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**To: Regulatory Functions Board**

**On: 19 August 2020**

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**Report by: Director of Finance and Resources**

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**Heading: Taxi Licensing: Unmet Demand**

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**1. Summary**

- 1.1 A licensing authority may refuse to grant taxi licences in order to limit the number of taxis licensed in their area. In order to do so, the licensing authority must be satisfied that there is no significant demand for the services of taxis in their area which is unmet.
- 1.2 The Council currently has a policy of limiting the number of taxis within Renfrewshire and keeps the demand for taxis under review. The purpose of this report is to advise the Board of observations by the Civic Government Enforcement Officer in relation to demand for taxis.

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**2. Recommendations**

- 2.1 It is recommended that the Board note the contents of this report and continue to keep the numbers limit under review.
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### **3. Background**

- 3.1 Section 10(3) of the Civic Government (Scotland) Act 1982 ("the Act") empowers the Council as licensing authority to refuse to grant new taxi licences in order to limit the number of taxis in its area providing it is satisfied that there is no significant demand for taxi services in its area which is unmet.
- 3.2 On 26 May 2016, the Board considered a detailed report, carried out externally by Vector Transport Consultancy, in relation to demand for taxi services in Renfrewshire. The Board agreed at that time to increase the limit in relation to the number of taxis in Renfrewshire to 235. Further reports by the Civic Government Enforcement Officer setting out her findings following taxi stance observations at Gilmour Street, Paisley, and Glasgow Airport were brought to the Board on 1 November 2017 and 7 June 2018. Following consideration of those reports, the policy maintaining the limit of 235 taxis was maintained.
- 3.3 Between October and December 2019, the Civic Government Enforcement Officer again carried out rank observations at Gilmour Street, Paisley, and at Glasgow Airport to assess whether there was any significant unmet demand. Surveys were undertaken at Gilmour Street and Glasgow Airport for thirty minute periods as detailed in the Civic Government Enforcement Officer's report, which is attached as Appendix 1 to this report. The conclusion from the Civic Government Enforcement Officer's findings is that there is no significant demand for the services of taxis which is unmet.

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### **Implications of the Report**

1. **Financial** - none.
2. **HR & Organisational Development** – none
3. **Community/Council Planning** –
- Our Renfrewshire is safe – the ongoing review of taxi numbers to contribute to safer communities.

- Building strong, safe and resilient communities - the continued review of taxi demand improves the service to the travelling public and contributes to safer communities.
4. **Legal** – The grant of a taxi licence may be refused by a licensing authority for the purpose of limiting the number of taxis in respect of which licences are granted by them if, but only if, they are satisfied that there is no significant demand for the services of taxis in their area which is unmet.
  5. **Property/Assets** – none
  6. **Information Technology** - none
  7. **Equality & Human Rights** - The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report as the report relates to a review of the taxi numbers limitation policy and seeks no change to the existing position.
  8. **Health & Safety** - none.
  9. **Procurement** –none.
  10. **Risk** - none
  11. **Privacy Impact** - none.
  12. **Cosla Policy Position** – none

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### List of Background Papers

- (a) Appendix 1

The foregoing background papers will be retained within Licensing for inspection by the public for the prescribed period of four years from the date of the meeting. The contact officer within the service is Gillian McIntosh, Civic Government Enforcement Officer.

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**Author:** Douglas Campbell, Assistant Managing Solicitor (Licensing),  
0141-618-7172

## **Report on Unmet Demand for Taxis**

**by Gillian McIntosh, Civic Government Enforcement Officer**

### Summary

Surveys have been undertaken at the main taxi stances in Paisley and Glasgow Airport. These surveys were conducted on various days and times from 3 October to 5 December 2019. This report documents the findings of the surveys.

### Methodology

Surveys were undertaken at Gilmour Street and Glasgow Airport for 30 minute periods during the day and evening on the above dates.

### Findings

#### Gilmour Street, Paisley

Surveys were conducted at the taxi rank on:

Saturday 26 October at 2230 hours, 0030 hours and 0130 hours

Thursday 7 November at 1130 hours

Friday 15 November at 2230 hours, 0030 hours and 0130 hours

Thursday 5 December at 1900 hours and 2000 hours

The surveys lasted 30 minutes.

During the survey conducted on Saturday 26 October 2019 at 2230 hours, **31** taxis picked up passengers and no waiting times were incurred.

Later at 0030 hours (in the morning of Sunday 27 October 2019), **16** taxis picked up passengers with no waiting times, **3** taxis picked up passengers after 10 minutes waiting time.

At 0130 hours, there was a large queue at the rank. **11** taxis picked up passengers with 5 minutes waiting time.

At the conclusion of the observations at 0200, there were no passengers waiting and 3 taxis at the rank.

There was heavy rain all night and it was the date of Paisley Halloween festival.

