

**Results of questionnaire (open 21 November 2018 – 31 March 2019)**

**Summary - public**

The majority of responses (53.14%) came from those who use taxis or minicabs at least once a week.

50.01% came from those who use taxis (specifically hackney carriages) most days or a few times a week (with the remaining 3.13% of the above figure saying they use them once a week).

Of these, the clear majority (38.71%) hardly ever or never use a taxi rank.

The next largest percentage (22.58%) say they use a rank most days.

Of those who do use a rank, 19.35% use a rank less than once a month.

40.74% say they hardly ever or never use a mobile telephone to order a minicab.

56% say they never use an app to book a minicab. The next largest group (24%) say they use an app most days.

The majority of respondents (46.43%) indicated no preference in vehicle body type. 25% said they preferred a saloon.

The majority of respondents (58.06%) indicated that safety was most important to them when choosing a service. However, 45.16% chose price.

A slender majority of customers (51.72%) say they would not pay more to travel in an electric or zero emission vehicle. 20.69% said yes and the remainder were not sure.

A large majority (65.52%) think taxis should have a livery.

The number of people who think taxis should have door signs or not is broadly similar (48.28% for, 41.38% against).

The majority of people think minicabs should have door signs (65.52%).

An even number of people think vehicles should display the licence plate front and rear (46.43% for and against).

A large number of people think it is very important (25.93%) or quite important (40.74%) to be able to pay by card.

For those who do not want to pay by card, the biggest reason given (37.04%) was that they preferred using cash for such transactions.

64.29% of respondents think taxis and minicabs should have CCTV fitted. 17.86% say no.

Many people think the council or police or both should be in charge of CCTV in taxis (60.72%) and other responses (28.57%) included a few commenting the same.

The majority of people said no (42.86%), or were not sure about (28.57%), taxis and minicabs having Wi-Fi and charge points.

Most (64.29%) appeared to support the idea of permanently attached plates (survey question was unclear).

A clear majority (53.57%) would not pay more for vehicles providing WiFi and charge points.

Many thought vehicles should have an upper age limit (57.14%).

The average age selected was 6 years (but this takes in to account one suggestion of 1 year as the maximum age). The modal suggestion was 5 years.

Opinion was evenly split (44.44% for and 40.74% against) a maximum age for private hire vehicles.

Where an age was specified the modal suggestion was 10 years. The average was 7.5 years.

71.43% of respondents say vehicles should have fire extinguishers.

67.86% say vehicles should carry a first aid kit.

57.14% think vehicles should carry enough yellow vests for all passengers in the event of a breakdown.

There was a mixed response concerning wheelchair accessible vehicles. Many (46.43%) think there should be a fixed number of WAV's.

When asked how many there should be the largest suggestions by far (each with 30.77%) were for over 10% but less than 50%. WBC currently stands at 19%.

In answering the same question for minicabs, the same percentages (30.77%) were split between 0% and 25%. There are currently very few WAV's on the PHV circuit.

The majority said that vehicles should not have a minimum engine size (67.88%). Those who did state an engine size chose low values (1200cc/1500cc).

Most (60.71%) said that vehicles should have a minimum number of doors and that this should be 4/5. Where given the reason was safety/ease of access.

Given a choice and weather dependent most (42.86%) said they would prefer to travel in a taxi over minicabs and other forms of transport.

A large number (78.57%) said they would not consider travelling by electric bike.

A slight majority (46.43%) said they would not travel by on-demand bus. A significant number said they would (32.14%).

Nearly all (82.14%) said they would not use an electric scooter.

A large number (67.86%) said they would not travel by car-sharing scheme.

Of those who would consider using a sharing scheme nearly all would travel only with a work colleague or friend. Only 3.7% would travel with a stranger.

## **Summary – Trade (Taxi and Private Hire, drivers, proprietors and operators)**

The majority of respondents are licensed by Watford Borough Council (93.18%). The remainder are licensed in the Three Rivers District Council area.

7 respondents (15.91%) hold a Private Hire Operators licence. 37 do not.

