [No Limit]	148,020	177	331	508	1.2	2.2	3.4
Eastleigh [No Limit]	129,635	105	442	547	0.8	3.4	4.2
Tonbridge and Malling [No Limit]	127,293	204	398	602	1.6	3.1	4.7
Eastbourne [No Limit]	103,054	112	417	529	1.1	4.0	5.1
South Oxfordshire [No Limit]	138,128	655	172	827	4.7	1.2	6.0
Epsom and Ewell [No Limit]	79,588	59	420	479	0.7	5.3	6.0
Reigate and Banstead [No Limit]	145,648	105	900	1,005	0.7	6.2	6.9
Woking [No Limit]	99,695	152	560	712	1.5	5.6	7.1
Windsor and Maidenhead [No Limit]	148,814	178	978	1,156	1.2	6.6	7.8

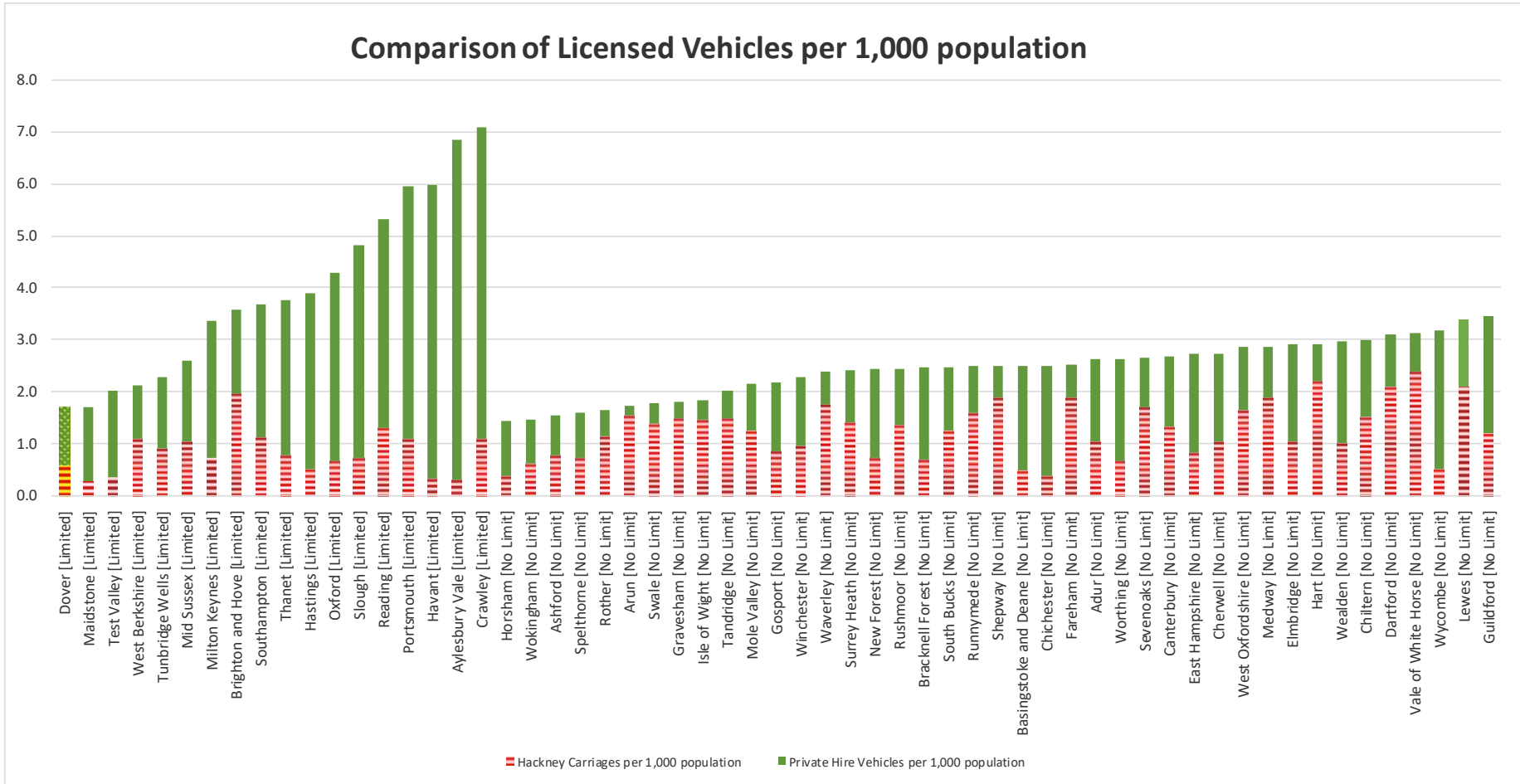


Figure 1 - Comparison of Licensed Vehicles per 1,000 population

Private Hire and Taxi Monthly magazine publish monthly league tables of the fares in Licensing Authorities in the UK. The Tariff 1 fares for a two mile journey (distance costs only) are compared and ranked. The lower the ranking (number), the more expensive the journey, compared with other authorities. The March 2018 table indicated that the fares in Dover were ranked 134 out of 368 authorities listed. This indicates that taxis in Dover are more expensive than average compared with most authorities.

A comparison of the fares ranking of neighbouring authorities is presented in Table 2

Table 2 - Comparison of Hackney Carriage fares ranks in adjacent authorities

Local Authority	Rank
Shepway	105
Canterbury	130
<b>Dover</b>	<b>134</b>
Thanet	273

### 3 Patent demand measurement (rank surveys)

The active ranks in the survey area were surveyed to determine whether there was any evidence of patent unmet demand.

Six locations were surveyed. Five of the locations were marked taxi ranks, on the public highway. One of the ranks, at Dover Priory Railway Station, is on railway property and is controlled by the railway operators. Not all Hackney Carriages are permitted to operate from this rank.

In addition to the ranks surveyed, there are also ranks at the Port of Dover ferry terminal and at the cruise terminal. The cruise terminal rank was not in operation during the survey period, as there were no cruise ships due to call. The ferry terminal rank was in operation. However, the port operators refused permission to survey at this rank.

These locations were:

- 1 Biggin Street, Dover
- 2 Worthington Street, Dover
- 3 Market Square, Dover
- 4 Dover Priory Railway Station
- 5 South Street, Deal
- 6 Park Street, Deal

#### Rank surveys

Surveys were undertaken using video cameras which recorded activity at the ranks from Thursday to the following Sunday morning. The active periods at each rank were processed from the video footage, to assess the level of usage of each rank and to record any incidences of passenger waiting. Footage was recorded from 06:00 on Thursday 9<sup>th</sup> November 2017 to 07:00 on Sunday 12<sup>th</sup> November. Footage from active periods at the ranks was initially processed and tabulated to identify which hours were active at each rank. The level of activity was classified as:

- **No activity** = No Hackney Carriages observed picking up passengers
- **Low activity** = Up to two Hackney Carriages observed picking up passengers
- **Active** = Three or more Hackney Carriages observed picking up passengers

The hours classified as "Active" were further analysed to tabulate the activity at each rank during these hours.

The rank classification table for each hour, is presented in Appendix A

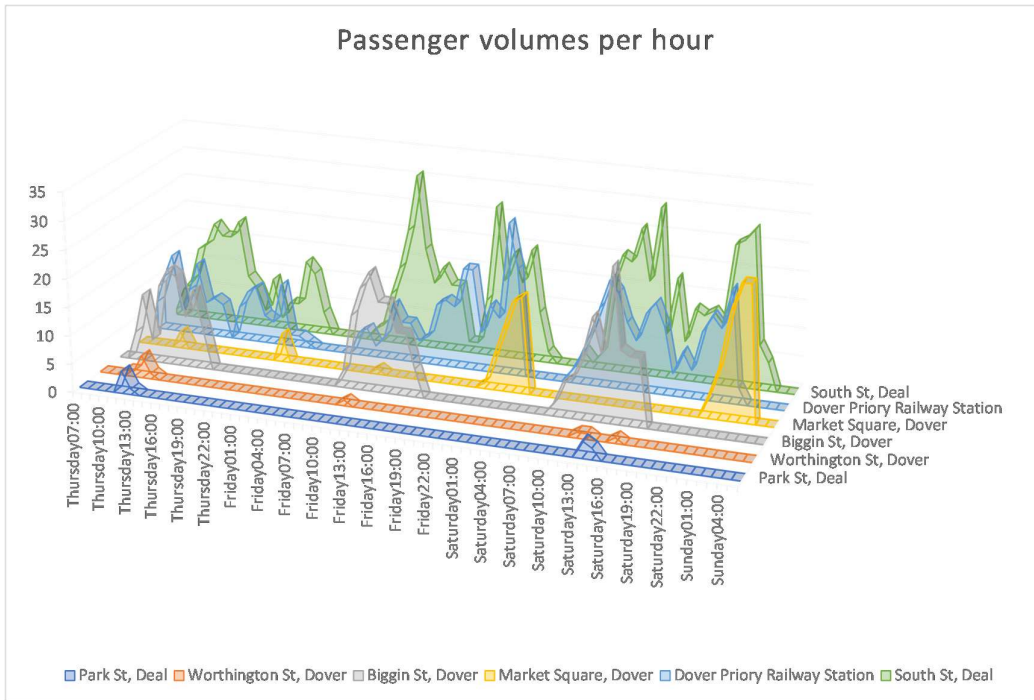
## Overview of observations

During the course of our survey, some 1,308 vehicles were observed departing the ranks, with passengers. This equates to approximately 19 hires per vehicle (with a fleet size of 69) over the three days of observation. Given that the observation period encompasses the period which is normally expected to be the busiest period of the week, the average hires per vehicle is lower than one would expect, if the Hackney Carriages were solely reliant on rank based hires. It is likely that some vehicles also participate in undertaking pre-booked hires, either as part of a booking circuit, Private Hire or Hackney, or through personal direct hires, by telephone, or indeed, through regular contract hires. In addition, it is acknowledged that some hires are likely to have been undertaken at the ferry terminal and not observed during this survey.

