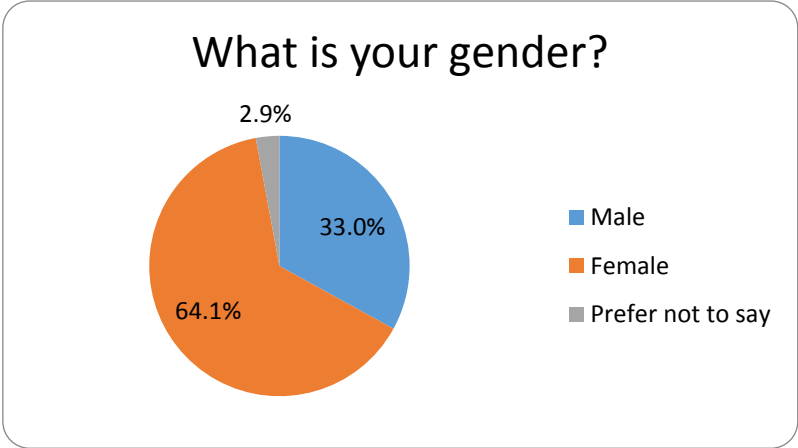
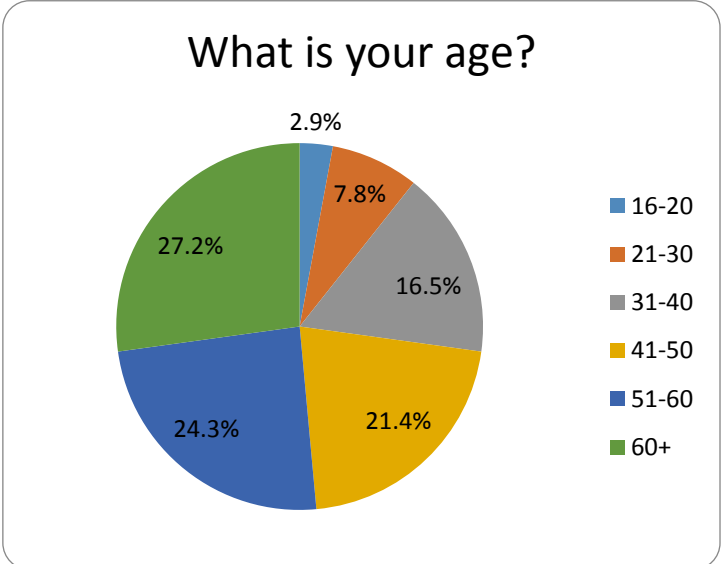


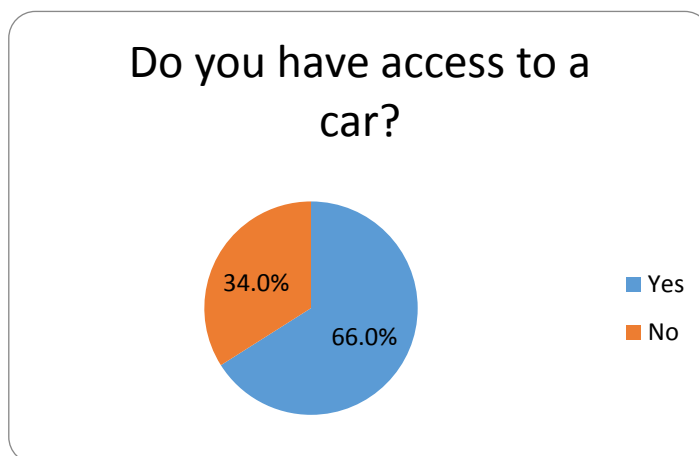
1. What is your gender		
Answer Choice	Response Percent	Response Total
1 Male	33.0%	34
2 Female	64.1%	66
3 Prefer not to say	2.9%	3
<i>answered</i>		103
<i>skipped</i>		0



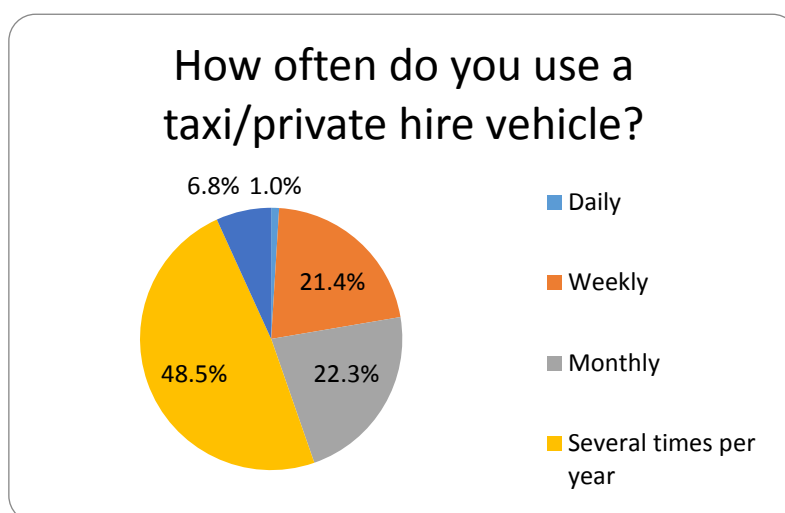
2. What is your age?		
Answer Choice	Response Percent	Response Total
1 16-20	2.9%	3
2 21-30	7.8%	8
3 31-40	16.5%	17
4 41-50	21.4%	22
5 51-60	24.3%	25
6 60+	27.2%	28
<i>answered</i>		103
<i>skipped</i>		0



