REPORT TO: LICENSING COMMITTEE – 20TH MARCH 2025

REPORT ON: POLICY ON TAXI LICENCES - CONSULTATION RESULTS AND RECOMMENDATIONS

REPORT BY: HEAD OF DEMOCRATIC AND LEGAL SERVICES

REPORT NO: 92-2025

1.0 PURPOSE OF REPORT

1.1 To advise the Committee of the outcome of the recent public consultation on the policy on the granting of Taxi Licences and for the Committee thereafter to determine its future policy.

2.0 RECOMMENDATIONS

2.1 That the Committee notes the result of the consultation;

2.2 That the Committee decides whether or not to retain the numerical limit on the number of Taxi Licences in the Dundee City Council area and at what level that numerical limit should be set;

2.3 That the Committee decides what mechanism should be used to invite applications for any new licences which may become available as a result of the setting of a numerical limit in Paragraph 2.2 above;

2.4 That the Committee decides if there should be any restrictions placed upon the types of vehicle it would be prepared to licence for new applications;

2.5 That the Committee decides whether or not to retain the Corporate Plate Policy and, if so, if any restrictions should be placed upon the types of vehicles for which new applications would be considered;

2.6 That the Committee decides whether to retain its mixed fleet policy and, if so, what respective levels/percentages should be set for wheelchair accessible vehicles (WAV's) and saloon cars

3.0 FINANCIAL IMPLICATIONS

3.1 In terms of Paragraph 15 of Schedule 1 to the Civic Government (Scotland) Act, 1982, the Council is legally obliged to recover the costs in administering the taxi licensing scheme through the fees received. There should, therefore, be no financial implications for the Council arising from the contents of this report.

4.0 TAXI POLICY CONSULTATION

4.1 Reference is made to the minute of the meeting of the Committee on 26 September 2024 when a report prepared by Jacobs UK Limited into the demand for taxi services in the Dundee City Council area was placed before the Committee for consideration. The Committee decided to defer taking any decision until after the carrying out of a public consultation into all aspects of its policies on the grant of Taxi Licences. A copy of the taxi survey report is attached as APPENDIX 1 to this report and a copy of the consultation document is shown at APPENDIX 2.

4.2 12 responses were received from both within and outwith the taxi trade and the results are noted in APPENDIX 3 to this report.

4.3 The current fleet of taxis (and respective percentages of the fleet) is made up as follows:-

WAV's – 194 (43.1%)
Saloons - 256 (56.9%)

Figures are as at 13th March 2025

5.0 RELEVANT ISSUES

5.1 There were a number of issues addressed in the consultation. The matters upon which views were sought all related to the findings and recommendations in the taxi demand survey report that for the first time in a considerable number of years the overall number of taxis in the city is below that estimated to meet the level of demand for taxi services. Based on current figures, this would potentially mean 19 licences becoming available which would not attract a ground for refusal under Section 10 (3) of the said 1982 Act (no significant unmet demand).

5.2 The consultation responses are overwhelmingly in favour of setting the demand for taxis at the limit recommended in the survey report, i.e., 469. The Committee may therefore consider accepting that recommendation in the survey report. In that event, the other issues which will then require to be considered are set out below.

5.3 The most obvious matter which will have to be addressed is how such licences should be allocated and for what vehicle type or types. The current approach of the Committee is to require all new licences for both taxis and private hire cars to be for electric vehicles only. The Committee also has a policy aspiring to a mixed fleet of 60% WAV's to 40% saloon cars to cater for the range of disabilities which the travelling public may have. As is noted in Paragraph 4.3 above, the current respective percentages are WAV 43.1% and saloon vehicles 56.9%.

5.4 As for vehicle types, there was a unanimous response from those who answered the question of whether the 60/40 split should be retained with all those responding to that question answering in the affirmative. This policy was adopted on 23 October 2012 following an extensive public consultation which expressed a clear preference for a mixed fleet. That decision was then confirmed at a subsequent meeting of the Committee on 3 March 2016. If the Committee wishes to retain that policy, then the grant of new licences would be dictated by how best to achieve that balance, i.e., if the number of WAV's is below 60%, then only WAV licences could be granted until the 60% figure is reached. There was no obvious preference amongst the consultation responses for any particular vehicle type. The options submitted by the respondents were - electric-only (current policy of the Committee); WAV's only; hybrid; petrol/diesel cars; or there should be further discussions with the trade. However, only around 40% of respondents actually answered this question. Given the benefits to the City of the introduction of the electric-only policy and the previously stated desire to have as much of the fleet as possible made comprising such vehicles, there was no clear alterative preference submitted in the responses. Also, in 2017 the Scottish Government committed to phasing out the need for new petrol and diesel cars and vans by 2032 (subsequently brought forward to 2030). Accordingly, the Committee may not be persuaded to depart from the current electric-only policy and this may also apply to the corporate plate policy where, despite there being significant support for retaining that policy, there was also similar spread and level of opinion as to which vehicle types should be covered by it.

5.5 There was no consensus on the method of allocating licences and a third of respondents did not even answer the question. The options suggested in the responses are – "first come-first served" (i.e., preference by the date of lodging of the application with the earliest first); some kind of preference being given to existing drivers or operators; and a lottery or draw procedure. Of these alternatives, the easiest one to introduce for practical and administrative purposes is by date of applications lodged. However, at the time of the decision to adopt a mixed fleet and the subsequent confirmation of that decision in 2016, the Committee was mindful of advice received from Senior Counsel in 2012 of the desirability of introducing some kind of mechanism to seek to address any perceived unfairness to WAV operators resulting from a decision to allow existing saloon car operators to be allowed to keep that type of vehicle on their licences potentially indefinitely. One possible way of addressing that issue would be to allow existing WAV operators to have the first opportunity to apply for any available licences following the unmet demand survey. If this did not result in all available licences being taken up, then further applications could be considered from anyone not currently a WAV operator on a first-come, first-served basis having regard to the date they are lodged. There was no significant support for introducing any limit on the number of applications from the same applicant (only 8% supported such a restriction in the responses to the consultation).

6.0 NEXT STEPS

6.1 If the Committee agrees the various strands of policy narrated outlined in Paragraphs 5.1 to 5.5 above, the Licensing Office will arrange for this to be publicised on the Council website. If the decision is to allow existing WAV operators the first opportunity to apply for any available licences, the Licensing Office will write to them and invite applications within a prescribed timescale. If the available quota is not taken up, then applications will be invited from anyone else who wishes to apply. Provided any such applications are within the policy parameters adopted (and there are licences available which would not breach any numerical limit) then, unless the Committee decides otherwise, these could be dealt with under delegated powers. Any new applications which would be outwith policy would be submitted to the Committee for consideration in accordance with existing practice and procedure.

8.0 POLICY IMPLICATIONS

8.1 This report has been subject to an Integrated Impact Assessment to identify impacts on Equality, Diversity, Fairness & Poverty, Environment and Corporate Risk. An impact, positive or negative, on one or more of these issues was identified. An appropriate senior manager has checked and agreed with this assessment. A copy of the Integrated Impact Assessment showing the impacts and accompanying benefits of/mitigating factors for them is included as APPENDIX 4 to this report.

9.0 CONSULTATIONS

9.1 The Chief Executive, the Executive Director of Corporate Services, the Head of Planning and Economic Development and the Equalities & Fairness Officer have been consulted in the preparation of this report.

10.0 BACKGROUND PAPERS

10.1 None.

11.0 Name: Roger Mennie
Head of Democratic and Legal Services

Date: 13th March 2025

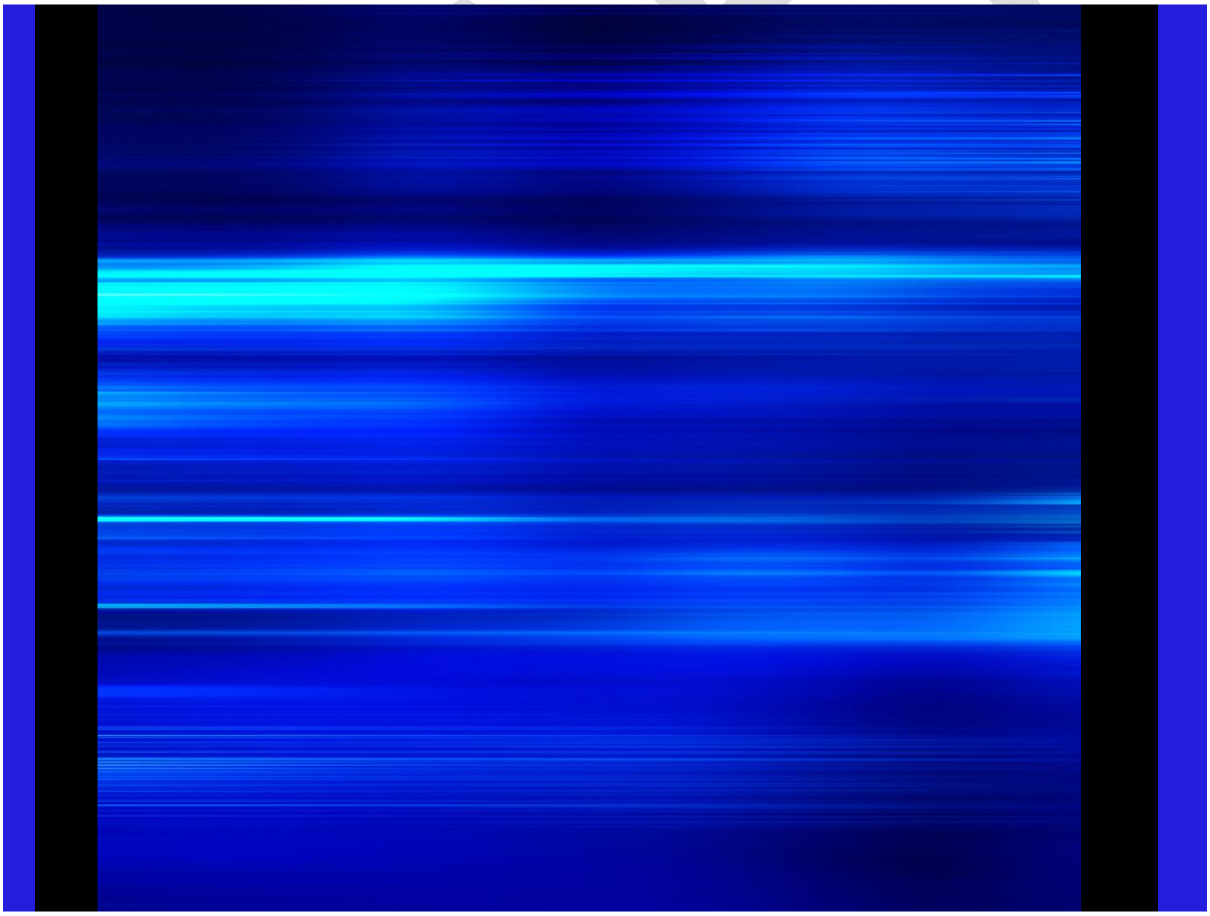
APPENDIX ...1...

