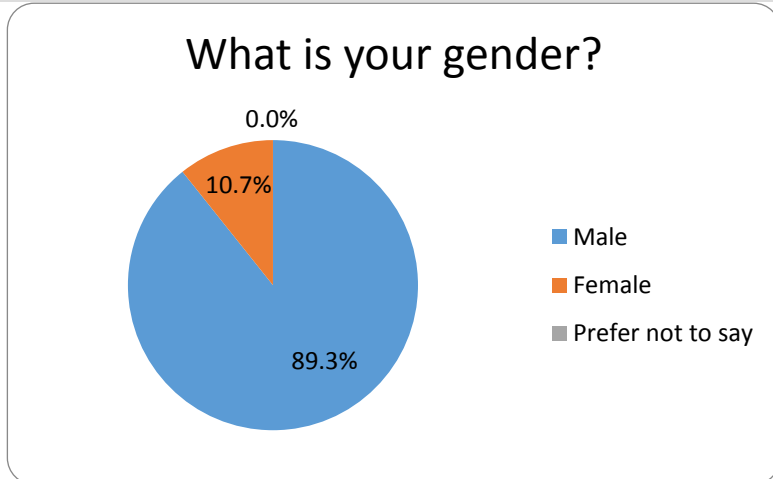


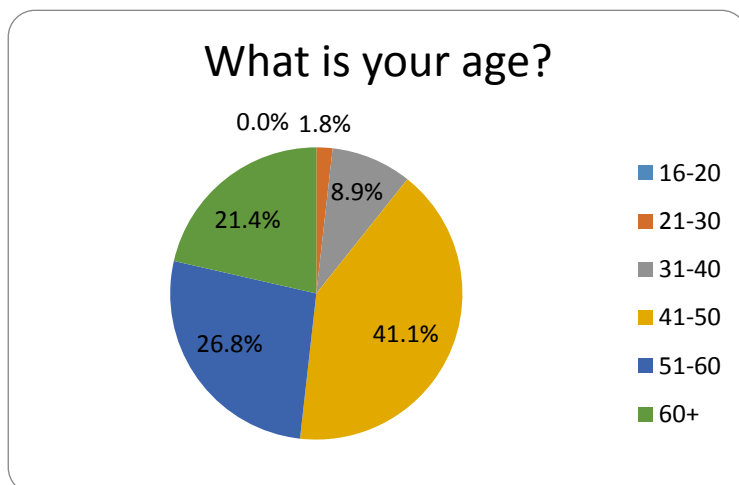
1. What is your gender?

Answer Choice	Response Percent	Response Total
1 Male	89.3%	50
2 Female	10.7%	6
3 Prefer not to say	0.0%	0
answered		56
skipped		0

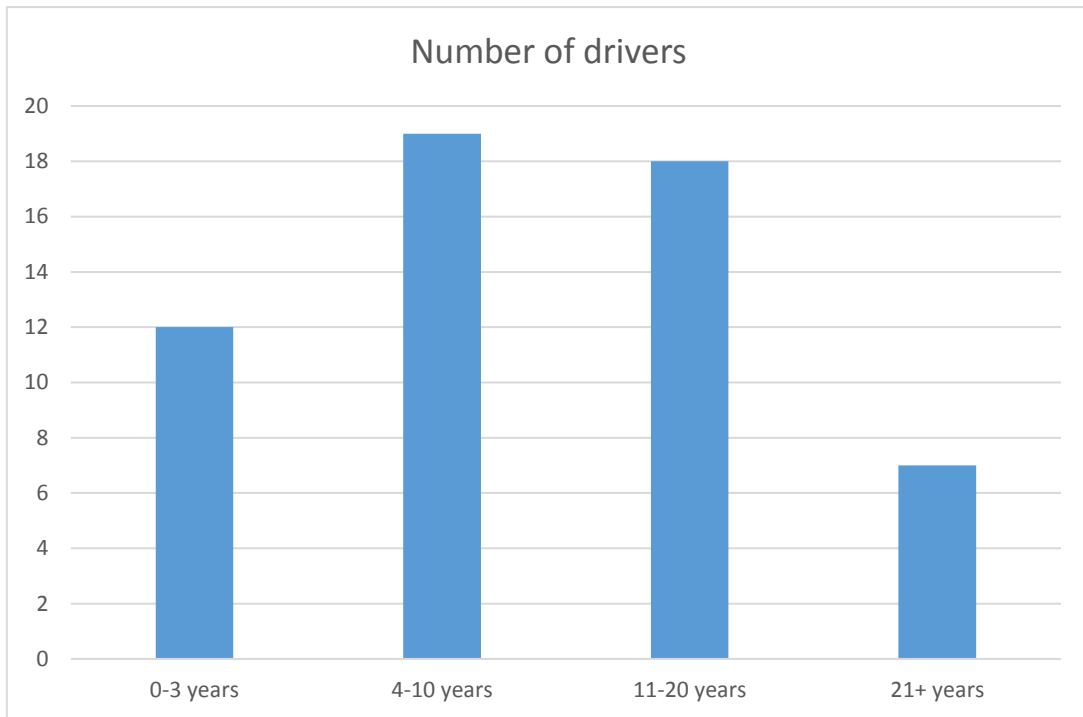


2. What is your age?

Answer Choice	Response Percent	Response Total
1 16-20	0.0%	0
2 21-30	1.8%	1
3 31-40	8.9%	5
4 41-50	41.1%	23
5 51-60	26.8%	15
6 60+	21.4%	12
answered		56
skipped		0