During the course of the surveys, 39 passengers were observed, who appeared to have some form of mobility restriction. No passengers were observed who were wheelchair users.

Relatively few incidences of passenger waiting were observed. Out of 1,774 passengers observed using Hackney Carriages, 69 had to wait for a Hackney Carriage to arrive at a rank. This equates to approximately 3.9% of all passengers. The maximum wait time observed was 15 minutes at the Market Square rank during the hour beginning 01:00 on Saturday morning. The average waiting time for all passengers who had to wait for a Hackney Carriage, was approximately 1 minute and 30 seconds. The average waiting time for all passengers, including those who didn't have to wait, was 3.5 seconds.

The levels of passenger activity at the ranks were analysed and the graph presented below summarises the profile of activity across all of the ranks.



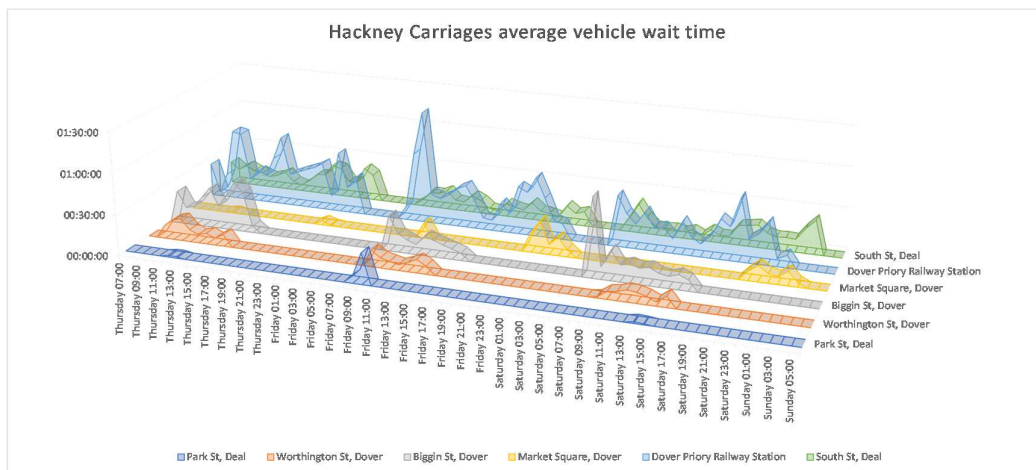
**Figure 2 – Observed volumes of passengers through each rank**

The ranks at South Street, Deal and Dover Priory Station were active from early morning to late evening. The rank at Biggin Street, Dover was active throughout each day into the early evening. Activity in Dover moved to Market Square later in the evening after activity at Biggin Street dropped off. The rank at Worthington Street in Dover, effectively acted as a feeder rank for the Biggin Street rank in Dover. Consequently, whilst there were Hackney Carriages passing through this rank throughout each day, most of the Hackney Carriages left empty to move on to Biggin Street..

**Hackney Carriage Vehicle Waiting Time at ranks**

The time spent by Hackney Carriages waiting at the ranks was recorded. The average time each vehicle waited at each rank, in each hour, is presented in the following figure:





**Figure 3 - Hackney Carriages average vehicle wait time (HH:MM:SS)**

The proportion of Hackney Carriages leaving the ranks empty, varied significantly by rank.

The following proportions of Hackney Carriages leaving the ranks empty were observed:

**Table 3 - Proportion of Hackney Carriages leaving ranks empty**

Rank	Proportion of Hackney Carriages leaving the rank empty
Park St, Deal	20.0%
Worthington St, Dover	95.1%
Biggin St, Dover	10.7%
Market Square, Dover	21.5%
Dover Priory Railway Station	21.2%
South St, Deal	51.8%
All ranks	42.4%

The high proportion of Hackney Carriages leaving the Worthington Street rank empty, relates to its role as a feeder rank for the Biggin Street rank. Including the data from the Worthington Street rank tends to skew the results for all ranks. If we consider all ranks, excluding Worthington Street, the overall proportion of Hackney Carriages leaving the rank empty, was 36.6%.

The reasons for leaving a rank without passengers can vary. Reasons can commonly include, moving to another rank, having waited without obtaining a hire, or leaving to service a booking made by telephone or data head. In Dover, a further reason for Hackney Carriages leaving ranks, would be to service the rank at the ferry terminal, when an arriving ferry is due.

The number of empty departures from the ranks in Dover, is indicative of a mixture of reasons, including moving between ranks, servicing bookings

and moving to the ferry terminal to service the rank there. Feedback from the trade, together with operator livery displayed on many vehicles, suggests that many Hackney Carriages derive fares from pre-booked hires.

In Deal, the proportion of Hackney Carriages leaving the ranks empty, is high. The potential to move between ranks is more limited in Deal, compared with in Dover. Also, the distance to the ferry terminal in Dover means it is unlikely that drivers will travel there on a speculative basis to seek hires. The most probable reason for leaving the rank empty, is to service bookings. This hypothesis is supported by the extensive display of liveries on the Hackney Carriages which provide alternative means of booking.

#### 4 General public views

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

Such surveys can also be key in identifying variation of demand for licensed vehicles across an area, particularly if there are significant areas of potential demand without ranks, albeit in the context that many areas do not have places apart from their central area with sufficient demand to justify Hackney Carriages waiting at ranks.

Surveys of the public were undertaken throughout the licensed area. A total of 202 interviews were undertaken.

The results of the surveys are presented in the following tables and analysis. Please note, not all respondents answered all questions. So whilst 202 people were interviewed, not all questions received 202 answers.

##### Dover public attitude survey results

36% of interviewees had used a taxi in the Dover area in the past three months.

The respondents who had used a taxi in the last three months were asked which type of vehicle they had used. A saloon car was the most common response (70%), followed by Minibus/people carrier (15%), just 5% used a wheelchair accessible vehicle and the remaining 10% couldn't recall the type of vehicle.

86% of the public could correctly describe the difference between Hackney Carriage and Private Hire Vehicles.

The most common ways in which the respondents normally book a taxi are listed in the following table.

How do you normally book a taxi within this area?	
Telephone a company	51%
At a Taxi rank	35%
Use a Freephone	6%
Using an App	6%
Hail in the street	2%
Other	0%
Total	100%

All respondents were satisfied with the service they received, in terms of arrival and journey time.

The majority (94%) didn't think Hackney Carriage services in Dover could be improved. The 6% that thought the services could be improved suggested:

<b>What improvements would you like to see?</b>	
More vehicles available	17%
More vehicles available at busy times	17%
More taxi Ranks	17%
Reduce Hackney Carriage fares	17%
Reduce pricing	33%
Total	100%

Respondents were asked to rate their most recent trip by taxi in a number of categories including, vehicle quality, driver, price and customer service. 1 being very poor and 5 being very good, results were as follows:

<b>FOR YOUR MOST RECENT TRIP, HOW WOULD YOU RATE THE VEHICLE QUALITY (1 BEING VERY POOR, 5 BEING VERY GOOD)?</b>	
1	0%
2	0%
3	9%
4	30%
5	61%
TOTAL	100%

<b>FOR YOUR MOST RECENT TRIP, HOW WOULD YOU RATE THE DRIVER (1 BEING VERY POOR, 5 BEING VERY GOOD)?</b>	0%
1	1%
2	1%
3	4%
4	31%
5	63%
TOTAL	100%

<b>FOR YOUR MOST RECENT TRIP, HOW WOULD YOU RATE THE PRICE (1 BEING VERY POOR, 5 BEING VERY GOOD)?</b>	0%
1	3%
2	5%
3	28%
4	26%
5	38%
TOTAL	100%

<b>FOR YOUR MOST RECENT TRIP, HOW WOULD YOU RATE THE CUSTOMER SERVICE (1 BEING VERY POOR, 5 BEING VERY GOOD)?</b>	0%
1	1%
2	1%
3	5%
4	28%
5	64%
TOTAL	100%

For most questions, the ratings for quality were mostly high or very high. The ratings for price were lower than for other questions. However, there was still a majority rating price as good or very good.