During the survey conducted on Thursday 7 November 2019 at 1130 hours, **9** taxis picked up passengers and no waiting times were incurred. There were 10 taxis at the

rank at the conclusion of the observations and on average there were 8 taxis at the rank at all times.

During the survey conducted on Friday 15 November 2019 at 2230 hours, **22** taxis picked up passengers and no waiting times were incurred.

Later at 0030 hours (in the morning of Saturday 16 November 2019), **22** taxis picked up passengers with no waiting times incurred.

At 0130 hours, **2** taxis picked up passengers and no waiting time was incurred.

At the conclusion of the observations at 0200, there were no passengers waiting and 2 taxis at the rank.

During the survey conducted on Thursday 5 December 2019 at 1900 hours, **14** taxis picked up passengers and no waiting times were incurred.

Later on that date at 2000 hours, **9** taxis picked up passengers with no waiting times incurred.

At the conclusion of the observations at 2030, there were no passengers waiting and no taxis at the rank.

#### Glasgow Airport

Surveys were conducted at the taxi rank on:

Thursday 3 October at 0930 hours

Saturday 26 October at 2130 hours and 2330 hours

Thursday 31 October at 1100 hours

Friday 15 November at 2130 and 2330 hours

The surveys lasted 30 minutes.

During the surveys conducted on Thursday 3 October at 0930 hours, **30** taxis picked up passengers and no waiting times were incurred. There were approximately 16 taxis at the rank at all times.

During the surveys conducted on Saturday 26 October at 2130 hours, **32** taxis picked up passengers, with no waiting time.

At 2330 hours, **29** taxis picked up passengers with approximately 5 minutes waiting time. At the conclusion of the observations, there were no passengers and 16 taxis.

During the surveys conducted on Thursday 31 October at 1100 hours, **42** taxis picked up passengers with approximately 5 minutes waiting time incurred.

During the surveys conducted on Friday 15 November at 2130 hours, **25** taxis picked up passengers, with no waiting time.

At 2330 hours, **28** taxis picked up passengers with approximately 5 minutes waiting time. At the conclusion of the observations, there were no passengers or taxis.

#### Further Information

While there are other taxi ranks in Renfrewshire, these are either not utilized or are lightly used by the trade.

#### Conclusion

The surveys indicate that general demand is currently being met at the taxi ranks in Renfrewshire.

There has been one email received regarding waiting times at Gilmour Street taxi rank.

#### Timetable of Rank Observations 2019

##### **Gilmour Street**

##### Saturday 26 October 2019

2230- 2300

31 taxis picked up passengers with no waiting time

3 taxis for hire at rank at conclusion of observations

0030-0100

8 people waiting at rank at start of observations

3 taxis picked up these passengers, with approximately 10 minutes waiting time

16 further taxis picked up passengers with no waiting time

0130-0200

Large queue at rank at start of observations

11 taxis picked up passengers with approx. 5 minutes wait.

At end of observations, no passengers waiting and 3 taxis at rank

It should be noted, this was the weekend of the Halloween festival in Paisley and the weather was very heavy rain

##### Thursday 7 November 2019

1130-1200

2 taxis at rank at start of observations

On average, 8 taxis at rank for duration of observations

9 taxis picked up passengers and no waiting time incurred.

10 taxis at rank at conclusion of observations

Friday 15 November 2019

2230-2300

9 taxis at rank at start of observations

22 taxis picked up passengers and no waiting time incurred

1 taxi at rank and no passengers at conclusion of observations

0030-0100

22 taxis picked up passengers with no waiting time incurred

No taxis or passengers at conclusion of observations

0130-0200

No taxis or passengers at start of observations

2 taxis picked up passengers and no waiting times incurred

2 taxis at rank at conclusion of observations and no passengers

Thursday 5 December 2019

1900-1930

6 taxis at rank at start of observations

14 taxis picked up passengers, with no waiting time

No passengers or taxis at conclusion of observations

2000-2030

9 taxis picked up passengers with no waiting time incurred

No passengers or taxis at conclusion of observations

The weather was heavy rain

## **Glasgow Airport**

Thursday 3 October 2019

0930-1000

On arrival at rank, 16 taxis waiting, no passengers

30 taxis picked up passengers in 30 minute period

No waiting times incurred

Average 16 taxis at rank at all times

Saturday 26 October 2019

2130-2200

32 taxis picked up passengers, no waiting time incurred

2330-0000

On arrival at rank, large queue waiting

29 taxis picked up passengers, 5 minutes waiting time

At conclusion of time, no passengers waiting and approx. 16 taxis at rank

Thursday 31 October 2019

1100-1130

Large queue at rank at start of observations

42 taxis picked up passengers, approximately 5 minutes waiting time

No passengers at conclusion of observations

Friday 15 November 2019

2130-2200

25 taxis picked up passengers, no waiting time incurred

2330-0000

Large queue at rank due to last flight coming in

28 taxis picked up passengers with approx. 5 minutes waiting time

No taxis or passengers at end of observations