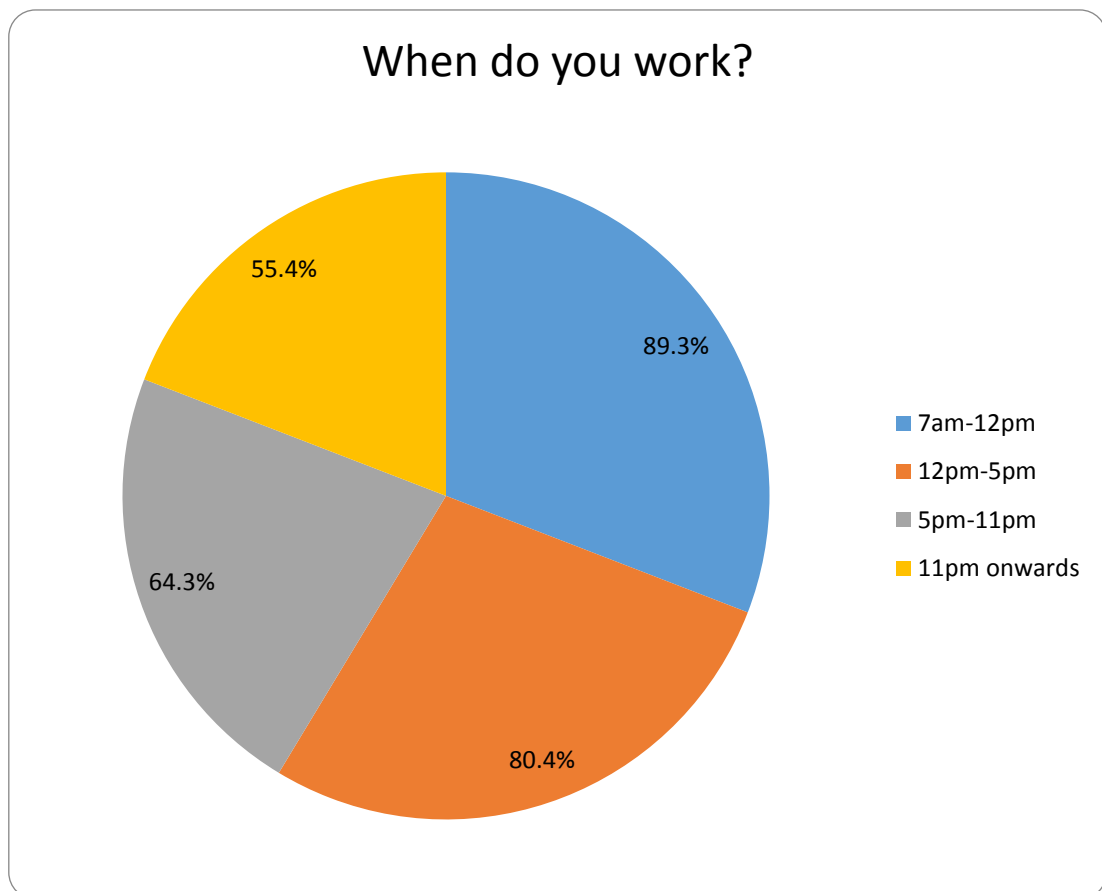


3. How long have you been a licensed driver with NSDC?		
Answer Choice	Response Percent	Response Total
1	100.0%	56
<i>answered</i>		56
<i>skipped</i>		0



4. When do you work?

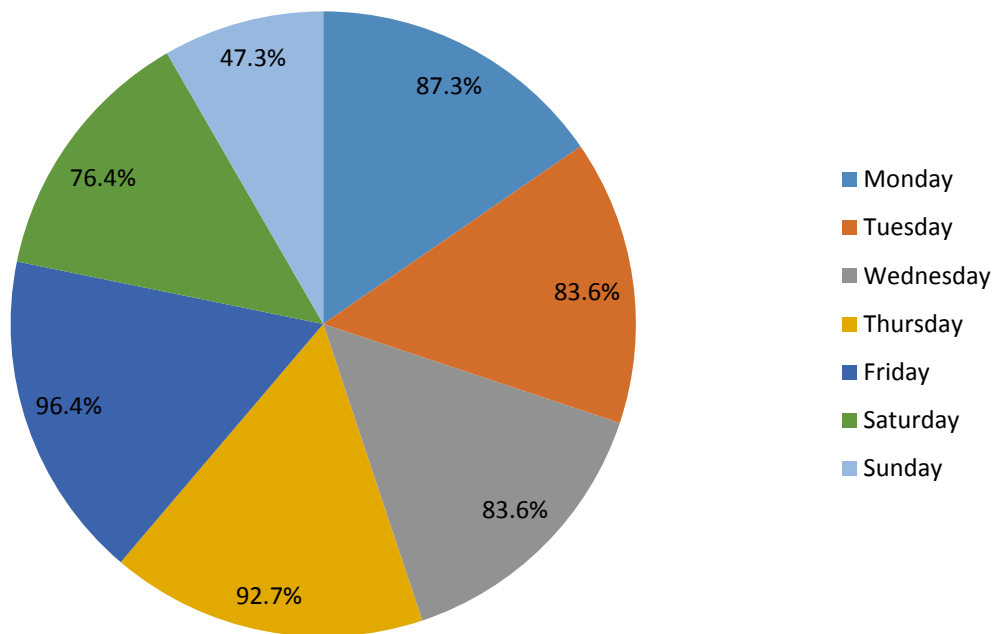
Answer Choice		Response Percent	Response Total
1	7am-12pm	89.3%	50
2	12pm-5pm	80.4%	45
3	5pm-11pm	64.3%	36
4	11pm onwards	55.4%	31
		answered	56
		skipped	0



5. What days do you work?

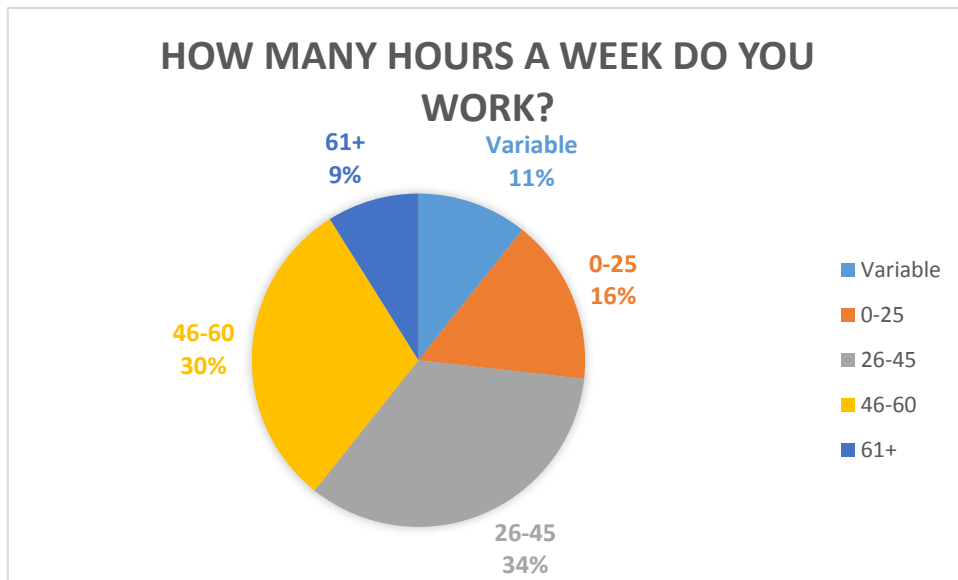
Answer Choice		Response Percent	Response Total
1	Monday	87.3%	48
2	Tuesday	83.6%	46
3	Wednesday	83.6%	46
4	Thursday	92.7%	51
5	Friday	96.4%	53
6	Saturday	76.4%	42
7	Sunday	47.3%	26
<i>answered</i>			55
<i>skipped</i>			1

What days do you work?



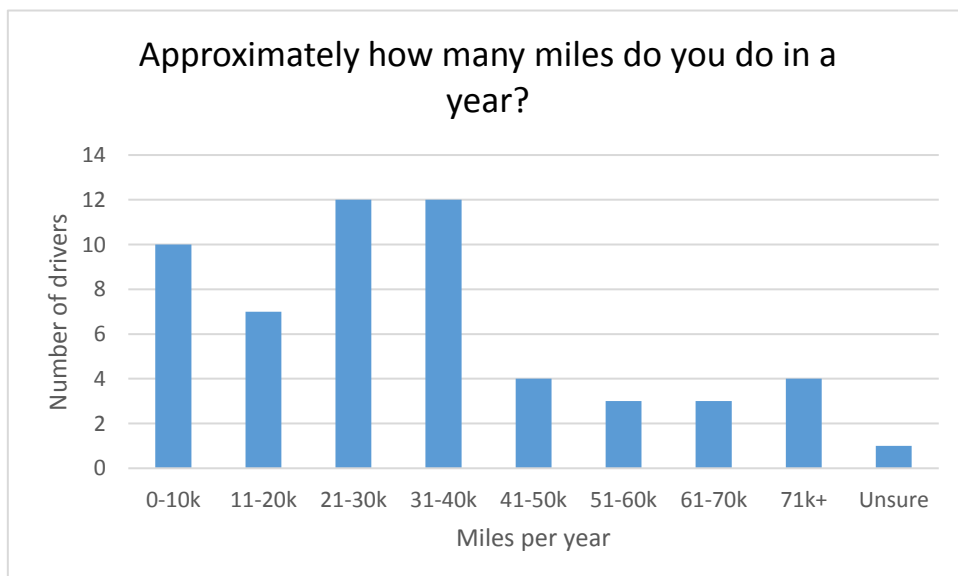
6. How many hours a week do you work?