Final Report

Document no: 1
Version: Final Report

Dundee City Council

Taxi Demand Study
12 August 2024



Final Report

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1. General

This taxi demand study has been conducted by Jacobs on behalf of Dundee City Council (DCC).

The overall objective is to provide a full survey of demand for taxis in Dundee and to determine whether significant unmet demand for taxis exists in terms of Section 10 (3) of the Civic Government (Scotland) Act 1982. Specific objectives of the study are to determine:

- Whether there is any significant unmet demand for taxi services in Dundee; and
- If significant unmet demand is found, recommend how many licences would be required to meet this.

This study sits in the context of both Scottish Government guidance and other relevant statutes of law (Acts) which are summarised below.

In 2023, the Scottish Government reissued Best Practice Guidance for Taxi and Private Hire licensing. The Scottish Government takes the view that decisions as to the case for limiting taxi licences should remain a matter for licensing authorities in light of local circumstances. The Guidance also provides local authorities with assistance in local decision making when they are determining the licensing policies for their local area. Guidance is provided on a range of issues including flexible taxi services, vehicle licensing, driver licensing and training.

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

The Taxis and Private Hire Cars (Disabled Persons) Act 2022 aims to further reduce discrimination against disabled people by extending some of the existing 2010 Act duties to apply to more disabled people and more taxi operators. The amendments include: • Extending the protections currently afforded to place duties on the driver of a taxi or private hire that has been hired to transport a disabled person who is able and wants to travel in a non-wheelchair accessible vehicle. This will benefit wheelchair users whose wheelchairs can be folded and stowed while travelling in a non-designated taxi or private hire car. • Wheelchair users whose wheelchairs cannot be folded and stowed while travelling will further benefit from the new requirement on licensing authorities to publish a list of wheelchair accessible vehicles in their area – making it easier for them to identify services they can use. • Extending the protections currently afforded to wheelchair users using a designated wheelchair accessible taxi or private hire car and/or assistance dog users to all disabled passengers regardless of the vehicle they travel in

2. Background

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

2.1 Background

Dundee is a city and council area located in eastern Scotland with a resident population of 147,720 (2021 mid-year estimate, National Records of Scotland). The city has recently been announced as a UNESCO City of Design and has received significant recent investment especially around its waterfront (some £1 billion), creating the potential for 7,000 jobs and a significant increase in visitor numbers.

In terms of the licensing of taxis and private hire vehicles, DCC operated a derestricted market until 2013 when the Licensing Committee reinstated the numerical limit at 611. An unmet demand study was undertaken in 2015 and the limit was then reduced to 605. In 2016, following a further unmet demand study, the limit was reduced further to 575. Another unmet demand study was undertaken in 2017 and the authority resolved that no new licences would be issued until the number of licences fell below 555. The last unmet demand study was undertaken in 2023 and the Council decided to reduce the numerical limit down to 475.

As of 26th May 2024 there were 455 licensed taxis operating in Dundee. Some 27% of the fleet was fully electric.

The private hire fleet consists of 176 vehicles. In view of the size of this fleet, relative to the taxi fleet, it is evident that taxis are the dominant force in the Dundee market.

2.2 Provision of Taxi Stands

There are currently 22 official taxi stances located throughout the Dundee licensing area; the locations and times of operation of each of the stances are provided in Appendix 1.

2.3 Taxi Fares and Licence Premiums

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

- Daytime – Monday to Sunday, 6am until 10pm
- Weekday evenings – Monday to Thursday, 10pm until 6am
- Weekend evenings – Friday to Sunday, 10pm until 6am
- Festive period – 24th December from 6pm until 6am 27th December, and 31st January from 6pm until 6am 3rd January

The standard daytime charge tariff is made up of two elements; an initial fee (or 'drop') of £3.75 for entering the vehicle and a fixed price addition of 19p per 0.1 mile, dependent on the tariff in place, or uncompleted part thereof travelled, plus fixed additions for waiting time. Fixed additional charges are also in place for extra passengers or luggage. A standard two-mile daytime fare undertaken by one individual would therefore be £6.79. The tariffs are outlined in detail in the fare card in Figure 2.1 overleaf.

Figure 2.1 – Farecard for Dundee. (Values were set 1st December 2022)

Dundee City Council CHANGING FOR THE FUTURE

DUNDEE CITY COUNCIL - FARES FOR THE HIRE OF TAXIS
FARES 1ST DECEMBER 2022

For the first passenger carried:-

CHARGES	TARIFF 1 DAYTIME	TARIFF 2 WEEKDAY EVENINGS	TARIFF 3 WEEKEND EVENINGS	TARIFF 4 FESTIVE PERIOD
Initial hire not exceeding 4/10th of a mile (704 yards) or 169 seconds of waiting time or a combination of both time and distance	Monday to Sunday 6am to 10pm **£3.75**	Monday to Thursday 10pm to 6am **£4.09**	Friday to Sunday 10pm to 6am **£4.43**	Throughout period **£5.11**
Each additional 1/10th of a mile (176 yards) or part thereof, or 42 seconds of waiting time or part thereof, or a combination of both time and distance	**19p**	**21p**	**23p**	**26p**

EXTRAS - ALL TARIFFS	For each passenger in excess of the first passenger	**50p**
	For each parcel carried in the luggage compartment, boot or rack	**50p**
FESTIVE PERIOD	Between 6pm on 24th December until 6am on 27th December and between 6pm on 31st December until 6am on 3rd January	

NB **No charge shall be made for a child's perambulator or carriage, any items designed to assist the mobility of users such as wheelchairs or walkers, a bag or bags containing loose groceries or shopping carried in a taxi, whether in the luggage compartment or inside the taxi.**

SOILING CHARGE (which results in the vehicle being taken off service for any period of time) Minimum - £25, Maximum - £50

1st December 2022

The trade magazine, Private Hire and Taxi Monthly, publish monthly league tables of the fares for 365 authorities across the UK over a two-mile journey. Each journey is ranked with one (1st) being the most expensive. The April 2024 table showed that Dundee rated 219h in the table, indicating that Dundee has lower than average fares.

Table 2.1 overleaf provides a comparison of other similar authorities in Scotland, based on population figures and the presence of a large city or town, in terms of their rank based on fares.

Table 2.1 - Comparison of neighbouring authorities in terms of fares (Source: Private Hire and Taxi Monthly, April 2024)

Local Authority	Rank
City of Edinburgh	**27**
Glasgow City	**41**
Fife	**91**
South Lanarkshire – Cambuslang	**208**
West Lothian	**215**
Dundee	**219**
Aberdeen City	**232**
South Lanarkshire – E Kilbride	**241**
Renfrewshire	**290**
South Lanarkshire – Clydesdale	**293**
North Lanarkshire	**325**
South Lanarkshire – Hamilton	**326**

This table shows that fares in Dundee are mid-range in comparison to other similar authorities.

3. Definition, Measurement and Removal of Significant Unmet Demand

3.1 Introduction

This section provides a definition of significant unmet demand derived from experience of over 100 unmet demand studies since 1987. This leads to an objective measure of significant unmet demand that allows clear conclusions regarding the presence or absence of this phenomenon to be drawn.

Following this definition, a description is provided of the Significant Unmet Demand Simulation Model (SUDSIM) which is a tool developed to determine the number of taxi licences required to eliminate significant unmet demand, where such unmet demand is found to exist. This method has been applied to numerous local authorities across the UK and has been tested in the courts as a way of determining if there is unmet demand for taxis.

3.2 Overview

Significant Unmet Demand (SUD) has two components:

- Patent demand – that which is directly observable; and
- 'Suppressed' demand – that which is released by additional supply.

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

3.3 Defining Significant Unmet Demand

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

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

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

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

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

- What can be determined inappropriately met demand. This is current observable demand that is being met by, for example, private hire cars illegally ranking up; and

- That which arises if people are forced to use some less satisfactory method of travel due to the unavailability of a taxi.

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

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

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

3.4 Measuring Patent Significant Unmet Demand

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

1. Identify the demand profile;
2. Estimate the passenger and cab delays; and
3. Compare estimated delays to the demand profile.

The broad interpretation of the results obtained from undertaking this process is summarised in Table 3.1.