There was a broad spread of experience in terms of number of years a licence has been held – ranging from 3 years to 50 years.

28 responses came from owners of taxis, 14 from owners of Private Hire Vehicles (PHV).

Approximately half (54.29%) of respondents who are hackney carriage drivers also work for private hire operators.

The majority (70%) do not do school contract work.

The modal age of vehicle age was 7-8 years. The next highest grouping was 5-6 years.

Distance travelled was reasonably split with high numbers saying they travelled between 100-200 miles or 250 – 500 miles. 17.95% said they travelled over 500 miles but less than 1000.

The average fuel spend was £100 per week.

Vehicle maintenance varied widely but averaged approximately £1200.

The biggest barrier for nearly all to buying a newer vehicle/upgrading was lack of work/can't afford to.

The majority would not (48.48%), or are not sure (33.33%), about driving electric vehicles.

The main reasons are range, cost and lack of charging infrastructure.

The majority worked from taxi ranks with most giving the station rank as the key place they work from.

56.25% said they felt taxis and minicabs should have CCTV fitted. 28.13% were not sure. Only 15.63% said no.

A slim majority (51.61%) said they accept work from an app. 19.35% of those who didn't said they would consider doing so in the future.

There was a mix of national and local app providers drivers used.

The vast majority (81.48%) of hackney carriage drivers arrange and accept their own bookings.

The majority of respondents said that hackney carriages should not have a livery (46.43%). 32.14% said they should and the remainder were unsure.

The reasons for not having a livery were varied, including expense, lack of work, risk of being a victim of crime and that other signs are sufficient.

The majority (58.62%) felt that vehicles should not have door signs.

Reasons given include – vehicles already have a roof sign and plate, damage to body work, takes up too much space.

If taxi vehicles did have signs, 67.86% think they should be magnetic.

A majority felt Private Hire Vehicle's (PHV's) should have door signs (48.28% for, 37.93% against). A few stated technology (text messaging and automatic ID) as a reason not to need door signs.

If PHVs do have door signs the majority (50%) think they should be magnetic.

A large majority (73.33%) think plates should be magnetically attached.

A large majority (83.33%) think plates should be displayed on the rear only. Only 10% support the idea of plates front and rear.

There was a broadly even split over whether or not hackney carriages should have a maximum age (42.86% for, 39.29% against).

If there is an age limit the age range varied greatly between 8 years and 20 years. The average was approximately 12 years. The modal was 10 years.

Most thought there should not be a maximum age for PHV's (42.86%).

If there were an age, the average was 12 years. The modal suggestion was 10 years.

The majority thought there should not be a minimum engine size (48.28%). Those who did think there should be a minimum was quite close to this at 41.38%.

For those who suggest a minimum engine size, the smallest was 1 litre (1 suggestion) but most opted for 1.6, 1.8 or 2 litre.

Most who disagree with a minimum engine size give a wide variety of reasons, including, cost, choice of vehicle being limited, technology and the power of smaller engines nowadays.

A large majority (71.43%) felt that vehicles should have a minimum of 4 or 5 doors.

A large majority (78.57%) said they felt the council should not licence autonomous vehicles (AV's) as and when they are available.

20% said they currently have CCTV in their vehicle, mostly citing safety, peace of mind and as a deterrent.

Those without CCTV cited cost, privacy, and lack of support even where CCTV captures an incident.

Some said their opinion could be changed if the cost was covered by the council.

The majority (62.96%) said they accepted credit and debit card payments.

Of those who do not, most said they did not have a machine and a few cited cost or the need for cash payments. Most would not change their minds about this.

65.38% said they thought vehicles should have fire extinguishers.

57.69% said they thought they should not carry first aid kits.

A large number (73.08%) said vehicles should not carry yellow vests for customers.

Most (53.85%) thought there should not be a fixed number of wheelchair accessible vehicles (WAV).

If there had to be a fixed number, the majority of those who answered (46.67%) said there should be between 10 and 25% of the hackney carriage fleet.

The majority (38.46%) thought that 10% or less of PHV's should be WAVs