

## Appendix 3

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|----------------|---------------------------------|-------------|------------------------------|
| <b>Project</b> | Torbay Unmet Demand Survey 2011 | <b>Date</b> | 12 <sup>th</sup> August 2011 |
| <b>Note</b>    | Trade Survey Results            | <b>Ref</b>  | GTORBA000                    |
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- 1** *Introduction*
- 1.1 A public and private hire trade survey was designed with the aim of collecting information and views from both trades. In particular the survey allowed an assessment of operational issues and views of the hackney carriage market to supplement the rank observations, as well as covering enforcement and disability issues.
- 2** *Survey Administration*
- 2.1 The survey was conducted through a self completion questionnaire. These were sent to 600 licensed hackney and private hire drivers and operators in. A total of 194 questionnaire forms were completed and returned, giving a response rate of around 32%, a higher than average response rate for this type of survey. It should be noted that not all totals sum to the total number of respondents per trade group as some respondents failed to answer all of the questions.
- 3** *General Operational Issues*
- 3.1 The responses provided have been disaggregated on a hackney carriage and private hire trade basis as shown in Table 3.1 below.

**Table 3.1 Breakdown of Responses between Trades**

|                        | Frequency  | Percent      |
|------------------------|------------|--------------|
| Hackney Carriage Trade | 130        | 67.0         |
| Private Hire Trade     | 64         | 33.0         |
| <b>Total</b>           | <b>194</b> | <b>100.0</b> |

3.2 It should be noted that 21 (16.2%) of hackney trade respondents were also private hire car drivers.

3.3 Both trades were asked how long they have been involved in the taxi trade in Torbay. The results in table 3.2 show for both the hackney carriage and private hire trades, the highest proportion have been involved for between 6 and 10 years, 28.5% and 34.4% respectively.

**Table 3.2 Involvement in the taxi trade in Torbay**

| Years        | Hackney Trade |              | Private Hire Trade |              |
|--------------|---------------|--------------|--------------------|--------------|
|              | Freq          | %            | Freq               | %            |
| 0-2          | 8             | 6.2          | 7                  | 10.9         |
| 3-5          | 22            | 16.9         | 18                 | 28.1         |
| 6-10         | 37            | 28.5         | 22                 | 34.4         |
| 11-15        | 18            | 13.8         | 6                  | 9.4          |
| 16-20        | 11            | 8.5          | 5                  | 7.8          |
| Over 20      | 34            | 26.2         | 6                  | 9.4          |
| <b>Total</b> | <b>130</b>    | <b>100.0</b> | <b>64</b>          | <b>100.0</b> |

3.4 Table 3.3 indicates the proportion of the trade who subscribe to a radio circuit. Over half of private hire respondents (70.5%) subscribe to a radio circuit as do 40.2% of hackney carriage respondents.

**Table 3.3 Do you subscribe to a radio circuit?**

|              | Hackney Trade |              | Private Hire Trade |              |
|--------------|---------------|--------------|--------------------|--------------|
|              | Freq          | %            | Freq               | %            |
| Yes          | 51            | 40.2         | 43                 | 70.5         |
| No           | 76            | 59.8         | 18                 | 29.5         |
| <b>Total</b> | <b>127</b>    | <b>100.0</b> | <b>61</b>          | <b>100.0</b> |

3.5 Both trades were asked whether they read the Taxi Newsletter. The results in table 3.4 show that the majority of both trades do read the newsletter.

**Table 3.4 Taxi Newsletter**

|              | Hackney Trade |              | Private Hire Trade |              |
|--------------|---------------|--------------|--------------------|--------------|
|              | Freq          | %            | Freq               | %            |
| Yes          | 75            | 59.5         | 43                 | 68.3         |
| No           | 51            | 40.5         | 20                 | 31.7         |
| <b>Total</b> | <b>126</b>    | <b>100.0</b> | <b>63</b>          | <b>100.0</b> |

3.6 Those who do read the newsletter were consequently asked to rate on a scale of 1 to 5 how interesting and useful they find it (5 being very useful). The results are displayed in table 3.5.

