

Appendix 1 – Hours for rank observations

		Leamington Spa - Hamilton Walk	Boots, Warwick St	Copper Pot, Warwick St	The Assembly Spencer St	Rio's Bedford St	Smack Tavistock St	Kenilworth Abbey End	Warwick, Costa Coffee Market Square	Moo Bar Russell Street informal	Lower Parade near Vialli's	Warwick Parkway station	Leamington Spa Station	Hours
Rank Spaces		12	6	6	4	4	3+2	4	5			2	5	
Operating Hours		24 hr	24 hr	2000-0600	1900-0400	2230-0300	?	24 hr	24 hr			24 hr	24 hr	
Usage?		High	Fair	?	?	?	?	Fair	Good					
Other comments												private	private	
Thursday	13:00													0
Thursday	14:00	1												1
Thursday	15:00	2												1
Thursday	16:00	3												1
Thursday	17:00	4												1
Thursday	18:00	5												1
Thursday	19:00	6												1
Thursday	20:00	7		1			1							3
Thursday	21:00	8		2		1	2							4
Thursday	22:00	9		3		2	3							4
Thursday	23:00	10		4		3	4							4
Thursday	00:00	11		5		4	5							4
Friday	01:00	12		6		5	6							4
Friday	02:00	13		7		6	7							4
Friday	03:00	14		8		7	8							4
Friday	04:00	15		9		8	9							4

Friday	05:00	16										1
Friday	06:00	17								1	1	3
Friday	07:00	18								2	2	3
Friday	08:00	19					1			3	3	4
Friday	09:00	20					2			4	4	4
Friday	10:00	21					3			5	5	4
Friday	11:00	22					4			6	6	4
Friday	12:00	23					5			7	7	4
Friday	13:00	24					6	1		8	8	5
Friday	14:00	25					7	2		9	9	5
Friday	15:00	26					8	3		10	10	5
Friday	16:00	27					9	4		11	11	5
Friday	17:00	28					10	5		12	12	5
Friday	18:00	29					11	6		13	13	5
Friday	19:00	30					12	7		14	14	5
Friday	20:00	31					13	8		15	15	5
Friday	21:00	32					14	9		1	16	6
Friday	22:00	33				10	15	10		2	17	7
Friday	23:00	34				11	16	11		3	18	7
Friday	00:00	35				12				4	19	5
Saturday	01:00	36				13				5	17	4
Saturday	02:00	37				14				6	18	4
Saturday	03:00	38				15				7		3
Saturday	04:00	39				16				8		3
Saturday	05:00	40				17						2
Saturday	06:00	41										1
Saturday	07:00	42						12				2
Saturday	08:00	43						13				2
Saturday	09:00	44						14				2
Saturday	10:00	45	1					15				3
Saturday	11:00	46	2					16				3
Saturday	12:00	47	3					17				3
Saturday	13:00	48	4					18				3
Saturday	14:00	49	5					19				3
Saturday	15:00	50	6					20				3
Saturday	16:00	51	7					21				3
Saturday	17:00	52	8					22				3

Saturday	18:00	53						23						2
Saturday	19:00	54			1			24						3
Saturday	20:00	55		10	2			25						4
Saturday	21:00	56		11	3			26	1					5
Saturday	22:00	57		12	4	9	18	27	2					7
Saturday	23:00	58		13	5	10	19	28	3					7
Saturday	00:00	59		14	6	11	20		4					6
Sunday	01:00	60		15	7	12	21		5					6
Sunday	02:00	61		16	8	13	22		6					6
Sunday	03:00	62		17	9	14	23		7					6
Sunday	04:00	63		18		15	24							4
Sunday	05:00	64		19		16	25							4
Sunday	06:00	65												1
Sunday	07:00	66												1
Sunday	08:00	67												1
Sunday	09:00	68												1
Sunday	10:00	69												1
Sunday	11:00	70												1
Sunday	12:00	71												1
Sunday	13:00	72												1
Sunday	14:00	73												1
Sunday	15:00	74												1
Sunday	16:00													0
Week day			41											
Week night			37											
Weekend day			30											
Weekend night			110											
Inter periods			32	250										
Total hours at site		74	8	19	9	16	25	16	28	7	8	19	21	250

Appendix 2 Detailed rank observations

	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 6-10 mins	Number of people waiting 1-5 mins	Number waiting 11 mins or more	Maximum passenger wait time
Ham Wk Th	05/11/2015	15	20	11	8	1.4	5	38%	13	00:37:48	00:41:05	00:59:00						
Ham Wk Th	05/11/2015	16	16	10	9	1.1	6	40%	15	00:44:30	00:45:16	01:05:00						
Ham Wk Th	05/11/2015	17	12	13	9	1.4	7	44%	16	00:31:25	00:43:30	00:59:00						
Ham Wk Th	05/11/2015	18	15	8	7	1.1	2	22%	9	00:44:20	00:44:00	00:57:00						
Ham Wk Th	05/11/2015	19	14	11	7	1.6	3	30%	10	01:36:51	01:36:46	02:27:00						
Ham Wk Th	05/11/2015	20	7	6	4	1.5	3	43%	7	01:10:17	01:08:00	01:18:00						
Ham Wk Th	05/11/2015	21	9	12	8	1.5	3	27%	11	01:12:33	01:14:08	01:28:00						
Ham Wk Th	05/11/2015	22	9	9	6	1.5	4	40%	10	01:19:00	01:08:00	01:17:00						
Ham Wk Th	05/11/2015	23	1	7	5	1.4	2	29%	7	01:00:00								
Ham Wk Th	06/11/2015	0	3	3	1	3	6	86%	7	00:20:20	00:21:00	00:21:00						
Ham Wk Th	06/11/2015	1	2	1	1	1	1	50%	2	00:17:00	00:17:00	00:34:00	00:01:00	00:01:00	1			00:01:00
Ham Wk Th	06/11/2015	2	2	3	2	1.5	1	33%	3	00:12:00	00:04:00	00:04:00	00:01:20	00:04:00	1			00:04:00
Ham Wk Th	06/11/2015	3	0	0	0	0	0	0%	0									
Ham Wk Th	06/11/2015	4	0	0	0	0	0	0%	0									
Ham Wk Th	06/11/2015	5	2	0	0	0	1	100%	1	00:37:00								
Ham Walk Th	05/11/2015		112	94	67	1.4	44	40%	111				00:00:03					

Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Hamilton Wk F	06/11/2015	6	4	0	0	0	1	100%	1	00:56:15	00:51:30	00:57:00					
Hamilton Wk F	06/11/2015	7	4	3	3	1	4	57%	7	00:22:15	00:15:30	00:18:00					
Hamilton Wk F	06/11/2015	8	14	10	8	1.3	6	43%	14	00:06:00	00:06:08	00:14:00					
Hamilton Wk F	06/11/2015	9	10	5	4	1.3	7	64%	11	00:08:12	00:08:30	00:14:00					
Hamilton Wk F	06/11/2015	10	10	2	2	1	7	78%	9	00:28:36	00:37:20	00:46:00					
Hamilton Wk F	06/11/2015	11	7	5	4	1.3	1	20%	5	00:17:00	00:17:48	00:39:00	00:00:12	00:01:00	1		00:01:00
Hamilton Wk F	06/11/2015	12	11	6	6	1	4	40%	10	00:19:54	00:20:00	00:39:00					
Hamilton Wk F	06/11/2015	13	14	16	10	1.6	3	23%	13	00:12:34	00:14:00	00:35:00	00:00:18	00:02:30	2		00:04:00
Hamilton Wk F	06/11/2015	14	17	14	9	1.6	5	36%	14	00:23:52	00:27:30	00:59:00	00:00:12	00:03:00	1		00:03:00
Hamilton Wk F	06/11/2015	15	12	11	10	1.1	2	17%	12	00:36:15	00:34:33	00:53:00					
Hamilton Wk F	06/11/2015	16	4	10	6	1.7	2	25%	8	00:40:15	00:40:15	00:52:00					
Hamilton Wk F	06/11/2015	17	13	14	11	1.3	1	8%	12	00:18:18	00:17:45	00:35:00	00:00:08	00:01:00	2		00:01:00
Hamilton Wk F	06/11/2015	18	11	21	11	1.9	3	21%	14	00:20:43	00:21:42	00:37:00					
Hamilton Wk F	06/11/2015	19	10	11	5	2.2	1	17%	6	00:33:54	00:32:13	00:56:00					
Hamilton Wk F	06/11/2015	20	8	12	8	1.5	3	27%	11	00:26:00	00:31:30	00:53:00					
Hamilton Wk F	06/11/2015	21	13	27	15	1.8	1	6%	16	00:06:18	00:06:25	00:12:00	00:00:04	00:01:00	2		00:01:00
Hamilton Wk F	06/11/2015	22	20	35	16	2.2	2	11%	18	00:14:45	00:15:23	00:37:00	00:00:05	00:01:00	3		00:01:00
Hamilton Wk F	06/11/2015	23	28	27	18	1.5	1	5%	19	00:17:36	00:15:05	01:22:00	00:00:02	00:01:00	1		00:01:00
Hamilton Wk F	07/11/2015	0	9	13	8	1.6	6	43%	14	00:29:00	00:35:20	01:01:00					
Hamilton Wk F	07/11/2015	1	3	4	2	2	5	71%	7	00:45:40	01:06:00	01:06:00					
Hamilton Wk F	07/11/2015	2	4	5	4	1.3	2	33%	6	00:01:45	00:01:00	00:02:00	00:00:12	00:01:00	1		00:01:00
Hamilton Wk F	07/11/2015	4	1	0	0	0	1	100%	1	00:02:00							
Hamilton Wk F	07/11/2015	5	0	0	0	0	0	0%	0								
Hamilton Walk F	06/11/2015		227	251	160	1.6	68	30%	228				00:00:04				

			No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time, those waiting only	Average Passenger Waiting Time in Hour	Number of people waiting 5-10 mins	Number of people waiting 10-15 mins	Number of people waiting 15-20 mins	Maximum passenger wait time								
Ham Walk Sa	07/11/2015	6	1	0	0	0	0	0%	0	00:33:00	00:33:00	00:33:00													
Ham Walk Sa	07/11/2015	7	2	1	1	1	1	50%	2	00:29:30	00:58:00	00:58:00													
Ham Walk Sa	07/11/2015	8	4	3	2	1.5	2	50%	4	00:08:45	00:03:30	00:05:00													
Ham Walk Sa	07/11/2015	9	8	1	1	1	1	50%	2	00:57:52	01:05:20	01:27:00													
Ham Walk Sa	07/11/2015	10	4	4	3	1.3	3	50%	6	01:16:15	01:21:00	01:33:00													
Ham Walk Sa	07/11/2015	11	5	8	2	4	3	60%	5	00:29:12	00:34:40	00:50:00													
Ham Walk Sa	07/11/2015	12	8	6	5	1.2	2	29%	7	00:51:00	00:53:30	01:09:00													
Ham Walk Sa	07/11/2015	13	8	10	6	1.7	3	33%	9	00:23:07	00:21:00	00:38:00													
Ham Walk Sa	07/11/2015	14	14	14	8	1.8	4	33%	12	00:26:38	00:26:38	00:41:00													
Ham Walk Sa	07/11/2015	15	12	19	11	1.7	2	15%	13	00:26:10	00:25:45	00:37:00													
Ham Walk Sa	07/11/2015	16	16	8	5	1.6	5	50%	10	00:48:22	00:47:40	01:24:00													
Ham Walk Sa	07/11/2015	17	17	33	15	2.2	2	12%	17	01:17:28	01:00:55	02:55:00													
Ham Walk Sa	07/11/2015	18	9	14	6	2.3	1	14%	7	01:26:46	01:53:15	04:27:00													
Ham Walk Sa	07/11/2015	19	12	6	3	2	6	67%	9	01:31:25	01:21:53	01:37:00													
Ham Walk Sa	07/11/2015	20	14	11	7	1.6	2	22%	9	01:40:17	01:41:21	02:27:00													
Ham Walk Sa	07/11/2015	21	16	19	9	2.1	3	25%	12	01:20:45	01:20:20	01:56:00													
Ham Walk Sa	07/11/2015	22	20	30	14	2.1	6	30%	20	01:07:03	01:05:56	01:20:00													
Ham Walk Sa	07/11/2015	23	17	50	24	2.1	2	8%	26	00:54:21	00:53:32	01:15:00													
Ham Walk Sa	08/11/2015	0	12	23	15	1.5	4	21%	19	00:53:00	00:55:15	01:00:00													
Ham Walk Sa	08/11/2015	1	17	17	8	2.1	6	43%	14	01:08:49	01:16:42	03:37:00													
Ham Walk Sa	08/11/2015	2	6	4	3	1.3	5	62%	8																
Ham Walk Sa	08/11/2015	3	3	2	1	2	3	75%	4																
Ham Walk Sa	08/11/2015	4		0	0	0	0	0%	0																
Ham Walk Sa	08/11/2015	5	5	1	1	1	2	67%	3	02:06:36	01:09:00	01:09:00													
Hamilton Walk Sa	07/11/2015		230	284	150	1.9	68	31%	218																