Table 3.1 – Existence of SUD determined by comparing demand and delay profiles

Demand is:	Delays during peak only	Delays during peak and other times
Highly peaked	No SUD	Possibly a SUD
Not highly peaked	Possibly a SUD	Possibly a SUD

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

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

- Case law that suggests an authority should take a broad view of the market;
- The effect of different levels of supply during different periods at the stance on service quality; and

- The need for consistent treatment of different authorities and the same authority over time.

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

ISUD = APD x PF x GID x SSP x SF x LDF

Where:

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

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

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

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

SF = Seasonality Factor. Due to the nature of these surveys, it is not possible to collect information throughout an entire year to assess the effects of seasonality. Experience has suggested that taxi demand does exhibit a degree of seasonality and this is allowed for by the inclusion of a seasonality factor. The factor is set at a level to ensure that a marginal decision either way obtained in an "untypical" month will be reversed. This factor takes a value of 1 for surveys conducted in September to November and March to June, i.e. "typical" months. It takes a value of 1.2 for surveys conducted in January and February and the longer school holidays, where low demand and the absence of contract work will bias the results in favour of the taxi trade. A value of 0.8 is applied for surveys conducted in December during the pre-Christmas rush of activity. Generally, surveys in these atypical months, and in school holidays, should be avoided.

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

The product of these six measures provides an index value. The index is exponential and values **above the 80 mark** have been found to indicate significant unmet demand. This benchmark was defined by applying the factor to the 25 or so studies that had been conducted at the point it was developed. These earlier studies had used the same principles but in a less structured manner. The highest ISUD value for a study where a conclusion of no significant unmet demand had been found was 72. The threshold was therefore set at 80.

The ISUD factor has been applied to over 80 studies by Jacobs and has been adopted by others working in the field. It has proved to be a robust, intuitively appealing and reliable measure.

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

3.5 Determining the Number of New Licences Required to Eliminate Significant Unmet Demand

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

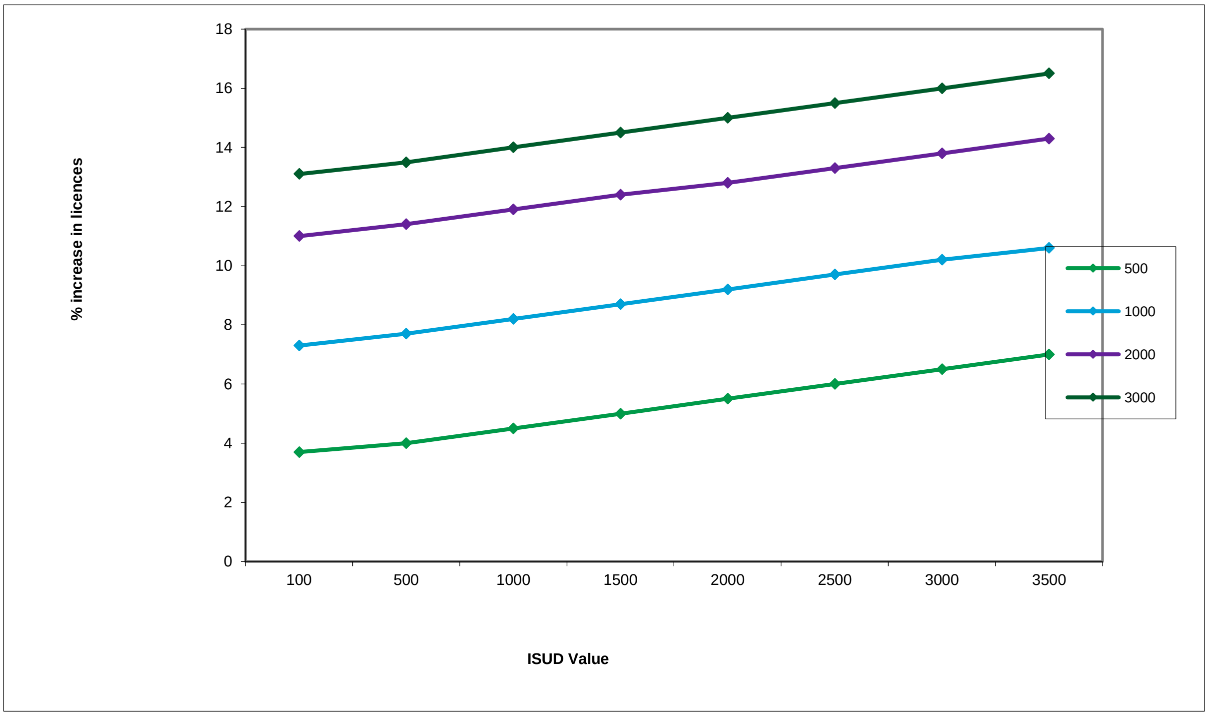
SUDSIM represents a synthesis of a queue simulation work that was previously used (1989 to 2002) to predict the alleviation of significant unmet demand and the ISUD factor described above (hence the term SUDSIM). The benefit of this approach is that it provides a direct relationship between the scale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

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

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

The main implications of the model are illustrated in Figure 3.1 below. The figure shows that the percentage increase in a taxi fleet required to eliminate significant unmet demand is positively related to the population per taxi (PPT) and the value of the ISUD factor, over the expected range of these two variables.

Figure 3.1 – Forecast increase in taxi fleet size as a function of population per taxi (PPT) and the ISUD value



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

New Licences = SUDSIM x Latent Demand Factor

Where:

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

3.6 Note on Scope of Assessing Significant Unmet Demand

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

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

4. Evidence of Patent Unmet Demand – Stance Observation Results

4.1 Introduction

This section of the report highlights the results of the stance observation survey. The stance observation programme covered a period of 225 hours during March 2024[2]. Some 10,338 passengers and 8,542 departures were recorded across eight selected stances. A summary of the stance observation programme is provided in Appendix 2.

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

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

4.2 The Balance of Supply and Demand

The results of the analysis are presented in Table 4.1 below. The predominant market state is one of equilibrium. Excess supply (queues of cabs) was experienced during 9% of the hours observed while excess demand (queues of passengers) was experienced 12% of the hours observed. Conditions were generally favourable to customers at all times of the day.

Table 4.1 – The balance of supply and demand in the Dundee stance-based taxi market (percentage of hours observed)

Period		Excess Demand (Max Passenger Queue ≥ 3)	Equilibrium	Excess Supply (Min Cab Queue ≥ 3)
Weekday	Day	4	79	17
	Night	16	75	9
Weekend	Day	8	83	8
	Night	21	77	2
Sunday	Day	11	82	8
2024		**12**	**79**	**9**

[2] Due to the time constraints of the study the rank observations were undertaken during Ramadan, which may have had an impact on delays at ranks.

Period	Excess Demand (Max Passenger Queue ≥ 3)	Equilibrium	Excess Supply (Min Cab Queue ≥ 3)
Total 2023	*15*	*75*	*10*
Total 2019	*11*	*53*	*37*
Total 2018	*8*	*71*	*21*
Total 2016	*8*	*64*	*28*
Total 2015	*8*	*46*	*46*
Total 2013	*6*	*60*	*34*

NB – Excess Demand = Maximum passenger queue ≥3. Excess Supply = Minimum Cab Queue ≥3 – values derived over 12 time periods within an hour.

As detailed in Table 4.1, conditions have remained similar for passengers since the previous study in 2023. The number of hours where excess demand was observed has **decreased to 12%** while the hours the market is in equilibrium has **increased from 75% to 79%.**

4.3 Average Delays and Total Demand

The following estimates of average delays and throughput were produced for each selected stance in Dundee (Table 4.2).

The survey suggests some 10,338 passenger departures occur per week from stances in Dundee involving some 8,542 cab departures. The taxi trade is concentrated at the stance at Nethergate (Steeple Church), accounting for 52% of the total passenger departures. On average cabs wait 8.93 minutes for a passenger. On average passengers wait 0.72 minutes for a cab.

Since the previous study in 2023, passenger demand and delay has remained **relatively stable**.

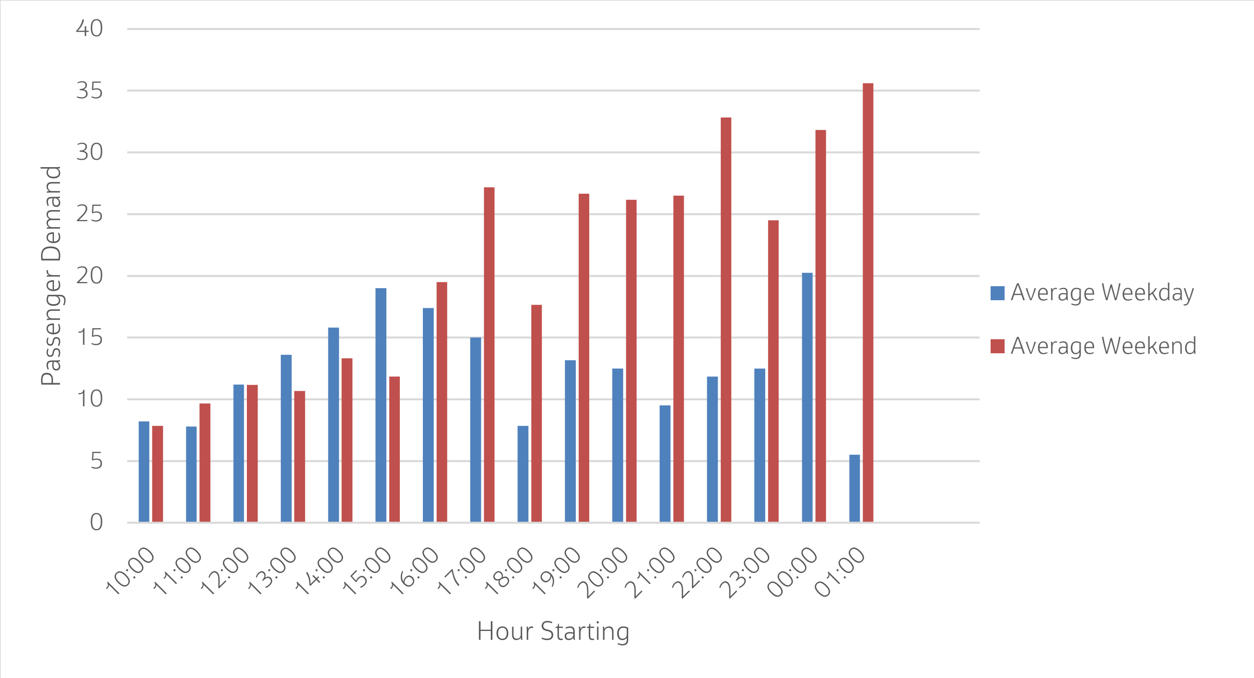
Table 4.2 Average Delays and Total Demand (Delays in Minutes)