Answer Choice	Response Percent	Response Total
1	100.0%	56
<i>answered</i>		56
<i>skipped</i>		0

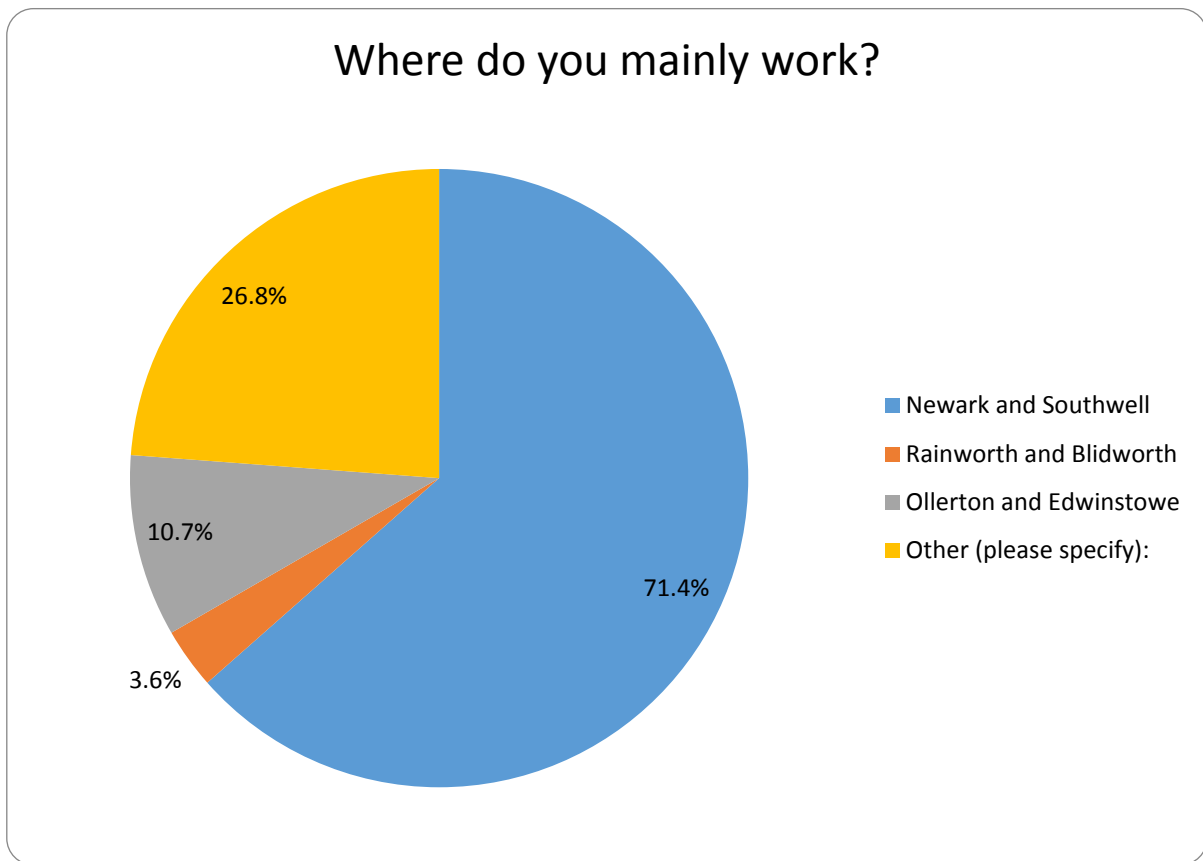


7. Approximately how many miles do you do in year?

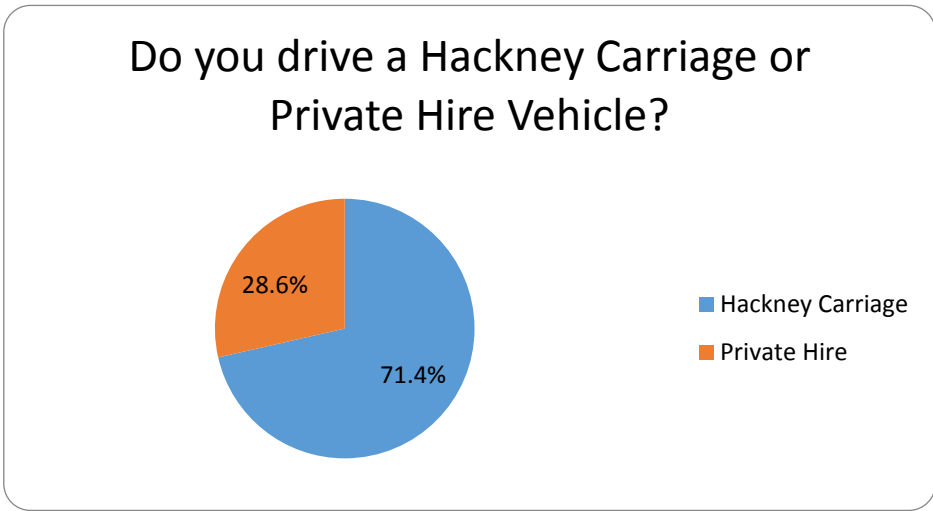
Answer Choice	Response Percent	Response Total
1	100.0%	56
<i>answered</i>		56
<i>skipped</i>		0



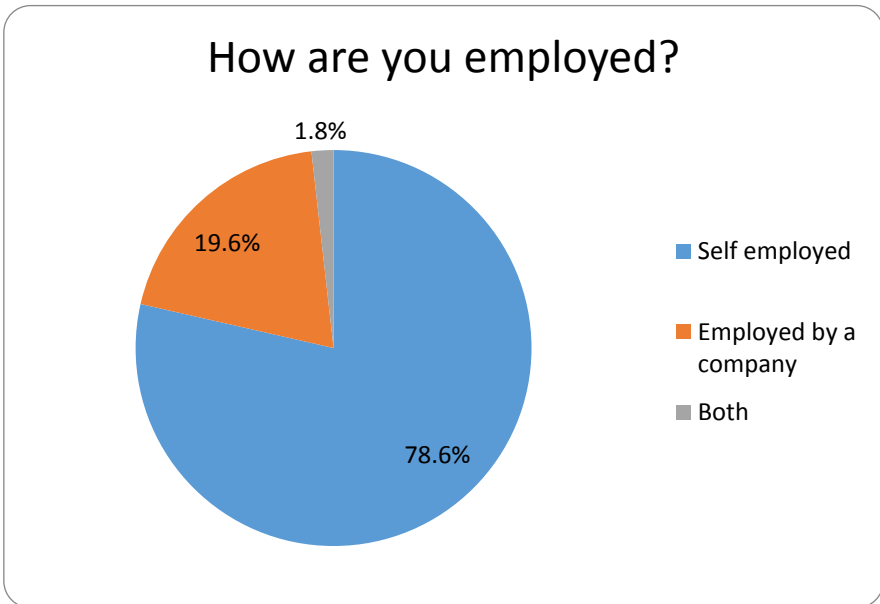
8. Where do you mainly work?			
Answer Choice		Response Percent	Response Total
1	Newark and Southwell	71.4%	40
2	Rainworth and Blidworth	3.6%	2
3	Ollerton and Edwinstowe	10.7%	6
4	Other (please specify):	26.8%	15
		<i>answered</i>	56
		<i>skipped</i>	0