Respondents were asked if they feel safe using taxis at different times of the day. Results are:

<b>DO YOU FEEL SAFE USING TAXIS DURING THE DAY (PRE 6PM)?</b>	0%
YES	99%
NO	1%
AT TIMES	0%
DON'T KNOW	0%
TOTAL	100%

<b>DO YOU FEEL SAFE USING TAXIS DURING THE NIGHT (POST 6PM)?</b>	0%
YES	67%
NO	1%
AT TIMES	1%
DON'T KNOW	30%
TOTAL	100%

Most respondents (87%) said there was no new locations in Dover where they'd like to see a rank. Other respondents said they'd like to see ranks at: Asda / Morrisons, the hospital and the seafront. The seafront was the most popular suggestion for a new rank.

6% of interviewees said they had given up waiting for a Hackney Carriage at a rank, or by hailing.

17% of interviewees said they had given up waiting for a Hackney Carriage when telephoning for one.

The percentage of respondents who had given up waiting for a Hackney Carriage at a rank or by hailing is used as an indication of the level of latent unmet demand. The most common location given by people who had given up waiting was at Dover Priory Station. This location accounted for 66% of incidences of giving up waiting.

Other comments from the public were:

- The prices are too high
- More taxis are needed, especially after 01:30am
- Very good service

Of all respondents, 45% were female and 55% were male. The majority of respondents (52%) were aged 31-55, 24% were under 30 and 23% were over 55.

Comments on public attitude survey results

The proportion of consultees who identified non-valid means of hiring a Private Hire Vehicle was relatively low in Dover. Both Hackney Carriages and Private Hire Vehicles are generally perceived as good quality. Driver quality was generally considered to be good or very good by the majority of respondents. Customer service is seen as good and very good.

Telephone booking is a popular means of hiring both Private Hire Vehicles and Hackney Carriages. The majority of respondents feel safe using taxis day and night, although most respondents didn't have a view on this question.

Respondents were asked to identify features relating to Hackney Carriages which could be improved. The top responses, in order of popularity, were: pricing, more vehicles at peak times and more taxi ranks. The issue of cost was a recurring comment throughout.

Generally, levels of satisfaction appeared to be high, with perception of availability generally high. The proportion of respondents who gave up waiting for a Hackney Carriage at a rank or by hailing, was 6%. This figure is used as an indication of the level of latent unmet demand.

There were delays and cancellations on the train services during the period when some of the interviews were undertaken and there were concerns voiced within the trade that this factor could influence the results of the public consultation. However, the results don't appear to have been influenced by these events.

In addition to the face to face consultation undertaken, an online survey was also made available and promoted on Facebook to local users. There

were ten responses to the online survey and several additional responses with comments on Facebook. The responses online and on Facebook indicate that there are generally taxis available when people need them, with the exception of some locations late at night. The principal gripe from the public via online media was the cost of taxi fares and the driving standards and language skills of some of the drivers in the fleet. It appeared from the online feedback that issues with drivers was the exception rather than the norm. The majority of online respondents hired licensed vehicles by telephone booking.

## 5 Key stakeholder consultation

The following key stakeholders were contacted in line with the recommendations of the BPG:

- Supermarkets
- Hotels
- Pubwatch / individual pubs / night clubs
- Other entertainment venues
- Restaurants
- Hospitals
- Police
- Disability representatives
- Rail operators
- Other council contacts within all relevant local councils

Comments received have been aggregated below to provide an overall appreciation of the situation at the time of this survey. In some cases there are very specific comments from stakeholders. The comments provided in the remainder of this Chapter are the views of those consulted, and not that of the authors of this report.

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

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

### Supermarkets

Feedback from supermarkets indicated that Freephones in the supermarkets, or mobile phones were generally used to book travel by licensed vehicles. None of the representatives contacted were aware of any notable issues with the availability of licensed vehicles for customers

### Hotels

Hotels and guest houses were contacted by telephone. None of the hotels or guesthouses contacted indicated that they had a Freephone facility for any particular private hire company. No hotels indicated that there were any issues with availability of licensed vehicles. Some hotels either had cards for one or more taxi / private hire companies which were available for guests to pick up and use. It was rare for a hotel to call a licensed vehicle on behalf of a guest.



### Public houses

A selection of public houses were contacted to seek their views on the availability of licensed vehicles. All indicated that customers generally managed to obtain a vehicle when they needed one. At closing time, there can sometimes be a longer wait time for a vehicle, but generally this is not perceived as an issue. None of the respondents indicated that they were aware of any complaints by customers that there were any persistent problems with availability of or level of service provided by licensed vehicles. Those premises close to ranks indicated that they thought many of the customers walked along to the rank to obtain a taxi. Although, even those at locations close to ranks, some people would commonly phone for a taxi. In Deal, there appeared to be a perception that most customers phoned for a taxi if they needed one.

### Night clubs

No issues were identified by any of the clubs contacted. It was not known whether Hackney Carriages or Private Hire Vehicles were more commonly used by customers. The clubs generally didn't get involved in travel arrangements outside the club. Sometimes, licensed vehicles would arrive to pick up passengers at the clubs. Most customers left on foot.

### Other entertainment venues

No issues identified

### Restaurants

No issues identified

### Hospitals

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

### Police

No response received.

### Disability

Generally there were no issues identified by disability group representatives, the majority of care homes use Private Hire companies if necessary. Generally for corporate users, there were suitable vehicles available

### Rail and other transport operators

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

Other Council contacts

No feedback received.

### **Comments on Stakeholder Consultation**

Despite contacting a range of stakeholders by email and telephone, few had much to say on the level of service provided by Hackney Carriages in particular or licensed vehicles in general. The lack of responsiveness is taken as corroboration of evidence from other sources that the level of service is generally adequate or good. When things are working well, few stakeholders give much thought to the services provided.

Whilst corporate users of accessible vehicles find little difficulty in obtaining vehicles when required, this may not always be the case for private users who make less frequent use of services. There was no feedback to suggest that this was the case and trade feedback indicates that regular users have a relationship with a regular provider. This is a common arrangement for people requiring the use of accessible licensed vehicles.

Several local operators advertise that they have wheelchair accessible vehicles available. However, the availability at short notice at different times of day was not tested.

## 6 Trade views

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

An online questionnaire was hosted and links to the online questionnaire sent by email to Hackney Carriage owners. Email addresses were not available for several owners. For these owners a postal questionnaire was sent to the registered postal address. Seven responses were received.

In addition to the direct consultation questionnaire, telephone consultation was held with a trade representative.

Of those responding, all said they normally drove Hackney Carriage vehicle.

In terms of typical hours worked, the respondents were asked how many hours they typically worked during daytime hours (06:00 to 18:00) and night time (18:00 to 06:00) The majority of respondents worked shorter hours during day time on Mondays to Thursdays, with most common days off on Monday or Tuesday. The daytime hours worked on Friday and Saturday were longer for most drivers. Similarly, night time hours were more commonly worked on Friday and Saturday, rather than during other days.

All of the respondents indicated they pick up journeys from ranks. The average number of hires from ranks per day varied significantly, between 6 and 16 hires per day.

Some respondents said they usually pick up one or two passengers daily from roadside hailing. Most indicated that they rarely picked up passengers from roadside hailing.

Two of the seven respondents said they daily pick up journeys from contracts. The average number of journeys being around 2 per day.

Respondents were asked how many journeys they pick up from telephone booking daily, on average. The majority (71%) said they did pick up passengers from telephone bookings. The frequency ranged from rarely to up to 16 per day. The most common frequency was 2 to 4 per day.

One respondent indicated that they regularly picked up wheelchair using passengers, several times per week. The rest of the respondents indicated that they rarely or never picked up wheelchair passengers. The one respondent who regularly picked up wheelchair bound passengers, indicated that they had regular users who used wheelchairs. The

remaining respondents indicated that the majority of wheelchair hires, albeit rare events, generally occurred from ranks.

Three of the seven respondents indicated that they subscribed to a booking circuit to obtain hires. Four of the seven respondents indicated that they had personal clients who would call them to hire the taxi.

One of the seven respondents indicated that their vehicle was driven by more than one person, for different shifts.

Issues highlighted which could adversely affect the trade include:

- The operation of the ranks at Dover Priory Railway Station and the port of Dover are restricted to a subset of the trade. This is a source of discontent amongst some who are not included in this sector of the trade.
- Other vehicles parking on the ranks.
- The design of the rank on South Street, Deal, limits the smooth operation of the rank.

The trade was asked if the supply of Hackney Carriages was adequate to meet the needs of the public. All responded with 'yes'. Similarly, they were asked if the Private Hire Vehicle supply was adequate enough, again 100% responded 'yes'.

