

Cheshire West and Chester Council


Your **opinions** count



**View West Taxi licensing
survey**

August 2010

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team**



**Cheshire West
and Chester**

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Summary

Background

This report presents the findings from the 2010 'View West environment and taxi licensing' survey. This is the first survey undertaken by Cheshire West and Cheshire using the View West citizens' panel. The survey asked questions about climate change, home composting and real nappies, as well as questions related to taxi licensing. The response rate for this survey was 58%.

Method and Design

This survey used the View West panel which is Cheshire West and Chester's citizen's panel. The View West citizens' panel is a cross section of Cheshire West and Chester residents who have agreed to take part in research and consultation on a regular basis. The panel is made up of approximately 2,300 residents.

The survey was sent out to members on the panel as a postal self completion questionnaire with prepaid return envelopes. A reminder letter was sent out part way through the consultation period to increase response rates.

Key Findings

- Over a quarter of respondents use a hackney carriage or private hire vehicle once a month or more frequently. Slightly more use one about once every 6 months
 - Urban respondents are more likely to use hackney carriages and private hire vehicles than rural respondents
 - Younger respondents are more likely to use hackney carriages and private hire vehicles than older respondents
- Two thirds of users of hackney carriages and private hire vehicles think that the number of hackney carriages and private hire vehicles in the area is sufficient
- There is no clear view as to whether Cheshire West and Chester Council should limit the number of hackney carriage licenses it issues with about equal proportions of respondents stating that it *should*, *should not* and *don't know*
 - Younger people (18-24) and respondents from Ellesmere Port Area Partnership Board are more likely to want unlimited licensing
 - People aged 46-64 years old, male respondents and Chester Area Partnership Board respondents are more likely to want to limit the number of licences

- Two thirds of users of hackney carriages and private hire vehicles think that the number of hackney carriages and private hire vehicles in the area is sufficient
- Nearly a third of respondents generally have to wait *less than 5 minutes* when waiting at a taxi rank for a hackney carriage
- When thinking about the last 12 months, eight out of ten users of hackney carriages or private hire vehicles have *never* given up waiting because the vehicle did not arrive in time
- Over four fifths of hackney carriage users have *never* found it difficult to get a hackney carriage
- Users of hackney carriages were most satisfied with *vehicle interior was clean, and the meter was set when the journey was started (and not before)*
- Respondents that preferred to use hackney carriages gave *the meter is on display* and *good customer service* as the main reasons
- Four fifths of users of private hire vehicles have never found it difficult to get a private hire vehicle
- Users of private hire vehicles were most satisfied with *driver was polite* followed by *vehicle arrived on time*
- Respondents that preferred to use private hire vehicles gave *lower fares* and *good customer service* as the main reasons
- The most frequent reason for why 16% of respondents did not use hackney carriages or private hire vehicles was *have my own car*
- Nine out of ten respondents that do not use hackney carriages or private hire vehicles would still not use them even if more were available.

Introduction

This report presents the findings from the taxi licensing section of the 2010 'View West environment and taxi licensing' survey. This is the first survey undertaken by Cheshire West and Cheshire using the View West citizens' panel. The survey asked questions about climate change, home composting and real nappies, as well as questions related to taxi licensing. The response rate for this survey was 58%.

The View West citizens' panel includes some of the legacy authorities' previous panel members.

- In the former Cheshire County Council the panel was called 'Cheshire's Voice'
- In the former Chester City Council the panel was called the 'Residents Survey Panel' or 'RSvP'
- In the former Vale Royal Council the panel was called 'Vale Royal Citizens' Panel'

There are approximately 2,300 residents on the View West panel.

Background

In light of the Local Government Review, Cheshire West and Chester Council needs to harmonise hackney carriage licensing policies across the area it covers and assess public opinion of local hackney carriage and private hire vehicle services.

Currently there are three different approaches to the control of hackney carriage licences in the legacy authority areas of Chester, Ellesmere Port and Vale Royal.

In Chester and Vale Royal there are no restrictions to the number of hackney carriage licences that can be issued, but in Ellesmere Port there are restrictions limiting the number of hackney carriage licences to 51.

Most local licensing authorities do not impose quantity restrictions; the Department for Transport (DfT) regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered. The Department further urges that the issue to be addressed first in each reconsideration is whether the restrictions should continue at all. It is suggested that the matter should be approached in terms of the interests of the travelling public - that is to say, the people who use taxi services.