**Table 3.5 How interesting/useful do you find the Taxi Newsletter?**

| Scale (1 = not very useful, 5 = very useful). | Hackney Trade |              | Private Hire Trade |              |
|---|---------------|--------------|--------------------|--------------|
|   | Freq          | %            | Freq               | %            |
| 1   | 1             | 1.4          | 0                  | 0.0          |
| 2   | 6             | 8.1          | 3                  | 7.1          |
| 3   | 33            | 44.6         | 16                 | 38.1         |
| 4   | 22            | 29.7         | 14                 | 33.3         |
| 5   | 12            | 16.2         | 9                  | 21.4         |
| <b>Total</b>                                  | <b>74</b>     | <b>100.0</b> | <b>42</b>          | <b>100.0</b> |

3.7 Hackney carriage respondents were then asked how they would feel if Torbay Council were to adopt a 100% wheelchair accessible fleet. The trade provided a number of comments, the most common included;

- 100% is not necessary, 20% is more realistic
- A lot of people are unable to get into wheelchair accessible vehicles
- A lot of elderly people can only get into saloon vehicles
- There is not enough demand for 100% wheelchair accessible vehicles
- The age limit would have to be extended as wheelchair accessible vehicles are more expensive
- Would not be able to afford to buy one in the current climate

4 *Driving*

4.1 Respondents were asked what type of vehicle they drive most frequently. The results are shown in table 4.1.

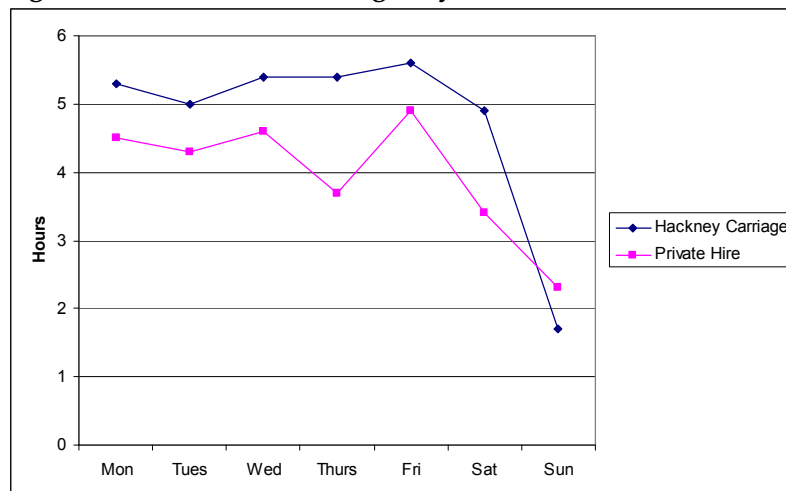
**Table 4.1 Vehicle type driven most often**

| Vehicle                          | Hackney Trade |              | Private Hire Trade |              |
|----------------------------------|---------------|--------------|--------------------|--------------|
|                                  | Freq          | %            | Freq               | %            |
| Saloon car                       | 89            | 78.1         | 43                 | 72.9         |
| Minibus/people carrier (WAV)     | 12            | 10.5         | 5                  | 8.5          |
| Purpose built cab                | 2             | 1.8          | 0                  | 0.0          |
| Minibus/people carrier (non-WAV) | 11            | 9.6          | 11                 | 18.6         |
| <b>Total</b>                     | <b>114</b>    | <b>100.0</b> | <b>59</b>          | <b>100.0</b> |

4.2 Respondents were asked the average number of hours they worked in a typical week. The hackney carriage trade worked on average 44.4 hours per week whilst the private hire trade worked on average 42.9 hours per week.

4.3 Respondents were asked to state how many hours they worked at different times of day during a typical week. Figure 4.1 documents the average hours worked during the daytime period (06:00-18:00) for each day of the week. On average, it shows that the hackney carriage trade work more hours than the private hire trade during the day.

