

Q2: Have you used a taxi in the last 3 months in the B&ANES area?	B&NES	
	Yes	95
No	63	40%
Total	158	100%

Q3: How often do you use a taxi within this area?	B&NES	
	3 OR MORE TIMES WEEKLY	3
ONCE OR TWICE WEEKLY	20	13%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	14	9%
ONCE OR TWICE MONTHLY	22	14%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	35	22%
ONCE OR TWICE YEARLY	37	23%
NEVER	27	17%
Total	158	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	1.3
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Q4. How do you normally get a taxi within this area?	B&NES	
	TELEPHONE	92
AT A RANK	66	34%
AN APP	26	13%
HAILING ON STREET	1	1%
FREEPHONE	9	5%
OTHER	0	0%
Total	194	100%

Q5: If you book a taxi by phone, which 3 companies do you call most often?	B&NES	
ABBEY	80	58%
V CARS	48	35%
BATH TAXI	3	2%
SILVER SAILS	2	1%
DIAL-A-RIDE	1	1%
RAINBOW TAXI	1	1%
KATES TAXI	1	1%
ALPHA	1	1%
BC CARS	1	1%
Total	138	100%

Q6: If you used an app or website, which one did you use?	B&NES	
UBER	32	91%
ABBEY	1	3%
V CARS	2	6%
Total	35	100%

Q7: How often do you use Hackney Carriage within this area?	B&NES	
3 OR MORE TIMES WEEKLY	0	0%
ONCE OR TWICE WEEKLY	12	8%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	3	2%
ONCE OR TWICE MONTHLY	10	7%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	18	12%
ONCE OR TWICE YEARLY	39	25%
I CANT REMEMBER WHEN I LAST USED AN HCV	67	44%
CANT REMEMBER SEEING AN HCV IN THE AREA	4	3%
Total	153	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
once or twice yearly	0.1

Resulting estimate of trips per person per month by hackney carriage	0.5
Proportion of trips made by hackney carriage=	41%

Q8a. Which ranks are you aware of in B&NES Council area?	B&NES	
ORANGE GROVE	110	43%
PARADE GARDENS	1	0%
BOG ISLAND	1	0%
STATION	105	41%
TRAIN STATION	1	0%
MANVERS STREET	16	6%
SOUTH PARADE	1	0%
PRATTS HOTEL	1	0%
KINGSMEAD	9	4%
RYMANS	1	0%
RYMAN	1	0%
7 DIALS	2	1%
SAW CLOSE	1	0%
M&S	1	0%
THEATRE	1	0%
UNIVERSITY	1	0%
RUH	1	0%
PIERREPONT STREET	1	0%
Total	255	100%

Q8b. If you are aware of a rank in the B&NES Council area, please tell us if you use it?	B&NES	
USE	97	47%
DON'T USE	109	53%
Total	206	100%

Q9. If you would not use a rank for a specific reason, please tell us why?	B&NES	
ALWAYS PHONE	2	22%
ALWAYS PREBOOK	1	11%
BUS PASS	1	11%
CROWDED	1	11%
PHONE EASIER	1	11%
PRICE	1	11%
QUEUE	1	11%
WANT UBER	1	11%
Total	9	100%

Q10a. For your most recent trip by taxi which you got a rank or hailed, how would you rate the Standard of Vehicle Cleanliness?	B&NES	
Very poor	1	1%
Poor	0	0%
Average	6	7%
Good	20	24%
Very good	58	68%
Total	85	100%

Q10b. For your most recent trip by taxi which you got a rank or hailed, how would you rate the State of Vehicle Repair?	B&NES	
Very poor	1	1%
Poor	0	0%
Average	4	5%
Good	20	24%
Very good	60	71%
Total	85	100%

Q10c. For your most recent trip by taxi which you got a rank or hailed, how would you rate Driver care for customer?	B&NES	
Very poor	1	1%
Poor	1	1%
Average	6	7%
Good	21	25%
Very good	56	66%
Total	85	100%

