

Q1: Have you used a taxi in the last 3 months in the Plymouth area?	Plymouth	
Yes	109	43%
No	145	57%
Total	254	100%

Q2: How often do you use a taxi within this area?	Plymouth	
3 OR MORE TIMES WEEKLY	11	4%
ONCE OR TWICE WEEKLY	19	8%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	20	8%
ONCE OR TWICE MONTHLY	28	11%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	16	6%
ONCE OR TWICE YEARLY	66	26%
NEVER	91	36%
Total	251	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month	1.5
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Q3: How do you normally get a taxi in this area?	Plymouth	
AT A TAXI RANK	94	43%
HAILING ON STREET	3	1%
BY TELEPHONE	88	40%
BY FREEPHONE	14	6%
AN APP	21	10%
OTHER	1	0%
Total	221	100%

Q4: If you book a taxi by phone, which 3 companies do you call most often?	Plymouth	
TAXI FIRST	62	42%
TOWER CABS	48	32%
NEED A CAB	10	7%
PLYMOUTH TAXIS	10	7%
RIDGECABS	7	5%
PLYM CABS	6	4%
PLYMSTOCK TAXIS	4	3%
SPEEDEE TAXI	1	1%
666666	1	1%
Total	149	100%

Q5: If you used an app or website, which one did you use?	Plymouth	
NEED A CAB	18	75%
TAXI FIRST	6	25%
Total	24	100%

Q6. How often do you use a hackney carriage in the Plymouth Council area?	Plymouth	
3 OR MORE TIMES WEEKLY	6	3%
ONCE OR TWICE WEEKLY	17	9%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	9	5%
ONCE OR TWICE MONTHLY	14	7%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	11	6%
ONCE OR TWICE YEARLY	28	15%
I can't remember when I last used a hackney carriage	100	53%
I can't remember seeing a hackney carriage in the area	5	3%
Total	190	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month	0.9
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Q7a. Which ranks are you aware of within the Plymouth Council area?	Plymouth	
TRAIN STATION	87	30%
OLD TOWN STREET	33	11%
ROYAL PARADE	25	9%
DERRYS CROSS	24	8%
CHARLES STREET	22	7%
UNION STREET	18	6%
MAYFLOWER STREET	17	6%
EXETER STREET	11	4%
GUILDHALL	11	4%
DRAKE CIRCUS	8	3%
PRIZM NIGHTCLUB	8	3%
COACH STATION	5	2%
THEATRE	5	2%
CORNWALL STREET	3	1%
CROWNHILL LIBRARY	3	1%
ALBERT ROAD DEVONPORT	2	1%
BARBICAN	2	1%
CHARLES CROSS ROUNDABOUT	2	1%
PLYMOUTH PARADE	2	1%
ARMADA WAY	1	0%
BUS STATION	1	0%
NORTH PARADE	1	0%
PLYMOUTH ARGYLE STADIUM	1	0%
RALEIGH STREET	1	0%
SOUTHWAY RANK	1	0%
Total	294	100%

Q7b. If you are aware of a rank in the Plymouth Council area, please tell us if you use it?	Plymouth	
Use	180	61%
Don't Use	114	39%
Total	294	100%

Q9a. For your most recent trip by taxi, how would you rate the Standard of Vehicle Cleanliness?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	25	27%
Good	55	59%
Very Good	13	14%
Total	93	100%

Q9b. For your most recent trip by taxi, how would you rate the State of Vehicle Repair?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	25	27%
Good	59	63%
Very Good	9	10%
Total	93	100%

Q9c. For your most recent trip by taxi, how would you rate the State of Driver Behaviour?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	19	20%
Good	64	69%
Very Good	10	11%
Total	93	100%

Q9d. For your most recent trip by taxi, how would you rate the State of Driver Appearance?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	28	30%
Good	54	58%
Very Good	11	12%
Total	93	100%

Q9e. For your most recent trip by taxi, how would you rate the Standard of Driver Hygiene?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	25	27%
Good	59	63%
Very Good	9	10%
Total	93	100%

Q9f. For your most recent trip by taxi, how would you rate the Standard of Driver Professionalism?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	14	15%
Good	62	67%
Very Good	17	18%
Total	93	100%

Q9g. For your most recent trip by taxi, how would you rate the Standard of Driver Knowledge of the Area?	Plymouth	
Very Poor	0	0%
Poor	0	0%
Average	10	11%
Good	57	61%
Very Good	26	28%
Total	93	100%

Q9h. For your most recent trip by taxi, how would you rate the Price?	Plymouth	
Very Poor	6	6%
Poor	7	8%
Average	62	67%
Good	11	12%
Very Good	7	8%
Total	93	100%

Q10. For any aspects you rated poor or very poor, please provide further details?	Plymouth	
FARES ARE BECOMING TOO EXPENSIVE	13	100%
Total	13	100%

Q11a. What would encourage you to use hackney carriages or use them more often?	Plymouth	
Better Vehicle	1	1%
More hackney carriages I could phone for	4	4%
Better Drivers	1	1%
More hackney carriages I could hail or get at a rank	4	4%
Other	79	89%
Total	89	100%

Q11b. If you indicated 'Other' to Q11a, please provide further details?	Plymouth	
CHEAPER FARES	45	56%
NECESSITY	9	11%
NOTHING	9	11%
HOLIDAYING MORE OFTEN	4	5%
GOING OUT WITH FRIENDS, SHARING FARES	2	3%
HAVING MORE EMERGENCIES	2	3%
MORE BUSINESS TRIPS TO PLYMOUTH	2	3%
STUDENT DISCOUNT	2	3%
HEAVY SHOPPING	1	1%
LACK OF OWN TRANSPORT	1	1%
LIVING OUTSIDE OF CITY CENTRE	1	1%
LOYALTY SCHEME / CHEAPER FARES	1	1%
REDUCTION IN LOCAL BUS SERVICES	1	1%
Total	80	100%

