

Hackney Carriage and Private Hire Trade Survey

24 Respondents

Rossendale Borough Council is conducting a review of its taxi licensing service and the information that you provide in this questionnaire will help us to plan for the future. The information supplied in this survey will be treated in strict confidence and individuals will not be identified in any subsequent use.

1. Which one of the following categories describes your involvement in the taxi market?

- | | | | | |
|--------------------------------|-----------|--------------------------|----------------------------|-----------------------------------|
| Hackney Carriage driver | 19 | <input type="checkbox"/> | Private Hire driver | <input type="checkbox"/> |
| Hackney Carriage vehicle owner | 12 | <input type="checkbox"/> | Private Hire vehicle owner | 1 <input type="checkbox"/> |
| Hackney Carriage Operator | 3 | <input type="checkbox"/> | Private Hire operator | <input type="checkbox"/> |

2. Are you:

- | | | |
|---------------|-----------|--------------------------|
| Employed | 6 | <input type="checkbox"/> |
| Self employed | 16 | <input type="checkbox"/> |
| Employer | 2 | <input type="checkbox"/> |

3. How many years have you been involved with hackney carriage/private hire trade in Rossendale?

- | | | |
|--------------------|----------|--------------------------|
| 0 – 2 years | 8 | <input type="checkbox"/> |
| 2 – 5 years | 3 | <input type="checkbox"/> |
| 5 – 10 years | 5 | <input type="checkbox"/> |
| More than 10 years | 8 | <input type="checkbox"/> |

4. In the workplace, do you use:

- | | | |
|------------------|-----------|--------------------------|
| Radio | 17 | <input type="checkbox"/> |
| Mobile telephone | 9 | <input type="checkbox"/> |
| CB | | <input type="checkbox"/> |

5. What percentage of your passenger fares, in a typical week, comes from the following?

Results are the medians

- | | | | | | | | |
|-----------|-------------|--------------------------|---|--------------------|-------------|--------------------------|---|
| Rank work | 25 | <input type="checkbox"/> | % | Telephone bookings | 50 | <input type="checkbox"/> | % |
| Flag down | 5 | <input type="checkbox"/> | % | Contract work | 22.5 | <input type="checkbox"/> | % |
| Radio | 39.5 | <input type="checkbox"/> | % | | | | |

6. How many hours do you work in a typical week?

Median = 35 hours

7. How many hours do you work during the following times of the day?

Figures indicate number of drivers working in that period.

	MON	TUES	WED	THURS	FRI	SAT	SUN
0600 - 1800	12	11	9	9	8	5	4
1800 - 0600	4	3	4	8	12	13	6

8. The Licensing Act 2003 has allowed licensed premises to stay open much later. Has this had any effect on you?

Yes 4

No 19

If yes, please indicate in what way:

Work later in the evening 2

Earn more 2

Work for longer hours 2

Earn less 1

Other (please state)

9. Typically, how many times a week do you carry passengers with a disability?

Never 2

1 - 5 15

5 - 10 4

More than 10 3

10. Have you ever had to refuse a fare because you could not accommodate a passenger due to their disability?

Yes 2

No 22

If yes, give details:

Cannot carry large wheelchairs (2)

11. Have you been attacked by a passenger within the last year?

Physically attacked	2 <input type="checkbox"/>	Vehicle damaged	6 <input type="checkbox"/>
Verbally attacked	6 <input type="checkbox"/>	None	14 <input type="checkbox"/>

12. Do you feel safe whilst working as a taxi driver in Rossendale?

Yes, all of the time	12 <input type="checkbox"/>
Some of the time	10 <input type="checkbox"/>
None of the time	2 <input type="checkbox"/>

If you feel unsafe, is it?

Daytime	4 <input type="checkbox"/>
Nighttime	10 <input type="checkbox"/>
In certain areas	4 <input type="checkbox"/>

13. In which areas do you feel unsafe?

Bacup (4)

14. Assuming there would be cost implications, which improvements would you be willing to pay for?

CCTV in vehicle	6 <input type="checkbox"/>	No improvements needed	14 <input type="checkbox"/>
Other (<i>please specify</i>)	1 <input type="checkbox"/>		

Security Screen

15. Do you believe that there is sufficient rank space available for hackney carriages in Rossendale?

Yes 7

No 17

16. Are there any areas in Rossendale where any new ranks should be (please be specific)?

Rhythm Station

Outside all pubs

Bank Street

Bus Station

Rawtenstall Market

Crawshawbooth by bus stop

Bacup Road by bus stops

New Hall Hey

Helmshore Road opposite Mr C Filling Station.

17. Are there any current ranks which should have time restrictions altered/have more spaces?

Lumb Scar, Bacup, outside Madisons and Lower Deardengate, Haslingden – more spaces.

Waterfoot to extend to 24 hours

Bank Street to extend to 24 hours

18. Are there any ranks that should be removed and if so, which?

None

19. What do you think of the hackney carriage fleet?

Better than it needs to be 3

Average, could be better 12

Excellent, about right 5

Poor, needs improvement 3

20. The maximum age for a hackney carriage/private hire vehicle is 7 years, 364 days. Do you think this is:

Satisfactory 9

Unsatisfactory (please specify below) 14

21. Fares – which of the following statements do you agree with?

- Hackney carriage fares are too high **1**
- Hackney carriage fares are too low **6**
- Hackney Carriage fares are about right **12**
- No opinion **2**

22. Do you feel that drivers receive sufficient training before being granted a driver's licence?

No = 12

Yes = 7

If not, what training would you like to see offered to drivers?

- English language **13**
- Customer Care **8**
- Disability awareness **8**
- Other **3**

23. Should this training be compulsory or voluntary?

- Compulsory **9**
- Voluntary **11**

24. What do you think about the number of hackney carriage vehicles?

- Too many **15**
- Sufficient to meet all demands **4**
- Need more in the day
- Need more at night
- No opinion **3**

25. "There is not enough work to support the current number of hackney carriages" Do you?

- Strongly disagree **1**
- Disagree **1**
- Neither agree or disagree **2**
- Strongly agree **11**
- Agree **7**