Q10d. For your most recent trip by taxi which you got a rank or hailed, how would you rate the State of Driver Appearance?	B&NES	
Very poor	1	1%
Poor	2	2%
Average	10	12%
Good	21	25%
Very good	51	60%
Total	85	100%

Q10e. For your most recent trip by taxi which you got a rank or hailed, how would you rate the Standard of Driver knowledge of area?	B&NES	
Very poor	1	1%
Poor	0	0%
Average	4	5%
Good	16	19%
Very good	64	75%
Total	85	100%

Q10h. For your most recent trip by taxi which you got a rank or hailed, how would you rate the Price?	B&NES	
Very poor	0	0%
Poor	6	7%
Average	27	32%
Good	20	24%
Very good	32	38%
Total	85	100%

Q11a. For your most recent trip by taxi which you pre-booked or got via app, how would you rate the Standard of Vehicle Cleanliness?	B&NES	
Very poor	0	0%
Poor	1	1%
Average	4	4%
Good	17	16%
Very good	85	79%
Total	107	100%

Q11b. For your most recent trip by taxi, which you pre-booked or got via app, how would you rate the State of Vehicle Repair?	B&NES	
Very poor	0	0%
Poor	0	0%
Average	4	4%
Good	20	19%
Very good	83	78%
Total	107	100%

Q11c. For your most recent trip by taxi which you pre-booked or got via app, how would you rate Driver care for customer?	B&NES	
Very poor	2	2%
Poor	1	1%
Average	6	6%
Good	20	19%
Very good	78	73%
Total	107	100%

Q11d. For your most recent trip by taxi, which you pre-booked or got via app, how would you rate the State of Driver Appearance?	B&NES	
Very poor	0	0%
Poor	1	1%
Average	11	10%
Good	21	20%
Very good	74	69%
Total	107	100%

Q11e. For your most recent trip by taxi, which you pre-booked or got via app, how would you rate the Standard of Driver knowledge of area?	B&NES	
Very poor	0	0%
Poor	2	2%
Average	7	7%
Good	20	19%
Very good	78	73%
Total	107	100%

Q11h. For your most recent trip by taxi, which you pre-booked or got via app, how would you rate the Price?	B&NES	
Very poor	2	2%
Poor	4	4%
Average	22	21%
Good	37	35%
Very good	42	39%
Total	107	100%

Q12a. What would encourage you to use hackney carriages or use them more often?	B&NES	
Better Vehicle	2	2%
More hackney carriages I could phone for	17	15%
More helpful drivers	4	4%
More hackney carriages I could hail or get at a rank	12	11%
Other	78	69%
Total	113	100%

Q12b. If you indicated 'Other' to Q11a, please provide further details?	B&NES	
CHEAPER PRICE	36	46%
APP	3	4%
BAD WEATHER	1	1%
BUILDING WORK	1	1%
CLOSER TO TOWN	1	1%
ELECTRIC	2	3%
IN EVENING	1	1%
KNOWLEDGE OF RANKS	2	3%
MORE INFO	1	1%
MUST TAKE DOGS	2	3%
NOTHING	15	19%
ONLY IF NO BUSES	4	5%
PAY BY CARD	1	1%
PAYMENT ON APP	1	1%
SAFETY	1	1%
SIGANGE ON RANKS	2	3%
SMARTER DRIVER	1	1%
STUDENT RATES	2	3%
WHEELCHAIR ADAPTABLE NEEDED	1	1%
Total	78	54%

Q13a. : If you, or someone you know, needs an adapted licensed vehicle to be able to use a taxi, how would you or they obtain it	B&NES	
Get it at a rank	1	2%
Hail It	0	0%
Pre-book it	52	96%
Other	1	2%
Total	54	100%

Q13b. If you selected 'Other' to Q13a, please specify?	B&NES	
App	1	100%
Total	1	100%

Q14a. Do you, or anyone you know, need an adapted licensed vehicle?	B&NES	
No	127	82%
Yes - WAV	6	4%
someone I know WAV	20	13%
Someone I know, but not WAV	1	1%
Yes, but not WAV	1	1%
Other	0	0%
Total	155	100%