3. Do you have access to a car?			
Answer Choice		Response Percent	Response Total
1	Yes	66.0%	68
2	No	34.0%	35
answered			103
skipped			0



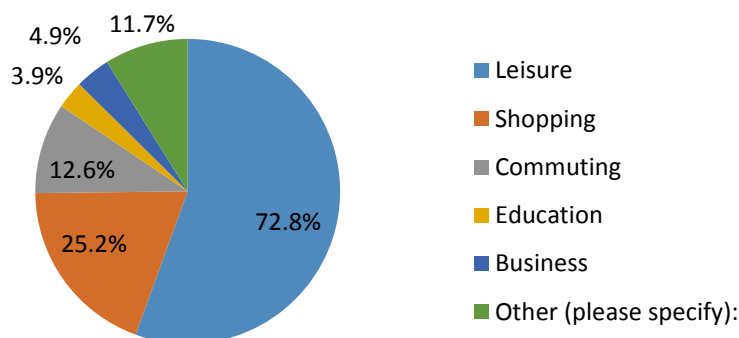
4. How often do you use a taxi/private hire vehicle?			
Answer Choice		Response Percent	Response Total
1	Daily	1.0%	1
2	Weekly	21.4%	22
3	Monthly	22.3%	23
4	Several times per year	48.5%	50
5	Once a year or less	6.8%	7
answered			103
skipped			0



5. For what purpose do you use taxis/private hire vehicles?

Answer Choice		Response Percent	Response Total
1	Leisure	72.8%	75
2	Shopping	25.2%	26
3	Commuting	12.6%	13
4	Education	3.9%	4
5	Business	4.9%	5
6	Other (please specify):	11.7%	12
		answered	103
		skipped	0

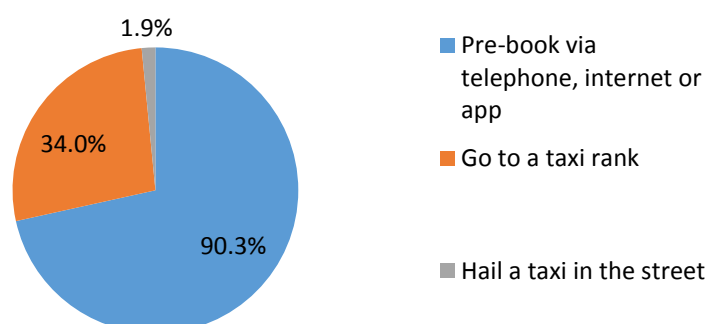
For what purpose do you use taxis/private hire vehicles?



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

Answer Choice		Response Percent	Response Total
1	Pre-book via telephone, internet or app	90.3%	93
2	Go to a taxi rank	34.0%	35
3	Hail a taxi in the street	1.9%	2
		answered	103
		skipped	0

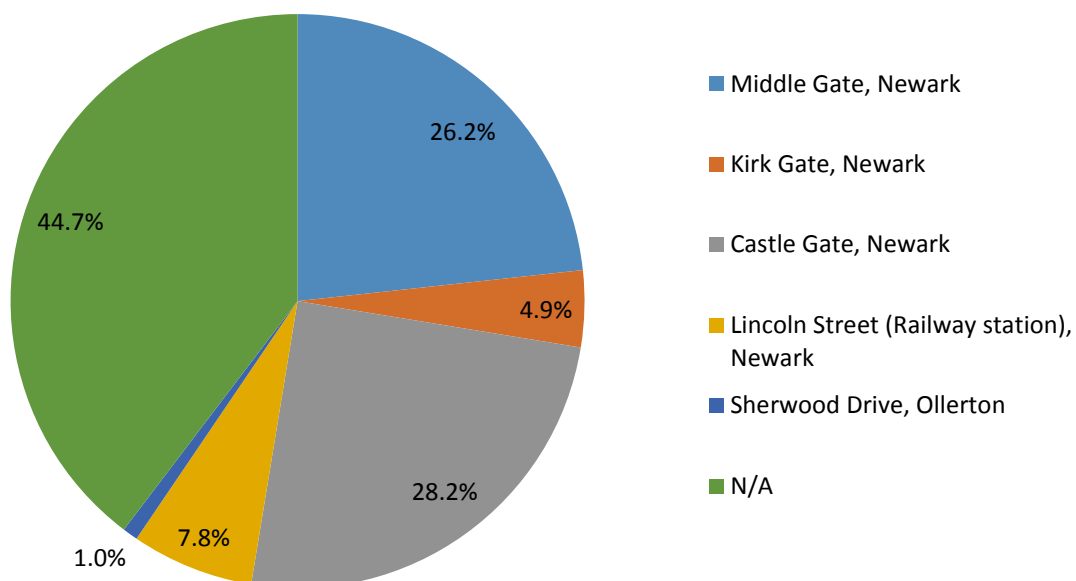
In general, how do you order a taxi/private hire vehicle?



