



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

THIS LETTER FORMS PART OF THE TORBAY COUNCIL UNMET DEMAND STUDY AND SEEKS YOUR VIEWS IN LINE WITH THE DEPARTMENT OF TRANSPORT (DfT) BEST PRACTICE GUIDANCE (BPG). YOUR VIEWS ARE AN IMPORTANT PART OF THE PROCESS AND WILL ASSIST TORBAY COUNCIL AND OUR AGENTS LVSA IN ASSESSING WHETHER THERE IS SIGNIFICANT UNMET DEMAND IN THE TORBAY AREA.

In order that Torbay Council can maintain a limitation policy on the number of hackney carriage vehicle licences that it issues for the Torbay licensing area, Torbay Council must carry out a regular 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 Torbay Council, which we expect to occur by the end of 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 in assessing whether there is significant unmet demand for Hackney Carriage services in Torbay.

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 19th October 2020 at 17:00.

Thanks in anticipation.

Please complete on line at www.ctstraffic.co.uk/torbay or return by post to **ARRIVE** NO LATER THAN MONDAY 19 OCTOBER 2020 at 17:00 to:

**Torbay Taxi Unmet Demand Study 2020,
CTS Traffic and Transportation,
Unit 14 Aqueduct Mill,
Aqueduct Street
PRESTON PR1 7JN**

or by email to: traderesponse@ctstraffic.co.uk

Please add other comments on separate paper or by email or in the on-line boxes provided

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)

| | | | | | | | | | | |
|--|--|--|----------|-----------|----------|-----------|----------|-----------|-------------------------------------|--|
| Council: | | Torbay | | | | | | | Please tick the relevant box | |
| Your driver, vehicle or operator number (for validation): | | | | | | | | | | |
| Q1 | Which kind of vehicle do you drive? | <i>Hackney carriage</i> | | | | | | | 1 | |
| | | <i>Summer hackney carriage</i> | | | | | | | 2 | |
| | | <i>Private Hire</i> | | | | | | | 3 | |
| | | <i>Drive both hcv and phv</i> | | | | | | | 4 | |
| | | <i>Don't drive</i> | | | | | | | 5 | |
| Q2 | How long have you been driving a licensed vehicle in Torbay? | <i>Number of years</i> | | | | | | | | |
| Q3 | Which kind of work do you normally undertake? | <i>Immediate hire work, ranks</i> | | | | | | | | |
| | | <i>Immediate hire work, bookings</i> | | | | | | | | |
| | | <i>Advanced hire work</i> | | | | | | | | |
| | | <i>Chauffeur or corporate work</i> | | | | | | | | |
| Q4 | Are you aware of any drivers that have given up due to COVID-19 impact on the industry? | Yes | | | | | | | No | |
| Thinking about last week, from last Monday morning to Sunday evening: | | | | | | | | | | |
| Q5 | How many days did you work? | | | | | | | | | |
| Q6 | In total, how many hours did you work? | | | | | | | | | |
| Q7 | Please tick the boxes for periods you worked over the last week | Hours of day | M | Tu | W | Th | F | Sa | Su | |
| | | <i>0500-1300</i> | | | | | | | | |
| | | <i>1300-2000</i> | | | | | | | | |
| | | <i>2000-2330</i> | | | | | | | | |
| | | <i>2330-0500</i> | | | | | | | | |
| Q8 | What issues affect your choice of shifts? (please write in) | | | | | | | | | |
| Q9 | Do you own and drive your own vehicle? | Yes | | | | | | | No | |
| Q10 | Does anyone else drive the vehicle you drive at any time? | Yes | | | | | | | No | |
| | | <i>If Yes, when?</i> | | | | | | | | |
| | | <i>If no, has this changed from pre-COVID?</i> | | | | | | | | |
| Q11 | Do you accept any pre-bookings, and if so, how | Yes | | | | | | | No | |
| | | <i>If Yes, how?</i> | | | | | | | | |
| Q12 | Which are the ranks you serve most frequently? (please give up to three) | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Q13 | Torbay currently limits the number of hackney carriage vehicles. Do you think this remains the correct policy? | Yes | | | | | | | No | |
| Q14 | If this survey identified unmet demand which was significant, how do you think Torbay Council should deal with that result? | Add enough plates to remove it | | | | | | | 1 | |
| | | Remove the limit altogether | | | | | | | 2 | |
| | | Other (please write in): | | | | | | | | |
| Q15 | By which methods do you pick up passengers? (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) | Phone bookings | | | | | | | % | |
| | | Rank pick-ups | | | | | | | % | |
| | | Hailing on street | | | | | | | % | |
| | | School contracts | | | | | | | % | |
| | | Other (write in) | | | | | | | % | |
| Q16 | How do you think having a limit on vehicle numbers benefits the public? | | | | | | | | | |
| Q17 | Compared to October 2019, what is the difference in the number of fare paying trips you are making FROM RANKS ? (please give a percentage change) | More in 2020 | | | | | | | % | |
| | | About the same | | | | | | | % | |
| | | Less in 2020 | | | | | | | % | |
| | | Other comment: | | | | | | | | |

| | | |
|---|-----------------------|-------------------------------------|
| Q18 Compared to October 2019, what is the difference in the number of fare paying trips you are making FROM BOOKINGS ? (please give a percentage change) | <i>More in 2020</i> | % |
| | <i>About the same</i> | % |
| | <i>Less in 2020</i> | % |
| | <i>Other comment:</i> | |
| Q17 What impacts has COVID-19 had on your business? | | |
| Q18 How do you think your business will change moving forward? | | |
| Please feel free to add any further questions or comments. | | Thank You for your response. |