

Halcrow has been commissioned by Chorley Borough Council to conduct a hackney carriage unmet demand survey. As part of this study we aim to collect information and views from both trades in order to ensure that we are fully aware of all relevant issues. We would be grateful therefore if you would take the time to complete the following questionnaire and return it to us in the freepost envelope provided. In order for us to incorporate your response in our report we need to receive your completed questionnaire form no later than **6th July 2012**

**1 GENERAL OPERATIONAL ISSUES**

1a Which of the following categories describe your involvement in the taxi market? (Please tick ALL appropriate)

Hackney Carriage Driver	<input type="checkbox"/>	1	Hackney Carriage Operator	<input type="checkbox"/>	3	Private Hire Car Driver	<input type="checkbox"/>	5
Hackney Carriage Vehicle Plate Owner	<input type="checkbox"/>	2	Private Hire Car Operator	<input type="checkbox"/>	4	Private Hire Car Plate Owner	<input type="checkbox"/>	6

1b How many years have you been involved with the Hackney/Private Hire Trade in Chorley Borough? (Please tick ONE only)

0 - 2 years	<input type="checkbox"/>	1	6 - 10 years	<input type="checkbox"/>	3	16 - 20 years	<input type="checkbox"/>	5
3 - 5 years	<input type="checkbox"/>	2	11 - 15 years	<input type="checkbox"/>	4	over 20 years	<input type="checkbox"/>	6

**IF YOU DRIVE A VEHICLE PLEASE ANSWER SECTION 2 AND 3 OTHERWISE GO STRAIGHT TO SECTION 4**

**2 DRIVING**

2a Which of the following vehicles do you drive most frequently? (Please tick ONE only)

Purpose Built Cab	<input type="checkbox"/>	1	Minibus/People carrier (Wheelchair accessible)	<input type="checkbox"/>	3
Saloon car	<input type="checkbox"/>	2	Minibus/People carrier (Not wheelchair accessible)	<input type="checkbox"/>	4

2b How many hours do you work in a TYPICAL WEEK?

2c Approximately how many hours do you drive during the following times of the day during a TYPICAL WEEK?

(Please enter hours in the relevant boxes. This should add up to the total number of hours you work in a typical week.)

	MON	TUES	WED	THURS	FRI	SAT	SUN
Day 0600-1800							
Night 1800-0600							

2d Do you subscribe to a radio circuit? Yes ☐ 1 No ☐ 2

2e Typically how many times a week do you carry wheelchair bound passengers? (Please tick ONE only)

Never	<input type="checkbox"/>	1	6 to 10	<input type="checkbox"/>	3	more than 20	<input type="checkbox"/>	5
1 to 5	<input type="checkbox"/>	2	11 to 20	<input type="checkbox"/>	4			

**3 SAFETY AND SECURITY**

3a Have you been attacked by a passenger within the last year? (please tick ALL that are appropriate)

Physically attacked	<input type="checkbox"/>	1	Verbally attacked	<input type="checkbox"/>	2	Not attacked	<input type="checkbox"/>	3
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3b Do you feel safe whilst working as a taxi driver in the Borough of Chorley? (Please tick ONE only)

Yes all of the time	<input type="checkbox"/>	1	Some of the time	<input type="checkbox"/>	2	None of the time	<input type="checkbox"/>	3
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3c If you feel unsafe at any time is this: (please tick ALL that are appropriate)

In the daytime	<input type="checkbox"/>	1	In certain areas	<input type="checkbox"/>	3
At night time	<input type="checkbox"/>	2	Please specify areas	<input type="text"/>	

**4 RANKS**

4a Do you believe there is sufficient rank space available for hackneys to use in Chorley Borough?(Please choose ONE only)

Yes  1 No  2

4b Are there any areas in Chorley Borough where you consider there should be new hackney carriage ranks?

Yes  1 No  2

If Yes to 4b, please specify where any new ranks should be. (Please be specific and use BLOCK CAPITALS)

Road Name: \_\_\_\_\_ Area: \_\_\_\_\_

4c Are there any ranks in Chorley Borough that you consider should be longer / have more spaces?(Please tick ONE only)

Yes  1 No  2

If Yes to 4c, please specify which ranks should be longer. (Please be specific and use BLOCK CAPITALS).