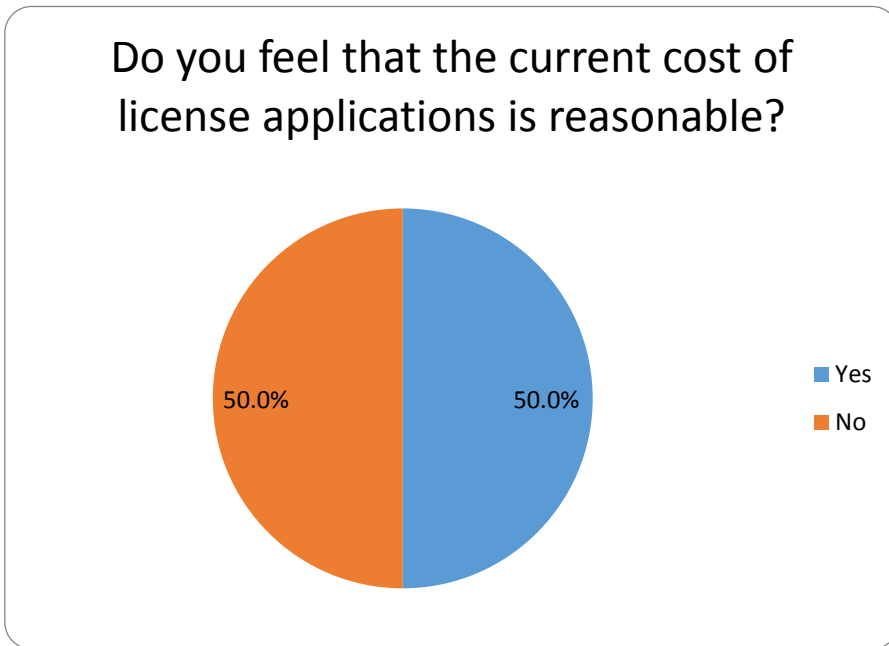
9. Do you drive a Hackney Carriage or Private Hire Vehicle?		
Answer Choice	Response Percent	Response Total
1 Hackney Carriage	71.4%	40
2 Private Hire	28.6%	16
<i>answered</i>		56
<i>skipped</i>		0



10. How are you employed?		
Answer Choice	Response Percent	Response Total
1 Self employed	78.6%	44
2 Employed by a company	19.6%	11
3 Both	1.8%	1
<i>answered</i>		56
<i>skipped</i>		0



11. Do you feel that the current cost of license applications is reasonable?			
Answer Choice		Response Percent	Response Total
1	Yes	50.0%	28
2	No	50.0%	28
<i>answered</i>			56
<i>skipped</i>			0

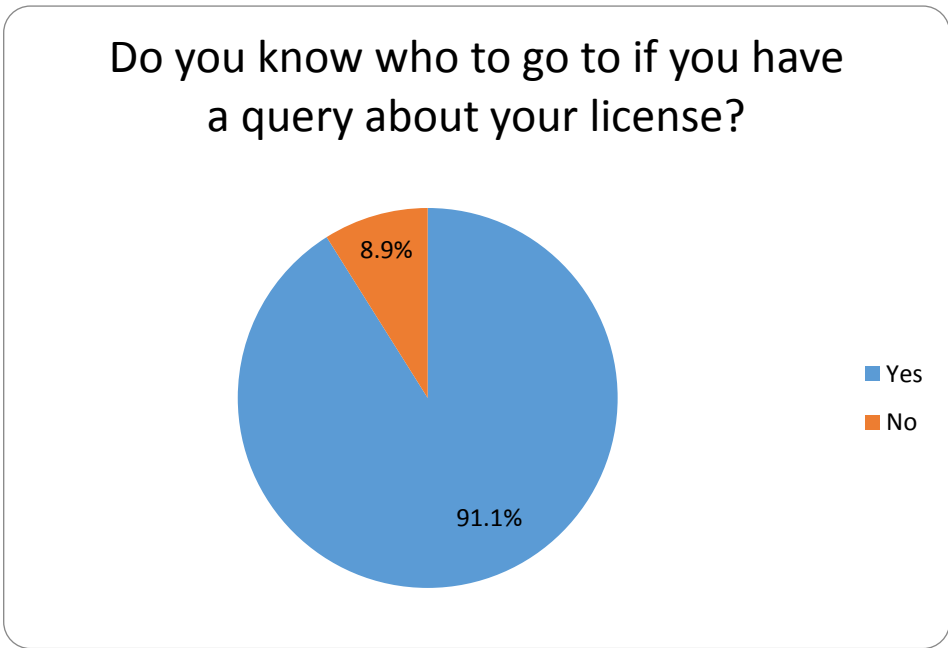


12. Please provide a comment as to why you chose the answer on the previous question			
Answer Choice		Response Percent	Response Total
1		100.0%	56
<i>answered</i>			56
<i>skipped</i>			0

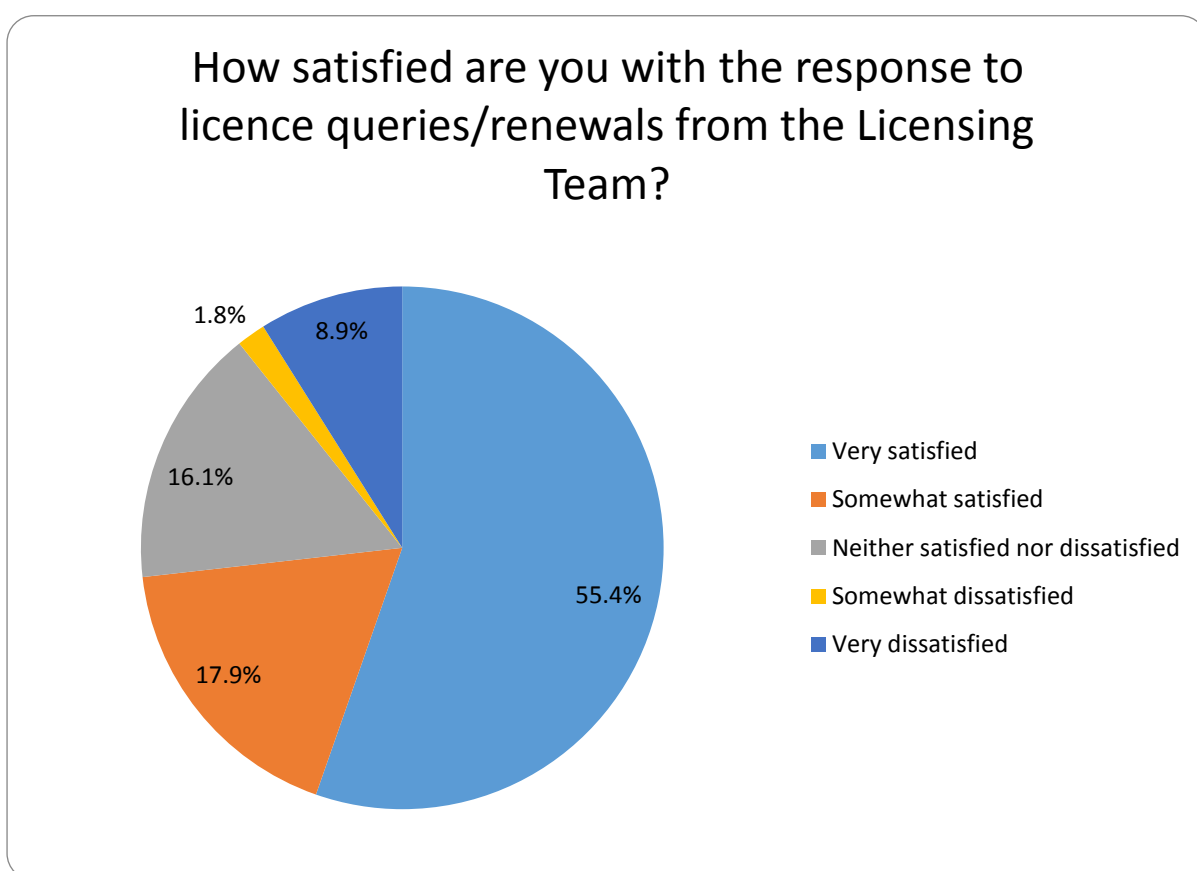
cost too much
Too expensive
i do not believe it represents true cost
Due to current circumstances seems some people have had help and others haven't different rules for different people
It is a reasonable price in my opinion
The cost goes up every year yet our tariffs have gone up once in approx 12 years
Overpriced as licensing not interested in what is currently going on in Newark
It's a National average fee .
I think the cost of the application is correlate with the advantages to drive and work as a taxi driver
Arrange
nothing to compare the price with.
To expensive
We have to pay for inspections by the council the licence should be free as we are providing a service to the community.
I think they were reasonable before the likes of atrium closing and natk and spencers closing down as this has had a huge impact on the weekends in particular, not to mention the pandemic.
A rise in cost is not supposed by regular fare increases
£50 + £75 Medical + £13 DBS. Every year?????
The private hire company (DigiCars) works in our district and their fees is a fraction comparing with our fees
It's not great, but not much is really.
To expensive
In comparison with other areas fairly reasonable
No problem with the price so far
It's not too costly to be put off especially after have no work
It's similar in other areas
We have allocated taxi ranks that are not enforced and the general public continually park on them also given the current climate taxis are continually struggling for customers due to the lack of travel
too expensive
Compared to other areas
Council has helped with local business grants when taxi trade has gone down even %99 in the first 3 months off lockdown
na
Don't know
Based on other authorities charges
Helpful
Uber pays a lot a lot more and care for drivers
fair
Not value for money as support with illegals is non-existent
Ranks are not kept available for use to use especially Castlegate, Northgate rank has had no signage for 4 years plus. And no enforcement of out of area taxis or companies some even think it's fine for them to use the ranks even though they are private hire!
Compared to other councils it's reasonable
N/A
They have been going up every year without an explanation of why