Design and Method

The survey was sent to the View West citizens' panel. The panel consists of 2,300 local people who agree to take part in regular postal surveys and other research activities every year for a maximum of about four years. The panel is regularly refreshed to ensure membership is representative of the local adult population.

Weighting

Although the View West citizens' panel reflects a cross section of the local population, not everyone on the panel responded to the survey, so the raw results may not be representative of the local population. Some types of people may be more or less likely to respond than others, and consequently their views may be over or under represented. To correct for this the results have been weighted to match key characteristics of the population in terms of age, gender and area of residence (area partnership board).

Report structure

This report presents the taxi licensing section of the 2010 'View West environment and taxi licensing survey'. The report is broken down into the questions that were asked in the taxi licensing section. The analysis presents key findings by question for overall responses, and where relevant any important findings by age, gender or area partnership board.

Analysis: Taxi licensing

The council is currently reviewing the number of hackney carriages licensed throughout the borough. This is because the legacy authorities did not license hackney carriages that operated in their areas in the same way. Chester City Council and Vale Royal Borough Council did not limit the number of licences they could issue, whereas Ellesmere Port and Neston did limit the number of licences.

Residents views were sought to help inform the decision about how Cheshire West and Chester licences hackney carriages in the future.

Definition of hackney carriages and private hire vehicles

Hackney carriages (usually black cabs) are licensed for immediate hire and can be picked up from a taxi rank or hailed in the street. They have a lit 'Taxi' sign on the roof and a white numbered identity plate on the front and rear of the vehicle. The Council can limit the number of hackney carriages.

Private hire vehicles (or minicabs) can only be pre-booked through an operator. These are identifiable by displaying a yellow numbered identity plate on the front and rear of the vehicle. They are operated by companies and display the trading name on their vehicles. Private hire vehicle numbers cannot be limited by the council.

Use of hackney carriages or private hire vehicles

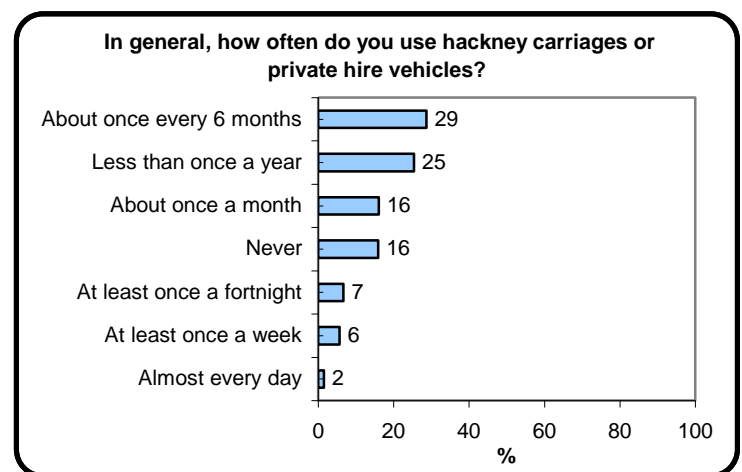
Frequency of use

29% of residents use either a hackney carriage or private hire vehicle *about once every 6 months*; this is the most popular frequency of use. A further 31% use them more frequently including 7% of residents who use a hackney carriage or private hire vehicle *at least once a week* or more.

Table 1

	No	%
Almost every day	19	2%
At least once a week	72	6%
At least once a fortnight	84	7%
About once a month	204	16%
About once every 6 months	363	29%
Less than once a year	320	25%
Never	200	16%

Chart 1



Comparison by area partnership board

- Chester area partnership board (APB) respondents are more likely to use hackney carriages or private hire vehicles more frequently than respondents from other APBs. They are also least likely to *never* use hackney carriages or private hire vehicles
- Area partnership boards with large rural areas such as Rural West and Winsford and Rural East are likely to use hackney carriages or private hire vehicles less frequently than other APBs.

Comparison by age group

- Respondents aged 18 - 24 are more likely to use hackney carriages or private hire vehicles more frequently than any other age group
- 70% of residents aged 18 – 24 use a hackney carriage or private hire vehicle about once a month or more, compared to 29% of 25 – 44 year olds, 24% of 45 – 64 year olds and 22% of respondents aged 65+.