The impact of increasing the number of Hackney Carriage vehicles in Dover was forecast to have the following affects, according to the respondents:

- Drivers would work less with the same overheads.
- Low earnings
- Not enough space on the ranks to cope with more taxis

A question on the impact of reducing the number of Hackney Carriage vehicles in Dover was put to respondents. The following affects were predicted to potentially occur:

- In the winter it would increase earnings during the season when demand is lower
- "In Deal the result would be that more taxis would be able to operate as independents and not tied to a company . This would result in the taxi ranks being better serviced . Which would benefit the public"
- There would be little difference apart from periods of extreme demand.

Factors which limit the supply of taxi vehicles at certain times or locations are:

- When boats come in to the port, the taxis which operate the concession ranks at the Station and at the Port, leave the station empty at times as they all wait at the port.
- Rural to rural bookings are uneconomic for Hackney Carriages due to dead mileage travelling to and from urban location
- Not enough ranks
- In Deal rank space is the main problem. 10 spaces for 30 cars

Rank which have been suggested needing improved and how are listed below:

- The boots rank [Biggin Street] is quite dangerous as passengers have to load from wrong side if older infirm people need front seat space
- "Improved road marking of Worthington St. & Biggin St. Dover ranks, also signposting of rank location for public awareness"
- "In Deal the main hindrance to the trade is the design of the South St rank. For several hours a day Monday to Friday only 3 of the 8 spaces available on the rank can be used to pull onto and off of so that you can work. The raised kerb on the outside of the taxis parked on the rank prevents the taxis from accessing 5 of the 8 places on the rank. The kerb should be removed. Also, the bays supplied for lorries to unload obstruct the taxis from leaving the rank when they get a job. The unloading bays need to be altered."

When asked if new ranks are required, the responses were as follows:

- A new rank will be required at the new shopping development in Dover, St James shopping development.
- "In Deal outside Sainsbury's supermarket in the car park there is a bay that says Taxi pick up only . Because this is not an official rank everybody parks in the bay . This should become a licenced taxi rank for the benefit of the drivers and the public . Also a unofficial taxi rank has been established in Deal station car park where people leave the station after disembarking the trains . This is where another rank should be established."

All drivers agreed the level of customer care and service quality was satisfactory in Dover. One comment was made to say at times drivers can be unhelpful and another to say they had received the odd negative comment from passengers, but didn't think it was anything out of the ordinary.

Drivers were asked, in a normal week, which ranks or other common locations they would wait in order to pick up a fare. There was a clear split between ranks in Dover and ranks in Deal. Members of the trade tend to stay in one or other area. This practice is common in licensing areas with more than one urban centre.

Benefits to customers highlighted, in restricting the number of Hackney Carriages include:

- “Better service & quality of vehicles, if no unmet demand is established there are already more than enough Hackney Carriages”
- “For every extra hackney carriage permitted there will be one less private hire car which means the service they provide would suffer especially in the evenings”
- “By restricting taxis the public get a professional service, full time drivers, better availability of taxis, if restrictions were lifted drivers would be part time, only work peak periods, the public would receive a much worse service”

#### **Other comments from respondents and trade representatives.**

The majority of respondents felt that the current arrangements are working well and to adjust things may lead to a deterioration in levels of service.

There was some feeling that only one Hackney Carriage plate should be registered per person to lead to a more independent fleet.

There was some desire for the ‘concession’ ranks at the Railway Station and in the port, to be opened to other members of the trade. Justification given was that the demand in peak summer months at these locations would be better served with such an arrangement.

#### **Overview of trade consultation**

Responses from the trade indicated that there was significant reliance on pre-booked hires for much of the trade.

The trade is split geographically between Dover and Deal and drivers tend to stick to one area.

Vehicles parking on the ranks can be an issue, as is lack of sufficient space for all the vehicles which may want to wait on particular ranks from time to time.

Demand for a new rank at the new St James Shopping Centre, was identified.

Generally, feedback from the trade indicated that people felt that things worked well and passengers were well served by existing arrangements. It was felt that there were sufficient Hackney Carriages and Private Hire Vehicles to satisfy demand.

## 7 Evaluation of unmet demand and its significance

It is first important to define our specific view about what constitutes unmet demand. Our definition is when a person turns up at a Hackney Carriage rank and finds there is no vehicle there available for immediate hire. This can lead to a queue of people building up, some of who may walk off, whilst others will wait till a vehicle collects them. Later passengers may well arrive when there are vehicles there, but because of the queue will not obtain a vehicle immediately.

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

The industry standard index of the significance of unmet demand (ISUD) was initiated at the time of the introduction of section 16 of the 1985 Transport Act as a numeric and consistent way of evaluating unmet demand and its significance. The ISUD methodology was initially developed by a university and subsequently adopted by consultants undertaking the surveys made necessary to enable authorities to retain their limit on Hackney Carriage vehicle numbers. The index has been developed over time to take into account various court challenges. It has now become accepted as the industry standard test of if identified unmet demand is significant.

The index is a statistical guide derived to evaluate if observed unmet demand is in fact significant. However, its basis is that early tests using first principles identified based on a moderate sample suggested that the level of index of 80 was the cut-off above which the index was in fact significant, and that unmet demand therefore was such that action was needed in terms of additional issue of plates to reduce the demand below this level, or a complete change of policy if it was felt appropriate. This level has been accepted as part of the industry standard. However, the index is not a strict determinant and care is needed in providing the input samples as well as interpreting the result provided. However, the index has various components which can also be used to understand what is happening in the rank-based and overall licensed vehicle market.

ISUD draws from several different parts of the study data. Each separate component of the index is designed to capture a part of the operation of the demand for Hackney Carriages and reflect this numerically. Whilst the

principal inputs are from the rank surveys, the measure of latent demand comes from the public on-street surveys, and any final decision about if identified unmet demand is significant, or in fact about the value of continuing the current policy of restricting vehicle numbers, must be taken fully in the context of a careful balance of all the evidence gathered during the survey process.

The present ISUD calculation has two components which both could be zero. In the case that either are zero, the overall index result is zero, which means they clearly demonstrate there is no unmet demand which is significant, even if other values are high.

The first component which can be zero is the proportion of daytime hours where people are observed to have to wait for a Hackney Carriage to arrive. The level of wait used is ANY average wait at all within any hour. The industry definition of these hours varies, the main index user counts from 10:00 to 18:00 (i.e. eight hours ending at 17:59). The present index is clear that unmet demand cannot be significant if there are no such hours. The only rider on this component is that the sample of hours collected must include a fair element of such hours, and that if the value is non-zero, review of the potential effect of a wider sample needs to be considered.

The other component which could be zero is the test identifying the proportion of passengers which are travelling in any hour when the average passenger wait in that hour is greater than one minute.

If both of these components are non-zero, then the remaining components of the index come into play. These are the peakiness factor, the seasonality factor, average passenger delay, and the latent demand factor.

Average passenger delay is the total amount of time waited by all passengers in the sample, divided by the total number of passengers observed who entered Hackney Carriages.

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

Periods when schools are not active can lead to more Hackney Carriage vehicles being available whilst they are not required for school contract work. Such periods can also reduce Hackney Carriage demand with people away on holiday from the area. Generally, use of Hackney Carriages is



higher in December in the run-up to Christmas, but much lower in January, February and the parts of July and August when more people are likely to be on holiday. The factor tends to range from 0.8 for December to 1.2 for January / February.

There can be special cases where summer demand needs to be covered, although high peaks for tourist traffic use of Hackney Carriages tend not to be so dominant at the current time, apart from in a few key tourist authorities.

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

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

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

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

### ISUD value

For the 2017 survey, average passenger delay was 0.17 minutes (10 seconds). Periods when passengers had to wait for a hackney carriage to

arrive at the rank amounted to 3.03% of the observed off peaks hours. 5 % of passengers travelled in hours when there was an average wait of over a minute. The demand profile did not exhibit highly peaked demand, resulting in a factor of 1.0 being used. The seasonal factor is 1.0. The latent demand factor was 1.06. The resultant **ISUD** value of **32.6** is less than the value of 80 that would suggest the observed unmet demand might be significant. Consequently, this suggests that there is **no significant unmet demand**. This permits the authority to retain its current policy of limiting vehicle numbers, and also allows the number of vehicles to remain unchanged.