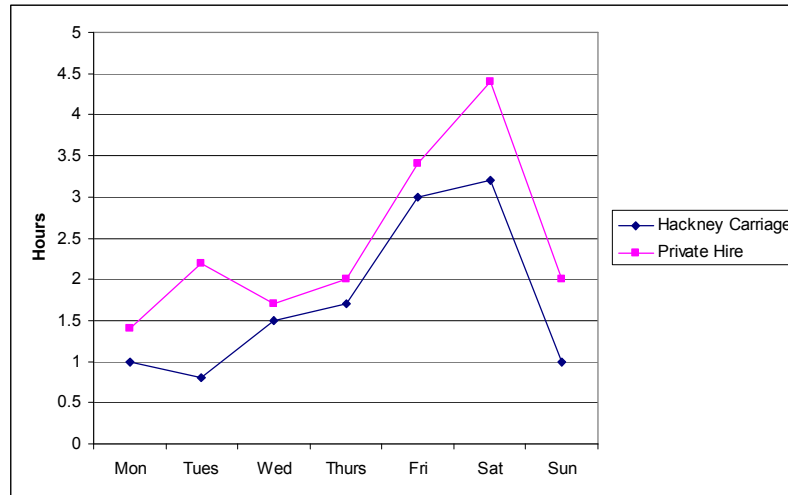
**Figure 4.1 Average daytime hours worked**



4.4

Figure 4.2 shows the average number of hours worked during the evening/night period (18:00-06:00). During the night time period both hackney carriage and private hire trades worked more hours at the weekend than during the week.

**Figure 4.2 Average night time hours worked**



4.5

The trade were asked whether the Licensing Act 2003 had had an effect on them. The results are shown below in Table 4.2. Some 51.8% of hackney carriage respondents stated that it had effected them, as did 40% of private hire respondents.

**Table 4.2 Has the Licensing Act affected you?**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 58                     | 51.8         | 24                 | 40.0         |
| No           | 54                     | 48.2         | 36                 | 60.0         |
| <b>Total</b> | <b>112</b>             | <b>100.0</b> | <b>60</b>          | <b>100.0</b> |

4.6

Those who replied that it had had an effect on their typical working week were then asked in what way it had affected them.

**Table 4.3 Effects of the 2003 Licensing Act (Multiple responses)**

|                           | Hackney Carriage Trade |         | Private Hire Trade |         |
|---------------------------|------------------------|---------|--------------------|---------|
|                           | Frequency              | Percent | Frequency          | Percent |
| Work later in the evening | 36                     | 62.1    | 19                 | 82.6    |
| Work for longer hours     | 35                     | 60.3    | 13                 | 56.5    |
| Other                     | 10                     | 17.2    | 3                  | 13.0    |

4.7 Of those that had stated that the 2003 Licensing Act had had an effect on their typical working week were asked in what way it had affected them. Some 62.1% (36 respondents) of the hackney carriage trade and 82.6% (19 respondents) of the private hire trade stated that they have to work later in the evening.

4.8 Respondents were asked to state the number of times they carry wheelchair bound passengers on a weekly basis. Table 4.4 shows the results. Some 43.3% of private hire respondents stated that they never carry wheelchair bound passengers in comparison to 55.5% of hackney carriage respondents.

**Table 4.4 Frequency of Transport of wheelchair bound passengers**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Never        | 61                     | 55.5         | 26                 | 43.3         |
| 1 to 5       | 38                     | 34.5         | 27                 | 45.0         |
| 5 to 10      | 6                      | 5.5          | 3                  | 5.0          |
| 10 to 20     | 3                      | 2.7          | 1                  | 1.7          |
| More than 20 | 2                      | 1.8          | 3                  | 5.0          |
| <b>Total</b> | <b>110</b>             | <b>100.0</b> | <b>60</b>          | <b>100.0</b> |

**5 Safety and Security**

5.1 Respondents were asked whether they had been attacked by a passenger in the last year. Table 5.1 details the results.

**Table 5.1 Frequency of attacks by passengers within the last year (multiple responses)**

|                     | Hackney Carriage Trade |         | Private Hire Trade |         |
|---------------------|------------------------|---------|--------------------|---------|
|                     | Frequency              | Percent | Frequency          | Percent |
| Physically attacked | 12                     | 10.7    | 11                 | 17.7    |
| Verbally attacked   | 57                     | 50.9    | 24                 | 38.7    |
| Not attacked        | 54                     | 48.2    | 37                 | 59.7    |

5.2 Some 10.7% of the hackney carriage trade and 17.7% of the private hire trade have been physically attacked within the last twelve months, with 50.9% and 38.7% respectively being verbally attacked. Some 48.2% of the hackney carriage trade and 59.7% of the private hire trade have not been attacked in the last twelve months.