Road Name: \_\_\_\_\_ Area: \_\_\_\_\_

4d If a rank was provided at the following locations, would you use it? (Tick not applicable if you are not a hackney carriage driver)

<b>Chorley Station</b>	Yes	<input type="text"/> 1	No	<input type="text"/> 2	Don't know	<input type="text"/> 3	Not Applicable	<input type="text"/> 4
<b>Adlington Station / Village</b>	Yes	<input type="text"/> 1	No	<input type="text"/> 2	Don't know	<input type="text"/> 3	Not Applicable	<input type="text"/> 4
<b>Buckshaw Parkway / Village</b>	Yes	<input type="text"/> 1	No	<input type="text"/> 2	Don't know	<input type="text"/> 3	Not Applicable	<input type="text"/> 4
<b>Euxton Station / Village</b>	Yes	<input type="text"/> 1	No	<input type="text"/> 2	Don't know	<input type="text"/> 3	Not Applicable	<input type="text"/> 4
<b>Croston Station / Village</b>	Yes	<input type="text"/> 1	No	<input type="text"/> 2	Don't know	<input type="text"/> 3	Not Applicable	<input type="text"/> 4
<b>Chorley Hospital</b>	Yes	<input type="text"/> 1	No	<input type="text"/> 2	Don't know	<input type="text"/> 3	Not Applicable	<input type="text"/> 4
<b>Eccleston Village</b>	Yes	<input type="text"/> 1	No	<input type="text"/> 2	Don't know	<input type="text"/> 3	Not Applicable	<input type="text"/> 4

If No, why not? \_\_\_\_\_

**5 FARES**

5a Which of the following statements do you agree with: (Please tick ONE only)

Hackney carriage fares are too high	<input type="text"/> 1	Hackney carriage fares are about right	<input type="text"/> 3
Hackney carriage fares are too low	<input type="text"/> 2	None of the above/ no opinion	<input type="text"/> 4

5b How often do you think the hackney carriage fare tariff should be increased?

Annually  1 Every 2 years  2 In line with fuel prices  3 Other (please state) \_\_\_\_\_ 4

**6 VEHICLES**

6a The current hackney carriage licence conditions requires licensed vehicles to pass a 6 monthly mechanical test set by the Council. There are no vehicle age limits. Do you consider this to be:

Satisfactory  1 Unsatisfactory  2

If Unsatisfactory, please provide your reasons in the box below

6b The current private hire licence conditions requires licensed vehicles to pass a 6 monthly mechanical test set by the Council. There are no vehicle age limits. Do you consider this to be:

Satisfactory  1 Unsatisfactory  2

If Unsatisfactory, please provide your reasons in the box below

7 **TRAINING**

- 7a Before being granted a driving licence, all new applicants are required to pass the Driving Standards Agency practical test. If the application is for a wheelchair accessible vehicle applicants are required to pass the DSA enhanced test. Do you consider this to be:

Satisfactory  Unsatisfactory

If Unsatisfactory, please provide your reasons in the box below

8 **TAXI MARKET IN CHORLEY BOROUGH**

- 8a Do you consider there to be sufficient hackney carriages to meet the current level of demand in Chorley Borough?  
(Please tick ONE per area only)

	Yes, there are too many	Yes, there are generally sufficient	No, not during all periods of the day	Don't Know
Chorley Centre	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
Borough (outer areas)	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>

- 8b If no, when are more hackney carriages required? (Please tick one)

During the daytime  During the evening / night  All day and night

- 8c What size hackney carriage fleet do you consider Chorley Borough should have? There are currently 36.

hackney carriages

- 8d Do you think Chorley Borough Council should remove its numerical limit on the number of hackney vehicle licences and allow market forces to determine the number of hackney carriages?

Yes  No  No Opinion

- 8e Some of Chorley Borough Council's neighbouring authorities have chosen to remove the numerical limit on the number of hackney vehicle licences. To what extent do you believe this has impacted on the hackney carriage market in Chorley?

Very Positive Impact	Positive Impact	Neither Positive nor Negative	Negative Impact	Very Negative Impact
<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>

If negative or very negative please provide the reasons you believe this is the case in the box below

- 8f If Chorley Borough Council removed the limit on the number of hackney carriages, what do you think would happen to each of the following in Chorley? (please tick ONE box on each row)

	Increase	No effect	Decrease
Traffic congestion	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Fares	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Passenger Waiting time at hackney ranks	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Passenger waiting time when flagging hackneys	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Passenger waiting time when pre booked by telephone	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Hackney Vehicle Quality	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Private Hire Vehicle Quality	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Effectiveness of Enforcement	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Illegal plying for hire - private hire	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Illegal plying for hire -unlicensed vehicles	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Over ranking	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Customer satisfaction	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>

Please respond to the following statements by indicating the extent to which you agree/disagree, please be as specific as you can, continue on a separate sheet if necessary.