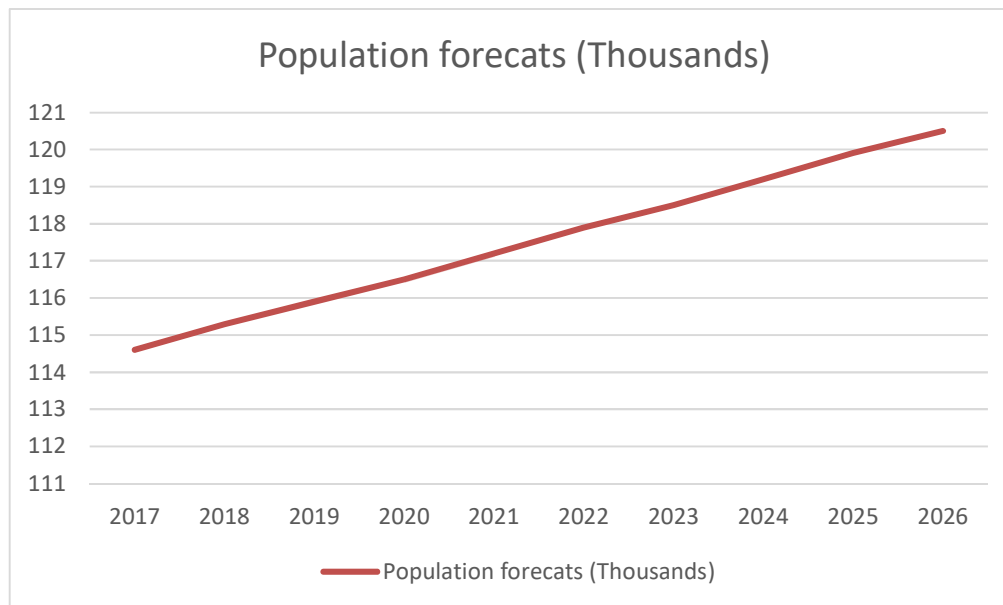
**Table 4 ISUD Components**

ISUD component	2017
Average passenger delay	0.17
Off peak hours with observed waiting	3.03
% of passengers travelling in hours with average queue over a minute	5
Seasonal factor	1.0
Peak factor	1.0
Latent demand factor	1.06
<b>Overall ISUD index estimate</b>	<b>2.7</b>

## 8 Comments on population growth and railway statistics

### Population growth

The population is forecast to grow to approximately 120,500 people by 2026. The following chart illustrates the population growth forecast based on the 2014 Subnational Population Projections.

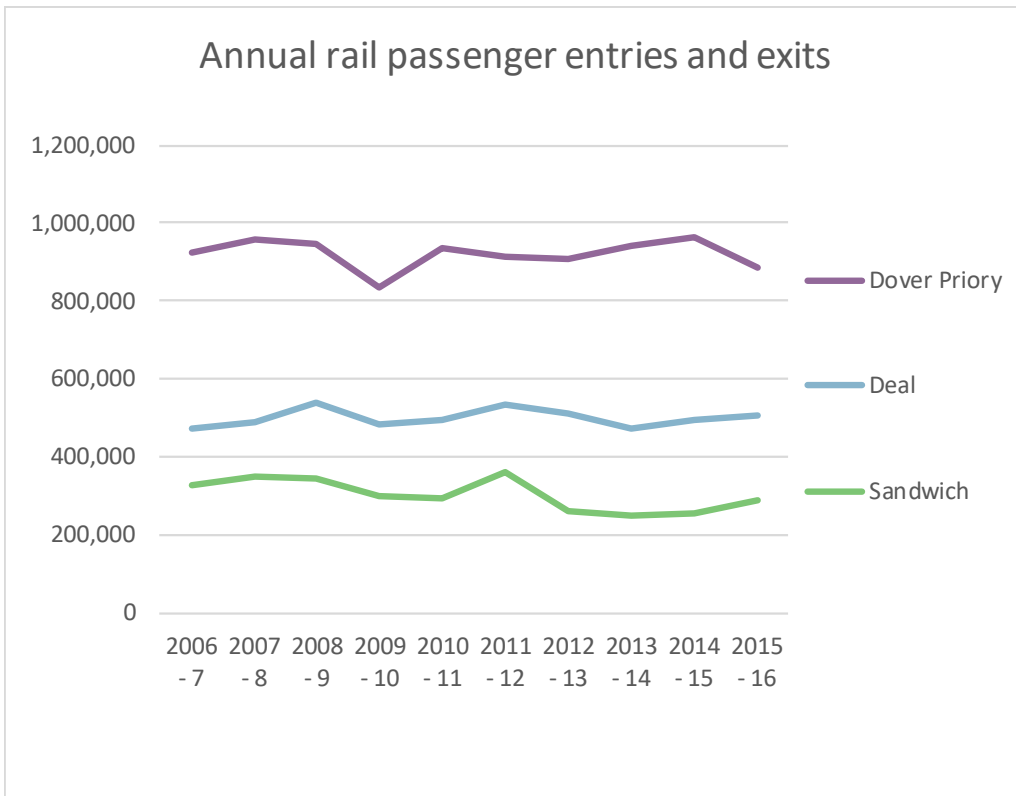


**Figure 4 - Population Growth**

The demand for licensed vehicles is related to population levels. With a stable population level, demand will tend to grow, in response to increased affluence and disposable income. Thus there is an elasticity of demand relative to population, related to growth in disposable income. With the addition of population growth, the growth in demand for licensed vehicles, including Hackney Carriages will tend to grow in line with the combination of population growth and the demand elasticity. Therefore, we would expect demand for travel to increase over time, based on population growth.

### Railway Statistics

Some demand for licensed vehicles is related to rail passenger volumes. Where rail passenger volume increases, we would expect to observe some increase in associated use of licensed vehicles by rail passengers.



**Figure 5 - Annual passenger movements at principal Railway Stations**

Data is available for annual passenger numbers each year, from 2009 to 2016.

Dover Priory station has a taxi rank and we would anticipate a direct correlation between changes in rail travel demand and demand for Hackney Carriages hired from the rank. The stations in Deal and Sandwich are not directly served by attended taxi ranks and hence demand for licensed vehicles is likely to relate to hires booked by telephone or mobile app. Notwithstanding this feature, the general demand for licensed vehicle travel to and from the stations is likely to be influenced by patronage levels.

Passenger usage of Dover Priory has fluctuated over several years. The general trend over the period illustrated, has been no significant growth or decline trend.

Passenger numbers at Deal station have fluctuated but the long term trend has been for no notable increase or decrease in patronage. The data for Sandwich station indicates a trend for reduced level of usage over the period illustrated.

## 8 Summary and study conclusions

Feedback from the public and stakeholders suggests high levels of satisfaction with the level of service provided by Hackney Carriages. Few issues were identified and levels of availability were felt to be high.

From the observation of activity at taxi ranks, there were occasional periods during day time and night time, when passengers had to wait for a Hackney Carriage to arrive at the ranks. The periods tended to vary and waiting occurred from time to time at periods of low demand as well as during periods of higher demand. There were no periods when large and persistent queues of passengers formed. The proportion of passengers who had to wait for a Hackney Carriage to arrive was generally low. This proportion, coupled with the variety of periods when waiting occurred and the lack of any persistent and extended passenger queueing suggests that the Hackney Carriage fleet is generally able to cater for the levels of demand at various times of day. .

The number of waiting passengers and the duration of waiting time needs to be considered in the context of all passengers at all times. Within this context, it was established that the level of passenger waiting was not considered to be significant. Therefore it was concluded that there was **no significant unmet demand**

It appears that there is some reliance on pre-booked hires as a vital component of the income stream for many vehicles in the Hackney Carriage fleet. This is not uncommon and helps to meet changing demand profiles from the public, especially with regard to the use of mobile phones and smart phone apps, to obtain licensed vehicle services. However, it should be borne in mind that in some licensing areas, where the pre-booked hire market dominates the source of hires for Hackney Carriages, this can lead to pressure on Hackney Carriages to service pre-booked hires in preference to rank based hires at times of peak demand, such as on a Saturday night. As a consequence, this can lead to significant passenger queues during peak demand periods, despite the size of the Hackney Carriage fleet nominally exceeding the level required to service such demand. This feature is not an issue in Dover at the present time and there appears to be sufficient vehicles servicing rank based demand at peak times. However, the trade would benefit in the long term by monitoring the situation at peak times and ensuring that rank based demand continues to be adequately serviced during those times, as it is at present.

The supply of Hackney Carriages appears to be well balanced and responsive to varying levels of demand at different ranks at different times.

## 9 Recommendations

On the basis of the evidence gathered, our key conclusion is that there is no evidence of significant unmet demand for the services of Hackney Carriages. There is no compelling need to increase the number of Hackney Carriage vehicle licences to meet current levels of demand.

### Appendix A - Rank activity classification table

Video footage collected at each rank was initially analysed to classify how active each hour was. The classification key was as follows:

- **No activity** = No Hackney Carriages observed picking up passengers
- **Low activity** = Up to two Hackney Carriages observed picking up passengers
- **Active** = Three or more Hackney Carriages observed picking up passengers

The hours classified as “Active” were further analysed to tabulate the activity at each rank during these hours.

The classification of each hour, is presented in the following table.