5.3 The trade were asked if they felt safe whilst working as a taxi driver in Torbay, the results of which are shown below in Table 5.2.

**Table 5.2 Do you feel safe whilst working as a Taxi Driver in Torbay?**

|                      | Hackney Carriage Trade |              | Private Hire Trade |              |
|----------------------|------------------------|--------------|--------------------|--------------|
|                      | Frequency              | Percent      | Frequency          | Percent      |
| Yes, all of the time | 47                     | 41.2         | 32                 | 51.6         |
| Some of the time     | 62                     | 54.4         | 30                 | 48.4         |
| None of the time     | 5                      | 4.4          | 0                  | 0.0          |
| <b>Total</b>         | <b>114</b>             | <b>100.0</b> | <b>62</b>          | <b>100.0</b> |

5.4 Some 54.4% of hackney carriage respondents stated that they felt safe some of the time compared to 48.4% of private hire respondents. Some 41.2% of hackney carriage respondents felt safe all of the time compared with 51.6% of private hire respondents.

5.5 Those respondents who felt unsafe working in Torbay were then asked when they felt unsafe. The results are outlined below in Table 5.3.

**Table 5.3 When do you feel unsafe working in Torbay? (Multiple responses)**

|                  | Hackney Carriage Trade |         | Private Hire Trade |         |
|------------------|------------------------|---------|--------------------|---------|
|                  | Frequency              | Percent | Frequency          | Percent |
| Daytime          | 12                     | 19.0    | 1                  | 3.2     |
| Night time       | 60                     | 95.2    | 24                 | 77.4    |
| In certain areas | 20                     | 31.7    | 14                 | 45.2    |

5.6 Of those that did feel unsafe working in Torbay, 95.2% of the hackney carriage respondents and 24% of private hire respondents stated that they felt unsafe whilst working at night in Torbay.

5.7 Some 31.7% of hackney carriage respondents and 45.2% of the private hire respondents feel unsafe in certain areas of Torbay. The areas that were most commonly suggested as being unsafe were Watcombe, Hele village, Ellacombe and Foxhole.

## **6 Ranks**

6.1 Members of both trades were asked whether they believe there is sufficient rank space in Torbay. As shown in Table 6.1, 85.1% of the

hackney carriage trade did not feel that there was enough rank space in Torbay as did 66% of the private hire trade.

**Table 6.1 Sufficient rank space available for hackneys to use in Torbay?**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 18                     | 14.9         | 16                 | 34.0         |
| No           | 103                    | 85.1         | 31                 | 66.0         |
| <b>Total</b> | <b>121</b>             | <b>100.0</b> | <b>47</b>          | <b>100.0</b> |

6.2 The trade were asked whether there were any areas where a new rank should be located. Table 6.2 shows that 78.8% of the hackney carriage respondents state that there are areas in Torbay where there should be new hackney carriage ranks. In contrast the majority of private hire respondents (74.4%) said that there should be no new ranks.

**Table 6.2 Are there any areas where there should be new hackney ranks?**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 87                     | 79.8         | 11                 | 25.6         |
| No           | 22                     | 20.2         | 32                 | 74.4         |
| <b>Total</b> | <b>109</b>             | <b>100.0</b> | <b>43</b>          | <b>100.0</b> |

6.3 Of those that stated that there should be new ranks, the most common areas requested were;

- Torwood Street
- The Strand
- Torbay Road
- Union Street
- Fleet Street
- Lymington Road

6.4 In response to the question asking whether there are any ranks in Torbay that should be longer or have more spaces, 73.9% of the hackney carriage trade felt this was necessary, whereas only 22.2% of the private hire trade said that there was a requirement. The most common suggested locations for extending ranks were The Strand, Union Street, Vaughan Parade and Victoria Parade.