Waiting times

60% of residents who have used a private hire vehicle or hackney carriage within the last 12 months had waited at a taxi rank for a hackney carriage. Of these:

- 50% had waited *less than 5 minutes* (this was the most common waiting time)
- 24% had waited *longer than 10 minutes*

41% of residents who use hackney carriages or private hire vehicles have hailed a hackney carriage in the last 12 months. Of these:

- 36% have waited *less than 5 minutes*
- 23% have waited *longer than 10 minutes*
- The most common waiting time was *between 5–10 minutes*

46% of residents who use hackney carriages or private hire vehicles have made a face to face booking at a booking office. Of these:

- 24% have waited *less than 5 minutes*
- 28% have waited *longer than 10 minutes*
- The most common waiting time was *between 5-10 minutes*

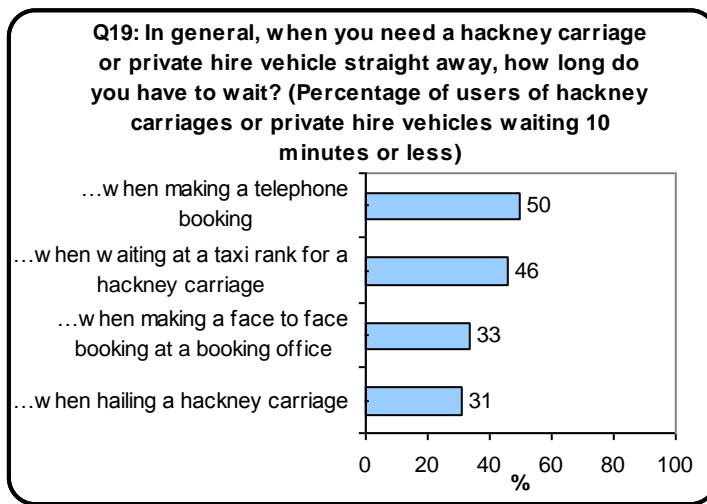
88% of residents who use hackney carriages or private hire vehicles have made a telephone booking. Of these:

- 14% have waited *less than 5 minutes*
- 43% have waited *longer than 10 minutes* (probably because of the time it has taken for the taxi to reach them).
- The most common waiting time was *between 5-10 minutes*

Table 2

Waiting Times	When hailing a hackney carriage		When waiting at a taxi rank for a hackney carriage		When making a face to face book at a booking office		When making a telephone booking	
	No	%	No	%	No	%	No	%
Less than 5 minutes	90	15%	190	30%	68	11%	101	14%
Between 5 - 10 minutes	101	17%	101	16%	135	22%	265	36%
Between 10 - 20 minutes	42	7%	49	8%	52	9%	209	28%
Between 20 - 30 minutes	8	1%	35	5%	11	2%	44	6%
Longer than 30 minutes	8	1%	8	1%	14	2%	28	4%
Not applicable	364	59%	252	40%	329	54%	92	12%

Chart 2



Comparison by gender

- Men are more likely to wait less than 5 minutes when hailing a hackney carriage compared to women who are more likely to wait between 5 – 10 minutes
- Men are also more likely to wait less than 5 minutes when waiting at a taxi rank for a hackney carriage compared to women who are more likely to wait between 5 - 10 minutes
- Two fifths of women wait between 5 – 10 minutes when making a telephone booking compared to less than a third of men.

Comparison by area partnership board

- When hailing a hackney carriage, users from Chester APB are more likely to wait *less than 5 minutes* compared to other APBs
- Users of hackney carriages or private hire vehicles from Ellesmere Port APB are more likely to wait *between 5 – 10 minutes*. Respondents from Northwich and Rural north, Rural West and Winsford and Rural East are most likely to have responded *not applicable*
- When waiting at a taxi rank for a hackney carriage, users from Chester and Ellesmere Port APBs are more likely to wait *less than 5 minutes* compared to other Area Partnership Boards
- When making a face to face booking at a booking office, users from Chester and Ellesmere Port APBs are more likely to wait *less than 5 minutes* compared to other Area partnership boards
- Users of hackney carriages or private hire vehicles from Northwich and Rural north, Rural West and Winsford and Rural East are most likely to have responded *not applicable*
- Chester and Ellesmere Port users are most likely to wait *up to 10 minutes* when making a telephone booking compared to other APBs
- Rural West and Winsford and Rural East users are most likely to have to wait *up to 20 minutes* when making a telephone booking.

Comparison by age group

- 38% of users of hackney carriages or private hire vehicles aged 18 – 24 and 65+ generally wait *less than 5 minutes* when waiting at a taxi rank for a hackney carriage, compared to 29% and 22% of users aged 25 – 44 and 45 – 64 respectively.