Stance	Passenger Departures	Cab Departures	Average Passenger Delay in Minutes	Average Cab Delay in Minutes
Dundee Rail Station	1,613	1,152	1.10	12.48
Nethergate (Steeple Church)	5,363	4,543	0.36	8.96
Market Gait	59	165	0.43	7.58
Meadowside	24	16	0.00	17.86
Nethergate DCA	340	295	0.36	3.97
Lochee High Street	263	216	0.56	9.35
Brook Street, Broughty Ferry	1,831	1,329	1.87	4.33
Nine Wells Hospital	846	828	0.00	12.93
2024	***10,338***	***8,542***	***0.72***	***8.93***
Total 2023	*10,725*	*8,553*	*0.77*	*10.36*
Total 2019	*12,824*	*8,630*	*0.54*	*20.28*
Total 2018	*14,017*	*10,196*	*0.25*	*12.51*
Total 2016	*19,456*	*13,302*	*0.21*	*11.42*
Total 2015	*15,081*	*9,296*	*0.09*	*18.54*
Total 2013	*10,492*	*7,230*	*0.28*	*20.31*

4.4 The Delay/Demand Profile

Figure 4.1 provides a graphical illustration of passenger demand for the Monday to Saturday period between the hours of 10:00 and 01:00.

Figure 4.1 Passenger Demand by Time of Day in 2024 (Monday to Saturday)



The profile of demand shows a peak in demand between midnight and 1am on a weekday and between 1am and 2am on a weekend. Demand is much higher on a weekend.

Figure 4.2 Passenger Delay by Time of Day in 2024 (Monday to Saturday)

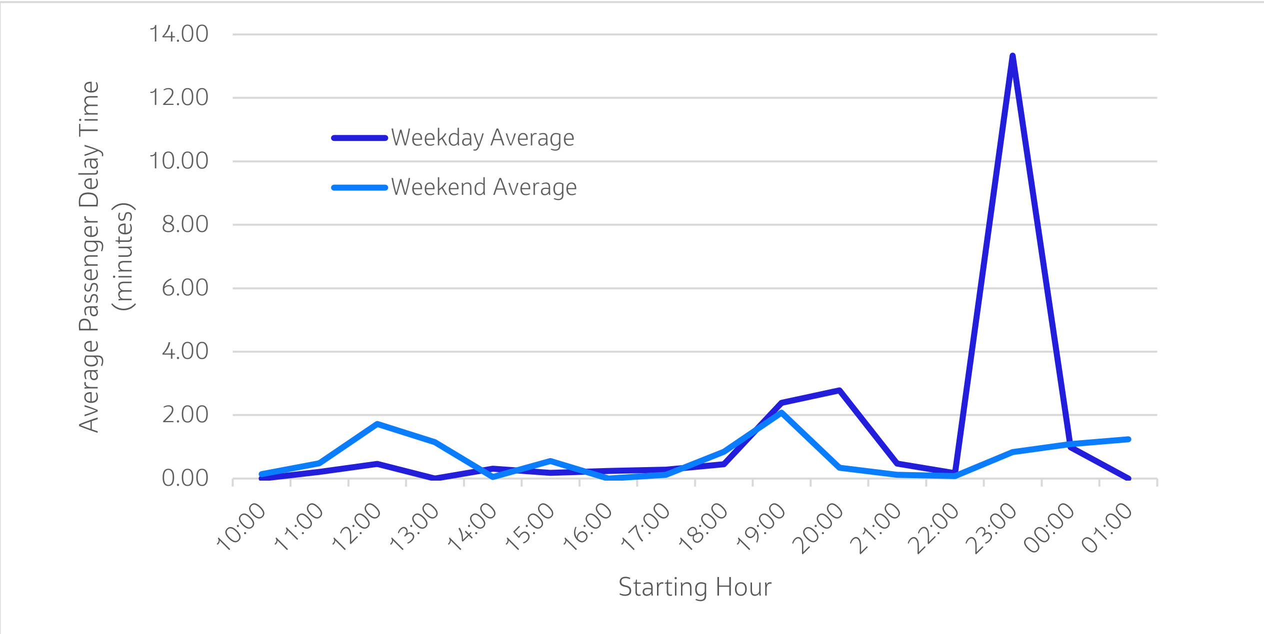


Figure 4.2 provides an illustration of passenger delay by the time of day for the weekday and weekend periods. It shows that delay peaks on weekdays between 2300 and 0000. It peaks at 1900 on weekends.

The rank observations highlighted an average delay at Brook St on a Thursday of 15 minutes between 2300 and 0000.

4.5 The General Incidence of Passenger Delay

The stance observations data can be used to provide a simple assessment of the likelihood of passengers encountering delay at stances. The results are presented in Table 4.3 below.

Table 4.3 – General incidence of passenger delay (percentage of passengers travelling in hours where delay exceeds one minute)

Year	Delay > 0	Delay > 1 min	Delay > 5 min
2024	***13.92***	***6.97***	***0.57***
2023	14.88	7.52	0.24
2019	7.10	3.31	0.51
2018	3.98	2.11	0.14
2016	8.29	1.73	0.00
2015	5.03	1.98	0.22
2013	9.28	2.93	0.81

In 2024, 6.97% of passengers are likely to experience more than a minute of delay. It is this proportion that is used within the ISUD as the 'Generality of Passenger Delay'. This is lower than in 2023.

Its should also be noted that the festival of Ramadan was during the rank observations. However, this appeared to have little impact on the supply of taxis and any passenger delay.

5. Public Consultation

5.1 Introduction

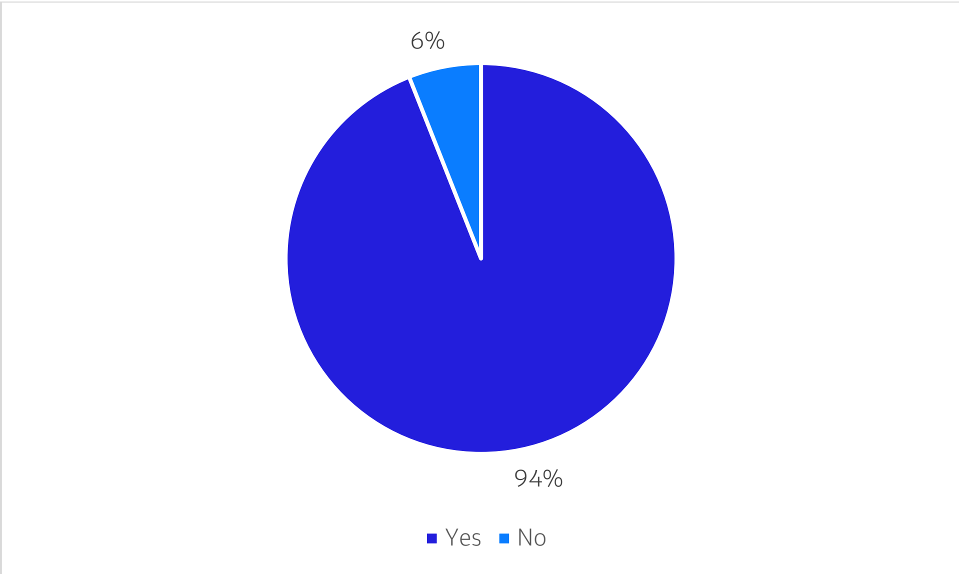
A public attitude survey was designed with the aim of collecting information regarding opinions on the taxi market in Dundee.

The survey was hosted online and promoted via DCC's website. In total, 701 people responded to the survey. It should be noted that in the tables and figures that follow the totals do not always add up to the same amount which is due to one of two reasons. First, not all respondents were required to answer all questions; and second, a number of respondents failed to answer some questions that were asked.

5.2 General Information

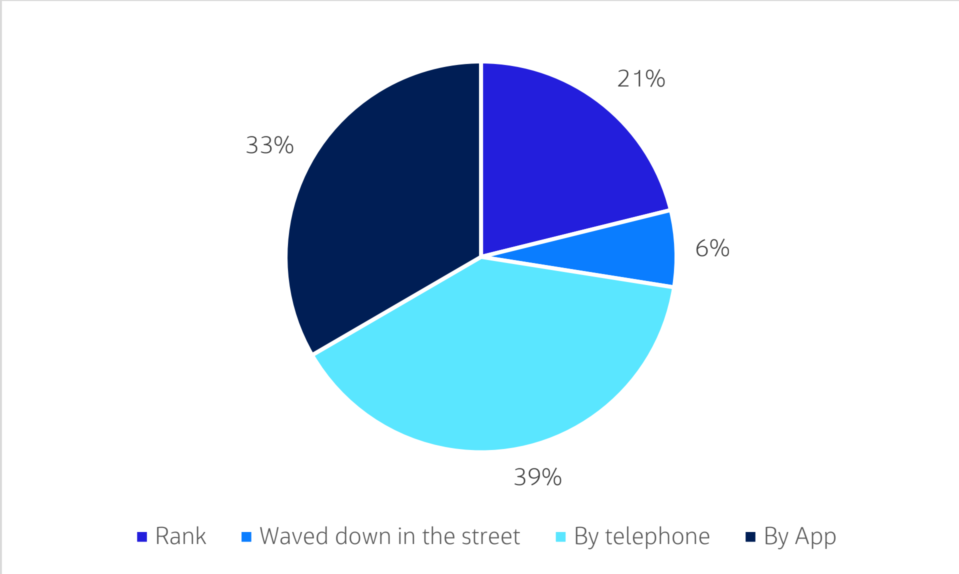
Respondents were asked whether they had made a trip by taxi in the past three months. Figure 5.1 shows that 94% of the survey population had made a trip by taxi in the last three months and only 6% (39) had not.