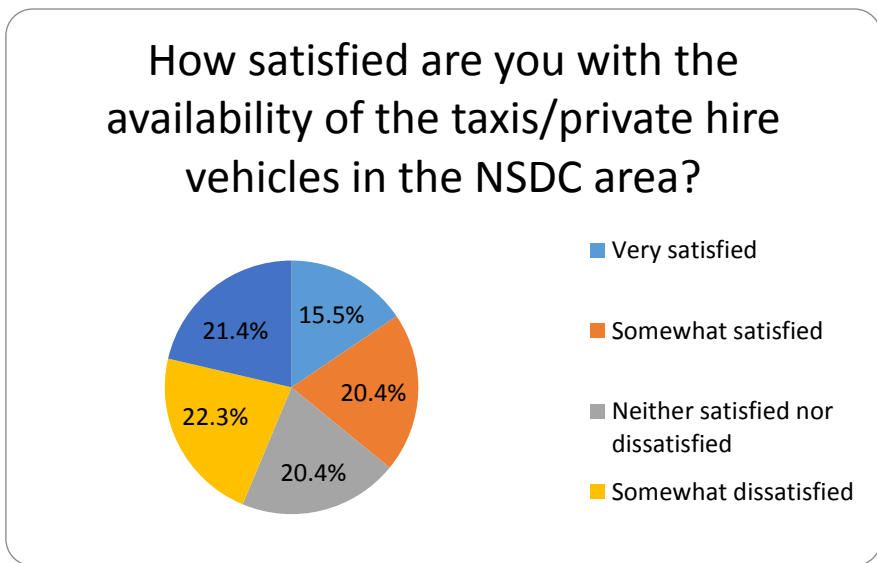
7. If you hire taxis from a rank, which rank/s do you use?

Answer Choice		Response Percent	Response Total
1	Middle Gate, Newark	26.2%	27
2	Kirk Gate, Newark	4.9%	5
3	Castle Gate, Newark	28.2%	29
4	Lincoln Street (Railway station), Newark	7.8%	8
5	Sherwood Drive, Ollerton	1.0%	1
6	N/A	44.7%	46
		answered	103
		skipped	0

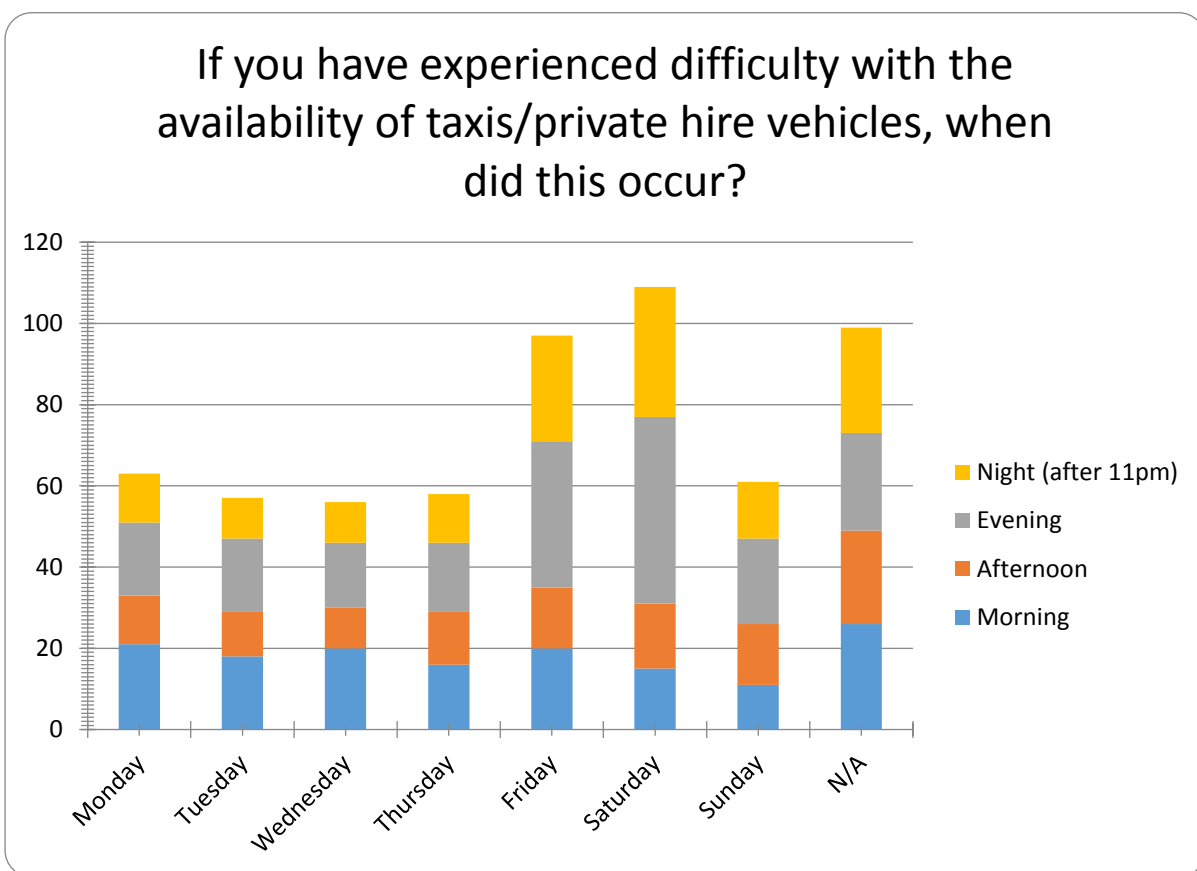
If you hire taxis from a rank, which rank/s do you use?