In the previous 12 months, eight out of ten users of hackney carriages and also private hire vehicles had *never* given up waiting because the vehicle did not arrive in time

Table 3

	Hackney carriage		Private hire vehicle	
	No	%	No	%
About once a week	4	1%	2	0%
About once a fortnight	3	0%	2	0%
About once a month	7	1%	17	2%
About every 6 months	26	4%	34	5%
Less than once a year	69	10%	93	13%
Never	556	84%	565	79%

Comparison by area partnership board

- 64% of Ellesmere Port APB users of hackney carriages had *never* given up waiting for a hackney carriage, compared to 91% of users from Chester, 93% from Rural West and 88% from Winsford and Rural East APBs
- 22% of Ellesmere Port and 23% of Northwich and Rural North APB users have given up waiting for a private hire vehicle *less than once a year* compared to less than 10% of other area partnership boards.

Comparison by age group

- 24% of users of hackney carriages aged 18 – 24 have given up waiting for a hackney carriage *less than once a year* compared to less than 10% of users of other age groups
- 56% of users of private hire vehicles aged 18-24 have *never* given up waiting for a private hire vehicle compared to over 80% of users of other age groups.

Satisfaction with Hackney Carriages

Over half of users of hackney carriages or private hire vehicles have used a hackney carriage within the last 12 months.

Table 4

	No	%
Yes	413	55%
No	334	45%

84% of users of hackney carriages within the last 12 months have never found it difficult to get a hackney carriage.

Of those hackney carriage users that did experience difficulty in getting a hackney carriage, the problem was greater towards the weekend.

Certain times of the day were also slightly worse than others. The most difficult times to get a hackney carriage were: -

- Mon – Fri - 7am till 10am
- Fri – Sat - 4pm till 7pm
- Fri – Sat – 10pm till 3am

Table 5

	No	%
Monday	66	16%
Tuesday	67	17%
Wednesday	57	15%
Thursday	118	29%
Friday	164	40%
Saturday	158	39%
Sunday	104	26%

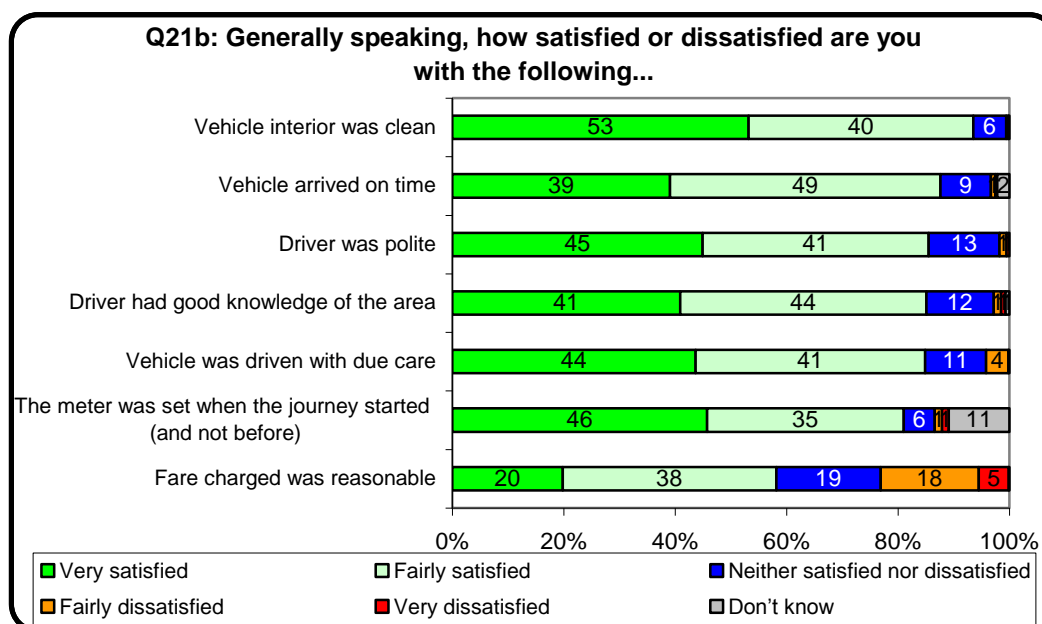
Users of hackney carriages were asked how satisfied they were with a number of issues related to using hackney carriages, from the cleanliness of the vehicle to the price of fares charged. There was a high level of satisfaction (over 80%) for all aspects apart from the price of fares.