8g **"There is not enough work to support the current number of hackney carriages"**

(Circle the number under the response you agree with most)  
Please explain your response in the box below (use block capitals)

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	2	3	4	5

8h **"I have been affected by vehicles from neighbouring authorities working within Chorley Borough"**

(Circle the number under the response you agree with most)  
Please explain your response in the box below (use block capitals)

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	2	3	4	5

8i **"Removing the limit on the number of hackney carriages in Chorley would benefit the public by reducing waiting times at ranks"**

(Circle the number under the response you agree with most)  
Please explain your response (use block capitals)

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	2	3	4	5

8j **"There are special circumstances in Chorley that make the retention of the numerical limit essential"**

(Circle the number under the response you agree with most)  
Please explain your response (use block capitals)

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	2	3	4	5

8k **If the authority removed the numerical limit the effect on me would be** (Please tick as appropriate)

- |   |                            |   |                            |
|---|----------------------------|---|----------------------------|
| I would continue as normal (no change)                | <input type="checkbox"/> 1 | I would expect to work more hours           | <input type="checkbox"/> 2 |
| I would expect to work fewer hours                    | <input type="checkbox"/> 3 | I would acquire a hackney vehicle licence   | <input type="checkbox"/> 4 |
| I would acquire more than one hackney vehicle licence | <input type="checkbox"/> 5 | I would switch from hackney to private hire | <input type="checkbox"/> 6 |
| I would switch from private hire to hackney           | <input type="checkbox"/> 7 | I would leave the trade                     | <input type="checkbox"/> 8 |
| Other (please tick and specify below)                 | <input type="checkbox"/> 9 |   |                            |

\_\_\_\_\_

Many thanks for your time in completing this questionnaire.  
Please return in the pre-paid envelope by 6th July 2012

## Technical note

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**Project** Chorley Unmet Demand Study 2012  
**Subject** Trade Survey Results  
**Author** Katie Dixon/Pam Murray

**Date** 04 August 2012  
**Ref** GTXCHO000

### 1 Introduction

A hackney carriage 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

The survey was conducted through a self completion questionnaire. These were sent to 281 licensed hackney carriage and private hire operators. A total of 42 questionnaire forms were completed and returned, giving a response rate of around 14.95%, a typical 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

The responses 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	23	54.8
Private Hire Trade	19	45.2
<b>Total</b>	<b>42</b>	<b>100.0</b>

It should be noted that 3 (13.0%) of the 23 hackney respondents were also private hire car drivers.

Both trades were asked how long they have been involved in the taxi trade in Chorley Borough. The results in Table 3.2 below show for the hackney carriage trade, almost a half (47.8%) had been involved for between 6-10 years. Of the private hire respondents the majority (61.2%) had been involved in the trade for over 10 years.

**Table 3.2 Involvement in the taxi trade in Chorley Borough**

Years	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
0-2	2	8.7	1	5.6
3-5	4	17.4	3	16.7
6-10	11	47.8	3	16.7
11-15	1	4.3	5	27.8
16-20	1	4.3	1	5.6
Over 20	4	17.4	5	27.8
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>

## 4 Driving

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**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Purpose built cab	2	9.5	0	0.0
Saloon car	15	71.4	16	84.2
Minibus/People carrier (wheelchair accessible)	4	19.0	1	5.3
Minibus/People carrier (not wheelchair accessible)	0	0.0	2	10.5
<b>Total</b>	<b>21</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

Respondents were asked the average number of hours they worked in a typical week. The hackney carriage trade stated they worked on average 45.26 hours per week, whilst the private hire trade stated they worked on average 43.84 hours per week.

Respondents were asked to state how many hours they worked at different times of day during a typical week. Table 4.2 documents the average hours worked during the daytime period (0600 – 1800) for each day of the week. It must be noted that the figures given by respondents for the different time periods did not necessarily total the figure they provided for an average week. The results must also be treated with caution due to the relatively low response rate for this question. On average, it shows that the private hire trade work more hours than the hackney carriage trade during the day.

**Table 4.2 Average daytime hours worked**

	Hackney Trade		Private Hire Trade	
	Weekday	Weekend	Weekday	Weekend
Minimum	3	2	3	5
Average (mean)	5.61	4.83	6.91	7.00
Maximum	8	8	10	10

Table 4.3 shows the average number of hours worked during the evening/night period (1800-0600). During the night time period both hackney carriage and private hire trades worked more hours at the weekend than during the week.