Figure 5.1 – Have you made a trip by taxi in the last three months?



Respondents that had identified themselves as trip makers were asked how they obtained their taxi or private hire vehicle. Of the responses, the most common answer (39%) stated that they obtained their vehicle by telephone. Some 21% hired their taxi at a rank, whereas obtaining it via an app accounted for 33%, as shown in Figure 5.2.

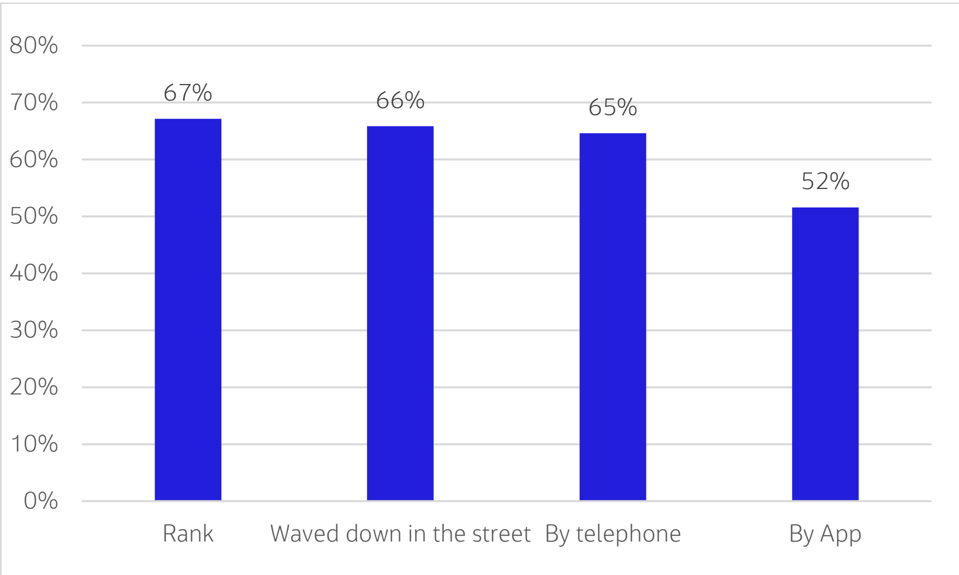
Figure 5.2 – Method of hire for last trip



Respondents were asked what type of vehicle they had obtained on their last trip. Some 81% were saloons, and 16% were wheelchair accessible – the remaining 3% were categorised as other and varied from electric cars to mini buses.

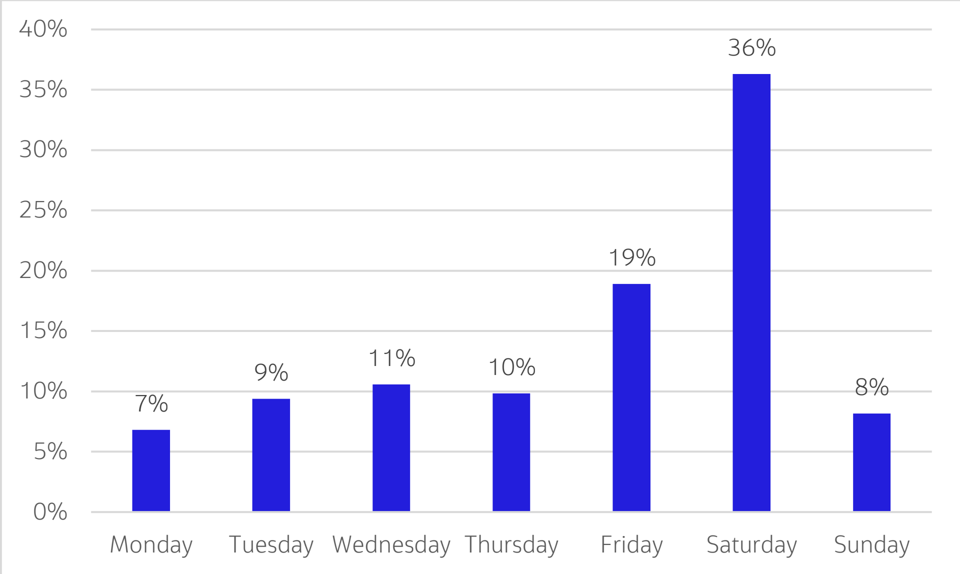
Trip makers were then asked if they were satisfied with the time taken and the promptness of the vehicle's arrival. When considering all hirings, 61% were satisfied with their last taxi journey. Figure 5.3 looks at the individual methods of hire and how that transpires to the satisfaction (presented as a percentage) with the time taken and promptness of its arrival. Obtaining your taxi at a rank presented the most satisfied respondents (67%) and the least satisfied were those who ordered by app (52%).

Figure 5.3 – Satisfaction with the promptness of vehicle arrival, split by method of hire



Respondents were also asked at what time of the day they obtained their taxi and on what day of the week it was. The results indicate that 35% took a taxi in the day time (before 6pm), followed by 40% in the evening (6pm-10pm) and 24% at night time (after 10pm). Figure 5.4 shows what day of the week respondents obtained a taxi. Saturday was the most popular, with 36% of respondent's journeys occurring on this day, followed by 19% happening on a Friday. Monday was the least popular day, with only 7% of journeys occurring; generally, as it got later into the week, the days got busier.

Figure 5.4 – Day of the week respondents obtained a taxi



Respondents were asked to rate five elements from their last taxi journey in Dundee from very poor to very good. The results in Figure 5.5 show that most elements were generally good or very good. When poor ratings were given, respondents were asked to provide a reason for their rating. Negative ratings included reasons such as:

- Driver speeding, not wearing a seatbelt
- Driver didn't have enough battery to take me home
- Taxi smelt of cigarettes
- Cash only
- Long wait for a wheelchair accessible vehicle
- Driver was not clear on where he was going
- Long route taken, and
- Driver unkempt.

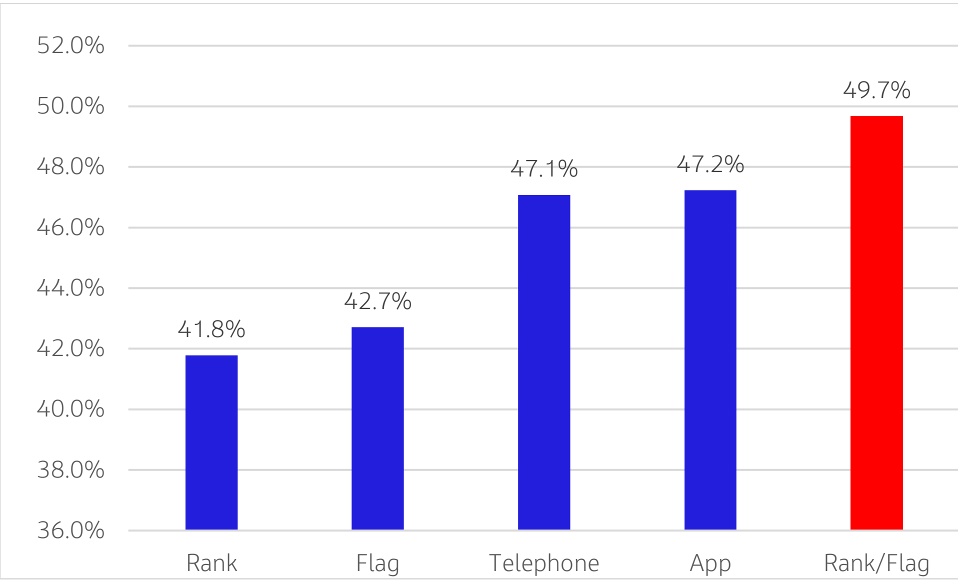
Figure 5.5 – Rating of last journey

Those respondents rating aspects as poor were asked if additional driver training was required. Some 59% felt this was not necessary.

5.3 Attempted method of hire

To measure demand suppression, all respondents were asked to identify whether they had given up waiting for a taxi at a rank, on the street, by telephone or through their app in Dundee in the last three months. The results are summarised in Figure 5.6. This indicates that most people gave up waiting for a taxi by app.

Figure 5.6 – Latent demand by method of hire – Given up trying to get a taxi?