Chart 3 below shows that overall satisfaction (very satisfied plus fairly satisfied) is greatest with *vehicle interior was clean* (93%) and *vehicle arrived on time* (88%). *Fare charged was reasonable* (58%) received the lowest overall satisfaction rates compared to other issues.

Table 6

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
	No	%	No	%	No	%	No	%	No	%	No	%
Vehicle interior was clean	212	53%	161	40%	23	6%	2	0%	1	0%	0	0%
Vehicle arrived on time	149	39%	185	49%	35	9%	3	1%	1	0%	8	2%
Driver was polite	180	45%	162	41%	51	13%	5	1%	2	1%	0	0%
Fare charged was reasonable	79	20%	152	38%	74	19%	70	18%	22	5%	0	0%
Driver had good knowledge of the area	163	41%	176	44%	48	12%	5	1%	3	1%	3	1%
The meter was set when the journey started (and not before)	182	46%	140	35%	22	6%	5	1%	5	1%	43	11%
Vehicle was driven with due care	173	44%	163	41%	43	11%	16	4%	1	0%	0	0%

Chart 3



Comparison by age group

- 100% of 18 – 24 year olds were either fairly or very satisfied that the *vehicle interior was clean* and *vehicle arrived on time*. Older age groups were less satisfied
- 58% of respondents aged 65+ were very satisfied that *driver was polite*, compared to 35% of those aged 45 – 64 and 45% of respondents aged 18 – 24 and 47% of those aged 25 – 64
- 23% of respondents aged 18 – 24 and 25 – 44 were fairly dissatisfied that the *fare charged was reasonable*
- 65% of respondents aged 65+ were very satisfied that the *vehicle was driven with due care*, compared to a 35% of respondents aged 45 – 64, 49% of those aged 25 – 44 and 24% of 18 – 24 year olds.

Comparison by area partnership board

- Ellesmere Port and Chester APB respondents are most likely to have used a hackney carriage within the last 12 months compared to other area partnership boards, and Winsford and Rural East APB respondents are least likely to have used a hackney carriage in the last 12 months
- Respondents from Northwich and Rural North and Winsford and Rural East are less likely to be very satisfied with *driver was polite* compared to other APBs
- Northwich and Rural North, Rural West and Winsford and Rural East APBs are less likely to be very satisfied with *driver had a good knowledge of the area* compared to Chester or Ellesmere Port APBs.

Satisfaction with private hire vehicles

Nine out of ten users of hackney carriages or private hire vehicles have used a private hire vehicle in the last 12 months.

Table 7

	No	%
Yes	639	90%
No	74	10%

Most (79%) users of private hire vehicles in the last 12 months have never found it difficult to get a private hire vehicle.

Of those private hire vehicle users that did experience difficulty in getting a private hire vehicle, the problem was greater on Friday and Saturday.

Table 8

	No	%
Monday	72	11%
Tuesday	72	11%
Wednesday	73	11%
Thursday	115	18%
Friday	217	34%
Saturday	207	32%
Sunday	97	15%

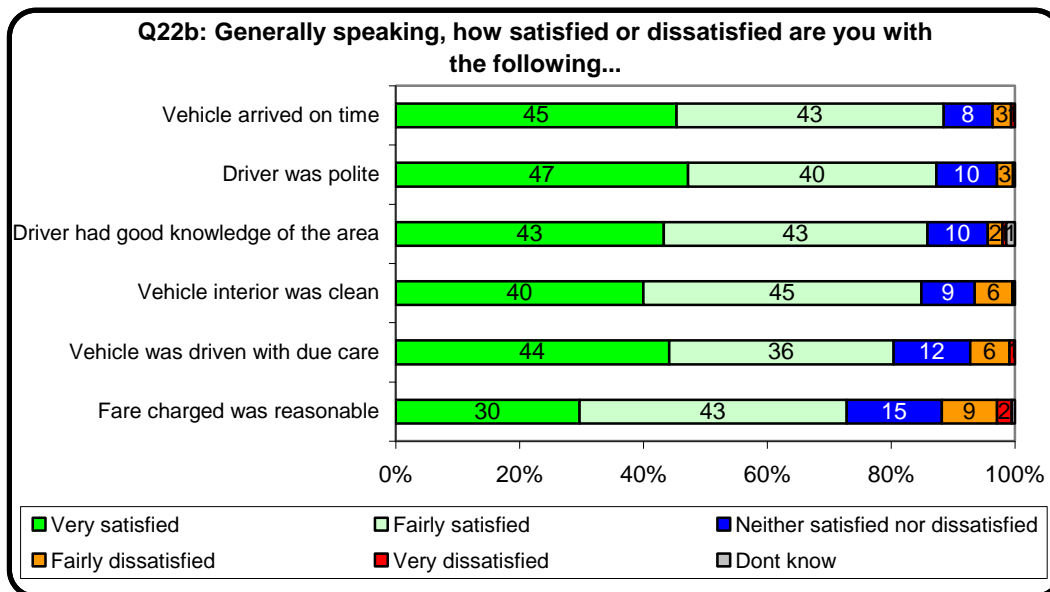
Users of private hire vehicles were asked how satisfied they were with a number of issues related to using private hire vehicles, from the cleanliness of the vehicle to the price of fares charged. There was a high level of satisfaction (80% or more) for all aspects apart from the *fare charged was reasonable*.