**Table 6.3 Ranks in Torbay that should be longer or have more spaces**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 82                     | 73.9         | 8                  | 22.2         |
| No           | 29                     | 26.1         | 28                 | 77.8         |
| <b>Total</b> | <b>111</b>             | <b>100.0</b> | <b>36</b>          | <b>100.0</b> |

**7 Fares**

7.1 Members of both trades were asked for their opinions regarding the current level of hackney carriage fares. Table 8.1 indicates the responses.

**Table 7.1 Opinions Relating to Hackney Carriage Fares**

|                 | Hackney Carriage Trade |              | Private Hire Trade |              |
|-----------------|------------------------|--------------|--------------------|--------------|
|                 | Frequency              | Percent      | Frequency          | Percent      |
| Too high        | 4                      | 3.2          | 13                 | 22.8         |
| Too low         | 44                     | 35.5         | 7                  | 12.3         |
| About right     | 71                     | 57.3         | 20                 | 35.1         |
| None/no opinion | 5                      | 4.0          | 17                 | 29.8         |
| <b>Total</b>    | <b>124</b>             | <b>100.0</b> | <b>57</b>          | <b>100.0</b> |

7.2 Over half of hackney carriage respondents (57.3%) considered hackney carriage fares to be 'about right'. However private hire respondents were more split with 35.1% stating they were 'about right' and 22.8% stating they were 'too high'. Some 29.8% of private hire respondents did not have an opinion.

7.3 Respondents were then asked how often they thought the fare tariff should be increased. The results are shown in table 7.2. Those who stated 'other' felt the fare tariff should be reviewed;

- In line with inflation
- In line with fuel prices
- When necessary
- Every 3 years

**Table 7.2 Opinions relating to fare tariff increase**

|  | Hackney Carriage Trade | Private Hire Trade |
|--|------------------------|--------------------|
|--|------------------------|--------------------|

|               | Frequency  | Percent      | Frequency | Percent      |
|---------------|------------|--------------|-----------|--------------|
| Annually      | 58         | 49.2         | 24        | 50.0         |
| Every 2 years | 38         | 32.2         | 17        | 35.4         |
| Other         | 22         | 16.6         | 7         | 14.6         |
|               | <b>118</b> | <b>100.0</b> | <b>48</b> | <b>100.0</b> |

**8** *Taxi Market in Torbay*

8.1 Members of both trades were asked if they were aware that Torbay Council enforces a numerical limit of 162 on the number of hackney carriage vehicle licences in Torbay, with an additional 7 licences operating May to September. The results are outlined in Table 8.1.

**Table 8.1** **Were you aware that there is a numerical limit on the number of hackney carriage vehicle licences in Torbay?**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 117                    | 91.4         | 37                 | 61.7         |
| No           | 11                     | 8.6          | 23                 | 38.3         |
| <b>Total</b> | <b>128</b>             | <b>100.0</b> | <b>60</b>          | <b>100.0</b> |

8.2 Most of the hackney carriage respondents (91.4%) were aware there is not a numerical limit as were 61.7% of the private hire respondents.

8.3 Members of both trades were asked whether they consider there are sufficient hackney carriages to meet the current level of demand in Torbay. Table 8.2 indicates the responses.

**Table 8.2** **Do you consider there to be sufficient hackney carriages to meet the current level of demand in Torbay?**

|                               | Hackney Carriage Trade |         | Private Hire Trade |         |
|-------------------------------|------------------------|---------|--------------------|---------|
|                               | Frequency              | Percent | Frequency          | Percent |
| Yes, too many                 | 61                     | 48.0    | 15                 | 25.0    |
| Yes, sufficient               | 57                     | 44.9    | 29                 | 48.3    |
| No, not during all periods of | 6                      | 4.7     | 6                  | 10.0    |
| No Opinion                    | 1                      | 0.8     | 8                  | 13.3    |
| Don't Know                    | 2                      | 1.6     | 2                  | 3.3     |

|              |            |              |           |              |
|--------------|------------|--------------|-----------|--------------|
| <b>Total</b> | <b>127</b> | <b>100.0</b> | <b>60</b> | <b>100.0</b> |
|--------------|------------|--------------|-----------|--------------|

8.4 Some 48% of respondents from the hackney carriage trade consider there to be too many hackney carriages to meet the demand in Torbay, compared to 25% of private hire drivers. Some 10% of the private hire respondents stated that there were not enough hackney carriages at certain periods of the day to meet the current demand in Torbay. Only 4.7% of the hackney carriage trade were of the same opinion.