Day	Date	Hour beginning	South Street, Deal	Biggin street, Dover	Worthington Street, Dover	Park Street, Deal	Dover Priory Station	Market Square, Dover	
Thursday	09/11/2017	0							
		1							
		2							
		3							
		4							
		5							
		6	Low activity				No activity	Active	No activity
		7	Active				No activity	Active	No activity
		8	Active	Active	No activity	Low activity	Active	No activity	
		9	Active	Active	Active	Low activity	Active	No activity	
		10	Active	Active	Active	No activity	Active	No activity	
		11	Active	Active	Active	No activity	Active	No activity	
		12	Active	Active	Active	Active	Active	Active	
		13	Active	Active	Active	Low activity	Active	No activity	
		14	Active	Active	Active	Low activity	Active	No activity	
		15	Active	Active	Active	No activity	Active	Low activity	
		16	Active	Active	Active	No activity	Active	No activity	
		17	Active	Active	No activity	No activity	Active	No activity	
		18	Active	No activity	No activity	No activity	Active	No activity	
		19	Active	No activity	No activity	No activity	Active	No activity	
		20	Active	No activity	No activity	No activity	Active	No activity	
		21	Active	No activity	No activity	No activity	Active	No activity	
		22	Active	No activity	No activity	No activity	Active	No activity	
		23	Active	No activity	No activity	No activity	Active	Low activity	

Day	Date	Hour beginning	South Street, Deal	Biggin street, Dover	Worthington Street, Dover	Park Street, Deal	Dover Priory Station	Market Square, Dover	
Friday	10/11/2017	0	Active	No activity	No activity	No activity	Active	Low activity	
		1	Active	No activity	No activity	No activity	Low activity	No activity	
		2	No activity	No activity	No activity	No activity	No activity	No activity	
		3	No activity	No activity	No activity	No activity	No activity	No activity	
		4	No activity	No activity	No activity	No activity	No activity	No activity	
		5	No activity	No activity	No activity	No activity	No activity	No activity	
		6	Active	No activity	No activity	No activity	No activity	Low activity	No activity
		7	Active	Low activity	No activity	No activity	No activity	Active	No activity
		8	Active	Low activity	No activity	No activity	No activity	Active	No activity
		9	Active	Active	Active	Active	Low activity	Active	No activity
		10	Active	Active	Active	Active	Active	Active	No activity
		11	Active	Active	Active	Active	No activity	Active	Low activity
		12	Active	Active	Active	Active	No activity	Active	No activity
		13	Active	Active	Active	Active	No activity	Active	No activity
		14	Active	Active	Active	Active	Low activity	Active	No activity
		15	Active	Active	Active	Active	No activity	Active	No activity
		16	Active	Active	No activity	No activity	No activity	Active	Low activity
		17	Active	Active	No activity	No activity	No activity	Active	Low activity
		18	Active	No activity	No activity	No activity	No activity	Active	No activity
		19	Active	No activity	No activity	No activity	No activity	Active	Low activity
		20	Active	No activity	No activity	No activity	No activity	Active	No activity
		21	Active	No activity	No activity	No activity	No activity	Active	No activity
		22	Active	No activity	No activity	No activity	No activity	Active	Low activity
		23	Active	No activity	No activity	No activity	No activity	Active	Active

Day	Date	Hour beginning	South Street, Deal	Biggin street, Dover	Worthington Street, Dover	Park Street, Deal	Dover Priory Station	Market Square, Dover	
Saturday	11/11/2017	0	Active	No activity	No activity	No activity	Active	Active	
		1	Active	No activity	No activity	No activity	Active	Active	
		2	Active	No activity	No activity	No activity	No activity	Active	Active
		3	Low activity	No activity	No activity	No activity	No activity	No activity	Active
		4	No activity	No activity	No activity	No activity	No activity	No activity	No activity
		5	Low activity	No activity	No activity	No activity	No activity	No activity	No activity
		6	Low activity	No activity	No activity	No activity	No activity	No activity	No activity
		7	Active	Low activity	No activity	No activity	Low activity	Active	No activity
		8	Active	Active	No activity	No activity	No activity	Active	No activity
		9	Active	Active	Active	Active	Low activity	Active	No activity
		10	Active	Active	Active	Active	No activity	Active	No activity
		11	Active	Active	Active	Active	No activity	Active	No activity
		12	Active	Active	Active	Active	Low activity	Active	No activity
		13	Active	Active	Active	Active	No activity	Active	No activity
		14	Active	Active	Active	Active	Low activity	Active	No activity
		15	Active	Active	Active	Active	Active	Active	No activity
		16	Active	Active	Active	Active	No activity	Active	No activity
		17	Active	Active	No activity	No activity	No activity	Active	No activity
		18	Active	No activity	No activity	No activity	No activity	Active	No activity
		19	Active	No activity	No activity	No activity	No activity	Active	No activity
		20	Active	No activity	No activity	No activity	No activity	Active	No activity
		21	Active	No activity	No activity	No activity	No activity	Active	No activity
		22	Active	No activity	No activity	No activity	No activity	Active	Active
		23	Active	No activity	No activity	No activity	No activity	Active	Active



Day	Date	Hour beginning	South Street, Deal	Biggin street, Dover	Worthington Street, Dover	Park Street, Deal	Dover Priory Station	Market Square, Dover
Sunday	12/11/2017	0	Active	No activity	No activity	No activity	Active	Active
		1	Active	No activity	No activity	No activity	Active	Active
		2	Active	No activity	No activity	No activity	No activity	Active
		3	Low activity	No activity	No activity	No activity	No activity	Active
		4	No activity	No activity	No activity	No activity	No activity	Low activity
		5	Low activity	No activity	No activity	No activity	No activity	No activity
		6	Active	No activity	No activity	No activity	No activity	No activity
		7	Active	Active		No activity	Low activity	No activity
		8	Low activity	Active		No activity		
		9						
		10						
		11						
		12						
		13						
		14						
		15						
		16						
		17						
		18						
		19						
		20						
		21						
		22						
		23						

## Appendix B Rank Survey Data

**Table 5 - Dover ranks, total passengers**

Total passengers						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00					5	1
Thursday 08:00					10	5
Thursday 09:00			5		14	7
Thursday 10:00		1	12		4	13
Thursday 11:00		1	4		8	14
Thursday 12:00	4	4	14	3	13	18
Thursday 13:00	1	1	17		6	16
Thursday 14:00			16		7	16
Thursday 15:00			9		6	19
Thursday 16:00			14			9
Thursday 17:00			7		6	7
Thursday 18:00					9	3
Thursday 19:00					10	9
Thursday 20:00					5	2
Thursday 21:00					4	5
Thursday 22:00					11	5
Thursday 23:00					2	13
Friday 00:00				5	2	11
Friday 01:00					1	4
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00					4	2
Friday 08:00					5	3
Friday 09:00			3		2	9
Friday 10:00			13		4	14
Friday 11:00		1	18	1	10	21
Friday 12:00			21		7	31
Friday 13:00			16		7	18
Friday 14:00			16		4	12
Friday 15:00			11		5	15
Friday 16:00			11		11	12
Friday 17:00			5		12	12
Friday 18:00					11	2
Friday 19:00					18	2
Friday 20:00					18	10
Friday 21:00					7	27
Friday 22:00					12	14
Friday 23:00				1	10	19
Saturday 00:00				6	27	14
Saturday 01:00				11	19	20
Saturday 02:00				16		9
Saturday 03:00				17		2
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00					2	3
Saturday 08:00			2		5	1
Saturday 09:00			6		9	3
Saturday 10:00			7		14	16
Saturday 11:00			11		19	21
Saturday 12:00		1	18		17	20
Saturday 13:00		1	12		12	26
Saturday 14:00	3		27		9	17
Saturday 15:00	2		13		14	30
Saturday 16:00		1	12		16	8
Saturday 17:00			12		12	18
Saturday 18:00					4	7
Saturday 19:00					8	13
Saturday 20:00					5	12
Saturday 21:00					12	13
Saturday 22:00					15	11
Saturday 23:00				4	13	25
Sunday 00:00				9	20	26
Sunday 01:00				19	3	28
Sunday 02:00				24		8
Sunday 03:00				24		5
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						
Total	10	11	332	140	525	756