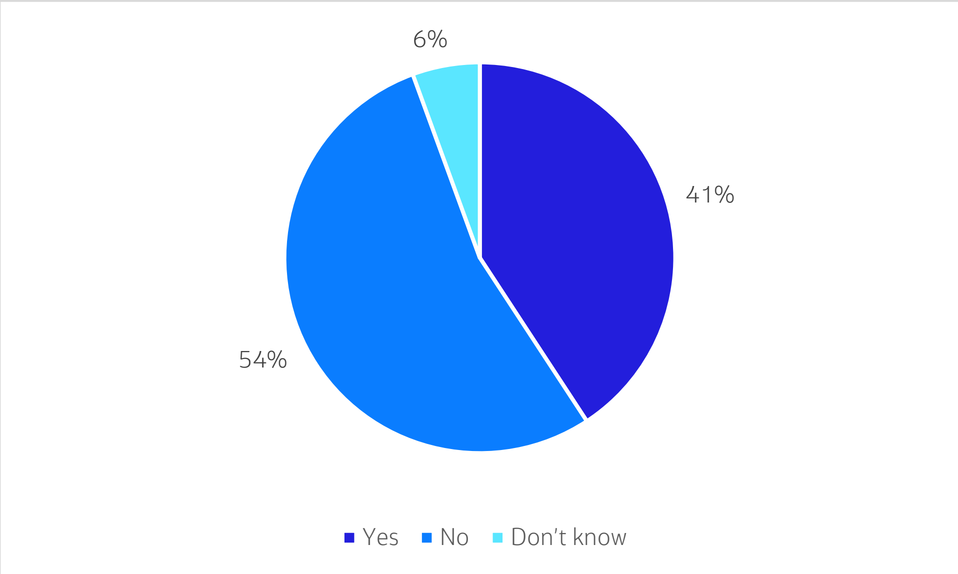


This analysis has implications for the interpretation of the results (see Chapter 8).

5.4 Service Provision

Participants were subsequently asked whether they feel there are enough taxis in Dundee at the current time for their personal needs. Some 54% commented that there are insufficient taxis in Dundee (see Figure 5.7).

Figure 5.7 – Do you think there are enough taxis in Dundee to suit your needs?



Respondents were then asked whether they supported the current limitation policy. Some 48% did not support the policy of numerically restricting taxis.

The survey then asked respondents whether taxi services in Dundee could be improved. Some 69% of the respondents believed they could be, whilst 22% felt that no improvement was needed. The remainder (9%) did not know at the time. Those that believed improvements could be made were asked how they could be improved. Some common suggestions were:

- Make them all wheelchair accessible
- More knowledgeable drivers
- More taxis at busy times
- More customer service training
- More drivers, and
- Allow credit and debit cards.

5.5 Ranks

Respondents were asked if they felt there was enough provision of taxi ranks in Dundee. Some 53% of respondents felt that there are currently enough ranks in Dundee. Suggested improvements from respondents who answered 'no' are listed in Table 5.1.

Table 5.1 – Suggested improvements for taxi ranks in Dundee

Suggested Improvement	No. of Responses
Provide information on location of existing	46
Provide new ranks	103
Improve signage of existing ranks	44
All of the above	11
Other	32

A number of other suggested improvements included:

- Make drivers use the ranks
- More accessible pick up areas in pedestrian zones
- Allow Uber, and
- Provide taxi marshals.

Respondents were asked if there were any locations in Dundee where new ranks were needed. A total of 45% did not know, but 18% felt new ranks were needed. The most common locations cited included:

- Perth road
- Supermarkets
- Top of Hilltown
- Kingsway Retail park, and
- High St/Crichton St.

Respondents were informed that DCC set a numerical limit on the number of taxis (that can legally wait and pick up at a rank or be flagged). Some 48% did not support this policy.

5.6 Summary

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

- 94% of the respondents have used a taxi in Dundee in the last 3 months.
- 39% of taxis have been obtained by prebooking by telephone.
- 61% of the respondents agreed that they were overall satisfied with the promptness of taxi arrival in Dundee.
- Saturday was the most popular day for a taxi service to be used.

- 49.7% of respondents had given up trying to obtain a taxi by rank or flag down.
- 54% of respondents believe there are not enough Taxis in Dundee.

6. Consultation

6.1 Introduction

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

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

To consult with relevant stakeholders across Dundee, written consultation was undertaken.

6.2 Trade Consultation

A virtual focus group was held with representatives of the taxi and private hire (PH) trade.

Current restriction policy and availability of Taxis

Attendees considered that the current limitation policy should be maintained. There was recognition that at peak times there could be a longer wait for vehicles.

Attendees considered there to be more than enough taxis in Dundee at the moment and that there was no need for any more vehicles.

Ranks

It was considered that more ranks would always be welcomed especially with issues of over ranking at some locations.

Vehicles

It was felt that there was the quality of vehicles was improving and that the Low Emission Zone has facilitated this. However, some drivers want to see what DCC do with regard to taxis and PHCs before they commit to purchasing new vehicles. Attendees also wanted to see hybrid vehicles allowed in Dundee.

Safety

Attendees wished to see gated controlled entry at EV charging stations.

Private Hire Cars

Attendees wished to see PHCs numerically limited in Dundee.

In addition to the focus group, some members of the trade submitted views by email and this was collated by a spokesperson for the group. There views are set out below (in verbatim):

Dundee City Taxi Drivers Association
I can confirm that we do not need any more Private Hire Licences issued through Dundee City Council. due to the following reasons;

1. We have more than demand for white plates on the road, which are mostly electric cars, which increase congestion in the city.
2. These hold the charging stations to get other vehicles charged while waiting for the job assigned through the office.
    1. Directly impact the livelihood of the other taxi drivers who do not work through office i.e street cabs.
3. Oversaturation negatively impact traditional public transports services.
4. Excess of Private Hire Taxis pick up the fares from the street and pretend that they have rebooked jobs from office specially on weekend busy time.
5. Private hire jobs are already despatched through office both taxis and private hire same time. So, enough taxis available to cover Dundee Public Taxis or transportation demand.

RMT
The reason our members at the RMT are asking for the private hire should be capped is there is a few reasons
1) There is enough hire & reward vehicles in Dundee (you will get complaints from people who only use them at the weekend.)
2) It is so easy to fit the criteria to put a private hire you don't get experience of an operator that has been in the trade long enough.
3) Other cities are curtailing the use of private hire (Edinburgh).
I apologise for late reply, we only have 4 private cars the rest are all yellow plate taxis which are between 45 to 50 cars it varies, we take approximately 18000 to 20000 thousand completed jobs a month, the private hire do cover more jobs then yellow plates since they don't have an option to pick up from the street other than that, all our jobs are sent out on the system there is no favourite between private hire and yellow plates, when the ranks are busy that's the only time we struggle other then that we cover all jobs quite comfortably, I don't think we need any more white plates...i hope this for fill your requirements, if you need any more information please feel free to contact myself, thanks

Anonymous trade member
I have a 30 private hire operators. Jobs aren't allocated to private hire or taxi. Its goes by the nearest car in the area. I feel there is enough private hire cars in Dundee to cover customer demands between the 3 taxi Company's in Dundee.

Tele taxis /private hire
1. We have 157 private hire vehicles in Tele Taxis office
2. Private Hire cars are allocated the same Hackney cars when it comes to jobs, if a customer phones for a car they can either get a taxi or private hire vehicle, there is no difference in the way we allocate work to them.
3. We definitely feel there are more than enough private hire vehicles in Dundee City, as there is just about enough work out there for the amount of cars in the city at the moment and if any more licences were issued it would severely impact the drivers.

6.3 Indirect (Written) Consultation

A number of stakeholders were contacted by email and signposted to an online consultation. This assured that Scottish Government guidelines were fulfilled and all relevant organisations and bodies were provided with an opportunity to comment.

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

- Dundee City Council;

- Trade representatives;
- User/disability groups representing those passengers with special needs;
- Local interest groups including hospitals, visitor attractions, entertainment outlets and education establishments; and
- Rail bus and coach operators.

A summary of the responses received are provided below.

Dundee Taxi Association

Dundee Taxi Association (DTA) provided the following response:

"There are more than enough Private Hire in Dundee. There are no separate Private Hire offices in Dundee they work from same office as Taxis like a call centre. When a customer calls for a Taxi they can be sent a Private Hire. When Taxis or Private Hire drop off they are marked in that area with No preference. As there are no such thing as return to base now for Private Hire sector they simply sit marked in areas with Taxis. If a Private Hire is marked first or when they become first they are sent the next job. They are basically like a Taxi that can't sit on a rank which is just as well as Taxis more often than not can't get on a rank. I would also ask you to consider the following. Earnings are dropping, the low Emission Zones are starting end of May start of June & Taxis Private Hire will have to have more up to date vehicles which don't come cheap. Insurance for all vehicles are going through the roof as are repairs & maintenance. The Taxi & Private Hire needs some help and some breathing space. For those reasons the Dundee Taxi Association would ask that Taxis and Private Hire should be limited"

Dundee Access Panel

A member of the Access panel considered there not to be enough taxis or PHCs in Dundee, especially at peak times. They also suggested that some drivers avoided picking up wheelchair users at ranks.

7. Deriving the Significant Unmet Demand Index Value

7.1 Introduction

The data provided in the previous chapters can be summarised using the Jacobs ISUD factor as described in Chapter 3.

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

Average Passenger Delay (Table 4.2)	**0.72**
Peak Factor (Figure 4.2)	1
General Incidence of Delay (Table 4.3)	6.97
Steady State Performance (Table 4.1)	4
Seasonality Factor (Section 3)	1
Latent Demand Factor (Section 5)	1.497
ISUD (0.72*1*6.97*4*1*1.497)	**30**

The cut off level for a significant unmet demand is 80. It is clear that Dundee is well below this cut off point as the ISUD is 30, indicating that there is **NO significant unmet demand**. This conclusion covers both patent and latent/suppressed demand.