Chart 4 below shows that overall satisfaction (very satisfied plus fairly satisfied) is greatest with *vehicle arrived on time* (88%) and *driver was polite* (87%). *Fare charged was reasonable* (73%) received the lowest overall satisfaction rating although it was significantly higher than satisfaction with hackney carriage fares (58%). Satisfaction with *vehicle interior was clean* and *driver had good knowledge of the area* was significantly worse for users of private hire vehicles compared with users of hackney carriages even though the level of satisfaction was still high.

Table 9

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
	No	%	No	%	No	%	No	%	No	%	No	%
Vehicle interior was clean	254	40%	286	45%	55	9%	39	6%	2	0%	0	0%
Vehicle arrived on time	287	45%	273	43%	50	8%	19	3%	4	1%	0	0%
Driver was polite	299	47%	254	40%	62	10%	16	3%	2	0%	0	0%
Fare charged was reasonable	187	30%	273	43%	97	15%	56	9%	15	2%	3	1%
Driver had good knowledge of the area	274	43%	269	43%	62	10%	15	2%	4	1%	9	1%
Vehicle was driven with due care	280	44%	229	36%	79	12%	40	6%	6	1%	0	0%

Chart 4



Comparison by age group

- 81% of respondents that have used a hackney carriage or private hire vehicle aged 18 – 24 and 83% of those aged 65+ have used a private hire vehicle in the last 12 months compared to 94% respondents aged 25 – 44 or 92% of those aged 45 – 64
- When looking at the issues when using private hire vehicles, satisfaction was generally high for all age groups; however, satisfaction did increase as the age groups got older. With the 65+ age group having the highest overall satisfaction rates (very satisfied plus fairly satisfied) for all issues.

Comparison by area partnership board

- Although overall satisfaction with *vehicle interior was clean* is high across all APBs. It is highest amongst residents in Ellesmere Port (93%) and lowest in Northwich and Rural North (76%)
- 18% of users of hackney carriages and or private hire vehicles from Northwich and Rural North were neither satisfied nor dissatisfied with *driver was polite*
- Overall satisfaction with *driver had good knowledge of the area* was high amongst all APBs, but was highest in Ellesmere Port and lowest in Northwich and Rural North.

Users with mobility issues

Of the users of both hackney carriages and private hire vehicles, 93% did not have mobility or similar issues that affect their ability to use hackney carriages or private hire vehicles.

Table 10

	No	%
Yes	47	7%
No	669	93%

Of the 47 (7%) users of hackney carriages and private hire vehicles that reported having mobility or similar issues that affect their use of these vehicles, 25 recorded that they *have problems moving around (e.g. walk with a stick or use a wheelchair)*.

Comments from respondents with mobility issues who had experienced difficulties included:

- The difficulty for those with wheelchairs to find suitable vehicles especially if they have luggage
- Sometimes it is difficult to get in and out of vehicles (although it was also commented that drivers are always helpful)
- Issues with traffic calming bumps
- The difficulty to use private hire vehicles with prams and buggies.

All respondents with mobility issues that answered this question were either very satisfied (53%) or fairly satisfied (47%) with the *attitude of the driver to your specific needs*. 92% were satisfied with the *suitability of the vehicle*.

Table 11

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
	No	%	No	%	No	%	No	%	No	%
Attitude of the driver to your specific needs	20	53	18	47	0	0	0	0	0	0
Suitability of the vehicle	14	38	20	54	2	4	1	4	0	0

Meeting the demand for hackney carriages and private hire vehicles

64% of users of hackney carriages and private hire vehicles think that the number of hackney carriages and private hire vehicles in the area is sufficient.

