

Q1. Do you live in the area?	B&NES	
Yes	122	100%
No	0	0%
Total	122	100%

Q2: Have you used a taxi in this area?	B&NES	
Yes	76	62%
No	46	38%
Total	122	100%

Q3: How often do you use a taxi within this area?	B&NES	
Almost daily	6	5%
Once a week	16	13%
A few times a month	21	17%
Once a month	15	12%
Less than once a month	64	52%
Total	122	100%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	2.2
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Q4a. How do you normally book a taxi within this area?	B&NES	
Telephone a company	78	48%
At a Taxi rank	68	42%
Hail in the street	7	4%
Use my mobile or smart phone	5	3%
Other	2	1%
Use a Freephone	1	1%
Total	161	100%

Q4b: If you selected "OTHER" to Q4a, please state how you normally book your taxi?	B&NES	
Pre booked at taxi office	1	50%
Work Account	1	50%
Total	2	100%

Q5. If you book a taxi by phone, please tell us the three companies you phone most?	B&NES	
ABBEY	69	74%
V CARS	21	23%
CENTURION	1	1%
FALLOWS TAXIS	1	1%
POULTON TAXIS	1	1%
Total	93	100%

Q6: How often do you use a hackney carriage within this area?	B&NES	
Almost daily	3	2%
Once a week	7	6%
A few times a month	17	14%
Once a month	6	5%
Less than once a month	30	25%
I cant remember when I last used a hackney carriage	55	45%
I cant remember seeing a hackney carriage in the B&NES area	4	3%
Total	122	100%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	1.2
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Q7a. What ranks you are aware of in the B&NES area, and do you use them?	B&NES	
BATH SPA STATION	95	44%
ORANGE GROVE	87	40%
CHEAP ST	4	2%
GUILD HALL	1	0%
WESTGATE BUILDINGS	12	6%
MANVERS ST	4	2%
GEORGE ST	3	1%
UNIVERSITY	2	1%
HENRY ST	2	1%
CENTRAL BATH	1	0%
NORTH PARADE	1	0%
PIEIRREPOINT ST	1	0%
MILSOM ST	1	0%
RADSTOCK	1	0%
Total	215	100%

Q7b. Number of people giving answers above	B&NES	
THREE RANKS	24	22%
TWO RANKS	59	55%
ONE RANK	25	23%
Total	108	100%

Q7c. Usage of ranks quoted	B&NES	
USE	112	52%
DON'T USE	103	48%
Total	215	100%

Q8. Is there any location in B&NES where you would like to see a rank, and if it was there and vehicles were available, would you use it?	B&NES	
KINGSMEAD SQUARE	3	13%
BUS STATION	2	9%
MILSOME ST	2	9%
M & S	2	9%
ASSEMBLY ROOM	1	4%
AVON ST	1	4%
COMBE DOWN	1	4%
GEORGE ST	1	4%
MIDSOMER NORTON	1	4%
NEWBRIDGE	1	4%
NORTH END OF TOWN	1	4%
OUTSKIRT OF BATH	1	4%
QUEENS SQUARE	1	4%
RIVERSIDE	1	4%
TOP OF TOWN	1	4%
WAITROSE	1	4%
WALCOT ST	1	4%
WESTGATE ST	1	4%
Total	23	100%

Q9a. Have you had any problems with the hackney carriage service? (Indicate as many as apply)	B&NES	
Design of vehicles	8	17%
Driver Issues	14	30%
Position of ranks	8	17%
Delay in getting a taxi	9	20%
Cleanliness	5	11%
Other problems	2	4%
Total	46	100%

Q9b. If you stated that you had encountered "Other" problems with the local taxi service to Q9a, please indicate below?	B&NES	
Occasional Language Barriers	1	50%
Queueing System is complicated	1	50%
Total	2	100%

Q10a. What would encourage you to use Taxis, or use them more often in the B&NES area? (please indicate top two reasons only)	B&NES	
Better vehicles	6	9%
More hackney carriages I could phone for	6	9%
Better Drivers	8	11%
More hackney carriages I could hail or get at a rank	12	17%
Better located ranks	6	9%
Other	32	46%
Total	70	100%

