

Public Attitude Survey on Hackney Carriage and Private Vehicle Hire 2016.

Currently there is a restriction on the number of Hackney Carriage vehicles that North Tyneside Council licence. The Authority would like to establish if they have got the numbers right. In order to find this out the Authority are undertaking a survey to gather evidence to find out if there is any unmet demand for Hackney Carriages (taxis). One of the principal ways of doing this is to observe the presence of passenger queues at taxi ranks. We are also contacting residents to obtain their views on their experiences.

'Taxis and private hire vehicles play a very important role in the public transport system. Taxis (hackney carriages) operate in a different way to private hire vehicles. Taxis are licensed to pick people up from a taxi rank or the roadside, i.e. hailing a taxi. Private hire vehicles are only permitted to pick up pre-arranged bookings through a licensed operator (usually by telephone or by using an App) and are not permitted to pick people up from the side of the road.'

Your Age:

0-10

11-20

21-30

31-40

41-50

51-60

60+

Your Gender:

Male

Female

What is your employment status?

Full Time Employed

Part Time Employed

Unemployed

Student

Retired

Housewife/husband

Other

Have you made a journey in a Hackney Carriage or Private Hire Vehicle in the last 3 months?

Yes

No

If yes, How was the journey made?

How did you obtain the taxi?

Hackney Carriage – At rank

Hackney Carriage – Waved down

Hackney Carriage - Telephone

Private Hire Vehicle - At rank
Private Hire- Other please specify.....

What was the length of your wait?

- Hackney Carriage – Less than 5 minutes
- Hackney Carriage – 5 to 10 minutes
- Hackney Carriage – 10 to 20 minutes
- Hackney Carriage – 20 to 30 minutes
- Hackney Carriage – 30 to 60 minutes
- Hackney Carriage – More than 60 minutes
- Private Hire Vehicle– Less than 5 minutes
- Private Hire Vehicle– 5 to 10 minutes
- Private Hire Vehicle– 10 to 20 minutes
- Private Hire Vehicle– 20 to 30 minutes
- Private Hire Vehicle– 30 to 60 minutes
- Private Hire Vehicle – More than 60 minutes

Have you ever given up waiting for a taxi at a rank, on the street or by telephone?

- Yes at rank
- Yes trying to flag down
- Yes via telephone
- No

Do you no longer use a taxi as a form of transport due to problems experienced in the past?

- Yes
- No

Overall are you satisfied with your taxi journey?

- Yes
- No
- If No, Why?

What time of day was your journey?:

- Hackney Carriage – Morning
- Hackney Carriage – Afternoon
- Hackney Carriage – Evening
- Hackney Carriage – Night
- Private Hire Vehicle – Morning
- Private Hire Vehicle– Afternoon
- Private Hire Vehicle– Evening
- Private Hire Vehicle– Night

How would you rate the cleanliness and condition of the vehicle? On a scale of 1 to 5 with 1 being very poor, 3 being average and 5 being very good:

- Hackney Carriage – 5 Very Good
- Hackney Carriage – 4 Good
- Hackney Carriage – 3 Average
- Hackney Carriage – 2 Poor
- Hackney Carriage – 1 Very Poor
- Private Hire Vehicle– 5 Very Good
- Private Hire Vehicle– 4 Good
- Private Hire Vehicle– 3 Average
- Private Hire Vehicle– 2 Poor
- Private Hire Vehicle– 1 Very Poor

How would you rate the appearance of the driver? On a scale of 1 to 5 with 1 being very poor, 3 being average and 5 being very good:

Hackney Carriage – 5 Very Good
Hackney Carriage – 4 Good
Hackney Carriage – 3 Average
Hackney Carriage – 2 Poor
Hackney Carriage – 1 Very Poor
Private Hire Vehicle– 5 Very Good
Private Hire Vehicle– 4 Good
Private Hire Vehicle– 3 Average
Private Hire Vehicle– 2 Poor
Private Hire Vehicle– 1 Very Poor

Do you feel safe in the vehicle?

Yes
No

What was the reason for travel?:

Hackney Carriage – Medical
Hackney Carriage – Leisure
Hackney Carriage – Work
Hackney Carriage – Education
Hackney Carriage – Shopping
Hackney Carriage – Other
Private Hire Vehicle– Medical
Private Hire Vehicle– Leisure
Private Hire Vehicle– Work
Private Hire Vehicle– Education
Private Hire Vehicle– Shopping
Private Hire Vehicle– Other

Are there any other places in North Tyneside you would like to see taxi ranks?

Yes
No

If yes, where?