8. Supply of Taxis

8.1 Introduction

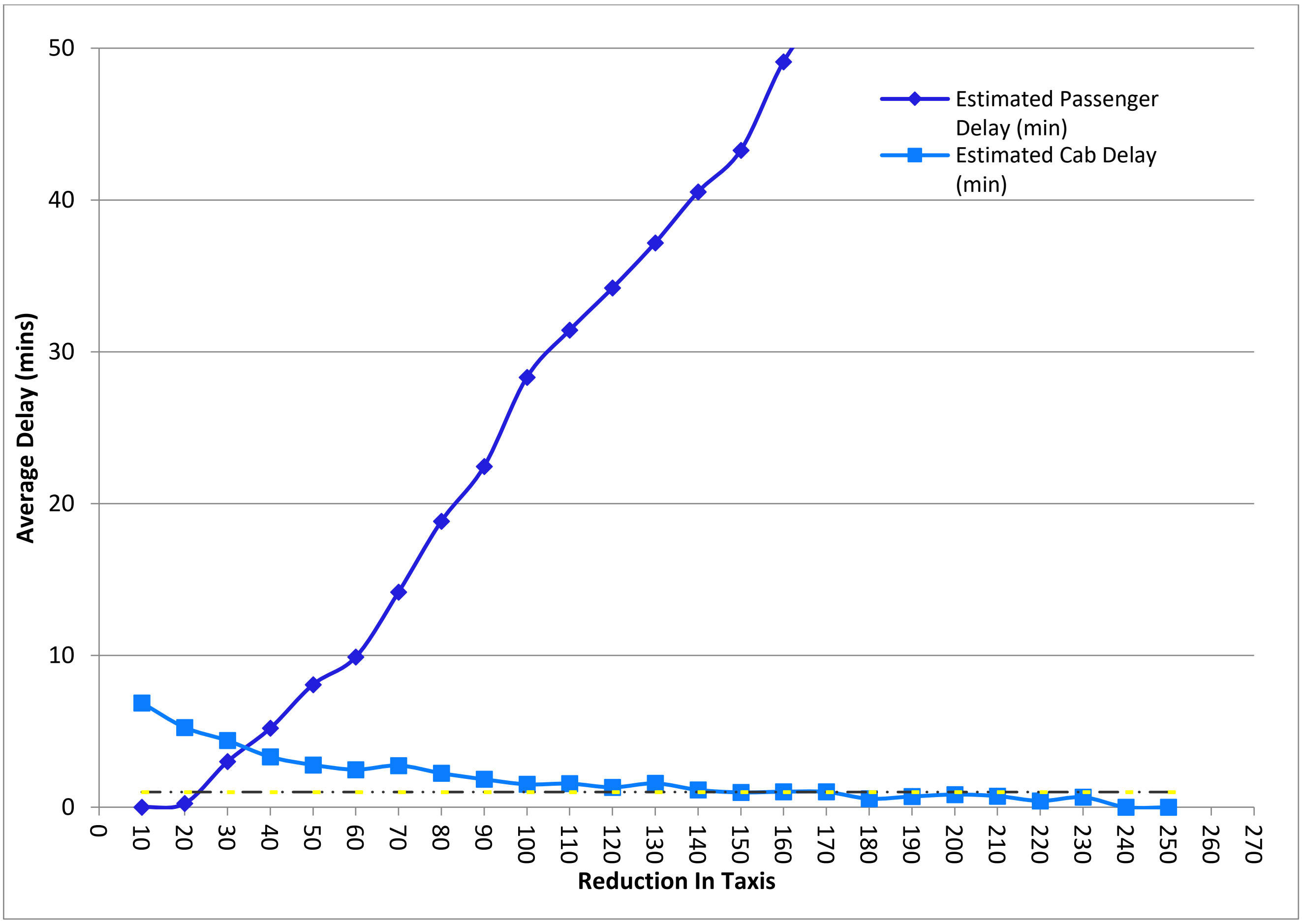
To examine the extent to which there may be an excess supply of vehicles, relative to demand in Dundee, a simulation exercise has been conducted. The exercise used Jacob's STAR4 simulation model (Simulation of Taxis at Ranks). The simulation takes a typical daytime observation period (in this case Nethergate stance between 10am and 6pm on 15th March 2024) and estimates the impact of reducing the number of vehicles serving the stance on cab and passenger queues and delays. The analysis is intended to be indicative of the general impact of reduced supply and should not be interpreted as a recommendation for any given reduction in the size of the fleet. The results of the analysis are presented in Figure 8.1 below.

8.2 Analysis

The analysis shows that the removal of around 18 licences from circulation on the day in question would have been unlikely to have resulted in any passenger delay at the stance. On the other hand, cabs at the stance would have experienced significantly faster turn-around times. A reduction in the fleet beyond this would result in the introduction of passenger delay at the stance, with the level of passenger delay generally increasing as the fleet is reduced in size. Average passenger delay would reach 1 minute if the fleet were to be reduced by 25 vehicles.

This exercise was designed to show the effect of removing licences during typical day time conditions. However, during non-typical conditions i.e. at a busy night time stance, the effect may differ.

Figure 8.1 – Assessment of Supply – Simulation Results



9. Summary and Conclusions

9.1 Introduction

Jacobs has conducted a study of the taxi market on behalf of Dundee City Council. The present study has been conducted in pursuit of the following objectives. To determine:

- Whether or not there is a significant unmet demand for taxi services within Dundee as defined in Section 16 of the Transport Act 1985; and
- How many additional taxis are required to eliminate any significant unmet demand.

This section provides a brief description of the work undertaken and summarises the conclusions.

9.2 Significant Unmet Demand

The 2024 study has identified that there is **NO evidence** of significant unmet demand for taxis in Dundee. This conclusion is based on an assessment of the implications of case law that has emerged since 2000 and the results of Jacobs's analysis.

It is clear from the results that **demand for taxi services has remained relatively stable in Dundee** since the last survey in 2023, but that people are well served by the trade given that passenger delay has remained at similar levels. However, there were some instances of longer delays especially at night.

9.3 Public Perception

Public perception of the service was obtained through the undertaking of an online survey. Overall, the public were generally satisfied with the service. Key points included:

- 94% of the respondents have used a taxi in Dundee in the last 3 months.
- 39% of taxis have been obtained by prebooking by telephone.
- 61% of the respondents agreed that they were overall satisfied with the promptness of taxi arrival in Dundee.
- Saturday was the most popular day for a taxi service to be used.
- 49.7% of respondents had given up trying to obtain a taxi by rank or flag down.
- 54% of respondents believe there are not enough Taxis in Dundee.

9.4 Recommendations

Our 2024 study has identified that there is **NO evidence of significant demand in Dundee**. This conclusion covers both patent and latent/suppressed demand and is based on an assessment of the implications of case law that has emerged since 2000 and the results of our analysis. Although the numerical limit was reduced to 475, the study was undertaken when there were 487 taxis in operation.

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

- Maintain the current limit of 475 taxi licences;
- Issue any number of additional plates as it sees fit, either in one allocation or a series of allocations; or
- Reduce the numerical limit to 469.

APPENDIX …2...

LICENSING COMMITTEE CONSULTATION ON POLICIES RELATING TO TAXI (OPERATOR) LICENCES IN DUNDEE 2024/25

1. In terms of Section 10 (3) of the Civic Government (Scotland) Act 1982, a licensing authority may refuse to grant an application for a new Taxi (Operator) Licence “if it is satisfied that there is no significant demand for the services of taxis in their area which is unmet”. This allows the licensing authority the discretion to limit the number of such licences.

2. In 2013, on the basis of that above powers, the Licensing Committee introduced a numerical limit on the availability of Taxi Licences in the Dundee City Council area. This policy has been reviewed regularly since then and the latest demand survey report is available online at https://www.dundeecity.gov.uk/licensing/taxis-and-private-hire-cars

3. For the first time since the introduction of the limit in 2013, the demand survey is recommending that the number of licences be set at a figure which is above the current number of licences.

4. At its meeting on 26th September 2024, the Licensing Committee had regard to the report prepared by Jacobs UK Limited, who are a specialist company in the field of assessing demand for taxi and private hire car services. As at that date, there were 455 Taxi Licences in the Council area. The report is recommending a limit of 469. As of the date of this document (7th November 2024), the number of licences is now 455.

5. Following consideration of the contents of the report, the Committee decided that it should instruct a consultation to cover a number of aspects of its current policies relating to Taxi Licences, in addition to simply addressing how any new licences should be granted.

6. The policies in question are as follows (i) the Licensing Committee requires all new Taxi Licence operators to place on service an electric vehicle from an approved list; (ii) the Committee has an aim to achieve a mixed taxi fleet of 60% wheelchair accessible vehicles (WAV’s) and 40% saloon cars; (iii) the Committee has a corporate licence policy whereby it will be prepared to grant a new Taxi Licence to a corporate applicant prepared to place an electric vehicle on service as a replacement for an existing licence held by an individual licence holder. All of these policies would undoubtedly be affected by the grant of any new licences as recommended by the demand survey report.

A. DO YOU AGREE WITH THE RECOMMENDATIONS IN THE REPORT THAT A LIMIT BE SET AT --- TAXI LICENCES?

B. IF NOT, WHY NOT?

C. IF THE LICENSING COMMITTEE DECIDES THAT IT IS PREPARED TO GRANT NEW LICENCES, HOW SHOULD THESE BE ALLOCATED? FOR INSTANCE, SHOULD THIS SIMPLY BE ON A FIRST-COME, FIRST-SERVED BASIS HAVING REGARD TO THE DATE AN APPLICATION IS LODGED OR SHOULD SOME OTHER METHOD BE ADOPTED SUCH AS A WAITING LIST OR GIVING PRIORITY TO ANY PARTICULAR GROUPS (E.G., EXISTING OPERATORS OR DRIVERS)?

