

FULL LIST OF SURVEY QUESTIONS

Customers

Gender:

Male

Female

Prefer not to say

Age:

16-20

21-30

31-40

41-50

51-60

60+

Do you have access to a car?

Yes

No

How often do you use a taxi/private hire vehicle?

Daily

Weekly

Monthly

Several times per year

Once a year or less

For what purpose do you use taxis/private hire vehicle?

Leisure

Shopping

Commuting

Education

Business

Other (please specify)

In general, how do you order a taxi/private hire vehicle?

Pre-book via telephone, internet or app

Got to a taxi rank

Hail a taxi in the street

If you hire taxis from a rank, which rank/s do you use?

Middle Gate, Newark

Kirk Gate, Newark

Castle Gate, Newark

Lincoln Street (Railway Station), Newark

Sherwood Drive, Ollerton

How satisfied are you with the availability of taxis/private hire vehicles in the NSDC area?

Very satisfied

Somewhat satisfied

Neither satisfied not dissatisfied

Somewhat dissatisfied

Very dissatisfied

If you have experienced difficulty with the availability of taxis/private hire vehicles, where and when in the district did this occur?

Morning Afternoon Evening Night (after 11pm)

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

How satisfied are you with the reliability of taxis/private hire vehicles that you have used?

Very satisfied

Somewhat satisfied

Neither satisfied not dissatisfied

Somewhat dissatisfied

Very dissatisfied

Comments

How satisfied are you with the general condition of taxis/private hire vehicles that you have used?

Very satisfied

Somewhat satisfied

Neither satisfied not dissatisfied

Somewhat dissatisfied

Very dissatisfied

Comments

How satisfied are you with the internal cleanliness of taxis/private hire vehicles that you have used?

Very satisfied

Somewhat satisfied

Neither satisfied not dissatisfied

Somewhat dissatisfied

Very dissatisfied

Comments

Do you feel that taxi fares in the NSDC district are reasonable?

Yes

No

Comments

Have you ever felt unsafe when taking a taxi/private hire vehicle?

Yes

No

If you answered yes, why was this?

Standard of driving

Condition of the vehicle

Attitude of the driver

Other (please detail)

Are you aware that taxis licenced outside of NSDC can operate in the district?

Yes

No

When hiring a taxi/private hire vehicle, do you check that they are licensed by NSDC?

Yes

No

Do you feel that you can recognise a NSDC licenced vehicle?

Yes

No

Have you ever had the need to use a wheelchair accessible taxi?

Yes

No

If yes, was a wheelchair accessible vehicle readily available?

Yes

No

How satisfied were you with your experience of using a wheelchair accessible taxi?

Very satisfied

Somewhat satisfied

Neither satisfied not dissatisfied

Somewhat dissatisfied

Very dissatisfied

Comments

Who would you complain to if you had a problem with a taxi?

Taxi driver

Taxi company

NSDC licensing

Police

Other (please specify)

How important do you think it is for taxis to have CCTV?

Very important

Fairly important

Somewhat important

Not important

No opinion

Comments

Drivers

Gender:

Male

Female

Prefer not to say

Age:

16-20

21-30

31-40

41-50

51-60

60+

How long have you been a licensed driver with NSDC?

When do you work?

Multiple choice table:

7 to 12, 12 to 5, 5 to 11, 11 onwards

How many hours a week do you work?

Approximately how many miles do you do in a year?

Where do you mainly work?

Multiple choice

Do you drive a Hackney Carriage or Private Hire vehicle?

Hackney Carriage

Private Hire

How are you employed?

Self employed

Employed by a company

Both?

Do you feel that the current cost of licence applications is reasonable?

Yes

No

Comments

Do you know who to go to if you have a query about your licence?

Yes

No

How satisfied are you with the response to licence queries/renewals from the Licensing Team?

Very satisfied

Somewhat satisfied

Neither satisfied not dissatisfied

Somewhat dissatisfied

Very dissatisfied

Comments

Would you make changes to any part of the application/renewal process?

Ability test*

DBS record check

DVLA record check

Knowledge test*

Medical

Other

(*First application only)

What changes, if any, would you make to the application/renewal process?

NSDC last reviewed the taxi fares in 2019. Do you feel that the current taxi fares and tariff structure are reasonable?

Yes

No

Comments

The current NSDC ranks are as below. If you sit on a rank, which do you use on a regular basis?

Middle Gate, Newark

Kirk Gate, Newark

Castle Gate, Newark

Lincoln Street (Railway Station), Newark

Sherwood Drive, Ollerton

I do not use ranks

Do you feel that there is a need for more ranks in the district? If so, in which areas?

Currently, vehicles must be under 4 years old on first registration and not over 8 years old on renewal. A wheelchair accessible vehicle must be under 7 years of age when first licensed and not over 12 years of age on renewal. Do you feel that this is reasonable?

Yes

No

What alterations, if any, would you suggest to the age policy?

Would you support more taxi enforcement in the district?

Yes

No

If yes, in which areas?

Taxi ranks
Out of town vehicles
Vehicle inspections
Investigation of complaints
Other (please specify)

If the Council reduced licence fees for low emission vehicles, would this encourage you to change to a low emission vehicle?

Yes
No
Unsure

Do you feel safe while working as a driver?

Yes
Most of the time
No

How important do you think it is for taxis to have CCTV?

Very important
Fairly important
Somewhat important
Not important
No opinion

Comments

What impact did the pandemic/lockdown have on your ability to work as a driver?

No impact
I have worked through most of the pandemic
I have worked through some of the pandemic
I have only just restarted work since the pandemic
I haven't worked since the start of the pandemic

Did you access any Council/Government grants?

Yes
No

Did you (or any of your staff members) utilise the furlough scheme?

Yes
No

Have you retained any Covid safety measures in your vehicle/s?

Face coverings for drivers
Face coverings for customers
Screens between driver and passenger
Hand sanitiser
Increased vehicle cleaning
Other (please specify)

If you employ staff, has Brexit/EU Settlement Scheme impacted on recruitment?

Yes

No