I mean you're paying just to fill out an application
I am struggling to find another driver the cost is a factor
I have to supply the finance for new recruits and this impacts on the business
It doesnt attract new applicants as it is too expensive
it's reasonable compared to Mansfield, Bolsover, Nottingham
Its a fair price and the reduction for the Covid year helped.
It is a reasonable price in my opinion
Compared to other areas
It is a reasonable price in my opinion
It could be cheaper
Breaking the cost over a monthly period in the year then shows it's affordable
Because it's really costly
Goes up every year,with other expenses we need help
it's reasonable compared to Mansfield, Bolsover, Nottingham
The taxi business has gone down due to external taxis.
The charges are comparable to neighbouring districts although as part of that we should be protected by NSDC Licencing from other out of district plated cars working solely in Newark e.g. Z Cars/DG
I believe it is reasonable
Taxi rank at Castle Gate is always full of private vehicles meaning it cannot be used. Also, the renewal fee does not include replacing

13. Do you know who to go to if you have a query about your license?		
Answer Choice	Response Percent	Response Total
1 Yes	91.1%	51
2 No	8.9%	5
<i>answered</i>		56
<i>skipped</i>		0

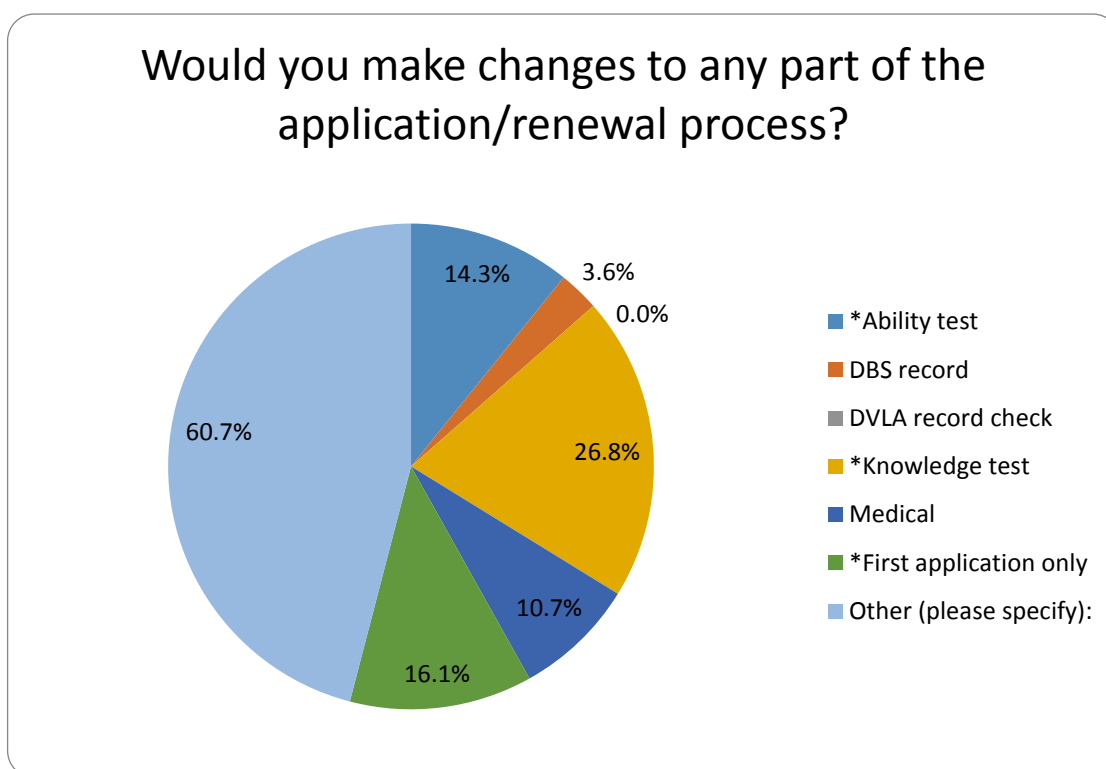


14. How satisfied are you with the response to licence queries/renewals from the Licensing Team?			
Answer Choice		Response Percent	Response Total
1	Very satisfied	55.4%	31
2	Somewhat satisfied	17.9%	10
3	Neither satisfied nor dissatisfied	16.1%	9
4	Somewhat dissatisfied	1.8%	1
5	Very dissatisfied	8.9%	5
		<i>answered</i>	56
		<i>skipped</i>	0



15. Please provide a comment as to why you chose the answer on the previous question			
Answer Choice		Response Percent	Response Total
1		100.0%	56
		<i>answered</i>	56
		<i>skipped</i>	0

16. Would you make changes to any part of the application/renewal process?		
Answer Choice	Response Percent	Response Total
1 *Ability test	14.3%	8
2 DBS record	3.6%	2
3 DVLA record check	0.0%	0
4 *Knowledge test	26.8%	15
5 Medical	10.7%	6
6 *First application only	16.1%	9
7 Other (please specify):	60.7%	34
answered		56
skipped		0