Maximum passenger wait time												
Number waiting 11 mins or more												
Number of people waiting 6-10 mins												
Number of people waiting 1-5 mins												
Average Passenger Waiting Time, those waiting only												
Average Passenger Waiting Time in Hour												
Maximum Vehicle Waiting Time (for a fare)												
Average Vehicle Waiting Time (for a fare)												
Average Vehicle Waiting Time												
Total Vehicle Departures												
% of vehicles leaving empty												
Empty Vehicle Departures												
Average vehicle occupancy												
Loaded Vehicle Departures												
Total Passenger Departures												
No of Vehicle Arrivals												
Hour												
Date												
Boots Sa	07/11/2015	10	0	0	0	0	0	0%	0			
Boots Sa	07/11/2015	11	2	0	0	0	1	100%	1	00:09:00		
Boots Sa	07/11/2015	12	1	0	0	0	2	100%	2	00:13:00		
Boots Sa	07/11/2015	13	0	0	0	0	0	0%	0			
Boots Sa	07/11/2015	14	1	0	0	0	0	0%	0	01:20:00		
Boots Sa	07/11/2015	15	2	0	0	0	2	100%	2	00:09:00	00:14:00	00:14:00
Boots Sa	07/11/2015	16	1	2	1	2	1	50%	2	00:01:00		
Boots Sa	07/11/2015	17	0	0	0	0	0	0%	0			
Boots Sa	07/11/2015		7	2	1	2	6	86%	7			

		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Copper Pot Sa	07/11/2015	20	6	4	2	2	1	33%	3	00:28:40	00:26:40	00:42:00							
Copper Pot Sa	07/11/2015	21	8	2	1	2	2	67%	3	00:53:30	00:52:25	01:09:00							
Copper Pot Sa	07/11/2015	22	12	16	7	2.3	3	30%	10	00:54:40	01:08:15	01:19:00							
Copper Pot Sa	07/11/2015	23	6	5	3	1.7	6	67%	9	00:54:10	00:54:36	00:58:00							
Copper Pot Sa	08/11/2015	0	13	22	12	1.8	1	8%	13	00:31:04	00:30:42	01:26:00							
Copper Pot Sa	08/11/2015	1	14	32	13	2.5	4	24%	17	00:09:00	00:09:36	00:18:00							
Copper Pot Sa	08/11/2015	2	18	30	13	2.3	4	24%	17	00:14:06	00:05:06	00:20:00							
Copper Pot Sa	08/11/2015	3	10	2	1	2	11	92%	12	00:08:36	00:35:00	00:35:00							
Copper Pot Sa	08/11/2015	4	7	6	2	3	8	80%	10	00:02:25	00:02:30	00:05:00	00:02:00	00:12:00	0	0	1	00:12:00	
Copper Pot Sa	08/11/2015	5	1	1	1	1	0	0%	1	00:01:00	00:01:00	00:01:00	00:02:00	00:02:00	1			00:02:00	
Copper Pot Sa	07/11/2015		95	120	55	2.2	40	42%	95				00:00:07						

	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
The Assembly F	06/11/2015	22	7	0	0	0	7	100%	7	00:09:00								
The Assembly F	06/11/2015	23	16	0	0	0	14	100%	14	00:04:41	00:08:00	00:08:00						
The Assembly F	07/11/2015	0	27	18	10	1.8	13	57%	23	00:17:15	00:24:00	01:16:00						
The Assembly F	07/11/2015	1	6	3	2	1.5	4	67%	6	00:48:10	00:47:00	00:56:00						
The Assembly F	07/11/2015	2	18	21	8	2.6	11	58%	19	00:19:23	00:16:15	00:29:00						
The Assembly F	07/11/2015	3	27	32	12	2.7	20	62%	32	00:04:11	00:05:00	00:12:00	00:00:01	00:01:00	1			00:01:00
The Assembly F	06/11/2015		101	74	32	2.3	69	68%	101				00:00:01					

		Maximum passenger wait time						
		Number waiting 11 mins or more						
		Number of people waiting 6-10 mins						
		Number of people waiting 1-5 mins						
		Average Passenger Waiting Time, those waiting only						
		Average Passenger Waiting Time in Hour						
		Maximum Vehicle Waiting Time (for a fare)						
		Average Vehicle Waiting Time (for a fare)						
		Average Vehicle Waiting Time						
		Total Vehicle Departures						
		% of vehicles leaving empty						
		Empty Vehicle Departures						
		Average vehicle occupancy						
		Loaded Vehicle Departures						
		Total Passenger Departures						
		No of Vehicle Arrivals						
Date	Hour							
Rio's Th	05/11/2015	21	0	0	0	0	0	0
Rio's Th	05/11/2015	22	0	0	0	0	0	0
Rio's Th	05/11/2015	23	0	0	0	0	0	0
Rio's Th	06/11/2015	0	2	0	0	0	2	100%
Rio's Th	06/11/2015	1	0	0	0	0	0	0%
Rio's Th	06/11/2015	2	0	0	0	0	0	0%
Rio's Th	06/11/2015	3	0	0	0	0	0	0%
Rio's Th	06/11/2015	4	0	0	0	0	0	0%
Rio's Th	05/11/2015		2	0	0	0	2	100%

																				Maximum passenger wait time
	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more			
Rio's Sa	07/11/2015	22	0	0	0	0	0	0%	0											
Rio's Sa	07/11/2015	23	2	0	0	0	2	100%	2	00:02:00										
Rio's Sa	08/11/2015	0	13	3	3	1	10	77%	13	00:01:27	00:01:40	00:03:00	00:01:20	00:04:00	1					00:04:00
Rio's Sa	08/11/2015	1	14	10	6	1.7	5	45%	11	00:09:30	00:07:00	00:11:00								
Rio's Sa	08/11/2015	2	23	34	16	2.1	4	20%	20	00:07:54	00:07:07	00:16:00	00:01:01	00:06:00	4	1	1			00:17:00
Rio's Sa	08/11/2015	3	6	5	4	1.3	8	67%	12	00:13:30	00:06:00	00:06:00								
Rio's Sa	08/11/2015	4	0	0	0	0	0	0%	0											
Rio's Sa	08/11/2015	5	0	0	0	0	0	0%	0											
Rio's Sa	07/11/2015		58	52	29	1.8	29	50%	58				00:00:46							

		Maximum passenger wait time							
		Number waiting 11 mins or more							
		Number of people waiting 6-10 mins							
		Number of people waiting 1-5 mins							
		Average Passenger Waiting Time, those waiting only							
		Average Passenger Waiting Time in Hour							
		Maximum Vehicle Waiting Time (for a fare)							
		Average Vehicle Waiting Time (for a fare)							
		Average Vehicle Waiting Time							
		Total Vehicle Departures							
		% of vehicles leaving empty							
		Empty Vehicle Departures							
		Average vehicle occupancy							
		Loaded Vehicle Departures							
		Total Passenger Departures							
		No of Vehicle Arrivals							
Date	Hour								
Smack Tu	15/12/2015	23	0	0	0	0	0	0	0
Smack Tu	16/12/2015	0	21	7	3	2.3	4	50%	8
Smack Tu	16/12/2015	1	11	6	2	3	1	33%	3
Smack Tu	16/12/2015	2	8	27	11	2.5	3	21%	14
Smack Tu	16/12/2015	3	29	105	35	3	1	3%	36
Smack Tu	16/12/2015	4	0	16	8	2	1	11%	9
Smack Tu	15/12/2015		69	161	59	2.7	10	14%	70