Q12a. Do you, or anyone you know, need an adapted licensed vehicle?	Plymouth	
No	144	88%
Yes - WAV	2	1%
someone I know WAV	14	9%
Yes, but not WAV	0	0%
Someone I know, but not WAV	2	1%
Other	1	1%
Total	163	100%

Q12b. If indicated 'OTHER' to Q12a, please tell us more?	Plymouth	
HIGHER VEHICLE NEEDED FOR EASE OF ACCESS	1	100%
	0	0%
Total	1	100%

Q13a. Have you ever given up waiting or made alternative arrangements for an HC, at a rank in the Plymouth Council area?	Plymouth	
Yes	6	5%
No	118	95%
Total	124	100%

Q13b. If you indicated 'YES' to Q13a, please tell us where?	Plymouth	
PRIZM NIGHTCLUB	6	100%
	0	0%
Total	6	100%

Q14a. Have you ever given up waiting or made alternative arrangements for an HC, when hailing in the Plymouth Council area?	Plymouth	
Yes	1	1%
No	119	99%
Total	120	100%

Q14b. If you indicated 'YES' to Q14a, please tell us where?	Plymouth	
PRIZM NIGHTCLUB	1	100%
	0	0%
Total	1	100%

Q15. Do you feel there are enough hackney carriages in the Plymouth Council area overnight, from 19:00 - 07:00?	Plymouth	
Yes	86	81%
No	20	19%
Total	106	100%

Q16. Do you feel safe using taxis during the day time (pre 6pm)?	Plymouth	
Yes	107	100%
No	0	0%
Total	107	100%

Q17. Do you feel safe using taxis during the night time (post 6pm)?	Plymouth	
Yes	87	88%
No	12	12%
Total	99	100%

Q18. If you do not feel safe using taxis, what would make you feel safer?	Plymouth	
TAXI TRACKING	3	20%
FEMALE DRIVERS / MARSHALLING AT RANKS	2	13%
MORE FEMALE DRIVERS	2	13%
COUNCIL SUPPLIED HACKNEY CARRIAGES	1	7%
HAVE WITNESSED SEVERAL FIGHTS VERY LATE, CAN BE FRIGHTENING	1	7%
I FEEL VULNERABLE BECAUSE OF MY AGE	1	7%
MARSHALLING OF RANKS AT WEEKENDS	1	7%
NOTHING I AM VERY NERVOUS AND GET SCARED	1	7%
REDUCTION IN DRUNKEN BEHAVIOUR / BEGGARS	1	7%
REDUCTION IN DRUNKEN BEHAVIOUR LATE ON WEEKENDS	1	7%
YES, I FEEL SAFE, BUT IN COMPANY OF FRIENDS	1	7%
Total	15	100%

Q19. Would you prefer to see the hackney carriage fleet with a livery?	Plymouth	
YES	99	63%
NO	19	12%
DONT KNOW	38	24%
Total	156	100%

Q20. Would having a livery improve public safety using hackney carriages?	Plymouth	
YES	101	65%
NO	16	10%
DONT KNOW	38	25%
Total	155	100%

Q21. If you had the choice of using an electric powered hackney carriage, would you use one?	Plymouth	
NO PREFERENCE	80	63%
YES, ONLY IF IT DID NOT COST ANYMORE	43	34%
YES, AND WOULD PAY 10% MORE FARE	3	2%
Total	126	100%

Q22a. Hackney Carriages may provide a facilities to pay the fare by credit or debit card in the vehicle (CARD MACHINE) how do you feel about that?	Plymouth	
I WOULD STILL PAY IN CASH	33	28%
WOULD BE HAPPY AS LONG AS NO SURCHAGRE	77	65%
WOULD USE FOR EVERY JOURNEY	4	3%
OTHER	5	4%
Total	119	100%

Q22b. If you indicated OTHER' to Q22a, please tell us more?	Plymouth	
DOESNT REALLY BOTHER ME, BUT DONT LIKE WASTE OF PUBLIC MONEY	1	20%
EASIER TO SPLIT FARES WHEN USING CASH	1	20%
I WOULD BE CONCERNED ABOUT SECURITY	1	20%
MAKES NO DIFFERENCE	2	40%
Total	5	100%

Q23. Do you have regular access to a car?	Plymouth	
YES	144	58%
NO	106	42%
Total	250	100%

Q24a. Do you live in the Plymouth Council area?	Plymouth	
Yes	215	85%
No	39	15%
Total	254	100%

Q24b: If you do not live in the area, please provide the first half of your postcode?	Plymouth	
BA2	1	3%
BH21	1	3%
BS31	1	3%
EDINBURGH	1	3%
EX4	1	3%
EX8	2	5%
GERMANY	1	3%
LE12	2	5%
LL41	1	3%
NG21	1	3%
PENZANCE	1	3%
PL12	1	3%
PL13	1	3%
PL14	2	5%
PL15	1	3%
PL17	3	8%
PL18	1	3%
PL19	5	13%
PL21	1	3%
PL7	1	3%
TA21	1	3%
TQ1	2	5%
TQ12	1	3%
TQ13	1	3%
TQ14	1	3%
TQ4	3	8%
TQ5	1	3%
Total	39	100%

Q25. GENDER		Plymouth		Census	
1. Male		121	48%	50%	LESS
2. Female		129	52%	50%	MORE
Total		250	100%		

Q26. AGE		Plymouth		Census	
1. Under 30		67	27%	28%	SIMILAR
2. 31 - 55		110	44%	37%	MORE
3. Over 55		73	29%	35%	LESS
Total		250	100%		