**Table 4.3 Average night time hours worked**

	Hackney Trade		Private Hire Trade	
	Weekday	Weekend	Weekday	Weekend
Minimum	2	3	4	2
Average (mean)	3.58	6.15	6.21	7.73
Maximum	8	12	10	12

Table 4.4 indicates the proportion of the trade who subscribe to a radio circuit. A quarter of hackney carriage respondents subscribe to a radio circuit, while 59% of private hire trade respondents did so.

**Table 4.4 Do you subscribe to a radio circuit?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes	5	25.0	10	58.8
No	15	75.0	7	41.2
<b>Total</b>	<b>20</b>	<b>100.0</b>	<b>17</b>	<b>100.0</b>

Respondents were asked to state the number of times they carry wheelchair bound passengers on a weekly basis, Table 4.5 shows the results. Over three quarters (77.8%) of private hire respondents stated that they never carry wheelchair bound passengers in comparison to two thirds (66.7%) of hackney carriage respondents.

**Table 4.5** Frequency of transport of wheelchair bound passengers

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Never	14	66.7	14	77.8
1 to 5	5	23.8	4	22.2
6 to 10	0	0.0	0	0.0
11 to 20	2	9.5	0	0.0
More than 20	0	0.0	0	0.0
<b>Total</b>	<b>21</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>

## 5 Safety and Security

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 Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Physically attacked	4	17.4	3	15.8
Verbally attacked	17	73.9	12	63.2
Not attacked	6	26.1	6	31.6

Some 17.4% of the hackney carriage trade and 15.8% of the private hire trade have been physically attacked within the last twelve months, with 73.9% and 63.2% respectively being verbally attacked. Some 26.1% of the hackney carriage trade and 31.6% of the private hire trade have not been attacked in the last twelve months.

The trade were asked if they felt safe whilst working as a taxi driver in Chorley Borough, 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 Chorley Borough?

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes, all of the time	0	0.0	4	21.1
Some of the time	21	95.5	15	78.9
None of the time	1	4.5	0	0.0
<b>Total</b>	<b>22</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>



The majority of hackney carriage and private hire respondents felt safe most of the time, (95.5% and 78.9%). No hackney respondents felt safe all of the time and 1 hackney respondent did not feel safe any of the time.

Those respondents who felt unsafe working in Chorley Borough were then asked when they felt unsafe. The results are outlined below in Table 5.3. Of those that did feel unsafe working in Chorley, 18.2% of the hackney carriage respondents and 26.3% of private hire respondents stated that they felt unsafe whilst working at night in Chorley Borough. Some 27.3% of hackney carriage respondents and 26.3% of the private hire respondents felt unsafe working in certain areas of Chorley. The area suggested as being unsafe was the town centre.

**Table 5.3 When do you feel unsafe working in Chorley Borough? (multiple responses)**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Daytime	0	0.0	0	0.0
Night time	4	18.2	5	26.3
In certain areas	6	27.3	5	26.3

## 6 Ranks

Members of both trades were asked whether they believe there is sufficient rank space in Chorley. As shown in Table 6.1, almost two thirds (63.6%) of the hackney carriage and private hire trade (63.2%) did not feel there was enough rank space in Chorley Borough.

**Table 6.1 Sufficient rank space available for hackneys in Chorley Borough?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes	8	36.4	7	36.8
No	14	63.6	12	63.2
<b>Total</b>	<b>22</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

Table 6.2 shows that 21.7% of the hackney carriage trade respondents and 38.9% of the private hire trade respondents stated that there are areas in the borough where there should be new hackney carriage ranks. The trade were asked whether there were any areas where a new rank should be located. The most frequent suggestion was Chorley railway station. Other suggestions included: Church Street, Market Street, Balshaw Lane, Chorley Hospital, St Georges Street and generally in the Town Centre.

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

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes	5	21.7	7	38.9
No	18	78.3	11	61.1
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>

Respondents were also asked if any existing ranks should be extended. Some 68% of the hackney carriage trade felt this was necessary, compared to just under 40% of the private hire trade. The majority of respondents stated the High Street rank needed extending (18), 2 respondents stated the rail station rank and another the Market Street Rank.

