

Q1: Have you used a taxi in the last 3 months in the Bolton area?	Bolton	
Yes	119	56%
No	92	44%
Total	211	100%

Q2: How often do you use a taxi within this area?	Bolton	
3 OR MORE TIMES WEEKLY	19	9%
ONCE OR TWICE WEEKLY	37	18%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	13	6%
ONCE OR TWICE MONTHLY	41	19%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	12	6%
ONCE OR TWICE YEARLY	31	15%
NEVER	58	27%
Total	211	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month	2.9
---	------------

Q3a. How do you normally get a taxi within this area?	Bolton	
TELEPHONE	99	48%
AT A RANK	66	32%
AN APP	30	15%
HAILING ON STREET	5	2%
FREEPHONE	5	2%
OTHER	0	0%
Total	205	100%

Q4: If you book a taxi by phone, which 3 companies do you call most often?	Bolton	
METRO	77	42%
1ST CALL	24	13%
YELLOW CABS	20	11%
SD CARS	17	9%
UBER	14	8%
HASLAM TAXIS	5	3%
ORBIT	5	3%
PAL CARS	4	2%
UNION	4	2%
ADAMS	3	2%
STAR CABS	3	2%
COOPERS TAXIS	2	1%
MORRISONS FREEPHONE	2	1%
HEATON TAXIS	1	1%
TEN TEN	1	1%
WHITE LINE	1	1%
5 STAR	1	1%
Total	184	100%

Q5: If you used an app or website, which one did you use?	Bolton	
UBER	30	81%
METRO	6	16%
ORBIT	1	3%
Total	37	100%

Q6. How often do you use a hackney carriage in the Bolton Council area?	Bolton	
3 OR MORE TIMES WEEKLY	4	3%
ONCE OR TWICE WEEKLY	15	10%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	9	6%
ONCE OR TWICE MONTHLY	20	14%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	5	3%
ONCE OR TWICE YEARLY	22	15%
I can't remember when I last used a hackney carriage	68	46%
I can't remember seeing a hackney carriage in the area	5	3%
Total	148	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month, hcv	1.2
--	------------

Q7a. Which ranks are you aware of within the Bolton Council area?	Bolton	
BOLTON INTERCHANGE	44	35%
BOLTON STATION	12	10%
BRADSHAWGATE	41	33%
BOLTON TOWN HALL	4	3%
VICTORIA SQUARE	7	6%
OCTAGON THEATRE	3	2%
HOWELL CROFT	2	2%
BOLTON MARKET	3	2%
BLACKHORSE STREET	2	2%
SPA ROAD	2	2%
KNOWSLEY STREET	2	2%
BRIDGE STREET	1	1%
NELSON STREET	1	1%
Total	124	100%

Q7b. If you are aware of a rank in the Bolton Council area, please tell us if you use it?	Bolton	
Use	91	73%
Don't Use	33	27%
Total	124	100%

Q8. If you would not use a rank for a specific reason, please tell us why?	Bolton	
SAFETY	1	50%
TOO EXPENSIVE	1	50%
Total	2	100%

Q9a. For your most recent trip by taxi, how would you rate the Standard of Vehicle Cleanliness?	Bolton	
Very poor	0	0%
Poor	0	0%
Average	8	11%
Good	33	46%
Very good	30	42%
Total	71	100%

Q9b. For your most recent trip by taxi, how would you rate the State of Vehicle Repair?	Bolton	
Very poor	0	0%
Poor	0	0%
Average	8	11%
Good	28	39%
Very good	35	49%
Total	71	100%

Q9c. For your most recent trip by taxi, how would you rate the State of Driver Behaviour?	Bolton	
Very poor	0	0%
Poor	0	0%
Average	8	11%
Good	30	42%
Very good	33	46%
Total	71	100%

Q9d. For your most recent trip by taxi, how would you rate the State of Driver Appearance?	Bolton	
Very poor	0	0%
Poor	1	1%
Average	9	13%
Good	34	48%
Very good	27	38%
Total	71	100%

Q9e. For your most recent trip by taxi, how would you rate the Standard of Driver Hygiene?	Bolton	
Very poor	0	0%
Poor	0	0%
Average	12	17%
Good	32	45%
Very good	27	38%
Total	71	100%

Q9f. For your most recent trip by taxi, how would you rate the Standard of Driver Professionalism?	Bolton	
Very poor	0	0%
Poor	0	0%
Average	9	13%
Good	33	46%
Very good	29	41%
Total	71	100%

Q9g. For your most recent trip by taxi, how would you rate the Standard of Driver Knowledge of the Area?	Bolton	
Very poor	0	0%
Poor	1	1%
Average	4	6%
Good	26	37%
Very good	40	56%
Total	71	100%

Q9h. For your most recent trip by taxi, how would you rate the Price?	Bolton	
Very poor	0	0%
Poor	5	7%
Average	13	18%
Good	26	37%
Very good	27	38%
Total	71	100%

Q9i. For your most recent trip by taxi, how would you rate any 'Other'?	Bolton	
Very poor	0	0%
Poor	0	0%
Average	0	0%
Good	0	0%
Very good	0	0%
Total	0	0%