Q15a. Have you ever given up waiting or made alternative arrangements for an HC, at a rank in the B&NES Council area?	B&NES	
Yes	25	21%
No	93	79%
Total	118	100%

Q15b. If you indicated 'YES' to Q15a, please tell us where?	B&NES	
ORANGE GROVE	11	46%
CENTURION	1	4%
KINGMEAD	1	4%
MANVERS STREET	1	4%
STATION	9	38%
TRAIN STATION	1	4%
Total	24	54%

Q16a. Have you ever given up waiting or made alternative arrangements for an HC, by hailing on street in the B&NES Council area?	B&NES	
Yes	3	3%
No	103	97%
Total	106	100%

Q16b. If you indicated 'YES' to Q16a, please tell us where?	B&NES	
BATH CITY	1	33%
ORANGE GROVE	1	33%
TRAIN STATION	1	33%
Total	3	100%

Q17. Do you feel there are enough hackney carriages in the B&NES Council area at night (between 19:00 and 07:00)?	B&NES	
Yes	67	80%
No	17	20%
Total	84	100%

Q18. Do you feel safe using taxis during the daytime (before 6pm)	B&NES	
Yes	136	96%
No	6	4%
Total	142	100%

Q19. Do you feel safe using a taxis during the night (after 6pm)	B&NES	
Yes	120	88%
No	16	12%
Total	136	100%

Q20. If you do not feel safe using taxis, what would make you feel safer?	B&NES	
DON'T LIKE STRANGER	1	7%
FEMALE DRIVER	4	27%
FRIENDLY DRIVER	1	7%
INFO FOR PEOPLE AS TO WHO IS ALLOWED TO STOP ON STREET	1	7%
INFO ABOUT DRIVER IN ADVANCE	1	7%
NOTHING	1	7%
ONLY WITH FRIENDS	1	7%
PREBOOKED ONLY	1	7%
REPUTABLE COMPANY	1	7%
TRAVELLING WITH SOMEONE ELSE	1	7%
TWO PEOPLE	1	7%
USE KNOWN COMPANY	1	7%
Total	15	100%

Q21a. How do you rate local hackney carriage fares?	B&NES	
EXPENSIVE	55	35%
FAIR	73	46%
CHEAP	4	3%
DON'T HAVE AN OPINION	23	15%
OTHER	3	2%
Total	158	100%

Q22. If you had the choice of using an electric powered hackney carriage, would you use one?	B&NES	
NO PREFERENCE	104	66%
YES, ONLY IF IT DID NOT COST ANYMORE	32	20%
YES, AND WOULD PAY 10% MORE FARE	21	13%
Total	157	100%

Q23. Hackney Carriages may provide a facility to pay the fare by credit or debit card. How do you feel about this?	B&NES	
I WOULD STILL PAY IN CASH	63	40%
WOULD BE HAPPY AS LONG AS NO SURCHARGE	32	20%
WOULD USE FOR EVERY JOURNEY	62	39%
OTHER	0	0%
Total	157	100%

Q24. Do you have regular access to a car?	B&NES	
YES	80	51%
NO	77	49%
Total	157	100%

Q25a Do you use taxis less or more now than you did three years ago?	B&NES	
YES, MORE	37	24%
YES, LESS	30	19%
No, THE SAME	90	57%
Total	157	100%

Q26a. Do you think people in B&NES who have disabilities get a good service from hackney carriage vehicles and drivers?	B&NES	
YES	31	42%
NO THEY DON'T (SPECIFY ISSUE)	6	8%
OTHER	36	49%
Total	73	100%

Q26c. If you indicated 'OTHER' to Q23a, please tell us more?	B&NES	
DON'T KNOW	35	97%
DEPENDS ON DRIVER	1	3%
Total	36	97%

Q27a. Do you live in the B&NES Council area?	B&NES	
Yes	157	100%
No	0	0%
Total	157	100%

Q28. GENDER	B&NES		Census
1. Male	71	45%	49%
2. Female	86	55%	51%
Total	157	100%	

Q29. AGE	B&NES		Census
1. Under 30	31	20%	29%
2. 31 - 55	70	45%	33%
3. Over 55	56	36%	37%
Total	157	100%	