Q10b. If you selected "Position of ranks" to Q10a, please indicate where you would like to see a rank?	B&NES	
Outskirts of Bath	1	17%
Newbridge	1	17%
Top of Milsome Street	1	17%
Riverside	1	17%
M & S	1	17%
Midsomer Norton	1	17%
Total	6	100%

Q10c. If you answered "Other" to Q10a, please indicate what "Other" factors might encourage you to use taxis more often?	B&NES	
Other (Cheaper Fares)	29	91%
Other (An APP)	1	3%
Other (Accepting Dogs)	1	3%
Other (Women Drivers)	1	3%
Total	32	100%

Q11. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle when you travel by taxi? (If 'YES', please state what sort of vehicle is needed)	B&NES	
No	105	87%
Yes: I need a wheelchair accessible vehicle (WAV)	2	2%
YES: Someone I know needs a WAV	8	7%
YES: I need an adapted vehicle (AV), but not a WAV	3	2%
YES: Someone I know needs an AV, but not a WAV	3	2%
Other (LOW FLOOR, NO PEOPLE CAMERA)	1	1%
Total	121	100%

Q12. If you arrived at a rank and there were saloon and WAV vehicles there, which vehicle would you choose?	B&NES	
The first one available	89	79%
The Saloon style	20	18%
The wheel chair accessible	3	3%
Total	112	100%

Q13. If you chose a vehicle type for Q12, please indicate why you chose that specific vehicle type?	B&NES	
I use a Wheelchair	1	20%
Multiple Sclerosis	1	20%
Refused	3	60%
Total	5	100%

Q14a. Have you ever given up waiting for a Hackney Carriage in B&NES?	B&NES	
No	98	80%
Yes	24	20%
Total	122	100%

Q14b. If you selected "YES" to Q14a, please indicate where you gave up waiting for a hackney carriage.	B&NES	
Orange Grove	7	29%
Bath Spa Station	17	71%
Total	24	100%

Q15.If you have an issue with a taxi journey, how would you complain?	B&NES	
Complain to driver	51	41%
Phone council	22	18%
Report on council website	11	9%
Would not complain? (Why not)	11	9%
OTHER (RING TAXI COMPANY)	28	23%
Total	123	100%

Q16. Do you have regular access to a car?	B&NES	
Yes	76	62%
No	46	38%
Total	122	100%

Q17a. Do you use taxis less now than you did three years ago?	B&NES	
Yes	35	29%
No	87	71%
Total	122	100%

Q17b. If you selected 'Yes' to Q17a, please indicate why you use taxis less frequently?	B&NES	
CAR OWNER	5	19%
CHANGE TO WORK SITUATION	2	7%
COST	5	19%
I USE BUSES	3	11%
LESS GOING OUT	4	15%
MOBILITY ISSUE	1	4%
MOVED HOUSE	3	11%
NEED LESS	1	4%
PREFER TO WALK	2	7%
USE PUBLIC TRANSPORT	1	4%
Total	27	100%

Q18a. Please tell us for what journeys you have used taxis in the last three months in B&NES?	B&NES	
Business	28	20%
Pleasure	83	59%
Connect to other Transport	15	11%
OTHER	15	11%
Total	141	100%

Q18b. If you selected 'Other' to Q18a, please indicate below for what reasons you made journeys by taxi?	B&NES	
FAMILY EMERGENCY	1	7%
MEDICAL APPOINTMENTS	10	71%
NO BUSES LATE AT NIGHT	1	7%
SHOPPING	1	7%
VETS APPINTMENT	1	7%
Total	14	100%

Q19. What is your gender?	B&NES		Census	
Male	54	44%	49%	-5%
Female	68	56%	51%	5%
Total	122	100%		

Q20. Which age bracket do you fall into?	B&NES		Census	
Under 30	15	12%	27%	-15%
31 - 55	47	39%	36%	3%
Over 55	60	49%	37%	12%
Total	122	100%		