Table 12

	No	%
Yes, about right	714	64
No, too many hackney carriages	53	5
No, not enough hackney carriages	140	13
No, too many private hire vehicles	96	9
No, not enough private hire vehicles	109	10

Comparison by area partnership board

- Three quarters of users of hackney carriages or private hire vehicles in Chester APB, Ellesmere Port APB and Rural West APB think that the number of hackney carriages and private hire vehicles in their area is about right
- A quarter of users of hackney carriages or private hire vehicles in Northwich and Rural North and Winsford and Rural East think that there are too few hackney carriages in their area compared to about one in ten of other area partnership boards.

Comparison by age group

- Older age groups are more likely to agree that the number of hackney carriages and private hire vehicles in their area are sufficient to meet the demand compared to younger age groups.

When asked whether or not they preferred to use hackney carriages or private hire vehicles, 43% of hackney carriage and private hire vehicle users stated *no preference*. A further 42% stated a preference for *private hire vehicles*.

Table 13

	No	%
Hackney carriage	155	15
Private hire vehicle	432	42
No preference	449	43

Comparison by area partnership board

- Users of hackney carriages and private hire vehicles in Chester APB are more likely to prefer to use private hire vehicles compared to other APBs, who are more likely to state no preference.

Of those respondents that stated a vehicle preference they were then asked to give reasons why they preferred to use hackney carriages or private hire vehicles.

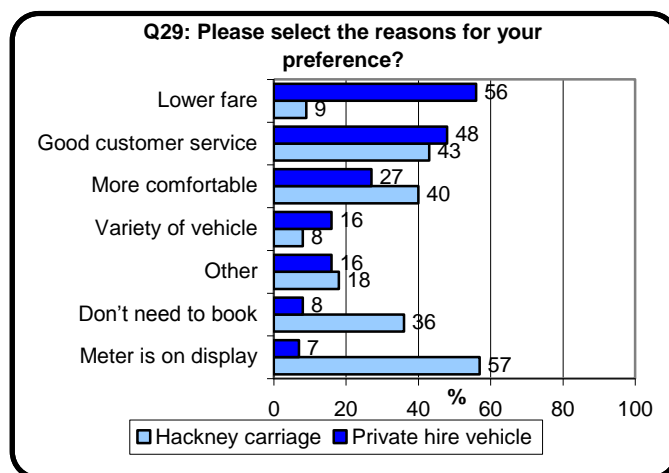
When looking at why respondents preferred to use hackney carriages, 57% said the reason was the *meter is on display*, 43% also said that they received *good customer service*.

In terms of why respondents preferred to use private hire vehicles, 56% said *lower fares* were a reason and 48% also said they received *good customer service*.

Table 14

	Hackney carriage		Private hire vehicle	
	No	%	No	%
Lower fare	14	9	232	56
Don't need to book	55	36	34	8
More comfortable	60	40	111	27
Meter is on display	87	57	28	7
Good customer service	65	43	197	48
Variety of vehicle	12	8	65	16
Other	28	18	64	16

Chart 5



Comparison by age group

- 71% of respondents aged 25-44 who preferred to use private hire vehicles gave *lower fare* as a reason compared to 63% of 18-24 year olds, 51% of 45-64 year olds and 42% of 65+
- 71% aged 65+ that preferred to use hackney carriages gave their reason as *meter was on display*.

Comparison by area partnership board

- 80% of Chester APB and 63% of Rural West APB respondents who preferred using private hire vehicles gave the reason for their preference as *lower fare*
- 75% of Rural West APB respondents and 68% of Northwich and Rural North APB respondents who preferred using hackney carriages gave the reason for their preference as *good customer service*.

Comparison by vehicle preference

- 56% of respondents that prefer to use private hire vehicles, stated *lower fare* as a reason
- 57% of respondents, who prefer hackney carriages, stated *meter is on display* as a reason for their preference
- 48% of respondents who favour private hire vehicles stated *good customer service* as a reason for their preference, compared to 43% of respondents who favour hackney carriages.

Why residents choose not to use hackney carriages and private hire vehicles

The 200 (16%) respondents who said they *never* used hackney carriages or private hire vehicles were asked to explain why.

The most frequent reason was *have my own car*, with two fifths of respondents who don't use hackney carriages or private hire vehicles giving this response.

Table 15

	No	%
Have my own car	145	42
Don't need to use the service	82	24
Too expensive	46	13
Have experienced poor service in the past	12	4
Use alternative arrangements	36	11
Can never get one when needed	5	2
Always wait too long	4	1
I don't trust them	11	3

Comparison by age group

- Nine out of ten 18 – 24 who stated that they choose not to use hackney carriages or private hire vehicles gave *have my own car* as a reason.