**Table 6.3 Are there any ranks which should be extended?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes	15	68.2	7	38.9
No	7	31.8	11	61.1
<b>Total</b>	<b>22</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>

Respondents were asked if there was a rank at a number of locations would they use it. The results for the hackney respondents are shown in Table 6.4. (Private hire responses are not included here as ranking is not relevant to private hire, though approximately 30% of private hire respondents stated they would use ranks in each of the locations.) If respondents stated they would not use ranks in the suggested locations they were asked to specify why not. Reasons cited included; lack of work, not needed and private hire work.

**Table 6.4 Would you use ranks in these locations? (Hackneys)**

	Yes	No	Don't Know	Not Applicable
Chorley Station	18	1	3	1
Adlington Station / Village	1	10	4	1
Buckshaw Station / Village	1	10	4	1
Euxton Station / Village	1	10	4	1
Croston Station / Village	0	11	3	1
Chorley Hospital	2	10	3	1
Eccleston Village	1	10	3	1

## 7 Fares

Members of both trades were asked for their opinions regarding the current level of hackney carriage fares. Table 7.1 indicates the responses. The majority of hackney carriage respondents (95.7%) considered hackney carriage fares to be 'about right'. Of the private hire respondents, some 42.1% believe they are too low with 26.3% believing they are 'about right'.

Respondents were then asked when they thought the fare tariff should be increased. The results are shown in Table 7.2. The results indicate the majority of the private hire trade believe fares should be increased in line with fuel prices. While the hackney carriage trade were split with 43.5% believing fares should be increased annually and 43.5% every two years.

**Table 7.1 Opinions relating to hackney carriage fares**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Too high	0	0.0	2	10.5
Too low	0	0.0	8	42.1
About right	22	95.7	5	26.3
None/no opinion	1	4.3	4	21.1
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

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

Years	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Annually	10	43.5	4	22.2
Every 2 years	10	43.5	3	16.7
In line with fuel prices	3	13	11	61.1
Other	0	0.0	0	0.0
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>

## 8 Vehicle Conditions

The trade were asked their opinion on the current hackney carriage and private hire vehicle testing conditions. The current hackney carriage and private hire conditions require licensed vehicles to pass a 6 monthly mechanical test set by the Council and there are no vehicle age limits. Respondents were asked if this was satisfactory or unsatisfactory for hackney carriages and private hire vehicles. The results are shown in Tables 8.1 and 8.2.

**Table 8.1 Hackney carriage vehicle conditions**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Satisfactory	22	95.7	18	94.7
Unsatisfactory	1	4.3	1	5.3
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

Just one hackney carriage and one private hire respondent felt the hackney carriage conditions were unsatisfactory. The comments provided stated that there should be an age limit for hackney carriage vehicles with one respondent suggesting ten years. When considering the private hire vehicle conditions, three respondents believed they were unsatisfactory. Comments again included the need for an age limit with ten years being suggested. A further comment was that if brand new cars are licensed the MOT style testing every six months for the first two years is not justified.

**Table 8.2 Private hire vehicle conditions**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Satisfactory	17	94.4	17	89.5
Unsatisfactory	1	5.6	2	10.5
<b>Total</b>	<b>18</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

## 9 Training

Before being granted a driving licence all new applicants are required to pass the Driving Standards Agency practical test. An enhanced test is required if the application is to drive a wheelchair accessible vehicle. Both trades were asked whether they felt sufficient driver training was in place before being granted a licence. The results are shown in Table 9.1 and show the majority of the hackney carriage and private hire trades believe the training required is satisfactory.

**Table 9.1 Driver training**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Satisfactory	20	87.0	12	63.2
Unsatisfactory	3	13.0	7	36.8
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

Those respondents who felt the training was not satisfactory made the following comments:

- Training not required.
- I have already passed a standard UK driving test and should not need to do another practical test.
- I have already done a practical test to get my UK driving licence.
- Training is good for wheelchair customers, but otherwise is the same as for a car.
- Better knowledge test required.

## 10 Taxi Market in Chorley

Members of both trades were asked whether they consider there are sufficient hackney carriages to meet the current level of demand in Chorley, both in the town centre and in the outer areas of the borough. Table 10.1 and 10.2 summarises the responses.