8. How satisfied are you with the availability of the taxis/private hire vehicles in the NSDC area?			
Answer Choice		Response Percent	Response Total
1	Very satisfied	15.5%	16
2	Somewhat satisfied	20.4%	21
3	Neither satisfied nor dissatisfied	20.4%	21
4	Somewhat dissatisfied	22.3%	23
5	Very dissatisfied	21.4%	22
		<i>answered</i>	103
		<i>skipped</i>	0



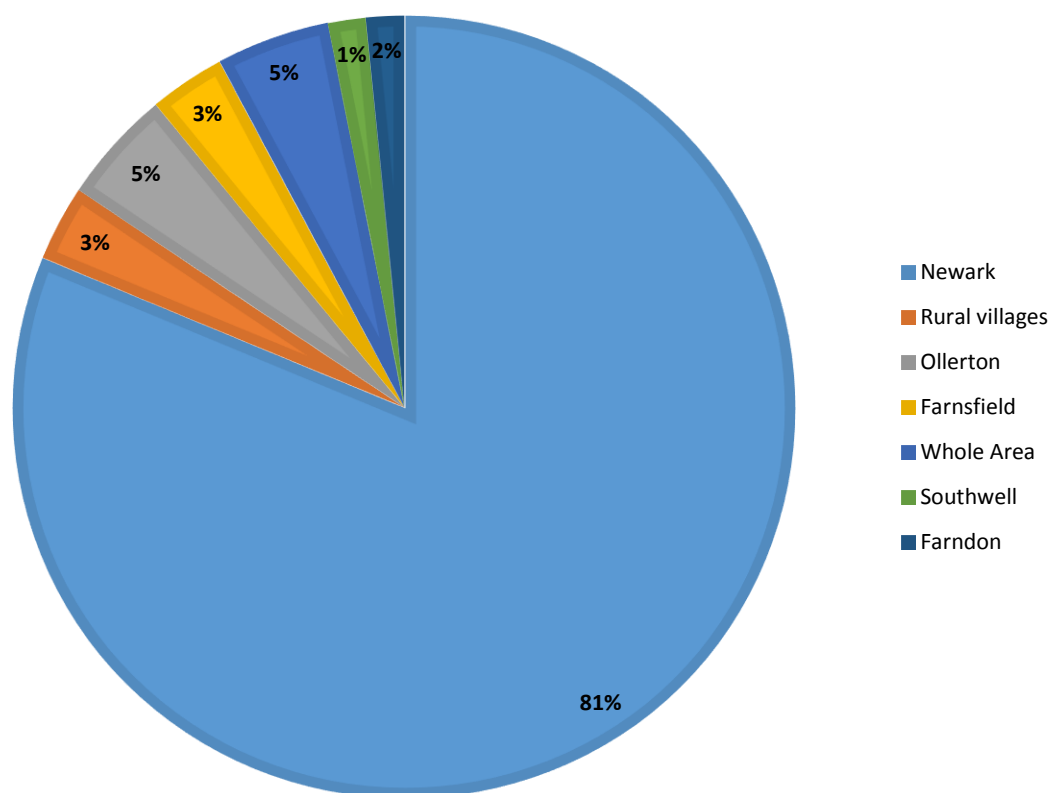
9. If you have experienced difficulty with the availability of taxis/private hire vehicles, when did this occur?						
Answer Choice		Morning	Afternoon	Evening	Night (after 11pm)	Response Total
1	Monday	21	12	18	12	63
2	Tuesday	18	11	18	10	57
3	Wednesday	20	10	16	10	56
4	Thursday	16	13	17	12	58
5	Friday	20	15	36	26	97
6	Saturday	15	16	46	32	109
7	Sunday	11	15	21	14	61
8	N/A	26	23	24	26	99
<i>answered</i>						103
<i>skipped</i>						0



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

Answer Choice	Response Percent	Response Total
1	100.0%	68
<i>answered</i>		68
<i>skipped</i>		35

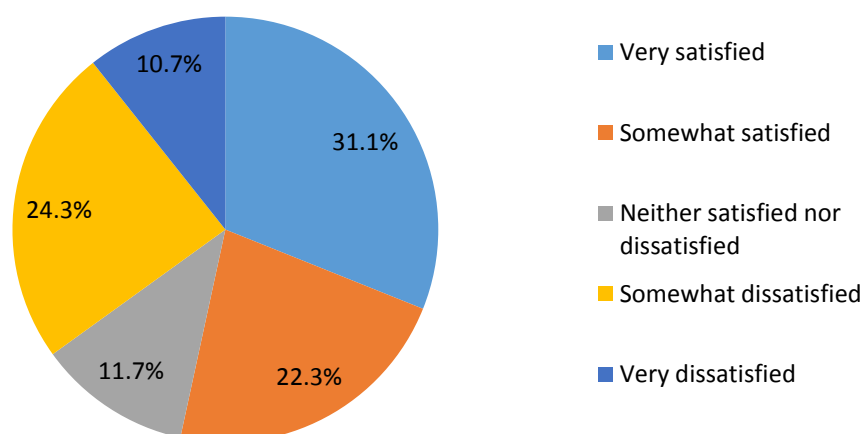
If you have experienced difficulty with the availability of taxis/private hire vehicles, where in the district did this occur?



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

Answer Choice		Response Percent	Response Total
1	Very satisfied	31.1%	32
2	Somewhat satisfied	22.3%	23
3	Neither satisfied nor dissatisfied	11.7%	12
4	Somewhat dissatisfied	24.3%	25
5	Very dissatisfied	10.7%	11
		<i>answered</i>	103
		<i>skipped</i>	0