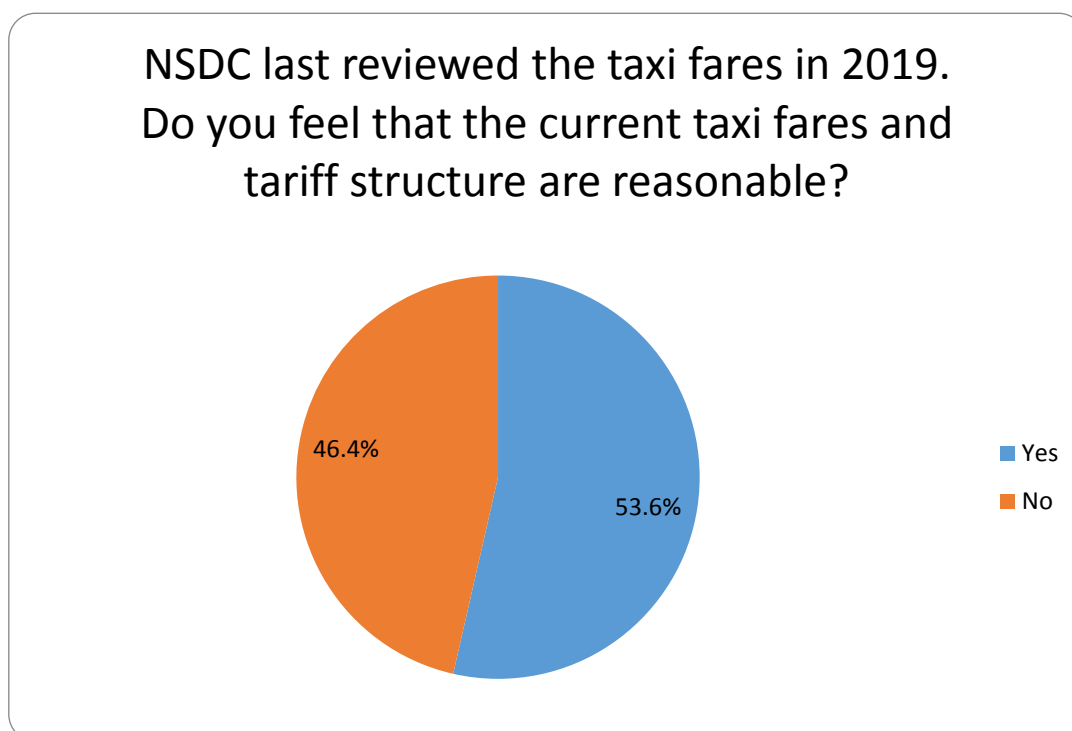


17. What changes, if any, would you make to the application/renewal process?		
Answer Choice	Response Percent	Response Total
1	100.0%	56
answered		56
skipped		0

make knowledge test easier
Less expensive and a far far quicker turnaround
length of time it takes
Over the phone renewal and online
Xxx
Feel it is pointless
I would stop all taxi operations by Wolverhampton plated taxi in Newark.
None
Not sure if this is what you expected as an answer or if somewhere on the next steps is another question more relevant for my answer, but the only one think which is not reasonable is the age of 8 years of the car where you are allowed to apply for renewal. This cars are expensive, and if they are in good condition and in standards of MOT, this period should be at least 10 years.
Online
none
Local
As a psv driver I don't need a ability test by a driving instructor and the knowledge test is outdated when most taxi's have satnav.
Reduced costs
Have undated plates on Vehicles and get Annual reminders from licensing to pay fee this would reduce the cost of having new plates made up every year
.
Extend the period for using the vehicle
None come to mind
None
Improve driving standards/testing
n/a
Use of sat nave taking over
The knowledge test seems very much based on the taxi business and isn't so relevant for drivers working in other areas for the majority of bookings. Modern technology has changed the business. And private hire bookings don't alter from a pre agreed price. So, the knowledge test doesn't really have any relevance to certain businesses.
None
Have not look yet in to it
Application Process needs to focus more on the quality of driving and traveller experience
None
na
N/A
As above
I think it could be done online
Should not be anything lije that
none
For renewal- a simple declaration to state that personal details have not change
English speaking test and mathematics test
None
N/A
All drivers to know local area/roads without resorting to sat nav
More affordable, quicker to put through

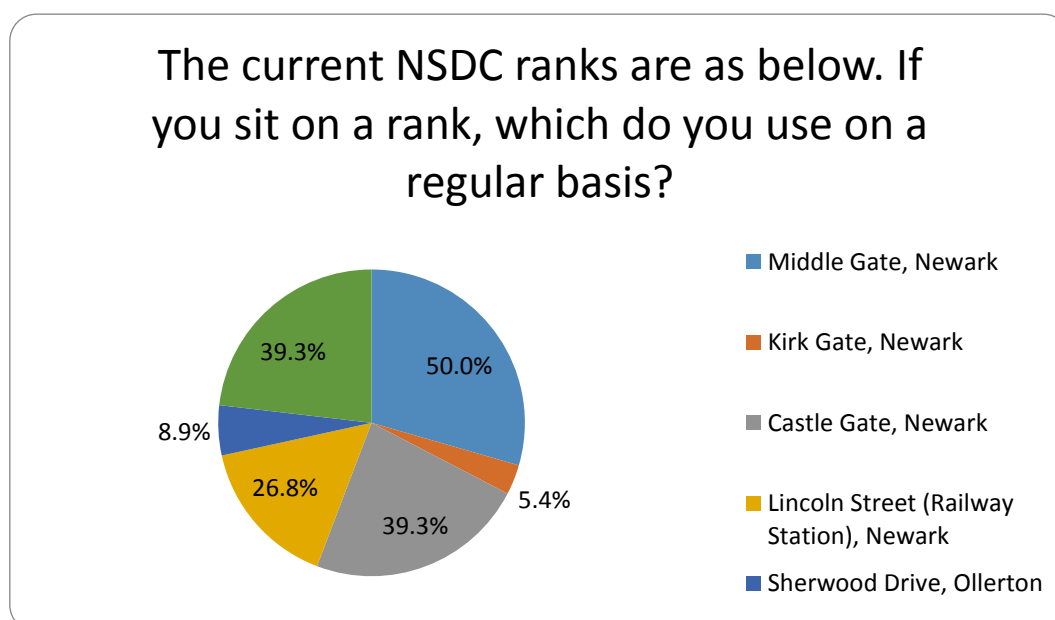
use of sat nav should be in the test - its more up to date than using a map.
Allow local GP's to do medical as then we could shop around for best price.
speed up the process and make it completely accessible online
None
None
None
More focus on passengers experience quality of service
None
Make sure drivers can speak English
Should be paid on direct debit yearly not on a card payment
N/A
Change first application to involve proof of local knowledge by driving around the district to addresses picked by someone from taxi licensing
None
Be able to use other doctors that are also qualified to do same tests as the council requires.
It needs speeding up to make recruiting drivers easier
None
Remove ability test or have it conducted by DSA.

18. NSDC last reviewed the taxi fares in 2019. Do you feel that the current taxi fares and tariff structure are reasonable?			
Answer Choice		Response Percent	Response Total
1	Yes	53.6%	30
2	No	46.4%	26
<i>answered</i>			56
<i>skipped</i>			0



19. Please provide a comment as to why you chose the answer on the previous question			
Answer Choice		Response Percent	Response Total
1		100.0%	56
<i>answered</i>			56
<i>skipped</i>			0

20. The current NSDC ranks are as below. If you sit on a rank, which do you use on a regular basis?			
Answer Choice		Response Percent	Response Total
1	Middle Gate, Newark	50.0%	28
2	Kirk Gate, Newark	5.4%	3
3	Castle Gate, Newark	39.3%	22
4	Lincoln Street (Railway Station), Newark	26.8%	15
5	Sherwood Drive, Ollerton	8.9%	5
6	I do not use ranks	39.3%	22
		answered	56
		skipped	0