**Table 10.1 Sufficient hackney carriages to meet the current level of demand in Chorley Town Centre?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes, too many	12	52.2	6	31.6
Yes, sufficient	8	34.8	3	15.8
No, not during all periods of the day	3	13.0	9	47.4
Don't know	0	0.0	1	5.3
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

**Table 10.2 Sufficient hackney carriages to meet the current level of demand across the Borough (outer areas)?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes, too many	7	36.8	2	11.8
Yes, sufficient	8	42.1	4	23.5
No, not during all periods of the day	1	5.3	9	52.9
Don't know	3	15.8	2	11.8
<b>Total</b>	<b>19</b>	<b>100.0</b>	<b>17</b>	<b>100.0</b>

Over half of hackney carriage respondents believe there are too many hackney carriages in Chorley Town Centre, whereas almost a half of private hire respondents believe there are not sufficient hackney carriages available at all times of day. When considering the outer areas of the borough, the results show

that the hackney trade believed there were sufficient or too many vehicles (78.9%), while over a half of private hire respondents believed there were not sufficient during all periods of the day.

Those respondents who 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 10.3 and show that the majority of respondents to this question believed that more hackney carriages were required during all day and night.

**Table 10.3 When are more hackney carriages required in Chorley?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
During the daytime	0	0.0	2	20.0
During the evening/night	0	0.0	2	20.0
All day and night	2	100.0	6	60.0
<b>Total</b>	<b>2</b>	<b>100.0</b>	<b>10</b>	<b>100.0</b>

All respondents were asked to state how many hackney carriages there should be in the fleet in the Chorley Borough. The results are detailed in Table 10.4. Of those who responded, 50% of the hackney carriage trade and 23% of the private hire trade felt that the hackney carriage fleet size should be less than 36. The average size of hackney carriage fleet considered for the Chorley was 36 for the hackney carriage trade compared with 41 (with a further 5 stating deregulate/unlimited) cited by the private hire trade.

**Table 10.4 Opinion on ideal hackney carriage fleet size in Chorley**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Under 36	9	50.0	3	23.1
36	6	33.3	1	7.7
Over 36	3	16.7	9	69.2
<b>Total</b>	<b>18</b>	<b>100.0</b>	<b>13</b>	<b>100.0</b>

All respondents were asked to state whether they thought that Chorley Borough Council should remove the numerical limit on the number of hackney carriage vehicles. The responses are detailed in Table 10.5. The majority of respondents from the hackney carriage trade (91.3%) felt that the numerical limit should not be removed in Chorley. In contrast 63.2% of the private hire respondents were of the opinion the limit should be removed.

**Table 10.5 Opinion on removing the limit on the number of hackney licences**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Yes	2	8.7	12	63.2
No	21	91.3	4	21.1
No opinion	0	0.0	3	15.8
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

Some of Chorley Borough Council's neighbouring authorities have removed the numerical limit on the number of hackney carriage vehicle licences. Respondents were asked to what extent they believe this had impacted on the hackney carriage market in Chorley. The results are shown in Table 10.6. The results show that 47.8% of the hackney carriage and 52.6% of the private hire respondents feel the policy of neighbouring authorities has had a negative or very negative impact on the hackney carriage market in Chorley. Respondents were asked to provide the reasons why they believed there had been a negative impact. The comments given by respondents included:

- Increased competition has caused price wars
- There is no longer enough work, a lack of rank space and working more hours
- Ranks full
- Same expense but earnings have been reduced
- More vehicles are coming into the Borough
- They are taking our work
- More Chorley plates are required / There should not be a limit in Chorley

**Table 10.6 Impact of neighbouring authorities licensing policy**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Very Positive Impact	2	8.7	3	15.8
Positive Impact	0	0.0	2	10.5
Neither Positive nor Negative Impact	10	43.5	4	21.1
Negative Impact	7	30.4	7	36.8
Very Negative Impact	4	17.4	3	15.8
<b>Total</b>	<b>23</b>	<b>100.0</b>	<b>19</b>	<b>100.0</b>

Views were sought from respondents regarding the likely impact on a series of factors if Chorley Borough Council were to remove the limit on hackney carriage licences. The findings are summarised below and presented in Table 10.7.

### *Traffic Congestion*

If the limit were to be removed some 81.8% of the hackney carriage trade believe congestion would increase, whereas 73.7% of the private hire trade felt that there would be no effect on congestion in Chorley.

### *Fares*

Some 81.8% of the hackney carriage trade and 57.9% of the private hire trade felt that any removal of the numerical limit on hackney carriages would have no impact on fares.