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



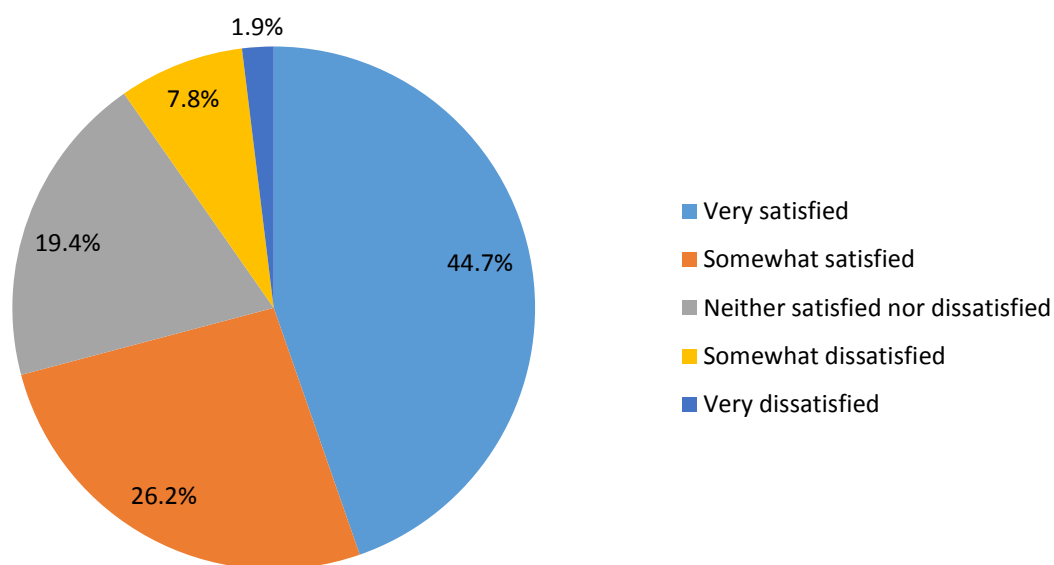
12. Please provide comments as to why you have chosen the answer in the previous question

Answer Choice	Response Percent	Response Total
1	100.0%	103
		<i>answered</i>
		103
		<i>skipped</i>
		0

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

Answer Choice		Response Percent	Response Total
1	Very satisfied	44.7%	46
2	Somewhat satisfied	26.2%	27
3	Neither satisfied nor dissatisfied	19.4%	20
4	Somewhat dissatisfied	7.8%	8
5	Very dissatisfied	1.9%	2
		answered	103
		skipped	0

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



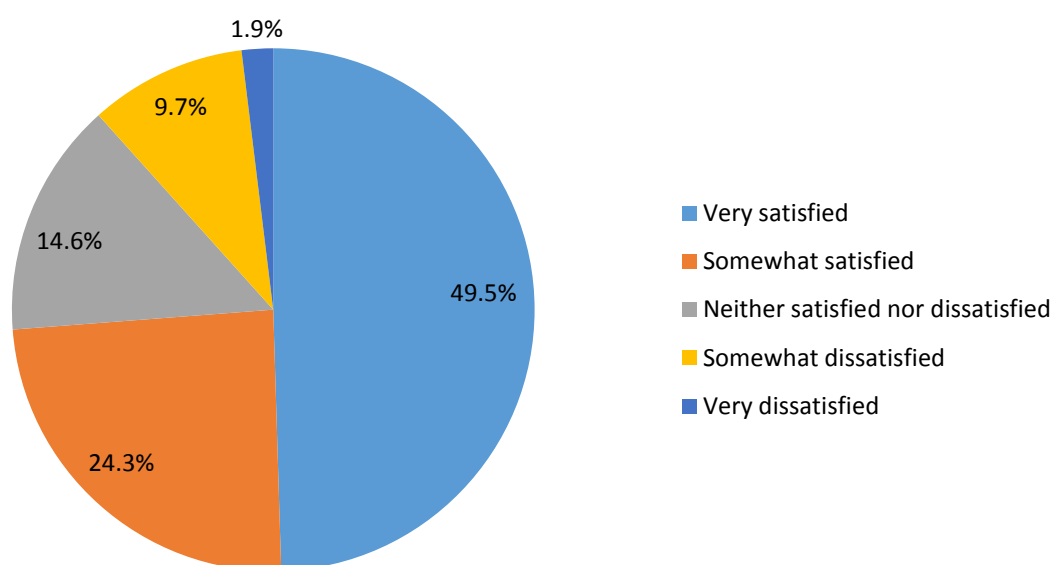
14. Please provide comments as to why you have chosen the answer in the previous question

Answer Choice	Response Percent	Response Total
1	100.0%	103
		answered
		103
		skipped
		0

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

Answer Choice		Response Percent	Response Total
1	Very satisfied	49.5%	51
2	Somewhat satisfied	24.3%	25
3	Neither satisfied nor dissatisfied	14.6%	15
4	Somewhat dissatisfied	9.7%	10
5	Very dissatisfied	1.9%	2
		answered	103
		skipped	0

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



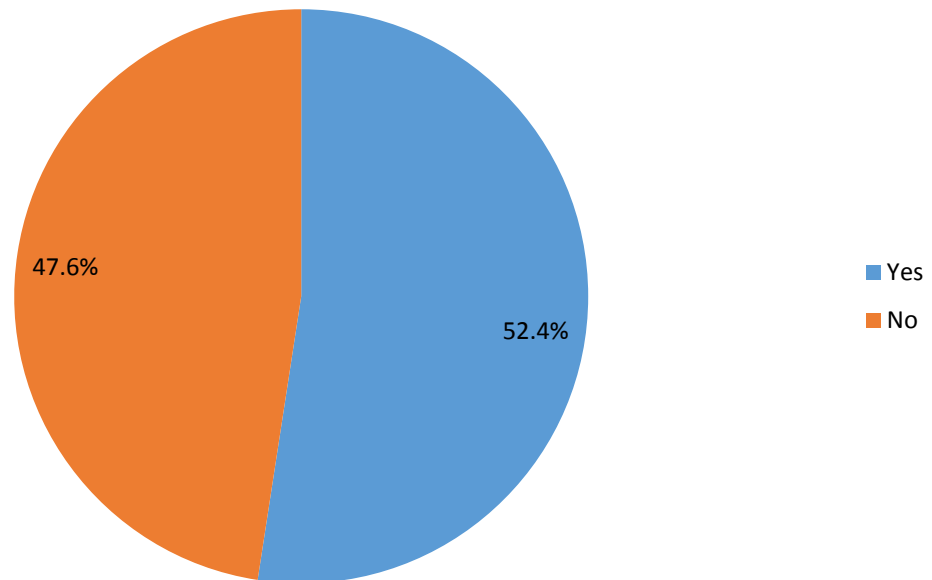
16. Please provide comments as to why you have chosen the answer in the previous question