		Maximum passenger wait time								Maximum passenger waiting time		
		Average Passenger Waiting Time in Hour								Average Passenger Waiting Time, those waiting only		
		Maximum Vehicle Waiting Time (for a fare)								Average Vehicle Waiting Time (for a fare)		
		Average Vehicle Waiting Time								Total Vehicle Departures		
		% of vehicles leaving empty								Empty Vehicle Departures		
		Average vehicle occupancy								Loaded Vehicle Departures		
		Total Passenger Departures								Total Passenger Departures		
		No of Vehicle Arrivals								No of Vehicle Arrivals		
Date	Hour											
Smack Th	05/11/2015	20	1	0	0	0	1	100%	1			
Smack Th	05/11/2015	21		0	0	0	0	0%	0			
Smack Th	05/11/2015	22	2	0	0	0	0	0%	0	01:01:30		
Smack Th	05/11/2015	23	8	0	0	0	8	100%	8	00:37:07	02:06:30	02:18:00
Smack Th	06/11/2015	0	2	0	0	0	2	100%	2	00:00:30		
Smack Th	06/11/2015	1	0	5	1	5	0	0%	1			
Smack Th	06/11/2015	2	7	24	6	4	1	14%	7	00:08:17	00:09:40	00:24:00
Smack Th	06/11/2015	3	7	11	5	2.2	3	38%	8	00:04:34	00:04:30	00:11:00
Smack Th	06/11/2015	4	0	0	0	0	0	0%	0			
Smack Th	05/11/2015		27	40	12	3.3	15	56%	27			

		Maximum passenger wait time											
		Number waiting 11 mins or more											
		Number of people waiting 6-10 mins											
		Number of people waiting 1-5 mins											
		Average Passenger Waiting Time, those waiting only											
		Average Passenger Waiting Time in Hour											
		Maximum Vehicle Waiting Time (for a fare)											
		Average Vehicle Waiting Time (for a fare)											
		Average Vehicle Waiting Time											
		Total Vehicle Departures											
		% of vehicles leaving empty											
		Empty Vehicle Departures											
		Average vehicle occupancy											
		Loaded Vehicle Departures											
		Total Passenger Departures											
		No of Vehicle Arrivals											
	Date	Hour											
Smack Sa	07/11/2015	22	0	0	0	0	0	0	0	0	0	0	0
Smack Sa	07/11/2015	23	0	0	0	0	0	0	0	0	0	0	0
Smack Sa	08/11/2015	0	0	0	0	0	0	0	0	0	0	0	0
Smack Sa	08/11/2015	1	0	0	0	0	0	0	0	0	0	0	0
Smack Sa	08/11/2015	2	2	2	1	2	1	50%	2	00:05:00	00:06:00	00:06:00	0
Smack Sa	08/11/2015	3	3	7	3	2.3	0	0%	3	00:09:40	00:09:40	00:11:00	0
Smack Sa	08/11/2015	4	0	0	0	0	0	0%	0				0
Smack Sa	08/11/2015	5	0	0	0	0	0	0%	0				0
Smack Sa	07/11/2015		5	9	4	2.3	1	20%	5				

		Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time		
Ken Abbey E F		06/11/2015	8	1	0	0	0	1	100%	1	00:02:00										
Ken Abbey E F		06/11/2015	9	1	0	0	0	0	0%	0	00:29:00										
Ken Abbey E F		06/11/2015	10	1	1	1	1	1	50%	2	00:10:00	00:10:00	00:10:00								
Ken Abbey E F		06/11/2015	11	1	0	0	0	1	100%	1	00:01:00										
Ken Abbey E F		06/11/2015	12	2	0	0	0	1	100%	1	00:21:30										
Ken Abbey E F		06/11/2015	13	1	0	0	0	1	100%	1	00:18:00										
Ken Abbey E F		06/11/2015	14	1	0	0	0	1	100%	1	00:15:00										
Ken Abbey E F		06/11/2015	15	0	0	0	0	1	100%	1											
Ken Abbey E F		06/11/2015	16	1	2	1	2	0	0%	1	00:01:00	00:01:00	00:01:00	00:02:00	00:04:00	2			00:04:00		
Ken Abbey E F		06/11/2015	17		0	0	0	0	0%	0											
Ken Abbey E F		06/11/2015	18	2	3	1	3	0	0%	1	00:32:30	00:32:30	00:39:00								
Ken Abbey E F		06/11/2015	19	6	4	3	1.3	1	25%	4	00:19:40	00:19:15	00:30:00								
Ken Abbey E F		06/11/2015	20	4	4	2	2	1	33%	3	00:55:45	00:55:45	01:40:00								
Ken Abbey E F		06/11/2015	21	3	5	3	1.7	0	0%	3	01:30:00	01:30:00	01:32:00								
Ken Abbey E F		06/11/2015	22	6	9	6	1.5	0	0%	6	00:18:00	00:18:00	00:22:00								
Ken Abbey E F		06/11/2015	23	23	64	26	2.5	1	4%	27	00:06:15	00:06:24	00:19:00								
Kenilworth Abbey End F		06/11/2015		53	92	43	2.1	10	19%	53				00:00:03							

	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
Wwick Costa F	06/11/2015	11	2	0	0	0	2	100%	2	00:04:30			00:10:00	00:10:00	0	1	0	00:10:00
Wwick Costa F	06/11/2015	12	2	2	2	1	0	0%	2	00:03:30	00:03:30	00:07:00						
Wwick Costa F	06/11/2015	13	1	3	1	3	0	0%	1	00:18:00	00:18:00	00:18:00						
Wwick Costa F	06/11/2015	14	6	2	2	1	0	0%	2	01:06:00	01:06:00	01:59:00						
Wwick Costa F	06/11/2015	15	4	2	1	2	0	0%	1	02:22:45	02:22:45	02:34:00						
Wwick Costa F	06/11/2015	16	2	4	3	1.3	0	0%	3	02:32:30	02:32:30	02:42:00						
Wwick Costa F	06/11/2015	17	11	2	2	1	0	0%	2	03:38:27	03:38:33	04:13:00						
Wwick Costa F	06/11/2015	18	16	4	3	1.3	0	0%	3	04:41:48	04:40:34	05:02:00						
Wwick Costa F	06/11/2015	19	1	4	2	2	0	0%	2	04:54:00	04:54:00	04:54:00						
Wwick Costa F	06/11/2015	20	0	3	2	1.5	0	0%	2									
Wwick Costa F	06/11/2015	21	0	7	4	1.8	2	33%	6									
Wwick Costa F	06/11/2015	22	0	19	8	2.4	0	0%	8									
Wwick Costa F	06/11/2015	23	0	18	9	2	2	18%	11									
Wwick Costa F	07/11/2015	0	19	42	13	3.2	2	13%	15	00:09:28	00:10:00	00:20:00						
Wwick Costa F	07/11/2015	1	4	10	7	1.4	1	12%	8	00:04:30	00:01:20	00:04:00	00:00:12	00:01:00	2			00:01:00
Warwick Costa F	06/11/2015		68	122	59	2.1	9	13%	68				00:00:06					

		Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time	
Wick Costa Sa	07/11/2015	7	0	0	0	0	0	0%	0										
Wick Costa Sa	07/11/2015	8	1	0	0	0	1	100%	1	00:08:00									
Wick Costa Sa	07/11/2015	9	0	0	0	0	0	0%	0										
Wick Costa Sa	07/11/2015	10	2	0	0	0	2	100%	2	00:14:30									
Wick Costa Sa	07/11/2015	11	0	0	0	0	0	0%	0										
Wick Costa Sa	07/11/2015	12	2	1	1	1	1	50%	2	00:05:30	00:09:00	00:09:00							
Wick Costa Sa	07/11/2015	13	4	7	3	2.3	1	25%	4	00:11:45	00:14:40	00:23:00							
Wick Costa Sa	07/11/2015	14	6	8	3	2.7	2	40%	5	00:07:30	00:01:40	00:03:00	00:01:15	00:10:00	0	1	0	00:10:00	
Wick Costa Sa	07/11/2015	15	5	5	2	2.5	1	33%	3	00:18:24	00:14:45	00:29:00							
Wick Costa Sa	07/11/2015	16	7	15	6	2.5	1	14%	7	00:14:00	00:11:00	00:27:00	00:00:28	00:07:00	0	1	0	00:07:00	
Wick Costa Sa	07/11/2015	17	2	4	2	2	3	60%	5	00:23:00	00:23:00	00:23:00							
Warwick Costa Sa	07/11/2015		29	40	17	2.4	12	41%	29				00:00:26						

	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time	
Vialli's F	06/11/2015	21	8	1	1	1	1	50%	2	01:01:45	00:48:30	01:10:00							
Vialli's F	06/11/2015	22	5	0	0	0	4	100%	4	00:52:24	00:43:30	00:57:00							
Vialli's F	06/11/2015	23	18	6	4	1.5	12	75%	16	00:40:33	01:17:40	01:45:00							
Vialli's F	07/11/2015	0	15	5	2	2.5	10	83%	12	00:46:00	00:09:00	00:17:00	00:02:12	00:11:00	0	0	1	00:11:00	
Vialli's F	07/11/2015	1	16	10	4	2.5	11	73%	15	00:41:48	00:38:24	01:08:00							
Vialli's F	07/11/2015	2	19	8	4	2	14	78%	18	00:46:53	00:47:00	01:17:00							
Vialli's F	07/11/2015	3	13	3	2	1.5	18	90%	20	00:34:04	00:18:00	00:18:00							
Vialli's F	07/11/2015	4	4	2	1	2	10	91%	11	00:11:45	00:04:00	00:04:00							
Vialli's F	06/11/2015		98	35	18	1.9	80	82%	98				00:00:19						

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10 mins

Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

% of vehicles leaving empty

Empty Vehicle Departures

Average vehicle occupancy

Loaded Vehicle Departures

Total Passenger Departures

No of Vehicle Arrivals

Hour

Date

Informal Moo

Bar F

06/11/2015

22

1

0

0

0

1

100%

1

00:03:00

Informal Moo

Bar F

06/11/2015

23

2

0

0

0

2

100%

2

00:01:00

Informal Moo

Bar F

07/11/2015

0

2

0

0

0

2

100%

2

00:03:00

Informal Moo

Bar F

06/11/2015

5

0

0

0

5

100%

5

	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time	
Informal Moo Bar Sa	11/06/2015	22	0	0	0	0	0	0%	0										
Informal Moo Bar Sa	11/06/2015	23	6	1	1	1	5	83%	6	00:01:10	00:00:00	00:00:00							
Informal Moo Bar Sa	12/06/2015	0	13	8	3	2.7	10	77%	13	00:00:55	00:01:00	00:01:00	00:00:15	00:02:00	1				00:02:00
Informal Moo Bar Sa	11/06/2015		19	9	4	2.3	15	79%	19				00:00:13						

Maximum passenger wait time

Number waiting 11 mins or
more

Number of people waiting 6-10
mins

Number of people waiting 1-5
mins

Average Passenger Waiting
Time, those waiting only

Average Passenger Waiting Time
in Hour

Maximum Vehicle Waiting Time
(for a fare)

Average Vehicle Waiting Time
(for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

