

**To all those involved with the licensed vehicle (hackney carriage and private hire) trade in the Warrington Council licensing area.**

***INDEPENDENT TRADE INVOLVEMENT RESEARCH TO COMPLY WITH THE DEPARTMENT FOR TRANSPORT (DfT) BEST PRACTICE GUIDANCE (BPG).***

In order that the Council can continue to understand demand for hackney carriages within its area, the Council regularly undertakes an independent survey into the level of service provided by the hackney carriage trade in its area. This is known as an Unmet Demand Survey.

Surveys will be undertaken observing service at ranks in the area, as well as interviews in the street with members of the public and discussion with key stakeholders such as the police, supermarkets and users with disabilities. Further evidence may be gathered at any time until our Final Report is signed off by the Council, which we expect to occur by late Spring 2020.

**These driver consultations and your specific opinions are important to our survey.** We need to hear from as many of you as possible in order to take into account your views and experiences of the taxi service as providers of this service to the area. This is your opportunity to express your views to an independent body. All our questions are designed to obtain the responses we need to complete as thorough an investigation as is practicable.

We are looking for as many completed questionnaires / responses as possible to include in our report. Please preferably fill in on-line, by written submission to the address above by letter or email, or by a telephone discussion (please leave a message with the office on 01772 251400 giving contact details).

Please note that we are not able to answer any detailed questions you may have about the survey coverage or locations, but wish to hear your views and opinions. These will be summarised and included in our report in a manner that should not identify any individual. If you write or call on behalf of more than one driver, please let us know how many people you are representing. Please preferably put your request in writing (or email) as soon as possible.

We would appreciate responses as soon as possible, but certainly no later than arriving with us by Monday 25 November 2019 before 17:00.

Thanks in anticipation.

Please complete on line at <http://www.ctstraffic.co.uk/warrington> or hand in to the licensing office for forwarding or return by post to **ARRIVE** NO LATER THAN MONDAY 25 NOVEMBER 2019 by 17:00 to:

**Warrington Council Taxi Unmet Demand Study 2019,**

**CTS Traffic and Transportation,**

**Unit 14 Aqueduct Mill,**

**Aqueduct Street**

**PRESTON PR1 7JN**

or by email to: [traderesponse@ctstraffic.co.uk](mailto:traderesponse@ctstraffic.co.uk)

**Please add other comments on separate paper or by email**

PLEASE answer all questions. PLEASE pass this form or the link to others in the trade. If a question does not apply to you, please mark "N/A" (not apply)												
<b>Council:</b>					<b>Warrington</b>		<i>Please circle your responses</i>					
<b>Your driver number (for validation):</b>												
Q1	Which kind of vehicle do you drive?				Hackney carriage		1					
					Private Hire		2					
					Drive both		3					
					Don't drive		4					
Q2	How long have you been involved with the taxi trade in Warrington?				Number of years							
Thinking about last week, from last Monday morning to Sunday evening:												
Q3	How many days did you work? (approx.)											
Q4	In total, how many hours did you work?											
Q5	Please tick the boxes for periods you worked over the last week				<b>Hours:</b>	<b>M</b>	<b>Tu</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>Sa</b>	<b>Su</b>
					0500-1300							
					1300-2000							
					2000-2330							
					2330-0500							
Q6	What issues affect your choice of shifts (ring or record all that apply)?				<b>Busy times</b>			<b>Avoid heavy traffic</b>				
					<b>Family</b>			<b>Avoid disruptive passengers</b>				
					<b>Preferences</b>			<b>Other</b>				
					<b>Shared cab</b>			<b>If other, write in:</b>				
Q7	Do you own and drive your own vehicle?				Yes			No				
Q8	Does anyone else drive the vehicle you drive at any time?				Yes			No				
					<b>If Yes, when?</b>							
					<b>Day</b>				<b>Weekends</b>			
					<b>Nights</b>				<b>Other</b>			
Q9	Do you accept any pre-bookings, and if so, how				Yes			No				
					<b>If Yes, how?</b>							
					<b>And, for what company?</b>							
Q10	Which are the ranks you serve most frequently? (please give up to three)											
Q11	Do you consider there to be any particular issues with the operation of the current ranks in Warrington – if so please provide details:											
Q12	Warrington currently limits the number of hackney carriage vehicles. Do you think the number of hackney carriage vehicles should continue to be limited?				Yes			No				
Q13	By which methods do you get your fares? (assume all your work totals 100 jobs, if three quarters are from rank and a quarter from hailing you would put 0,75,25,0,0)				<b>Rank pick-ups</b>				%			
					<b>Hailing on street</b>				%			
					<b>Telephone</b>				%			
					<b>Phone App</b>				%			
					<b>School contracts</b>				%			
					<b>Other (write in which)</b>				%			
Q14	How do you think having a limit on vehicle numbers benefits the public in Warrington?											
Q15	Do you consider there are enough hackney carriages licensed in Warrington?				Yes			No				
Q16	What do you think about the current fare scale set for Warrington hackney carriages?				<b>They need to be reduced</b>			1				
					<b>About right</b>			2				
					<b>They need to be increased</b>			3				
					<b>Other (write in)</b>							
Please feel free to add any further questions or comments. Thank You for your response.												