Answer Choice	Response Percent	Response Total
1	100.0%	103
		answered
		103
		skipped
		0

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

Answer Choice		Response Percent	Response Total
1	Yes	52.4%	54
2	No	47.6%	49
<i>answered</i>			103
<i>skipped</i>			0

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



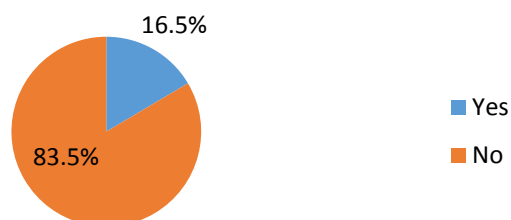
18. Please provide comments as to why you have chosen the answer in the previous question

Answer Choice		Response Percent	Response Total
1		100.0%	103
<i>answered</i>			103
<i>skipped</i>			0

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

Answer Choice		Response Percent	Response Total
1	Yes	16.5%	17
2	No	83.5%	86
answered			103
skipped			0

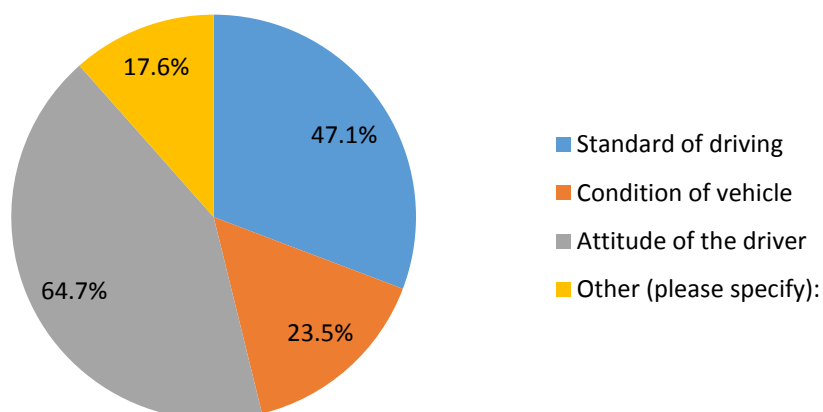
Have you ever felt unsafe when taking a taxi/private hire vehicle?



20. If you answered yes, why did you feel unsafe?

Answer Choice		Response Percent	Response Total
1	Standard of driving	47.1%	8
2	Condition of vehicle	23.5%	4
3	Attitude of the driver	64.7%	11
4	Other (please specify):	17.6%	3
answered			17
skipped			86

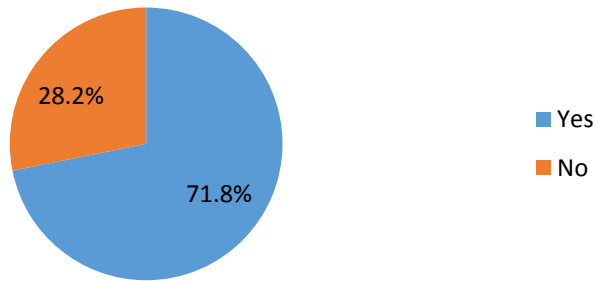
If you answered yes, why did you feel unsafe?



21. Are you aware that taxis licensed out of NSDC can operate in the district?

Answer Choice		Response Percent	Response Total
1	Yes	71.8%	74
2	No	28.2%	29
<i>answered</i>			103
<i>skipped</i>			0

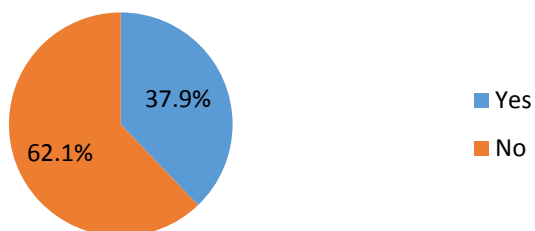
Are you aware that taxis licensed out of NSDC can operate in the district?



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

Answer Choice		Response Percent	Response Total
1	Yes	37.9%	39
2	No	62.1%	64
<i>answered</i>			103
<i>skipped</i>			0

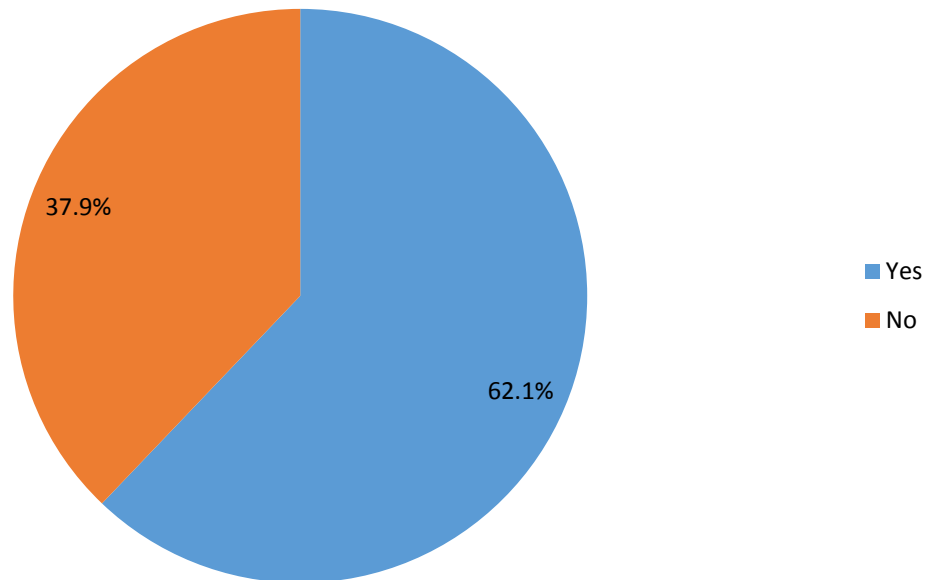
When hiring a taxi/private hire vehicle, do you check that they are licensed by NSDC?