1286

% of vehicles leaving empty

44%

Empty Vehicle Departures

560

Average vehicle occupancy

1.9

Loaded Vehicle Departures

726

Total Passenger Departures

1396

No of Vehicle Arrivals

1286

Totals excl
private ranks

Private Ranks

	Date	Hour	No of Vehicle Arrivals	Total Passenger Departures	Loaded Vehicle Departures	Average vehicle occupancy	Empty Vehicle Departures	% of vehicles leaving empty	Total Vehicle Departures	Average Vehicle Waiting Time	Average Vehicle Waiting Time (for a fare)	Maximum Vehicle Waiting Time (for a fare)	Average Passenger Waiting Time in Hour	Average Passenger Waiting Time, those waiting only	Number of people waiting 1-5 mins	Number of people waiting 6-10 mins	Number waiting 11 mins or more	Maximum passenger wait time
P- Ln Spa Stn F	06/11/2015	6	6	2	2	1	0	0%	2	00:32:10	00:26:20	00:32:00						
P- Ln Spa Stn F	06/11/2015	7	11	12	10	1.2	4	29%	14	00:04:38	00:03:18	00:09:00	00:02:00	00:04:48	3	2		00:07:00
P- Ln Spa Stn F	06/11/2015	8	27	30	26	1.2	2	7%	28	00:04:55	00:04:57	00:15:00	00:01:31	00:04:43	7	4		00:09:00
P- Ln Spa Stn F	06/11/2015	9	40	29	27	1.1	5	16%	32	00:12:39	00:10:58	00:53:00	00:01:43	00:02:52	14	1		00:06:00
P- Ln Spa Stn F	06/11/2015	10	9	9	6	1.5	4	40%	10	00:33:26	00:37:00	00:48:00						
P- Ln Spa Stn F	06/11/2015	11	10	13	11	1.2	4	27%	15	00:08:54	00:09:45	00:16:00	00:00:04	00:01:00	1			00:01:00
P- Ln Spa Stn F	06/11/2015	12	19	15	11	1.4	7	39%	18	00:10:06	00:08:45	00:20:00						
P- Ln Spa Stn F	06/11/2015	13	17	13	9	1.4	5	36%	14	00:15:35	00:14:54	00:42:00	00:00:04	00:01:00	1			00:01:00
P- Ln Spa Stn F	06/11/2015	14	15	12	10	1.2	6	38%	16	00:07:28	00:06:30	00:17:00						
P- Ln Spa Stn F	06/11/2015	15	22	21	19	1.1	5	21%	24	00:11:30	00:11:49	00:20:00	00:00:38	00:07:00	0	2		00:08:00
P- Ln Spa Stn F	06/11/2015	16	16	13	11	1.2	6	35%	17	00:11:26	00:09:18	00:19:00	00:00:55	00:06:00	1	1		00:08:00
P- Ln Spa Stn F	06/11/2015	17	19	15	12	1.3	8	40%	20	00:08:56	00:08:40	00:22:00	00:02:24	00:09:00	2	0	2	00:16:00
P- Ln Spa Stn F	06/11/2015	18	19	12	8	1.5	9	53%	17	00:16:44	00:10:48	00:28:00	00:00:46	00:10:00	0	1		00:10:00
P- Ln Spa Stn F	06/11/2015	19	30	16	10	1.6	13	57%	23	00:16:52	00:19:13	00:35:00						
P- Ln Spa Stn F	06/11/2015	20	22	30	17	1.8	9	35%	26	00:14:08	00:14:18	00:23:00						
P- Ln Spa Stn F	06/11/2015	21	27	26	13	2	11	46%	24	00:22:22	00:23:31	00:55:00						
P- Ln Spa Stn F	06/11/2015	22	21	18	11	1.6	5	31%	16	00:32:28	00:32:30	00:49:00						
P- Ln Spa Stn F	06/11/2015	23	13	35	15	2.3	6	29%	21	00:44:32	00:46:27	01:06:00						
P- Ln Spa Stn F	07/11/2015	0	11	18	9	2	7	44%	16	00:22:43	00:38:12	01:34:00						
P- Ln Spa Stn F	07/11/2015	1	5	8	4	2	1	20%	5	00:24:12	00:22:30	00:32:00						
P- Ln Spa Stn F	07/11/2015	2	2	2	2	1	1	33%	3	00:04:00	00:06:00	00:06:00						
Private - Ln Spa Stn F	06/11/2015		361	349	243	1.4	118	33%	361				00:00:33					

Maximum passenger wait time

Number waiting 11 mins or more

Number of people waiting 6-10 mins

Number of people waiting 1-5 mins

Average Passenger Waiting Time, those waiting only

Average Passenger Waiting Time in Hour

Maximum Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time (for a fare)

Average Vehicle Waiting Time

Total Vehicle Departures

% of vehicles leaving empty

Empty Vehicle Departures

Average vehicle occupancy

Loaded Vehicle Departures

Total Passenger Departures

No of Vehicle Arrivals

Hour

251

1714

1809

1033

1.8

681

40%

1714

Overall Totals

Appendix 3 –On-street public attitude survey summary results

Q1: Have you used a taxi in the last 3 months in the Warwick area?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
Yes	117	46.80%	24	48.00%	24	48.98%	16	31.37%	53	53.00%
No	133	53.20%	26	52.00%	25	51.02%	35	68.63%	47	47.00%
Total	250	100.00%	50	100.00%	49	100.00%	51	100.00%	100	100.00%

Q2: How often do you use a taxi within this area?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
Almost daily	10	7.46%	2	5.88%	0	0.00%	2	12.50%	6	10.17%
Once a week	18	13.43%	5	14.71%	2	8.00%	4	25.00%	7	11.86%
A few times a month	34	25.37%	7	20.59%	7	28.00%	6	37.50%	14	23.73%
Once a month	23	17.16%	4	11.76%	8	32.00%	2	12.50%	9	15.25%
Less than once a month	49	36.57%	16	47.06%	8	32.00%	2	12.50%	23	38.98%
Total	134	100.00%	34	100.00%	25	100.00%	16	100.00%	59	100.00%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	1.7	0.7	1.4	2.0	1.6
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Q3: How do you normally book a taxi within this area?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
At a Taxi rank	47	32.64%	14	53.85%	4	16.00%	9	47.37%	20	27.03%
Hail in the street	2	1.39%	0	0.00%	1	4.00%	0	0.00%	1	1.35%
Telephone a company	63	43.75%	11	42.31%	16	64.00%	1	5.26%	35	47.30%
Use a Freephone	2	1.39%	1	3.85%	1	4.00%	0	0.00%	0	0.00%
Use my mobile or smart phone	26	18.06%	0	0.00%	2	8.00%	8	42.11%	16	21.62%
Other - ONLINE	4	2.78%	0	0.00%	1	4.00%	1	5.26%	2	2.70%
Total	144	100.00%	26	100.0%	25	100.0%	19	100.0%	74	100.0%

Q4. If you book a taxi by phone, which three companies do you use most?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
CASTLE CARS phv	53	27.46%	0	0.00%	2	6.06%	3	12.50%	48	39.02%
SAPPHIRE	27	13.99%	1	7.69%	5	15.15%	2	8.33%	19	15.45%
EASY CARS phv	16	8.29%	0	0.00%	7	21.21%	3	12.50%	6	4.88%
VICTORIA phv	14	7.25%	0	0.00%	6	18.18%	5	20.83%	3	2.44%
HOME JAMES	13	6.74%	0	0.00%	2	6.06%	4	16.67%	7	5.69%
247	10	5.18%	0	0.00%	0	0.00%	0	0.00%	10	8.13%
AP CABS	9	4.66%	0	0.00%	0	0.00%	0	0.00%	9	7.32%
CALL LINE phv	5	2.59%	2	15.38%	0	0.00%	0	0.00%	3	2.44%
STAR LINE	4	2.07%	1	7.69%	0	0.00%	0	0.00%	3	2.44%
BROOKLINE	2	1.04%	2	15.38%	0	0.00%	0	0.00%	0	0.00%
ABBEY CABS	1	0.52%	1	7.69%	0	0.00%	0	0.00%	0	0.00%
CHRIS'S TAXIS one man phv	1	0.52%	1	7.69%	0	0.00%	0	0.00%	0	0.00%
LOCAL TAXIS hcv	2	1.04%	1	7.69%	0	0.00%	0	0.00%	1	0.81%
ROBS CABS	2	1.04%	2	15.38%	0	0.00%	0	0.00%	0	0.00%
ROYAL CABS hcv	1	0.52%	1	7.69%	0	0.00%	0	0.00%	0	0.00%
YELLOW TAXIS hcv	3	1.55%	1	7.69%	2	6.06%	0	0.00%	0	0.00%
A TO B	2	1.04%	0	0.00%	1	3.03%	0	0.00%	1	0.81%
FOURWAYS phv	2	1.04%	0	0.00%	1	3.03%	0	0.00%	1	0.81%
FOURWAYS phv	2	1.04%	0	0.00%	0	0.00%	0	0.00%	2	1.63%
HACKNEY CARRIAGES hcv	1	0.52%	0	0.00%	0	0.00%	0	0.00%	1	0.81%
Kenny (Kenny Cabs) one man phv	1	0.52%	0	0.00%	0	0.00%	0	0.00%	1	0.81%
Kenny (Kenny's Runners) one man phv	1	0.52%	0	0.00%	0	0.00%	1	4.17%	0	0.00%
TAXI LINE	1	0.52%	0	0.00%	0	0.00%	0	0.00%	1	0.81%
WARWICK CABS	2	1.04%	0	0.00%	0	0.00%	0	0.00%	2	1.63%
ASHFORD CABS	2	1.04%	0	0.00%	1	3.03%	0	0.00%	1	0.81%
BANOR TAXIS	2	1.04%	0	0.00%	0	0.00%	0	0.00%	2	1.63%
AIRPORT TAXI	1	0.52%	0	0.00%	0	0.00%	0	0.00%	1	0.81%
LEAMINGTON	1	0.52%	0	0.00%	0	0.00%	0	0.00%	1	0.81%
A LINES	1	0.52%	0	0.00%	1	3.03%	0	0.00%	0	0.00%
K & B CARS	2	1.04%	0	0.00%	2	6.06%	0	0.00%	0	0.00%
UBER	2	1.04%	0	0.00%	2	6.06%	0	0.00%	0	0.00%
WHERE TO GO	2	1.04%	0	0.00%	1	3.03%	1	4.17%	0	0.00%