Respondents that currently don't use hackney carriages or private hire vehicles were asked whether they would start to use them if more were available. 96% of respondents that do not use hackney carriages or private hire vehicles would still not use them even if more were available.

Comparison by age group

- More respondents aged 18 – 24 that currently don't use hackney carriages or private hire vehicles said they would start to use them if more were available.

Limiting the number of hackney carriage licences

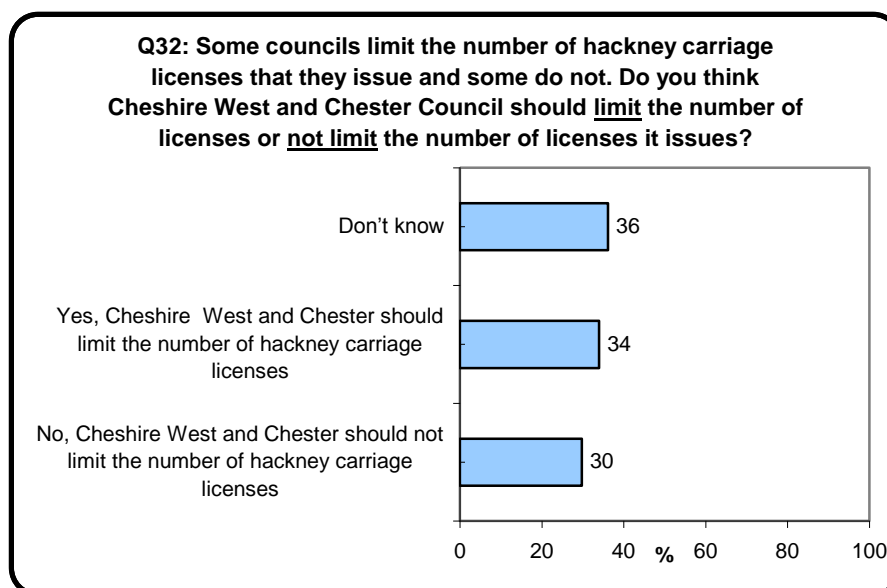
Respondents were asked to say whether or not they thought Cheshire West and Chester should limit the number of licences it issues or not.

34% of respondents think that Cheshire West and Chester **should limit** the number of hackney carriage licences it issues, compared to 30% of respondents who think that the number of licences **should not be limited**. A further 36% of respondents answered *Don't know*.

Table 16

	No	%
Yes, Cheshire West and Chester should limit the number of hackney carriage licences	428	34
No, Cheshire West and Chester should not limit the number of hackney carriage licences	375	30
Don't know	455	36

Chart 6



Comparison by age group

- More of 18 – 24 year olds think that *Cheshire West and Chester should not limit the number of hackney carriage licences* it issues
- More of 45 – 64 year olds think that *Cheshire West and Chester should limit the number of hackney carriage licences* it issues
- More of 65+ respondents *don't know* whether Cheshire West and Chester should limit the number of hackney carriage licences or not.

Comparison by area partnership board

- More of Chester APB respondents think that *Cheshire West and Chester should limit the number of hackney carriage licences* it issues
- More of respondents from Northwich and Rural North and Winsford and Rural East APB *don't know* whether Cheshire West and Chester should limit the number of hackney carriage licences or not
- More of Ellesmere Port APBs respondents think that *Cheshire West and Chester should not limit the number of hackney carriage licences* it issues.

Comparison by Gender

- More of male respondents think that *Cheshire West and Chester should limit the number of hackney carriage licences* it issues, more female respondents said they *don't know*.

Conclusion

29% of residents use hackney carriages or private hire vehicles about once every 6 months. A further 31% use them more frequently. Users of both hackney carriages and private hire vehicles have a high level of satisfaction with the service that is provided.

When asked about demand for hackney carriages and private hire vehicles, 64% of residents think that the number of hackney carriages and private hire vehicles is sufficient to meet the demand. However when asked if Cheshire West and Chester Council should limit the number of hackney carriage licences it issues residents opinions were divided, with 36% of respondents saying *don't know*, 34% responding that Cheshire West and Chester Council should limit the number of licences and 30% saying Cheshire West and Chester should not limit the number of licences. This indicates that there is no clear view from residents whether hackney carriage licences should be limited or not.