Q10. For any aspects of your journey by taxi you rated poor or very poor, please provide further details?	Bolton	
IMPROVE DRIVER APPEARANCE	1	50%
QUITE EXPENSIVE	1	50%
Total	2	100%

Q11a. What would encourage you to use hackney carriages or use them more often?	Bolton	
Better Vehicle	25	22%
More hackney carriages I could phone for	14	13%
Better Drivers	25	22%
More hackney carriages I could hail or get at a rank	3	3%
Other	45	40%
Total	112	100%

Q11b. If you indicated 'Other' to Q11a, please provide further details?	Bolton	
NOTHING	26	58%
CHEAPER FARES	16	36%
EARNING MORE TO GO OUT MORE	1	2%
HAVING MORE MONEY	1	2%
IMPROVED DRIVER APPEARANCE	1	2%
Total	45	100%

Q12a. Do you, or anyone you know, need an adapted licensed vehicle?	Bolton	
No	126	86%
Yes - WAV	5	3%
someone I know WAV	12	8%
Yes, but not WAV	2	1%
Someone I know, but not WAV	1	1%
Other	0	0%
Total	146	100%

Q13a. Have you ever given up waiting or made alternative arrangements for an HC, at a rank in the Bolton Council area?	Bolton	
Yes	7	5%
No	134	95%
Total	141	100%

Q13b. If you indicated 'YES' to Q13a, please tell us where?	Bolton	
BRADSHAWGATE	3	75%
BOLTON INTERCHANGE	1	25%
Total	4	100%

Q14a. Have you ever given up waiting or made alternative arrangements for an HC, by hailing on street in the Bolton Council area?	Bolton	
Yes	4	3%
No	133	97%
Total	137	100%

Q14b. If you indicated 'YES' to Q13a, please tell us where?	Bolton	
BOLTON INTERCHANGE	1	33%
BOLTON TOWN CENTRE	2	67%
Total	3	100%

Q15. Do you feel there are enough hackney carriages in the Bolton Council area at night (between 19:00 and 07:00)?	Bolton	
Yes	107	78%
No	30	22%
Total	137	100%

Q16. Do you feel safe using taxis during the daytime (before 6pm)	Bolton	
Yes	136	97%
No	4	3%
Total	140	100%

Q17. Do you feel safe using a taxis during the day (before 6pm)	Bolton	
Yes	127	91%
No	13	9%
Total	140	100%

Q18. If you do not feel safe using taxis, what would make you feel better?	Bolton	
BETTER SECURITY	10	71%
CCTV IN CABS	2	14%
KNOWING THE DRIVER	1	7%
LESS TALKING FROM THE DRIVER	1	7%
Total	14	100%

Q19a. How do you rate local hackney carriage fares?	Bolton	
FAIR	57	40%
EXPENSIVE	45	32%
I DON'T HAVE AN OPINION	35	25%
CHEAP	3	2%
OTHER	1	1%
Total	141	100%

Q19b. If you indicated 'Other' to Q19a, please tell us more?	Bolton	
CANT AFFORD TO USE THEM	1	100%
Total	1	100%

Q20. If you had the choice of using an electric powered hackney carriage, would you use one?	Bolton	
NO PREFERENCE	116	81%
YES, ONLY IF IT DID NOT COST ANYMORE	24	17%
YES, AND WOULD PAY 10% MORE FARE	4	3%
Total	144	100%

Q21a. Hackney Carriages may provide a facility to pay the fare by credit or debit card. How do you feel about this?	Bolton	
I WOULD STILL PAY IN CASH	78	57%
WOULD BE HAPPY AS LONG AS NO SURCHARGE	46	34%
WOULD USE FOR EVERY JOURNEY	10	7%
OTHER	2	1%
Total	136	100%

Q21b. If you indicated 'OTHER' to Q21a, please tell us more?	Bolton	
NO PREFERENCE	1	50%
I NEVER USE A CREDIT CARD	1	50%
Total	2	100%

Q22. Do you have regular access to a car?	Bolton	
YES	139	67%
NO	69	33%
Total	208	100%

Q23a. Do you live in the Bolton Council area?	Bolton	
Yes	181	86%
No	29	14%
Total	210	100%

Q23b: If you do not live in the area, please provide the first half of your postcode?	Bolton	
BL3	3	10%
WN2	3	10%
BURY	2	7%
M26	2	7%
M28	2	7%
M29	2	7%
M30	2	7%
MALTA	2	7%
BL4	1	3%
BL5	1	3%
BL6	1	3%
BL9	1	3%
FY3	1	3%
LL21	1	3%
M13	1	3%
M43	1	3%
M45	1	3%
PR6	1	3%
PR7	1	3%
Total	29	100%

Q24. GENDER	Bolton		Census
1. Male	78	37%	49%
2. Female	133	63%	51%
Total	211	100%	

Q25. AGE	Bolton		Census
1. Under 30	39	18%	23%
2. 31 - 55	116	55%	41%
3. Over 55	56	27%	36%
Total	211	100%	