**Table 6 - Dover ranks, total Hackney Carriages departing with passengers**

Total Hackney Carriages departing with passengers						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00						1
Thursday 08:00						4
Thursday 09:00			5			5
Thursday 10:00		1	11			12
Thursday 11:00		1	4			11
Thursday 12:00	4	4	13	3		15
Thursday 13:00	1	1	14			13
Thursday 14:00			14			13
Thursday 15:00			7			16
Thursday 16:00			10			7
Thursday 17:00			7			7
Thursday 18:00						2
Thursday 19:00						8
Thursday 20:00						1
Thursday 21:00						3
Thursday 22:00						4
Thursday 23:00						8
Friday 00:00				1		5
Friday 01:00						3
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00						2
Friday 08:00						3
Friday 09:00			3			8
Friday 10:00			8			12
Friday 11:00		1	15	1		20
Friday 12:00			21			23
Friday 13:00			12			16
Friday 14:00			14			10
Friday 15:00			11			11
Friday 16:00			10			10
Friday 17:00			4			9
Friday 18:00						2
Friday 19:00						1
Friday 20:00						6
Friday 21:00						14
Friday 22:00						8
Friday 23:00				1		9
Saturday 00:00				4		7
Saturday 01:00				7		15
Saturday 02:00				9		5
Saturday 03:00				6		2
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00						2
Saturday 08:00			2			1
Saturday 09:00			5			3
Saturday 10:00			4			13
Saturday 11:00			10			18
Saturday 12:00		1	16			17
Saturday 13:00		1	9			21
Saturday 14:00	1		18			13
Saturday 15:00	2		11			21
Saturday 16:00		1	10			5
Saturday 17:00			7			13
Saturday 18:00						4
Saturday 19:00						10
Saturday 20:00						8
Saturday 21:00						8
Saturday 22:00						7
Saturday 23:00				2		13
Sunday 00:00				7		14
Sunday 01:00				11		16
Sunday 02:00				13		6
Sunday 03:00				8		3
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						
Total	8	11	275	73	394	547

**Table 7 - Dover ranks, total Hackney Carriages departing the ranks empty**



Total Hackney Carriages departing ranks empty						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00						6
Thursday 08:00				1		12
Thursday 09:00		7	1			15
Thursday 10:00		8				21
Thursday 11:00		7	2			22
Thursday 12:00		11				16
Thursday 13:00		16	2			17
Thursday 14:00		12				13
Thursday 15:00		5	2			2
Thursday 16:00		6				6
Thursday 17:00			1			10
Thursday 18:00						12
Thursday 19:00						9
Thursday 20:00						10
Thursday 21:00						12
Thursday 22:00						11
Thursday 23:00				1		7
Friday 00:00				1		5
Friday 01:00						4
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00						9
Friday 08:00						10
Friday 09:00	1	4	1			22
Friday 10:00	1	8	2			16
Friday 11:00		13	1			14
Friday 12:00		16				8
Friday 13:00		13				11
Friday 14:00		16				14
Friday 15:00		11	2			7
Friday 16:00			2			2
Friday 17:00			2			11
Friday 18:00						14
Friday 19:00						4
Friday 20:00						8
Friday 21:00						7
Friday 22:00						19
Friday 23:00				2	1	10
Saturday 00:00				1	1	2
Saturday 01:00				1	2	3
Saturday 02:00						2
Saturday 03:00				2		
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00						5
Saturday 08:00			2			11
Saturday 09:00		2				14
Saturday 10:00		2	1			14
Saturday 11:00		9	1			9
Saturday 12:00		11				12
Saturday 13:00		8	2			7
Saturday 14:00		13				12
Saturday 15:00		11	3			7
Saturday 16:00		5	3			9
Saturday 17:00			2			9
Saturday 18:00						15
Saturday 19:00						6
Saturday 20:00						12
Saturday 21:00						11
Saturday 22:00				3	4	10
Saturday 23:00				3	2	1
Sunday 00:00				1	1	8
Sunday 01:00				1	4	6
Sunday 02:00				1		6
Sunday 03:00				3		
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						
Total	2	214	33	20	106	587

Table 8 - Dover ranks, total Hackney Carriages departing the ranks

Total Hackney Carriages departing ranks						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00					4	7
Thursday 08:00			1		7	16
Thursday 09:00		7	6		10	20
Thursday 10:00		9	11		5	33
Thursday 11:00		8	6		5	33
Thursday 12:00	4	15	13	3	11	31
Thursday 13:00	1	17	16		7	30
Thursday 14:00		12	14		9	26
Thursday 15:00		5	9		7	18
Thursday 16:00		6	10		5	13
Thursday 17:00			8		8	17
Thursday 18:00					11	14
Thursday 19:00					12	17
Thursday 20:00					8	11
Thursday 21:00					8	15
Thursday 22:00					13	15
Thursday 23:00				1	5	15
Friday 00:00				2	5	10
Friday 01:00					2	7
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00					4	11
Friday 08:00					6	13
Friday 09:00	1	4	4		3	30
Friday 10:00	1	8	10		6	28
Friday 11:00		14	16	1	7	34
Friday 12:00		16	21		7	31
Friday 13:00		13	12		9	27
Friday 14:00		16	14		8	24
Friday 15:00		11	13		8	18
Friday 16:00			12		11	12
Friday 17:00			6		14	20
Friday 18:00					10	16
Friday 19:00					16	5
Friday 20:00					16	14
Friday 21:00					6	21
Friday 22:00					10	27
Friday 23:00				3	9	19
Saturday 00:00				5	18	9
Saturday 01:00				8	12	18
Saturday 02:00				9		7
Saturday 03:00				8		2
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00					2	7
Saturday 08:00			4		5	12
Saturday 09:00		2	5		5	17
Saturday 10:00		2	5		6	27
Saturday 11:00		9	11		13	27
Saturday 12:00		12	16		9	29
Saturday 13:00		9	11		11	28
Saturday 14:00	1	13	18		9	25
Saturday 15:00	2	11	14		11	28
Saturday 16:00		6	13		15	14
Saturday 17:00			9		12	22
Saturday 18:00					7	19
Saturday 19:00					10	16
Saturday 20:00					7	20
Saturday 21:00					16	19
Saturday 22:00				3	13	17
Saturday 23:00				5	11	14
Sunday 00:00				8	9	22
Sunday 01:00				12	7	22
Sunday 02:00				14		12
Sunday 03:00				11		3
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						
Total	10	225	308	93	500	1134

Table 9 - Dover ranks, average Hackney Carriage vehicle waiting time at the rank (hh:mm)



Hackney Carriage average vehicle wait times (HH:MM)						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00					00:24	00:16
Thursday 08:00			00:24		00:02	00:11
Thursday 09:00		00:09	00:12		00:17	00:14
Thursday 10:00		00:14	00:14		00:52	00:11
Thursday 11:00		00:16	00:22		00:51	00:10
Thursday 12:00	00:01	00:09	00:29	00:01	00:16	00:08
Thursday 13:00	00:01	00:06	00:16		00:23	00:10
Thursday 14:00		00:08	00:26		00:20	00:13
Thursday 15:00		00:05	00:36		00:35	00:06
Thursday 16:00		00:08	00:29		00:51	00:04
Thursday 17:00			00:04		00:23	00:08
Thursday 18:00					00:26	00:14
Thursday 19:00					00:29	00:15
Thursday 20:00					00:31	00:23
Thursday 21:00					00:35	00:21
Thursday 22:00					00:11	00:12
Thursday 23:00				00:03	00:44	00:12
Friday 00:00				00:00	00:19	00:23
Friday 01:00					00:27	00:19
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00					00:10	00:04
Friday 08:00					00:51	00:11
Friday 09:00	00:05	00:12	00:26		01:22	00:11
Friday 10:00	00:22	00:07	00:13		00:22	00:14
Friday 11:00		00:05	00:10	00:11	00:19	00:07
Friday 12:00		00:04	00:07		00:22	00:06
Friday 13:00		00:06	00:14		00:28	00:12
Friday 14:00		00:09	00:12		00:31	00:09
Friday 15:00		00:06	00:09		00:21	00:04
Friday 16:00			00:07		00:08	00:03
Friday 17:00			00:05		00:07	00:09
Friday 18:00					00:21	00:07
Friday 19:00					00:14	00:06
Friday 20:00					00:35	00:12
Friday 21:00					00:32	00:07
Friday 22:00					00:44	00:06
Friday 23:00				00:14	00:29	00:04
Saturday 00:00				00:24	00:13	00:13
Saturday 01:00				00:07	00:11	00:08
Saturday 02:00				00:13		00:10
Saturday 03:00				00:05		
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00			00:58		00:38	00:10
Saturday 08:00			00:09		00:25	00:22
Saturday 09:00		00:00	00:21		00:18	00:12
Saturday 10:00		00:05	00:12		00:28	00:06
Saturday 11:00		00:06	00:14		00:17	00:05
Saturday 12:00		00:08	00:11		00:18	00:06
Saturday 13:00		00:07	00:13		00:10	00:04
Saturday 14:00	00:01	00:06	00:09		00:24	00:06
Saturday 15:00	00:00	00:02	00:08		00:14	00:03
Saturday 16:00		00:08	00:10		00:09	00:08
Saturday 17:00			00:08		00:16	00:05
Saturday 18:00					00:30	00:05
Saturday 19:00					00:25	00:14
Saturday 20:00					00:47	00:15
Saturday 21:00					00:17	00:16
Saturday 22:00				00:07	00:22	00:11
Saturday 23:00				00:11	00:31	00:09
Sunday 00:00				00:06	00:05	00:10
Sunday 01:00				00:05	00:09	00:09
Sunday 02:00				00:10		00:18
Sunday 03:00				00:03		00:25
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						