**Table 10.7 Opinions relating to the impact of de-restriction**

	Hackney Trade			Private Hire Trade		
	Inc.	No Effect	Dec.	Inc.	No Effect	Dec.
Traffic congestion	81.8	18.2	0.0	21.1	73.7	5.3
Fares	0.0	81.8	18.2	10.5	57.9	31.6
Passenger waiting time at hackney ranks	4.8	76.2	19.0	10.5	5.3	84.2
Passenger waiting time when flagging hackneys	5.0	80.0	15.0	10.5	15.8	73.7
Passenger waiting time when pre-booked by phone	11.1	66.7	22.2	10.5	36.8	52.6
Hackney vehicle quality	0.0	26.3	73.7	26.3	63.2	10.5
Private hire vehicle quality	5.2	47.4	47.4	36.8	52.6	10.5
Effectiveness of enforcement	5.5	38.9	55.6	22.2	61.1	16.7
Illegal plying for hire – private hire	22.2	66.7	11.1	21.1	15.8	63.2
Illegal plying for hire – unlicensed vehicles	47.4	42.1	10.5	26.3	15.8	57.9
Over ranking	85.7	9.5	4.8	42.1	42.1	15.8
Customer satisfaction	9.5	42.9	47.6	63.2	10.5	26.3



### *Passenger Waiting Times*

The majority of hackney carriage trade respondents felt that the removal of the limit on the number of licences in Chorley would have no effect on the passenger waiting times at ranks, by flag down or by telephone. In contrast the majority of private hire respondents felt passenger waiting times would reduce at ranks, by flag down and by telephone booking.

### *Vehicle Quality*

When asked about vehicle quality, the hackney carriage trade felt that the removal of the limit would have a negative impact on quality of hackney carriage, but were divided on their opinion on the quality of private hire vehicles. However, the private hire trade felt that vehicle quality would be unaffected.

### *Effectiveness of Enforcement*

Some 55.6% of the hackney carriage trade felt that the removal of the limit on the number of hackney licences would have a negative impact on the effectiveness of enforcement in Chorley. Just 16.7% of the private hire trade agreed that this would be the case, whilst the majority (61.1%) felt that there would be no impact.

### *Illegal Plying for Hire*

The private hire trade respondents felt removing the numerical limit on the number of hackney licences would reduce the amount of illegal plying by private hire vehicles and unlicensed vehicles. In contrast the hackney carriage trade felt that there would be no effect on plying by private hire vehicles and were divided on plying by unlicensed vehicles with 47.4% believing this would increase and 42.1% believing there would be no effect.

### *Over Ranking*

It was felt by the hackney carriage trade that over ranking would increase as a result of removing the limit on the number of hackney licences. The private hire respondents were divided with 42.1% believing this would increase and 42.1% believing there would be no effect.

### *Customer Satisfaction*

The majority of the hackney carriage trade felt that customer satisfaction would decrease (47.6%) as a result of the limit being removed, whilst 63.2% of the private hire trade felt that it would increase.

All respondents were asked their response to 'There is not enough work to support the current number of hackney carriages'. The results in Table 10.8 show that 47.6% of hackney carriage respondents strongly agree or agree with the statement that there is not enough work to support the current number of hackney carriages. In contrast 55.5% of the private hire respondents disagreed or strongly disagreed.

**Table 10.8 Opinion of 'There is not enough work to support the current number of hackney carriages'?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Strongly disagree	4	19.0	6	33.3
Disagree	3	14.3	4	22.2
Neither agree or disagree	4	19.0	4	22.2
Agree	2	9.5	2	11.1
Strongly agree	8	38.1	2	11.1
<b>Total</b>	<b>21</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>

Some of the most common responses agreeing with the statement included:

- Drivers wait hours to get a fare
- More vehicles will reduce driver earnings
- The recession has badly effected the trade in Chorley
- People can easily get a taxi at all times of day
- There is no space on the ranks

There were also comments disagreeing with the statement and these included:

- There is plenty of work out there if you want it
- Some passengers have to wait for hackneys
- Private hires often take bookings picking up near the hackney ranks at peak times showing there is demand
- If the hackney drivers were not making any money they would not be there

The survey then asked opinions of the following statement; 'I have been affected by vehicles from neighbouring authorities working within Chorley Borough'. The results in Table 10.9 show that 61.1% of private hire respondents strongly agreed or agreed that they have been affected by vehicles from neighbouring authorities working within Chorley Borough. Just over a third (36.4%) of hackney carriage respondents agreed this was the case.