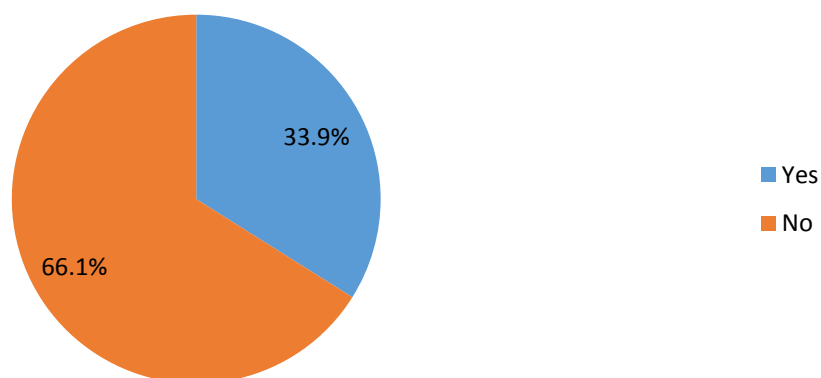


21. Do you feel that there is a need for more ranks in the district? If so, in which areas?			
Answer Choice		Response Percent	Response Total
1		100.0%	56
		answered	56
		skipped	0

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

Answer Choice		Response Percent	Response Total
1	Yes	33.9%	19
2	No	66.1%	37
<i>answered</i>			56
<i>skipped</i>			0

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



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

Answer Choice		Response Percent	Response Total
1		100.0%	56
<i>answered</i>			56
<i>skipped</i>			0

change to older vehicles
Cars are too expensive now, make cars 8 years on first registration
a car should be assessed on its condition not age
None
5 years on first registration , 10 years on renewal if passed MOT
The age of the car when first registered should be more
As per Lincoln and Wolverhampton if it moves license it
I believe in line with many other authorities we should be able to own a vehicle for at least 1 more year .It's hard to maintain a living and save £15 thousand for the next car in 4years
No over 10 years of age on renewal for Hackney Carriage taxis
Car's should run more than 8 years as in most other councils as don't seem fair buses wheel chair vehicles private ambulance can run longer so what is the difference they all built the same and need a MOT
none
Many cars under 5 years old are in very good condition, low mileage etc
This only applies to nsdc cars are better built and last longer these days and 10 years is not old for a car or minibus which is maintained on a regular basis.
I feel that those starting up a business would benefit with the age restriction being a couple years older, so they then have 2 years to earn to get a newer vehicle, maybe this could be introduced where if the car is 5 to 6 years old then the applicant must show a full service history.
I think we should be able to license any vehicle up to 8 years old and be able to keep them until they are 10 years old. This would save us buying newer high mileage cars then having high maintenance costs. We can buy car older cars with very low mileage cheaper. Modern cars last much longer.
Cheaper renewals
Expand the period of using a normal car to 10 years,and a wheelchair accessible vehicle to 15
10 years for renewal of licenced vehicle.
Max 6 years on first registration and up to 10 year old till finished
6 years old when first licensed but with full service history and a maximum mileage limit
Extend the maximum age in the case where the vehicle is obviously still in good condition
None
Up to 5 years old vehicles for first registration
I know I may be on my own on this however technology in vehicles is forever changing and mor more modern vehicles are becoming safer, the arguments I have heard regarding low mileages etc is irrelevant as I know of vehicles in these categories that have had airbags fail to deploy due to age also these vehicle may pass Mot inspections but as a passenger carrying vehicle these vehicles do tens of thousands of miles per year and being honest offer 4-5 continuous years of use they become unreliable, inefficient and less comfortable for customers due to the wear inside the vehicles, I understand that some of the other taxi drivers have missed out on income due to the pandemic However I feel you have been totally reasonable giving an extra year in this circumstance, you have it at 4 years to licence and the ability to run it for a further 4 years that in my book is the perfect scenario
Non
None they are reasonable and offer the traveller a quality vehicle
5 or even 6 years will help a lot , even if is temporary for the next 2-3 years until we recover business income
na
None

When buying a car for taxi use, a 4 year old as opposed to 10 year old will be more expensive to buy obviously. This is an area which I believe should be under constant observation, but as a starting point, 6 and 10 years respectively would seem a reasonable point to start

I think the standard for the age of the vehicle should be right across-the-board no matter where you are in the country different councils of different age policies which doesn't make it fair

Wolverhampton allows 12 years car to become a taxi money is not going out of your pocket so you don't care roads are messed up and you want a new car for taxi

Condition of vehicle.

If the vehicle passes it's test then I is good enough to do it's job. - unfair business competition with other councils — I.e. higher costs, changing vehicles

6 years with rac/and inspection on first and upto 10 years old with the current council yard inspections

At least 10 years, if not be realistic about a 8 year old taxi just because it's 8 years old doesn't stop it being road worthy.if it's got dents rust and failing mots I understand but some are really looked after by drivers and companies

for a standard car is not reasonable ,min 5 max 10

5year old or under when first registered and keep till 10yrs old keep same regulations as now for wheelchair vehicle,s

First registration at 4 years old, some people can't afford cars that age. Especially one man banders.

none

If a vehicle passes an MOT then it is fit for the road. If a wheelchair vehicle can be licensed for twelve years then so can a car as it has to fit the same criteria for road worthiness

The age of 8 years old is not reasonable, it should be increased to at least 10 years to make it more financially viable

No alterations

None

5 years on first registration , 10 years on renewal if passed MOT

None

5 years on first registration , 10 years on renewal if passed MOT

5 years

None

N/A

5yr old for first license and keep till 10yrs old if car is road worthy decided by council test

No alterations

5 or 6 years because the quality of cars nowadays are much more better than years ago plus its really expensive for a 4 year old car.

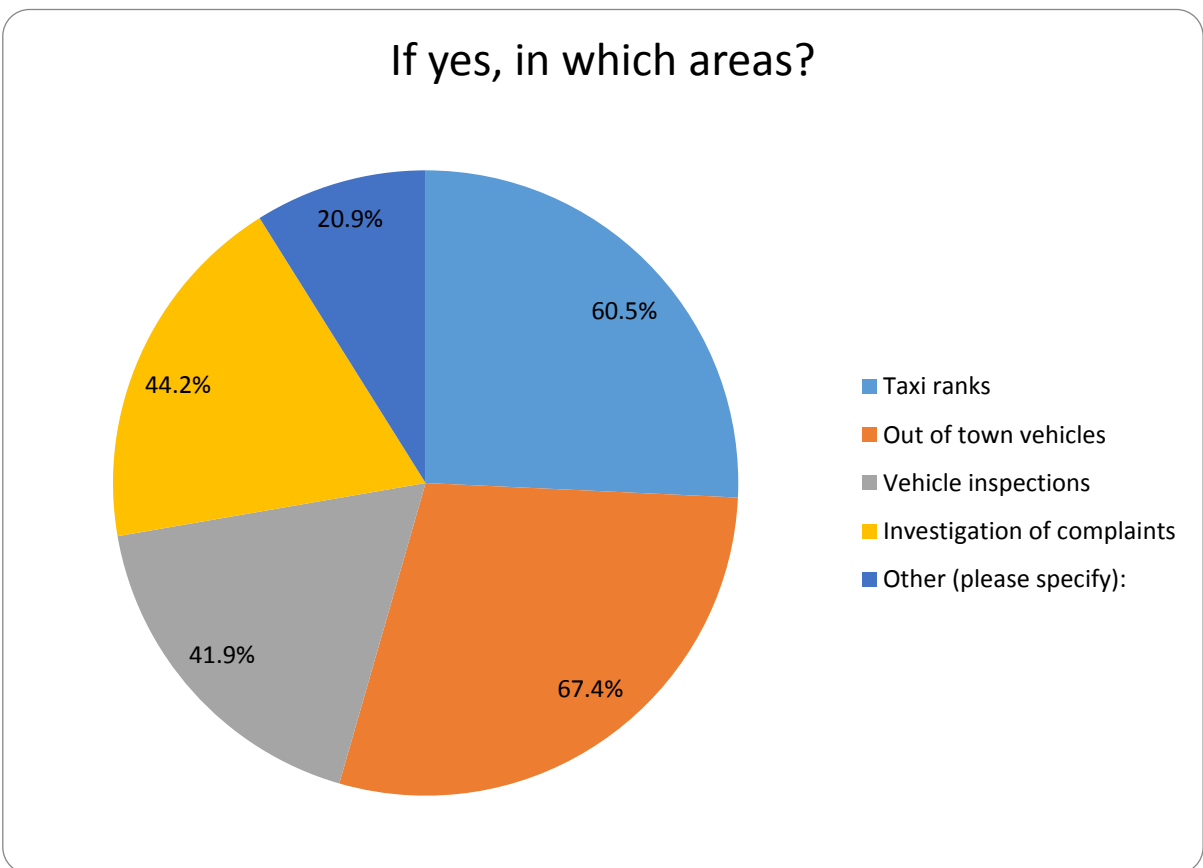
Up to 6 years or based on a low CO2 level so green vehicles are usable regardless of age. E.g hybrids