D. SHOULD THERE BE ANY RESTRICTIONS ON THE NUMBER OF LICENCES WHICH A SINGLE APPLICANT MAY APPLY FOR?

E. FOR WHICH VEHICLE TYPES SHOULD ANY NEW LICENCES BE GRANTED (CURRENTLY ELECTRIC ONLY)

F. SHOULD THE COMMITTEE CONTINUE TO APPLY THE CORPORATE PLATE POLICY?

G. IF SO, DO YOU THINK OTHER VEHICLES TYPES SHOULD BE INCLUDED (CURRENTLY ELECTRIC ONLY)?

H. DO YOU THINK THAT THE COMMITTEE SHOULD CONTINUE TO AIM FOR A 60%/40% WAV TO SALOON MIXED FLEET?

I. IF NOT, WHY NOT AND SHOULD A DIFFERENT BALANCE BE CHOSEN?

J. ARE THERE ANY OTHER ASPECTS OF THE GRANT OF TAXI LICENCES IN THE DUNDEE CITY COUNCIL AREA UPON WHICH YOU WISH TO COMMENT?

Responses should be sent to The Licensing Office, 4th Floor, 21 City Square, Dundee DD1 3BY or by e-mail to licensing.board@dundeecity.gov.uk by no later than 17th January 2025.

APPENDIX …3...

LICENSING COMMITTEE CONSULTATION ON POLICIES RELATING TO TAXI (OPERATOR) LICENCES IN DUNDEE 2024/25 - RESULTS

A. DO YOU AGREE WITH THE RECOMMENDATIONS IN THE REPORT THAT A LIMIT BE SET AT 469 TAXI LICENCES? YES 75%; NO 8%; DON'T KNOW/DID NOT ANSWER 17%

B. IF NOT, WHY NOT? ONLY ONE RESPONDENT ANSWERED THIS QUESTION AND FELT THAT THE LIMIT SHOULD BE SET AT THE CURRENT NUMBER OF TAXIS - 455

C. IF THE LICENSING COMMITTEE DECIDES THAT IT IS PREPARED TO GRANT NEW LICENCES, HOW SHOULD THESE BE ALLOCATED? FOR INSTANCE, SHOULD THIS SIMPLY BE ON A FIRST-COME, FIRST-SERVED BASIS HAVING REGARD TO THE DATE AN APPLICATION IS LODGED OR SHOULD SOME OTHER METHOD BE ADOPTED SUCH AS A WAITING LIST OR GIVING PRIORITY TO ANY PARTICULAR GROUPS (E.G., EXISTING OPERATORS OR DRIVERS)? SHOULD ONLY BE OPEN TO EXISTING TAXI DRIVERS AND NOT OPERATORS 25%; FIRST-COME FIRST-SERVED 8%; PRIVATE HIRE OPERATORS TO GET PRIORITY 8%; NO PREFERENCE 8%; LOTTERY/DRAW 17%; DON'T KNOW/DID NOT ANSWER 34%

D. SHOULD THERE BE ANY RESTRICTIONS ON THE NUMBER OF LICENCES WHICH A SINGLE APPLICANT MAY APPLY FOR? ONE PER APPLICANT 8%; NO PARTICULAR PREFERENCE STATED 17%; NO LIMIT 8%; DON'T KNOW/DID NOT ANSWER 58%

E. FOR WHICH VEHICLE TYPES SHOULD ANY NEW LICENCES BE GRANTED (CURRENTLY ELECTRIC ONLY) NEEDS FURTHER DISCUSSION WITH THE TRADE 8%; ELECTRIC ONLY 8%; WAV'S ONLY 8%; NO PREFERENCE 17%; HYBRID 8%; PETROL/DIESEL 8%; DON'T KNOW/DID NOT ANSWER 59%

F. SHOULD THE COMMITTEE CONTINUE TO APPLY THE CORPORATE PLATE POLICY? YES 42%; NO 17%; DON'T KNOW/DID NOT ANSWER 42%

G. IF SO, DO YOU THINK OTHER VEHICLES TYPES SHOULD BE INCLUDED (CURRENTLY ELECTRIC ONLY)? NEEDS FURTHER DISCUSSION WITH THE TRADE 8%; ALL TYPES WITH NO RESTRICTIONS 25%; ELECTRIC ONLY 8%; HYBRID 8%; DON'T KNOW/DID NOT ANSWER 51%

H. DO YOU THINK THAT THE COMMITTEE SHOULD CONTINUE TO AIM FOR A 60%/40% WAV TO SALOON MIXED FLEET? YES 42%; NO 0%; DID NOT ANSWER/DON'T KNOW 58%

I. IF NOT, WHY NOT AND SHOULD A DIFFERENT BALANCE BE CHOSEN?

J. ARE THERE ANY OTHER ASPECTS OF THE GRANT OF TAXI LICENCES IN THE DUNDEE CITY COUNCIL AREA UPON WHICH YOU WISH TO COMMENT?

Responses should be sent to The Licensing Office, 4th Floor, 21 City Square, Dundee DD1 3BY or by e-mail to licensing.board@dundeecity.gov.uk by no later than 17th January 2025.

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Integrated Impact Assessment

Committee Report Number: 92-2025

Document Title: Policy of Taxi Licences - Consultation Results and Recommendations

Document Type: Policy

Description:

A report to advise the Licensing Committee of the results of the recent consultation on taxi licence policy and for the Committee to decide any new policy thereafter

Intended Outcome:

For the Committee to adopt a new policy on the grant of taxi licences

Period Covered: 06/03/2025 to 05/03/2026

Monitoring:

By carrying out annual surveys into the demand of taxis in Dundee and dealing with any issues which are brought to the attention of the Licensing Office

Lead Author:

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Equality, Diversity and Human Rights

Impacts & Implications

Age: Positive

It is intended to provide a range of vehicles for the travelling public, including elderly persons who may have mobility issues

Disability: Positive

Same as above - a policy will seek to ensure as wide a range of vehicles as possible are available for access and use by disabled persons

Gender Reassignment: No Impact

Marriage & Civil Partnership: No Impact

Pregenancy & Maternity: No Impact

Race / Ethnicity: No Impact

Religion or Belief: No Impact

Sex: No Impact

Sexual Orientation: No Impact

Are any Human Rights not covered by the Equalities questions above impacted by this report?

No

Fairness & Poverty

Geographic Impacts & Implications

Strathmartine:	No Impact
Lochee:	No Impact
Coldside:	No Impact
Maryfield:	No Impact
North East:	No Impact
East End:	No Impact
The Ferry:	No Impact
West End:	No Impact

Household Group Impacts and Implications

Looked After Children & Care Leavers: No Impact

Carers: Positive

Household Group Impacts and Implications

Having a range of vehicles would assist carers travelling with persons requiring assistance

Lone Parent Families: No Impact

Single Female Households with Children: No Impact

Greater number of children and/or young children: No Impact

Pensioners - single / couple: Positive

Elderly persons will have a choice of vehicle in which to travel

Unskilled workers or unemployed: No Impact

Serious & enduring mental health problems: No Impact

Homeless: No Impact

Drug and/or alcohol problems: No Impact

Offenders & Ex-offenders: No Impact

Socio Economic Disadvantage Impacts & Implications

Employment Status: No Impact

Education & Skills: No Impact

Income: No Impact

Caring Responsibilities (including Childcare): Positive

As noted above, carers will have a greater choice of vehicle in which to travel with persons requiring assistance

Affordability and accessibility of services: Positive

The taxi fleet should become more accessible and cater for the requirements of the travelling public

Fuel Poverty: No Impact

Cost of Living / Poverty Premium: No Impact

Connectivity / Internet Access: No Impact

Income / Benefit Advice / Income MaximisationNo Impact

Employment Opportunities: No Impact

Education: No Impact

Health: Positive

Travelling by taxi should be more available as a result of the policy

Life Expectancy: No Impact

Mental Health: No Impact

Overweight / Obesity: No Impact

Child Health: No Impact

Neighbourhood Satisfaction: No Impact

Transport: Positive

Reference is made to previous answers concerning the availability of taxi services and a range of vehicles

Environment

Climate Change Impacts

Mitigating Greenhouse Gases: No Impact

Adapting to the effects of climate change: No Impact

Resource Use Impacts

Energy efficiency & consumption: Positive

The encouragement of electric vehicles would have a positive impact here

Prevention, reduction, re-use, recovery or recycling of waste: No Impact

Sustainable Procurement: No Impact

Transport Impacts

Accessible transport provision: Positive

As noted above, a greater number of accessible vehicles will hopefully result.

Sustainable modes of transport: Positive

More environmentally friendly vehicles can be encouraged

Natural Environment Impacts

Air, land & water quality: Positive

More electric vehicles would help to reduce air pollution

Biodiversity: No Impact

Open & green spaces: No Impact

Built Environment Impacts

Built Heritage: No Impact

Housing: No Impact

Is the proposal subject to a Strategic Environmental Assessment (SEA)?	No further action is required as it does not qualify as a Plan, Programme or Strategy as defined by the Environment Assessment (Scotland) Act 2005.

Corporate Risk

Corporate Risk Impacts

Political Reputational Risk: No Impact

Economic/Financial Sustainability / Security & Equipment: No Impact

Social Impact / Safety of Staff & Clients: No Impact

Technological / Business or Service Interruption: No Impact

Environmental: Positive

More environmentally friendly vehicles can be encouraged

Legal / Statutory Obligations: Positive

Fulfilment of obligations under licensing and equalities legislation

Organisational / Staffing & Competence: No Impact

Corporate Risk Implications & Mitigation:

The risk implications associated with the subject matter of this report are "business as normal" risks and any increase to the level of risk to the Council is minimal. This is due either to the risk being inherently low or as a result of the risk being transferred in full or in part to another party on a fair and equitable basis. The subject matter is routine and has happened many times before without significant impact.