23. Do you feel that you can recognise a NSDC licensed vehicle?

Answer Choice		Response Percent	Response Total
1	Yes	62.1%	64
2	No	37.9%	39
<i>answered</i>			103
<i>skipped</i>			0

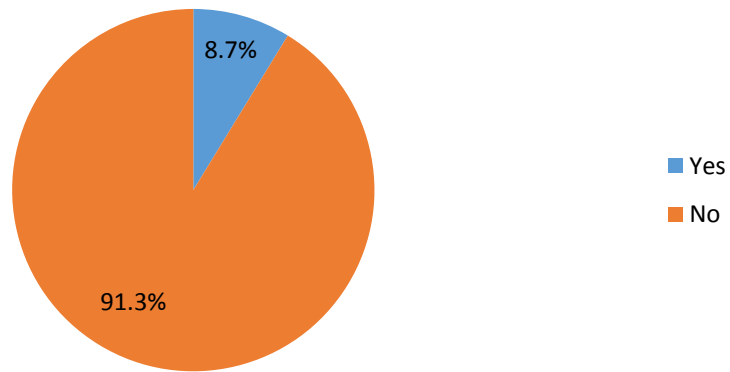
Do you feel that you can recognise a NSDC licensed vehicle?



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

Answer Choice	Response Percent	Response Total
1 Yes	8.7%	9
2 No	91.3%	94
answered		103
skipped		0

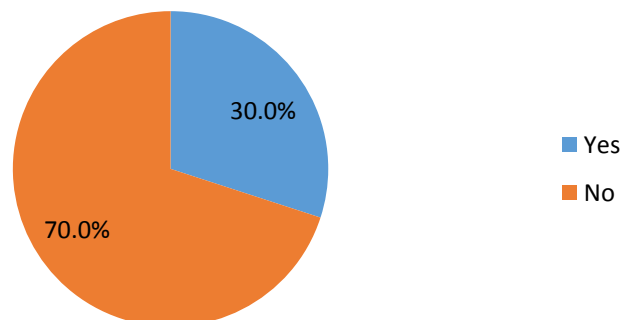
Have you ever had the need to use a wheelchair accessible taxi?



25. If yes, was a wheelchair accessible vehicle readily available?

Answer Choice	Response Percent	Response Total
1 Yes	30.0%	3
2 No	70.0%	7
answered		10
skipped		93

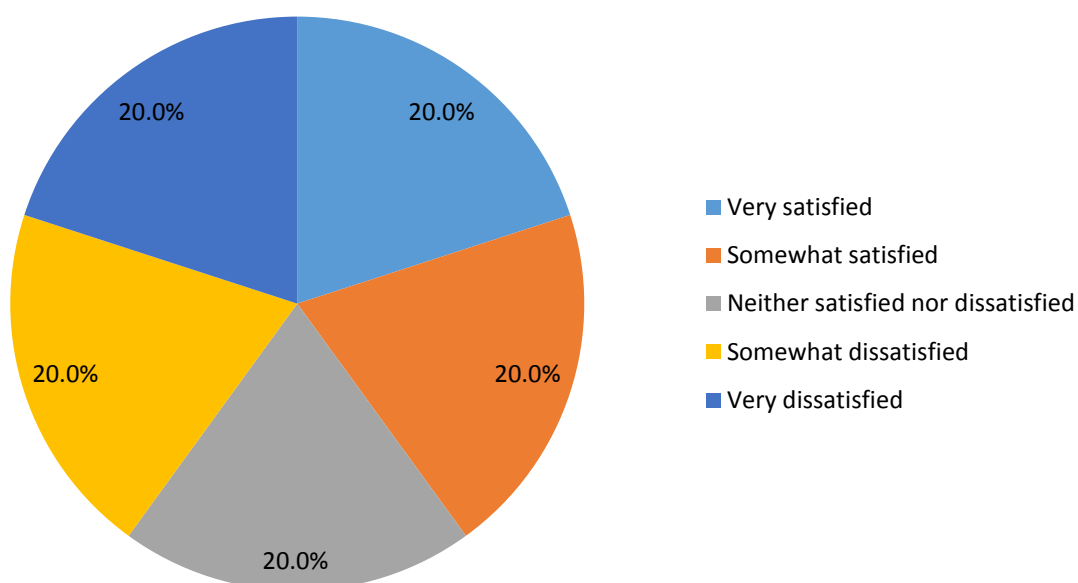
If yes, was a wheelchair accessible vehicle readily available?