**Table 10.9 Opinion on 'I have been affected by vehicles from neighbouring authorities working within Chorley Borough'**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Strongly disagree	4	18.2	5	27.8
Disagree	1	4.5	0	0.0
Neither agree or disagree	9	40.9	2	11.1
Agree	4	18.2	4	22.2
Strongly agree	4	18.2	7	38.9
<b>Total</b>	<b>22</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>

Some of the most common responses agreeing with the statement included:

- Drivers are coming in from other areas and taking our fares
- Hackneys from other boroughs are working in Chorley
- People come into Chorley for work and we can't stop it
- More seem to be picking up fares in the Chorley area.
- Since the hackney carriage rule changed we see Rossendale and Wigan plates in Chorley

There were also comments disagreeing with the statement and these included:

- Never been affected by this
- Never spotted other drivers coming into Chorley for work, there isn't enough work for Chorley drivers already.
- Vehicles in neighbouring authorities are too busy to affect our work.
- Never had any problems with Borough taxis
- Although vehicles licensed in other areas have been seen in Chorley they are always undertaking school contracts or a legal telephone booking, not plying.

The survey then asked opinions of the following statement; 'Removing the limit on the number of hackney carriages in Chorley would benefit the public by reducing waiting times at ranks'. The results in Table 10.10 show that 81.8% of hackney carriage drivers strongly disagreed or disagreed that removing the limit on the number of hackney carriages in Chorley would reduce the public waiting times at ranks, compared with just 16.7% of private hire respondents.

Some of the most common responses disagreeing with the statement included:

- Hackneys have the waiting time not customers
- There is never a queue of customers even at a weekend

- Passengers have had no waiting time in years
- Current number of taxis not fully utilised
- There are enough taxis
- Taxis wait for passengers

**Table 10.10 Opinion of 'Removing the limit on the number of hackney carriages Chorley would benefit the public by reducing waiting times at ranks'?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Strongly disagree	13	59.1	2	11.1
Disagree	5	22.7	1	5.6
Neither agree or disagree	0	0.0	3	16.7
Agree	0	0.0	6	33.3
Strongly agree	4	18.2	6	33.3
<b>Total</b>	<b>22</b>	<b>100.0</b>	<b>18</b>	<b>100.0</b>

Comments agreeing with the statement included:

- 36 hackneys is not enough at peak times
- It would benefit customers as they want a taxi asap
- It would reduce waiting times on weekends
- The only people to lose out would be those who have paid large amounts of money to transfer licences, not customers.

The survey then asked opinions of the following statement; 'There are special circumstances in Chorley that make the retention of the numerical limit essential'. The results in Table 10.11 show that 54.5% of the hackney carriage trade agree or strongly agree that there are special circumstances in Chorley that make the retention of a numerical limit essential, compared with 6.3% of private hire respondents.

**Table 10.11 Opinion of 'There are special circumstances in Chorley that make the retention of the numerical limit essential'?**

	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
Strongly disagree	3	13.6	7	43.8
Disagree	1	4.5	2	12.5
Neither agree or disagree	6	27.3	6	37.5
Agree	3	13.6	1	6.3
Strongly agree	9	40.9	0	0.0
<b>Total</b>	<b>22</b>	<b>100.0</b>	<b>16</b>	<b>100.0</b>

Some of the most common responses agreeing with the statement include:

- Because Chorley is small more taxis would be devastating
- Chorley is a ghost town since the recession with shops and pubs closing down
- More taxis would cause congestion and parking problems
- Needed to keep things in control like quality of service

Other comments disagreed with the statement including:

- There is no strong reason, there are many more reasons to remove the limit
- What special circumstances
- Small hackney fleet is only benefiting plate owners not the people of Chorley
- Pandering to owner drivers is not in the public interest

Finally the trade were asked what effect they thought it would have on them if the authority removed the numerical limit on hackney carriages. The results shown in Table 10.12 indicate that 47.8% of hackney carriage responses cited they would work longer hours and 60.9% claim they would leave the trade. Some 68.4% of private hire drivers said they would switch from private hire to hackney carriage. Other comments cited include "I would wait and decide according to the situation at the time" and "already struggling to pay bills so I would leave the trade".

**Table 10.12 Effect on the trade if the numerical limit was removed (multiple responses)**

Effect of removing the limit	Hackney Trade		Private Hire Trade	
	Frequency	Percentage	Frequency	Percentage
No change	6	26.1	6	31.6
Work more hours	11	47.8	4	21.1
Work fewer hours	1	4.3	3	15.8
Acquire a hackney vehicle licence	1	4.3	10	52.6
Acquire more than one hackney vehicle licence	0	0.0	4	21.1
Switch from hackney to private	0	0.0	0	0.0
Switch from private to hackney	0	0.0	13	68.4
Leave the trade	14	60.9	1	5.3
Other	2	8.7	0	0.0