8.5 Those respondents that did not consider there to be enough hackney carriages at certain times were then asked at which periods more hackney carriages were required. The responses are shown in table 8.3.

**Table 8.3 When are more hackney carriages required in Torbay?**

|                          | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------------------|------------------------|--------------|--------------------|--------------|
|                          | Frequency              | Percent      | Frequency          | Percent      |
| During the daytime       | 2                      | 25.0         | 2                  | 18.2         |
| During the evening/night | 5                      | 50.0         | 7                  | 63.6         |
| All day and night        | 3                      | 30.0         | 2                  | 18.2         |
| <b>Total</b>             | <b>10</b>              | <b>100.0</b> | <b>11</b>          | <b>100.0</b> |

8.6 All respondents were asked to state how many hackney carriages there should be in the fleet in Torbay. The results are detailed in Table 8.4.

**Table 8.4 Opinion on Ideal Hackney Carriage Fleet Size in Torbay**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Under 162    | 29                     | 40.8         | 15                 | 44.1         |
| 162          | 34                     | 47.9         | 6                  | 17.6         |
| Over 162     | 8                      | 11.3         | 13                 | 38.2         |
| <b>Total</b> | <b>71</b>              | <b>100.0</b> | <b>34</b>          | <b>100.0</b> |

- 8.7 Of those drivers who responded, 40.8% of the hackney carriage trade and 44.1% of the private hire trade felt that the hackney carriage fleet size should be less than 162.
- 8.8 The average size of Hackney Carriage fleet considered for Torbay was 154 for the hackney carriage trade compared with 182 cited by the private hire trade.
- 8.9 All respondents were asked to state whether they thought that Torbay Council should remove the numerical limit on the number of hackney carriage vehicle. The responses are detailed in Tables 10.5.

**Table 10.5 Opinion on Removing the Limit on Number of Hackney Licences**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 7                      | 5.6          | 9                  | 15.3         |
| No           | 117                    | 92.9         | 39                 | 66.1         |
| No opinion   | 2                      | 1.6          | 11                 | 18.6         |
| <b>Total</b> | <b>126</b>             | <b>100.0</b> | <b>59</b>          | <b>100.0</b> |

8.10 The majority of respondents from the hackney carriage trade (92.9%) felt that the numerical limit should not be removed in Torbay compared to 66.1% of private hire respondents.

8.11 Views were sought regarding the likely impact on a series of factors if Torbay Council were to remove the limit on hackney carriage licences. The findings are summarised below and presented in Table 10.6.

Congestion

8.12 The majority of respondents from the hackney carriage trade (80%) and the private hire trade (56.9%) felt congestion would increase following the removal of the limit.

Fares

8.13 Some 46.6% of the hackney carriage trade and 40.6% of the private hire trade were of the opinion that removing the limit on the number of hackney carriage vehicles in Torbay would have no effect on the fare tariffs.

|      |   |
|------|---|
|      | <u>Passenger Waiting Times</u>  |
| 8.14 | The majority of the hackney carriage trade felt that there would be no effect on passenger waiting times at ranks, when flagging hackneys or when booking by telephone. The private hire respondents felt that there would be no effect on passenger waiting times when booking by telephone but they would decrease at ranks and when flagging hackneys.   |
|      | <u>Vehicle Quality</u>  |
| 8.15 | Some 71.7% of hackney carriage respondents and 48.3% of private hire respondents were of the opinion that removing the limit on the number of hackney carriage licences would result in a decrease in the quality of hackney carriages. Similarly some 65.8% of the hackney carriage trade felt that private hire vehicle quality would decrease if the limit was removed. Whereas the majority of the private hire trade felt that there would be no effect on private hire vehicle quality. |
|      | <u>Effectiveness of Enforcement</u>   |
| 8.16 | Some 70.2% of the hackney carriage trade felt that following de-restriction, effectiveness of enforcement would decrease. Some 55.2% of the private hire trade felt that there would be no effect.  |
|      | <u>Illegal Plying for Hire</u>  |
| 8.17 | In terms of illegal plying for hire, some 75.8% of hackney carriage respondents and 39% of private hire respondents felt that removing the limit on the number of licences would increase illegal plying for hire by private hire vehicles. A further 40.7% of the private hire trade felt de-restriction would have no effect.   |
|      | <u>Over Ranking</u>   |
| 8.18 | The majority of both hackney carriage (91.8%) and private hire (72.9%) respondents felt over ranking would increase following de-restriction.   |
|      | <u>Customer Satisfaction</u>  |
| 8.19 | Some 60.5% of hackney carriage respondents thought customer satisfaction would decrease following de-restriction. Some 40.7% of the private hire trade were of the same opinion.  |