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

Answer Choice		Response Percent	Response Total
1	Very satisfied	20.0%	2
2	Somewhat satisfied	20.0%	2
3	Neither satisfied nor dissatisfied	20.0%	2
4	Somewhat dissatisfied	20.0%	2
5	Very dissatisfied	20.0%	2
		<i>answered</i>	10
		<i>skipped</i>	93

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



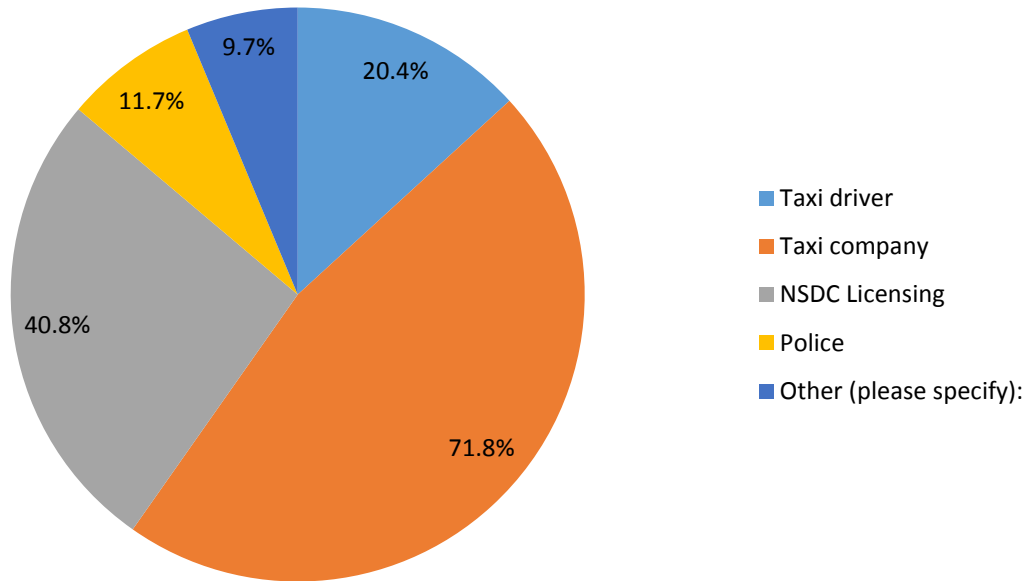
27. Please provide comments as to why you have chosen the answer in the previous question

Answer Choice	Response Percent	Response Total
1	100.0%	10
		<i>answered</i>
		10
		<i>skipped</i>
		93

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

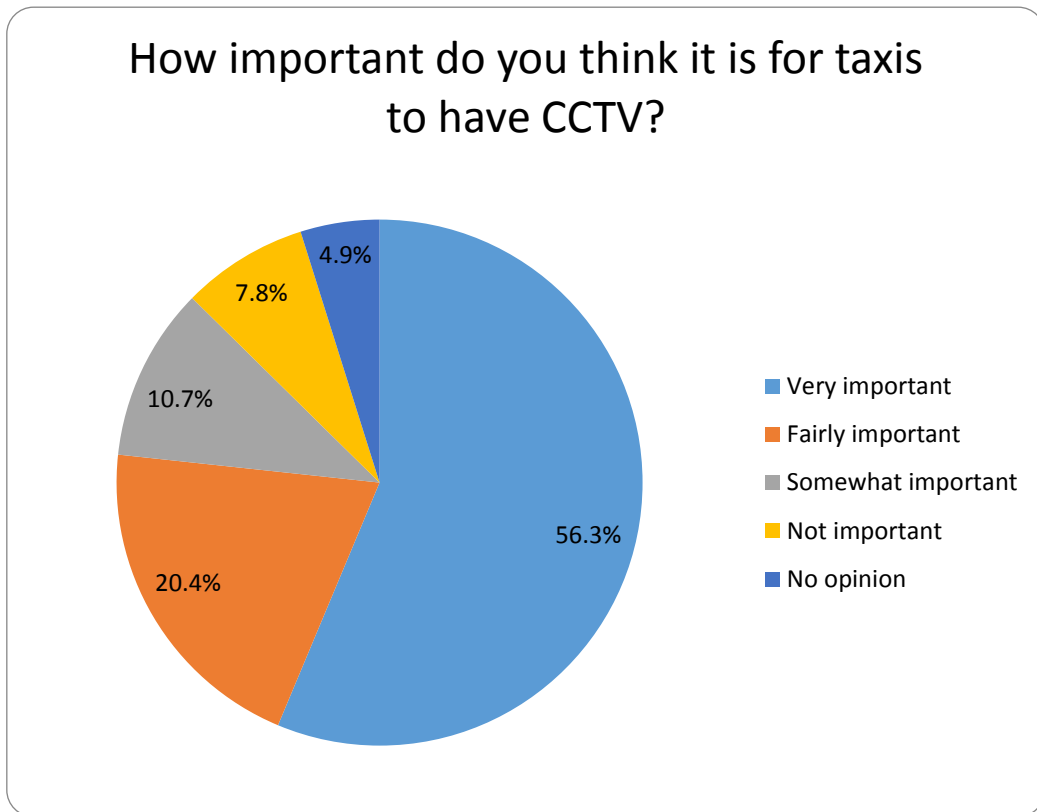
Answer Choice		Response Percent	Response Total
1	Taxi driver	20.4%	21
2	Taxi company	71.8%	74
3	NSDC Licensing	40.8%	42
4	Police	11.7%	12
5	Other (please specify):	9.7%	10
		answered	103
		skipped	0

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



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

Answer Choice		Response Percent	Response Total
1	Very important	56.3%	58
2	Fairly important	20.4%	21
3	Somewhat important	10.7%	11
4	Not important	7.8%	8
5	No opinion	4.9%	5
		answered	103
		skipped	0



Please provide comments as to why you have chosen the answer in the previous question

Answer Choice	Response Percent	Response Total
1	100.0%	103
		answered
		103
		skipped
		0