

APPENDIX E

Mr A Hussain

Luton

LU3

26th January 2009

Hackney Carriage Unmet Demand Survey

Dear Sir / Madam

After reading the unmet demand survey, I must emphasised the trade at this moment in time of recession does not need any additional vehicles, As their is a surplus of vehicles operating in Luton. Also stated in the survey the "General Public always able to find a taxi", with little to no waiting time for a taxi. The unmet demand is highly questionable and presumes on future events if it ever takes place. I believe their will be a determental effect on taxi services in Luton simply if there is no demand as the Council has already in last few years issued 60 to 80 vehicles. On the following page are my comments on the unmet demand survey.

Yours Sincerely

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Taxi Unmet Demand Survey

1. Independence of the survey, as this is the second time the same organisation has been used.
2. Throughout the report emphasises is on the organisation to carry out survey in a few years AS IT STATED IN THE PREVIOUS SURVEY. (A very locative assignment)
3. Hackney Drivers 40% response via questionnaire
VERY LOW
4. Drivers commented often wait (Quietest time) over 20 minutes
45 Minutes to 1 hour
5. Friday / Saturday busiest taxi days of the week
6. Taxi waiting for fares for the majority of the time
7. 2pm on Friday
Muslim Prey day Majority drivers PHV or HC Muslim
Around 20 min pray time
We find that large number of taxis is still working
Pray times differ from Mosque to Mosque Which start at 12pm till around 2.30pm
8. On page 9 It states "the release of around 15 to 20 Hackney licences for the next FEW YEARS," But on page 95 it is a total contradiction when it states "approximately 15 to 20 plates per year for next 3 years".
9. The report states large scale developments create little demand expect for casino or hotel but our experience these kinds of development normally contract out there need for a taxi services for cheaper fares for there staff.
10. Colin Buchanan and Partners failed to understand the unique position of Luton because they did not meet the Luton taxi trade representatives.
11. Report "Conclude that passengers were almost always able to find a taxi when they needed one".

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RECOMMENDATION

We believe the Council should freeze the process due to the economic crises, as UK is the worst hit country from the developed Nations. We would also request the Council to suspend the process for the reason stated. The matter can always be considered in future if need be, As we believe there are excessive number of taxi operating in Luton making it impossible to earn enough income to sustain one self.

We believe the solution to the problem is simple improve enforcement and increase taxi ranks as there are too many taxis and not enough taxi ranks.