**Table 10.6 Opinions Relating to the Impact of De-Restriction**

|   | Hackney Carriage Trade |           |          | Private Hire Trade |           |          |
|---|------------------------|-----------|----------|--------------------|-----------|----------|
|   | Increase               | No Effect | Decrease | Increase           | No Effect | Decrease |
| Traffic Congestion                            | 80.0                   | 18.4      | 1.6      | 56.9               | 39.7      | 3.4      |
| Fares   | 22.4                   | 46.6      | 31.0     | 15.5               | 46.6      | 37.9     |
| Passenger waiting times at ranks              | 8.3                    | 78.3      | 13.3     | 3.4                | 40.7      | 55.9     |
| Passenger waiting time by flagdown            | 5.9                    | 79.7      | 14.4     | 3.4                | 46.6      | 50.0     |
| Passenger waiting time by telephone           | 16.5                   | 73.9      | 9.6      | 10.3               | 55.2      | 34.5     |
| Hackney vehicle quality                       | 9.2                    | 19.2      | 71.7     | 3.4                | 48.3      | 48.3     |
| Private hire vehicle quality                  | 5.3                    | 28.9      | 65.8     | 13.6               | 61.0      | 25.4     |
| Effectiveness of enforcement                  | 9.6                    | 20.2      | 70.2     | 3.4                | 55.2      | 41.4     |
| Illegal plying for hire – private             | 75.8                   | 16.7      | 7.5      | 39.0               | 40.7      | 20.3     |
| Illegal plying for hire – unlicensed vehicles | 68.9                   | 25.2      | 5.9      | 45.8               | 37.3      | 16.9     |
| Over ranking                                  | 91.8                   | 6.6       | 1.6      | 72.9               | 20.3      | 6.8      |
| Customer satisfaction                         | 7.6                    | 31.9      | 60.5     | 22.0               | 37.3      | 40.7     |

8.20

All respondents were asked their response to *“There is not enough work to support the current number of hackney carriages”*. The results in table 10.7 show that the majority of hackney carriage respondents (72.4%) strongly agree or agree with the statement that there is not enough work to support the current number of hackney carriages. Some 52.5% of private hire respondents were of the same opinion.

**Table 10.7** Opinion of: *“There is not enough work to support the current number of hackney carriages”*?

|                            | Hackney Carriage Trade |              | Private Hire Trade |              |
|----------------------------|------------------------|--------------|--------------------|--------------|
|                            | Frequency              | Percent      | Frequency          | Percent      |
| Strongly disagree          | 13                     | 10.6         | 3                  | 5.1          |
| Disagree                   | 11                     | 8.9          | 4                  | 6.8          |
| Neither agree nor disagree | 10                     | 8.1          | 21                 | 35.6         |
| Agree                      | 30                     | 24.4         | 17                 | 28.8         |
| Strongly agree             | 59                     | 48.0         | 14                 | 23.7         |
| <b>Total</b>               | <b>123</b>             | <b>100.0</b> | <b>59</b>          | <b>100.0</b> |

8.21 Some of the most common responses to the statement:

- *Too many taxis not enough work*
- *Taxis sitting at ranks for hours*
- *Drivers having to work longer shifts to make a living*
- *Holiday trade is decreasing*
- *Recession has had a negative impact on taxi work*

8.22 The survey then asked opinions of the following statement; ***“Removing the limit on the number of hackney carriages in Torbay would benefit the public by reducing waiting times at ranks”***. The results in table 10.8 shows that 74.8% of hackney carriage drivers strongly disagreed or disagreed that removing the limit on the number of hackney carriages in Torbay would reduce public waiting times at ranks, compared with 53.3% of Private Hire respondents.