CENTRAL	1	0.52%	0	0.00%	0	0.00%	1	4.17%	0	0.00%
NS LINE	2	1.04%	0	0.00%	0	0.00%	2	8.33%	0	0.00%
PRIVATE HIRE	1	0.52%	0	0.00%	0	0.00%	1	4.17%	0	0.00%
ARROW TAXIS hcv	1	0.52%	0	0.00%	0	0.00%	1	4.17%	0	0.00%
Total	193	100.00%	13	100.0%	33	100.0%	24	100.0%	123	100.0%

Q5: How often do you use a hackney carriage within the Warwick area?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
Almost daily	3	1.70%	1	2.78%	0	0.00%	0	0.00%	2	3.51%
Once a week	9	5.11%	4	11.11%	0	0.00%	0	0.00%	5	8.77%
A few times a month	16	9.09%	4	11.11%	2	5.56%	1	2.13%	9	15.79%
Once a month	13	7.39%	2	5.56%	1	2.78%	0	0.00%	10	17.54%
Less than once a month	24	13.64%	3	8.33%	6	16.67%	1	2.13%	14	24.56%
I can't remember when I last used a hackney carriage	66	37.50%	13	36.11%	3	8.33%	37	78.72%	13	22.81%
I can't remember seeing a hackney carriage in the area	45	25.57%	9	25.00%	24	66.67%	8	17.02%	4	7.02%
Total	176	100.00%	36	100.00%	36	100.00%	47	100.00%	57	100.00%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	1.0	0.2	0.0	1.0	0.6
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Q6. Please tell me the ranks you are aware of			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
TRAIN STATION	70	30.57%	1	1.96%	20	52.63%	31	38.27%	18	30.51%
LEAMINGTON STATION	12	5.24%	7	13.73%	2	5.26%	1	1.23%	2	3.39%
POLICE STATION	30	13.10%	0	0.00%	11	28.95%	17	20.99%	2	3.39%
HOLLY WALK	18	7.86%	0	0.00%	0	0.00%	16	19.75%	2	3.39%
HAMILTON TERRACE	1	0.44%	0	0.00%	1	2.63%	0	0.00%	0	0.00%
ABBEY END	23	10.04%	23	45.10%	0	0.00%	0	0.00%	0	0.00%
MARKET SQUARE	23	10.04%	0	0.00%	0	0.00%	0	0.00%	23	38.98%
MARKET SQUARE WARWICK	1	0.44%	1	1.96%	0	0.00%	0	0.00%	0	0.00%
MARKET PLACE	8	3.49%	0	0.00%	0	0.00%	0	0.00%	8	13.56%
WARWICK SQUARE	1	0.44%	0	0.00%	1	2.63%	0	0.00%	0	0.00%
BOOTS LEAMINGTON	3	1.31%	2	3.92%	0	0.00%	1	1.23%	0	0.00%
BOOTS	2	0.87%	0	0.00%	0	0.00%	2	2.47%	0	0.00%
DUKE LEAMINGTON	1	0.44%	1	1.96%	0	0.00%	0	0.00%	0	0.00%
SUGERS	2	0.87%	2	3.92%	0	0.00%	0	0.00%	0	0.00%
WARWICK STATION	12	5.24%	7	13.73%	0	0.00%	5	6.17%	0	0.00%
WARWICK PARKWAY	7	3.06%	7	13.73%	0	0.00%	0	0.00%	0	0.00%
WARWICK STREET	8	3.49%	0	0.00%	0	0.00%	8	9.88%	0	0.00%
BATH STREET	1	0.44%	0	0.00%	0	0.00%	0	0.00%	1	1.69%
SAINSBURYS	1	0.44%	0	0.00%	0	0.00%	0	0.00%	1	1.69%
SHIRE HALL	1	0.44%	0	0.00%	0	0.00%	0	0.00%	1	1.69%
WARWICK UNIVERSITY	1	0.44%	0	0.00%	1	2.63%	0	0.00%	0	0.00%
THE PARADE	1	0.44%	0	0.00%	0	0.00%	0	0.00%	1	1.69%
BIRMINGHAM AIRPORT	2	0.87%	0	0.00%	2	5.26%	0	0.00%	0	0.00%
TOTAL	229	100.00%	51	100.00%	38	100.00%	81	100.00%	59	100.00%

Q7. Is there a location in the Warwick District Council area that you would like to see a taxi rank?			KENILWORTH			LEAMINGTON			S LEAMINGTON			WARWICK
WAITROSE KENILWORTH	2	12.50%	2	50.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
WILCO KENILWORTH	2	12.50%	2	50.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
TOP PARK	1	6.25%	0	0.00%	1	33.33%	0	0.00%	0	0.00%	0	0.00%
WARWICK UNIVERSITY	2	12.50%	0	0.00%	2	66.67%	0	0.00%	0	0.00%	0	0.00%
MARKS AND SPENCERS	1	6.25%	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%
RACE COURSE	2	12.50%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	25.00%
SHIRE HALL	4	25.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	4	50.00%
WARWICK CASTLE	2	12.50%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	25.00%
TOTAL	16	100.00%	4	100.00%	3	100.00%	1	100.00%	8	400.00%		

