

Customer Questionnaire

The use of taxis in Rossendale

18 respondents

Rossendale Borough Council is conducting a review of its taxi licensing service and your views will help us to improve the service that we provide and the regulation of taxis in the Borough. Please return the completed questionnaire to us in the Freepost envelope provided.

1. How often do you use a licensed taxi/private hire vehicle?

- | | | | |
|----------------------|-----------------------------------|-------------------------|-----------------------------------|
| Daily | 1 <input type="checkbox"/> | Less than once per week | 6 <input type="checkbox"/> |
| 1 – 4 times per week | 5 <input type="checkbox"/> | Once per month or less | <input type="checkbox"/> |
| 1 – 2 times per week | 6 <input type="checkbox"/> | | |

2. In general, when you use a taxi, do you?

- | | |
|--------------------------------|------------------------------------|
| Pre-book the hire by telephone | 14 <input type="checkbox"/> |
| Go to a rank/booking office | 2 <input type="checkbox"/> |
| Hail a taxi in the street | 1 <input type="checkbox"/> |

(One respondent ticked all three choices)

3. Do you use a particular taxi/private hire company?

- | | |
|-----|------------------------------------|
| Yes | 12 <input type="checkbox"/> |
| No | 6 <input type="checkbox"/> |

If yes, why do you choose them?

4. How often do you use the licensed taxi stands within the Borough?

- | | | | |
|----------------------|-----------------------------------|-------------------------|------------------------------------|
| Daily | <input type="checkbox"/> | Less than once per week | 3 <input type="checkbox"/> |
| 1 – 4 times per week | 2 <input type="checkbox"/> | Once per month or less | 10 <input type="checkbox"/> |
| 1 – 2 times per week | 2 <input type="checkbox"/> | | |

5. Which one(s) do you use most often?

Bacup -4

Haslingden - 1

Connections – 2

Bus station – 3

Madisons – 1

7 not responded

6. If you have experienced difficulty with the availability of taxis, can you tell us where this occurred?

Asda 1

School times - 1

7. When you experienced this difficulty, what was the approximate time?

Day 2

Evening

Weekday 1

Weekend

8. If and when have you been less than satisfied with the service offered by taxis, what has been the most common cause of your complaint?

Availability of taxis 2

Assistance provided by the driver 3

Cleanliness of vehicle 4

Appearance of driver 3

Comfort of vehicle 1

Attitude of driver 7

Punctuality 4

Knowledge of area/route 4

Driver's driving ability 3

Other (*please describe*) 1

9. Do you think taxi fares are reasonable?

Yes 12

No 5

One not responded

10. Does the driver always set the meter at the start of the journey to show the maximum permitted fare he/she is allowed to charge?

Yes 4

No 12

11. Do you think that taxis within the Borough are easily identifiable?

Yes 14

No 4

12. Do you think that the Council should consider a standard colour of vehicle which it will licence as a taxi?

Yes 9

No 9

13. Do you think that all taxis within the Borough should be purpose built (ie, black cabs)?

Yes 2

No 16

14. Can you list the differences between a hackney carriage and a private hire vehicle?

7 positive responses.

15. If you had any complaints or comments regarding a particular driver or vehicle, who would you contact?

Company – 4

Rossednale Borough Council – 4

Police – 1

9 failed to respond

General comments:

More enforcement/older drivers more polite and careful drivers/lack of knowledge of the area/
most drivers friendly and good rapport.

This section is for people who consider themselves to be disabled, or their carers, and need to use taxis with access for disabled people.

3 Responses

1. What is your type of disability?

Confined to a wheelchair **2**

Wheelchair user **1**

Difficulty walking **1**

Sight impairment

Hearing impairment

Other

2. How many taxi journeys do you take per month?

3. Do you need a companion with you when you travel?

Yes **1**

No **2**

4. Can you transfer from a wheelchair to a car seat?

Yes **2**

No **1**

5. Would you benefit from the front passenger seat being a 'swivel seat' when you access a vehicle?

Yes **1**

No **2**

6. Do you need assistance when you enter or leave a vehicle?

Yes **3**

No