**Table 10.8 Opinion of: “Removing the limit on the number of hackney carriages in Torbay would reduce public waiting times at ranks”?**

|                            | Hackney Carriage Trade |              | Private Hire Trade |              |
|----------------------------|------------------------|--------------|--------------------|--------------|
|                            | Frequency              | Percent      | Frequency          | Percent      |
| Strongly disagree          | 64                     | 53.8         | 17                 | 28.3         |
| Disagree                   | 25                     | 21.0         | 15                 | 25.0         |
| Neither agree nor disagree | 8                      | 6.7          | 11                 | 18.3         |
| Agree                      | 10                     | 8.4          | 8                  | 13.3         |
| Strongly agree             | 12                     | 10.1         | 9                  | 15.0         |
| <b>Total</b>               | <b>119</b>             | <b>100.0</b> | <b>60</b>          | <b>100.0</b> |

8.23 Some of the most common responses to the statement:

- *There are no waiting times for public already*
- *There are too many hackney carriages and not enough work.*
- *Ranks are already full*

8.24 The survey then asked opinions of the following statement; ***“There are special circumstances in Torbay that make the retention of the numerical limit essential”***. The results in table 10.9 show that 78% of the hackney carriage trade agree or strongly agree that there are special circumstances in Torbay that make the retention of a numerical limit essential, compared with 44% of private hire respondents.

**Table 10.9** Opinion of: "There are special circumstances in Torbay that make the retention of the numerical limit essential"

|                            | Hackney Carriage Trade |              | Private Hire Trade |              |
|----------------------------|------------------------|--------------|--------------------|--------------|
|                            | Frequency              | Percent      | Frequency          | Percent      |
| Strongly disagree          | 12                     | 10.2         | 10                 | 16.9         |
| Disagree                   | 8                      | 6.8          | 3                  | 5.1          |
| Neither agree nor disagree | 6                      | 5.1          | 20                 | 33.9         |
| Agree                      | 29                     | 24.6         | 13                 | 22.0         |
| Strongly agree             | 63                     | 53.4         | 13                 | 22.0         |
| <b>Total</b>               | <b>118</b>             | <b>100.0</b> | <b>59</b>          | <b>100.0</b> |

8.25 Some of the most common responses to the statement:

- *Too many cabs causing over ranking*
- *Not enough rank spaces*
- *Seasonal work, needs to be a balance between summer and winter*
- *Torbay is a small district, there is not enough work*

8.26 Finally the trade were asked what effect they thought it would have on them if the authority removed numerical limit on hackney carriages. The results show in table 10.10 that 62% of hackney carriage responses cited they would work longer hours and 36.4 would leave the trade. Some 44.8% of private hire drivers also said they would not change if the limit was removed and 37.9% said they would work more hours.

**Table 10.10** Effect on the trade if the numerical limit was removed (Multiple responses)

| Effect of removing the limit      | Hackney Carriage Trade |         | Private Hire Trade |         |
|-----------------------------------|------------------------|---------|--------------------|---------|
|                                   | Frequency              | Percent | Frequency          | Percent |
| No change                         | 15                     | 12.4    | 26                 | 44.8    |
| Work more hours                   | 75                     | 62.0    | 22                 | 37.9    |
| Work fewer hours                  | 7                      | 5.8     | 5                  | 8.6     |
| Acquire a hackney vehicle licence | 7                      | 5.8     | 7                  | 12.1    |



|   |    |      |    |      |
|---|----|------|----|------|
| Acquire more than one hackney vehicle licence | 9  | 7.4  | 3  | 5.2  |
| Switch from hackney to private                | 3  | 2.5  | 1  | 5.2  |
| Switch from private to hackney                | 5  | 4.1  | 16 | 27.6 |
| Leave the trade                               | 44 | 36.4 | 10 | 17.2 |
| Other   | 16 | 13.2 | 2  | 3.4  |