Q8: Have you had any problems with the local Hackney carriage service?			KENILWORTH			LEAMINGTON			S LEAMINGTON			WARWICK
Design of vehicle	6	9.23%	3	21.43%	0	0.00%	0	0.00%	0	0.00%	3	7.89%
Driver issues	13	20.00%	1	7.14%	1	20.00%	0	0.00%	0	0.00%	11	28.95%
Position of ranks	12	18.46%	0	0.00%	0	0.00%	1	12.50%	1	12.50%	11	28.95%
Delay in getting a taxi	19	29.23%	8	57.14%	2	40.00%	2	25.00%	2	25.00%	7	18.42%
Cleanliness	4	6.15%	1	7.14%	1	20.00%	0	0.00%	0	0.00%	2	5.26%
Other – No	11	16.92%	1	7.14%	1	20.00%	5	62.50%	5	62.50%	4	10.53%
Total	65	100.00%	14	100.00%	5	100.00%	8	100.00%	8	100.00%	38	100.00%

Q9: What would encourage you to use taxis or use them more often?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
Other - CHEAPER FARES	93	51.67%	9	36.00%	17	65.38%	10	52.63%	57	51.82%
Better Drivers	34	18.89%	1	4.00%	6	23.08%	0	0.00%	27	24.55%
More hackney carriages I could hail or get at a rank	20	11.11%	9	36.00%	0	0.00%	4	21.05%	7	6.36%
Better Vehicle	17	9.44%	2	8.00%	1	3.85%	0	0.00%	14	12.73%
More hackney carriages I could phone for	7	3.89%	4	16.00%	0	0.00%	0	0.00%	3	2.73%
Better located ranks	4	2.22%	0	0.00%	1	3.85%	1	5.26%	2	1.82%
Other - More hackney carriages	1	0.56%	0	0.00%	0	0.00%	1	5.26%	0	0.00%
Other - OAP discount	2	1.11%	0	0.00%	0	0.00%	2	10.53%	0	0.00%
Other – Reliability	1	0.56%	0	0.00%	1	3.85%	0	0.00%	0	0.00%
Other - Student Discount	1	0.56%	0	0.00%	0	0.00%	1	5.26%	0	0.00%
Total	180	100.00%	25	100.00%	26	100.00%	19	100.00%	110	100.00%

Q10: Do you consider you or anyone you know to have a disability that means you need an adapted vehicle?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
No	163	86.70%	32	82.05%	30	88.24%	38	92.68%	63	85.14%
Yes – WAV	6	3.19%	4	10.26%	0	0.00%	1	2.44%	1	1.35%
someone I know WAV	11	5.85%	1	2.56%	4	11.76%	0	0.00%	6	8.11%
Yes, but not WAV	2	1.06%	0	0.00%	0	0.00%	0	0.00%	2	2.70%
Someone I know, but not WAV	2	1.06%	1	2.56%	0	0.00%	0	0.00%	1	1.35%
Other	4	2.13%	1	2.56%	0	0.00%	2	4.88%	1	1.35%
Total	188	100.00%	39	100.00%	34	100.00%	41	100.00%	74	100.00%

Q11. Have you ever given up waiting for a hackney carriage at a rank in the Warwick area?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
No	202	95.73%	35	85.37%	46	95.83%	41	97.62%	80	100.00%
Yes	9	4.27%	6	14.63%	2	4.17%	1	2.38%	0	0.00%
Total	211	100.00%	41	100.00%	48	100.00%	42	100.00%	80	100.00%

Q12. Do you have regular access to a car?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
Yes	124	50.61%	27	54.00%	20	41.67%	28	56.00%	49	50.52%
No	121	49.39%	23	46.00%	28	58.33%	22	44.00%	48	49.48%
Total	245	100.00%	50	100.00%	48	100.00%	50	100.00%	97	100.00%

Q13: Do you live in this area?			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
Yes	132	53.23%	44	88.00%	43	87.76%	42	85.71%	3	3.00%
No	116	46.77%	6	12.00%	6	12.24%	7	14.29%	97	97.00%
Total	248	100.00%	50	100.00%	49	100.00%	49	100.00%	100	100.00%

Q14: Gender			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
1. Male	128	51.20%	16	32.00%	29	59.18%	33	64.71%	50	50.00%
2. Female	122	48.80%	34	68.00%	20	40.82%	18	35.29%	50	50.00%
Total	250	100.00%	50	100.00%	49	100.00%	51	100.00%	100	100.00%

Q15: Age			KENILWORTH		LEAMINGTON		S LEAMINGTON		WARWICK	
1. Under 30	70	28.11%	9	18.00%	22	44.90%	24	47.06%	15	15.15%
2. 31 – 55	101	40.56%	20	40.00%	20	40.82%	17	33.33%	44	44.44%
3. Over 55	78	31.33%	21	42.00%	7	14.29%	10	19.61%	40	40.40%
Total	249	100.00%	50	100.00%	49	100.00%	51	100.00%	99	100.00%

Appendix 4 Stakeholder Feedback Diary

Chapter	Stakeholder Group / Person	Views returned?
5	Supermarkets	
	Waitrose, Kenilworth	R
	Tesco Metro, Leamington Spa	Y
	Morrison's Leamington Spa	R
	Sainsbury's Warwick	Y
	M&S Warwick	N
	Boots Leamington Spa	R
	Orchard Whitnash	Y
5	Hotels	
	Grand Hotel Kenilworth	Y
	Victoria Park Hotel, Leamington Spa	N
	Lansdowne Hotel, Leamington Spa	N
	The Old Fourpenny Shop Hotel, Warwick	Y
	The Tudor House Inn, Warwick	N
	Restaurants	
	Pierre Le Bistro, Leamington Spa	Y
	Paprika Club, Leamington Spa	N
	Ego, Kenilworth	Y
	The Kitchen, Kenilworth	Y
	Micatto, Warwick	Y
	Ask, Warwick	Y
5	Night clubs / Entertainment / Pubs	
	Warwick Racecourse	N
	Royal Spa Centre and Town Hall	R
	Warwick Castle	Y
	Copper Pot, Leamington Spa	Y
	Roebuck Inn, Warwick	N
	Tilded Wig, Warwick	Y
	Bear and Ragged Staff, Kenilworth	Y
	The Lion, Kenilworth	R
	The Plough and Harrow, Whitnash	Y
	Rio's Leamington Spa	N
	Smack, Leamington Spa	Y
	Assembly Leamington Spa	N
	Moo Bar, Leamington Spa	N
	Altoria, Leamington Spa	Y
5	Hospital	
	Warwick	N

5	Other District Council representatives	
	Safer Communities Manger, Warwick DC	Y
5	Disability, equality and other local group representatives	
	Whitnash Town Council	Y
	Royal Leamington Spa Town Council	Y
	Warwick Town Council	Y
	Baginton Parish Council	Y
	All other town / parish councils in area	N
	No disability groups identified	
	Operations Inspector, Community Group, Warwickshire County Council	Y
5	Police	
	No response received	N
6	Hackney carriage and private hire trade	
	Via survey to all drivers	Y