Table 10 - Dover ranks, maximum Hackney Carriages vehicle waiting time (hh:mm)





Maximum Hackney Carriage Vehicle wait time						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00					00:16	00:14
Thursday 08:00			00:24		00:06	00:14
Thursday 09:00			00:18		00:47	00:18
Thursday 10:00		00:12	00:29		01:10	00:15
Thursday 11:00		00:27	00:32		00:53	00:16
Thursday 12:00	00:01	00:20	00:44	00:02	00:42	00:13
Thursday 13:00	00:01	00:05	00:39		00:28	00:20
Thursday 14:00			00:45		00:27	00:19
Thursday 15:00			01:01		00:27	00:16
Thursday 16:00			01:07		00:59	00:10
Thursday 17:00			00:04		00:31	00:12
Thursday 18:00					00:47	00:24
Thursday 19:00					00:46	00:28
Thursday 20:00					00:49	00:23
Thursday 21:00					00:41	00:36
Thursday 22:00					00:19	00:30
Thursday 23:00					00:44	00:29
Friday 00:00				00:01	00:33	00:49
Friday 01:00					00:30	00:16
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00					00:34	00:01
Friday 08:00					01:12	00:23
Friday 09:00			00:49		01:29	00:19
Friday 10:00			00:29		00:47	00:20
Friday 11:00		00:10	00:28	00:11	00:29	00:14
Friday 12:00			00:14		00:43	00:17
Friday 13:00			00:21		00:35	00:20
Friday 14:00			00:22		00:43	00:12
Friday 15:00			00:17		00:40	00:08
Friday 16:00			00:18		00:33	00:09
Friday 17:00			00:14		00:15	00:22
Friday 18:00					00:38	00:08
Friday 19:00					00:24	00:08
Friday 20:00					01:10	00:23
Friday 21:00					00:46	00:13
Friday 22:00					00:57	00:13
Friday 23:00				00:22	00:47	00:09
Saturday 00:00				00:37	00:39	00:29
Saturday 01:00				00:15	00:21	00:12
Saturday 02:00				00:27		00:15
Saturday 03:00				00:06		
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00			00:51		01:13	00:17
Saturday 08:00			00:16		00:25	
Saturday 09:00			00:38		00:46	00:17
Saturday 10:00			00:15		00:42	00:15
Saturday 11:00			00:31		00:36	00:11
Saturday 12:00		00:02	00:23		00:28	00:15
Saturday 13:00		00:04	00:21		00:32	00:09
Saturday 14:00	00:01		00:28		00:35	00:13
Saturday 15:00	00:00		00:14		00:34	00:11
Saturday 16:00		00:02	00:28		00:25	00:14
Saturday 17:00			00:15		00:47	00:10
Saturday 18:00					00:26	00:11
Saturday 19:00					00:45	00:33
Saturday 20:00					00:57	00:31
Saturday 21:00					00:32	00:27
Saturday 22:00					00:48	00:13
Saturday 23:00				00:19	00:40	00:46
Sunday 00:00				00:16	00:18	00:21
Sunday 01:00				00:18	00:12	00:17
Sunday 02:00				00:19		00:29
Sunday 03:00				00:04		00:34
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						

Table 11 - Dover ranks, average passenger waiting times (hh:mm:ss)

Average passenger wait time						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00						
Thursday 08:00					0:02:26	
Thursday 09:00					0:01:16	
Thursday 10:00						
Thursday 11:00						
Thursday 12:00					0:00:07	
Thursday 13:00						
Thursday 14:00						
Thursday 15:00						
Thursday 16:00						
Thursday 17:00						
Thursday 18:00						
Thursday 19:00						
Thursday 20:00						
Thursday 21:00						
Thursday 22:00					0:00:26	
Thursday 23:00						
Friday 00:00						
Friday 01:00						
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00						
Friday 08:00						
Friday 09:00						
Friday 10:00						
Friday 11:00						
Friday 12:00						
Friday 13:00						
Friday 14:00						
Friday 15:00						
Friday 16:00			0:00:10			
Friday 17:00						
Friday 18:00						
Friday 19:00						
Friday 20:00						
Friday 21:00						
Friday 22:00						
Friday 23:00						
Saturday 00:00						
Saturday 01:00				0:05:37		
Saturday 02:00				0:02:17		
Saturday 03:00						
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00						
Saturday 08:00						
Saturday 09:00					0:00:15	
Saturday 10:00			0:00:08		0:00:43	0:00:31
Saturday 11:00						
Saturday 12:00						0:00:08
Saturday 13:00					0:01:34	
Saturday 14:00						
Saturday 15:00						
Saturday 16:00						
Saturday 17:00					0:00:41	
Saturday 18:00						
Saturday 19:00						
Saturday 20:00						
Saturday 21:00						
Saturday 22:00						
Saturday 23:00						0:00:51
Sunday 00:00				0:00:11	0:00:49	0:01:26
Sunday 01:00						0:00:13
Sunday 02:00						
Sunday 03:00				0:00:13		
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						

Table 12 - Dover ranks, maximum passenger waiting times (hh:mm:ss)



Maximum passenger wait time						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00						
Thursday 08:00					00:10:29	
Thursday 09:00					00:04:23	
Thursday 10:00						
Thursday 11:00						
Thursday 12:00					00:01:41	
Thursday 13:00						
Thursday 14:00						
Thursday 15:00						
Thursday 16:00						
Thursday 17:00						
Thursday 18:00						
Thursday 19:00						
Thursday 20:00						
Thursday 21:00						
Thursday 22:00					00:02:33	
Thursday 23:00						
Friday 00:00						
Friday 01:00						
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00						
Friday 08:00						
Friday 09:00						
Friday 10:00						
Friday 11:00						
Friday 12:00						
Friday 13:00						
Friday 14:00						
Friday 15:00						
Friday 16:00			00:01:53			
Friday 17:00						
Friday 18:00						
Friday 19:00						
Friday 20:00						
Friday 21:00						
Friday 22:00						
Friday 23:00						
Saturday 00:00						
Saturday 01:00				00:15:28		
Saturday 02:00				00:09:08		
Saturday 03:00						
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00						
Saturday 08:00						
Saturday 09:00					00:02:18	
Saturday 10:00			00:01:01		00:10:48	00:02:33
Saturday 11:00						
Saturday 12:00						00:01:26
Saturday 13:00					00:04:46	
Saturday 14:00						
Saturday 15:00						
Saturday 16:00						
Saturday 17:00					00:04:01	
Saturday 18:00						
Saturday 19:00						
Saturday 20:00						
Saturday 21:00						
Saturday 22:00						
Saturday 23:00						00:10:16
Sunday 00:00				00:01:46	00:02:55	00:11:20
Sunday 01:00						00:02:51
Sunday 02:00						
Sunday 03:00				00:01:45		
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						

Table 13 - Dover ranks, number of passengers who had to wait



Total waiting passengers						
Day & Time	Park St, Deal	Worthington St, Dover	Biggin St, Dover	Market Square, Dover	Dover Priory Railway Station	South St, Deal
Thursday 07:00						
Thursday 08:00					7	
Thursday 09:00					8	
Thursday 10:00						
Thursday 11:00						
Thursday 12:00					1	
Thursday 13:00						
Thursday 14:00						
Thursday 15:00						
Thursday 16:00						
Thursday 17:00						
Thursday 18:00						
Thursday 19:00						
Thursday 20:00						
Thursday 21:00						
Thursday 22:00					2	
Thursday 23:00						
Friday 00:00						
Friday 01:00						
Friday 02:00						
Friday 03:00						
Friday 04:00						
Friday 05:00						
Friday 06:00						
Friday 07:00						
Friday 08:00						
Friday 09:00						
Friday 10:00						
Friday 11:00						
Friday 12:00						
Friday 13:00						
Friday 14:00						
Friday 15:00						
Friday 16:00			1			
Friday 17:00						
Friday 18:00						
Friday 19:00						
Friday 20:00						
Friday 21:00						
Friday 22:00						
Friday 23:00						
Saturday 00:00						
Saturday 01:00				4		
Saturday 02:00				4		
Saturday 03:00						
Saturday 04:00						
Saturday 05:00						
Saturday 06:00						
Saturday 07:00						
Saturday 08:00						
Saturday 09:00						1
Saturday 10:00			1		1	4
Saturday 11:00						
Saturday 12:00						2
Saturday 13:00					5	
Saturday 14:00						
Saturday 15:00						
Saturday 16:00						
Saturday 17:00					3	
Saturday 18:00						
Saturday 19:00						
Saturday 20:00						
Saturday 21:00						
Saturday 22:00						
Saturday 23:00						4
Sunday 00:00				1	8	4
Sunday 01:00						2
Sunday 02:00						
Sunday 03:00				3		
Sunday 04:00						
Sunday 05:00						
Sunday 06:00						
Total			2	12	36	16