None

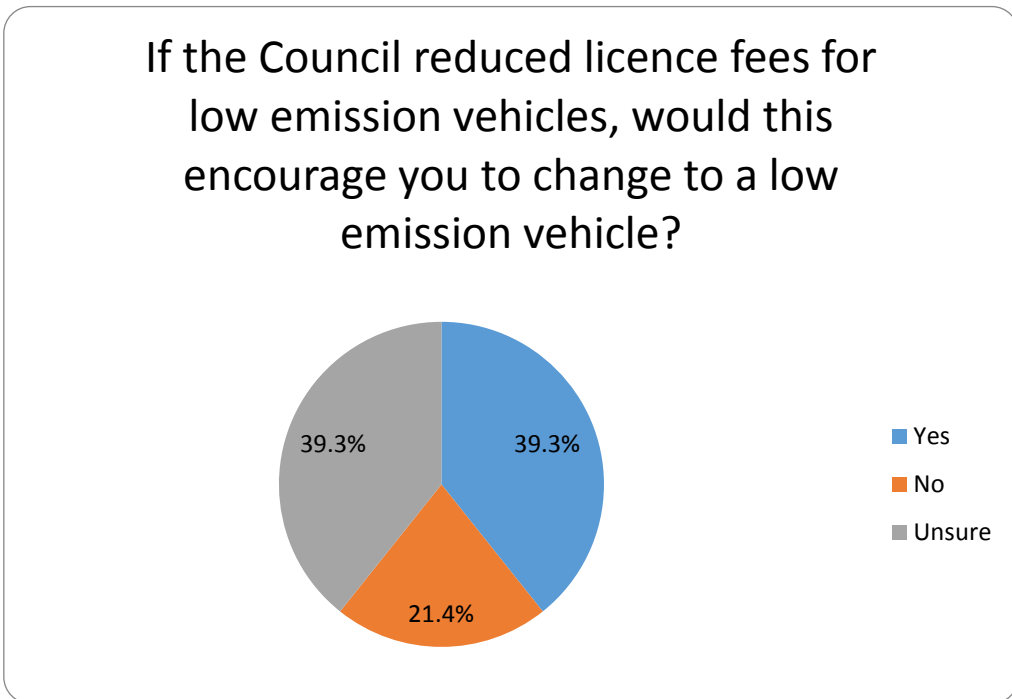
The 4 year 1st registration time is acceptable and sensible. The 8 year renewal time seems ludicrous. This is especially the case for minibuses which are considerably more expensive to both purchase, run and maintain. I would suggest an increase to 10 years and further still for multi seater vehicles (proper 7-8 seater ones) and further still for wheelchair vehicles. It would always be in councils power to refuse to renew a vehicle under this age if it was no longer of acceptable standard and condition. It will cost me approximately £40,000 to replace my vehicle and to it I cannot see how i can economically do that.

24. Would you support more taxi enforcement in the district?			
Answer Choice		Response Percent	Response Total
1	Yes	76.8%	43
2	No	23.2%	13
answered			56
skipped			0

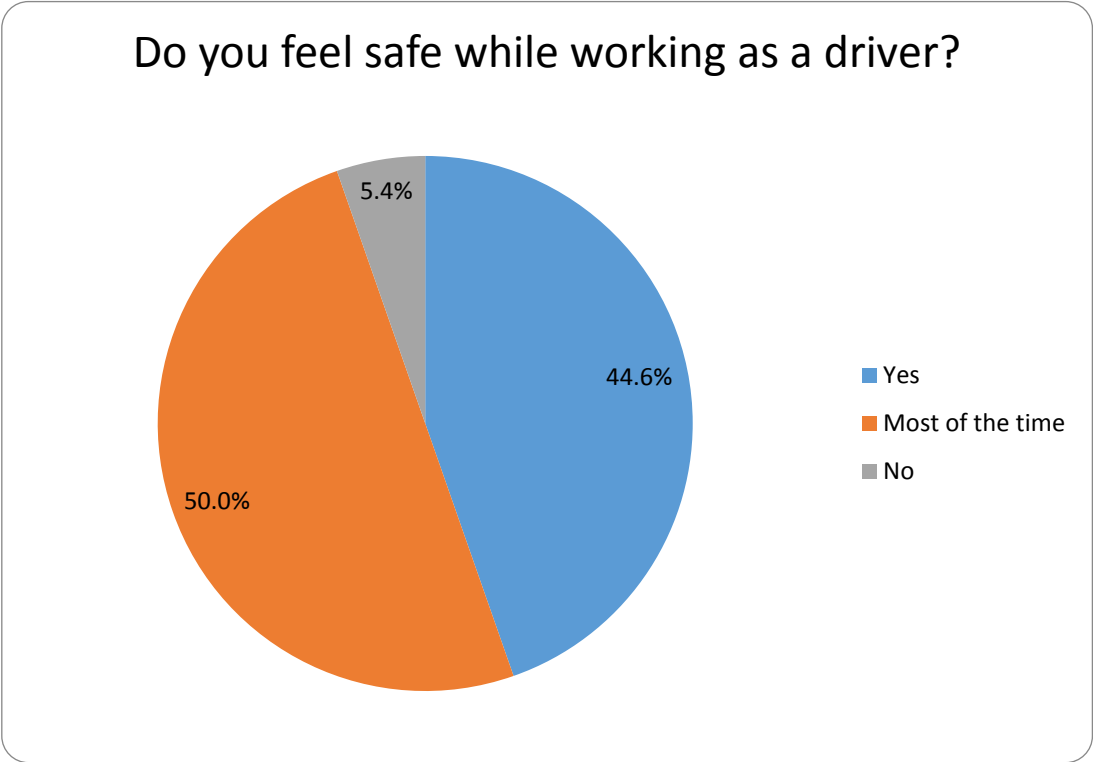
25. If yes, in which areas?			
Answer Choice		Response Percent	Response Total
1	Taxi ranks	60.5%	26
2	Out of town vehicles	67.4%	29
3	Vehicle inspections	41.9%	18
4	Investigation of complaints	44.2%	19
5	Other (please specify):	20.9%	9
answered			43
skipped			13



26. If the Council reduced licence fees for low emission vehicles, would this encourage you to change to a low emission vehicle?			
Answer Choice		Response Percent	Response Total
1	Yes	39.3%	22
2	No	21.4%	12
3	Unsure	39.3%	22
<i>answered</i>			56
<i>skipped</i>			0



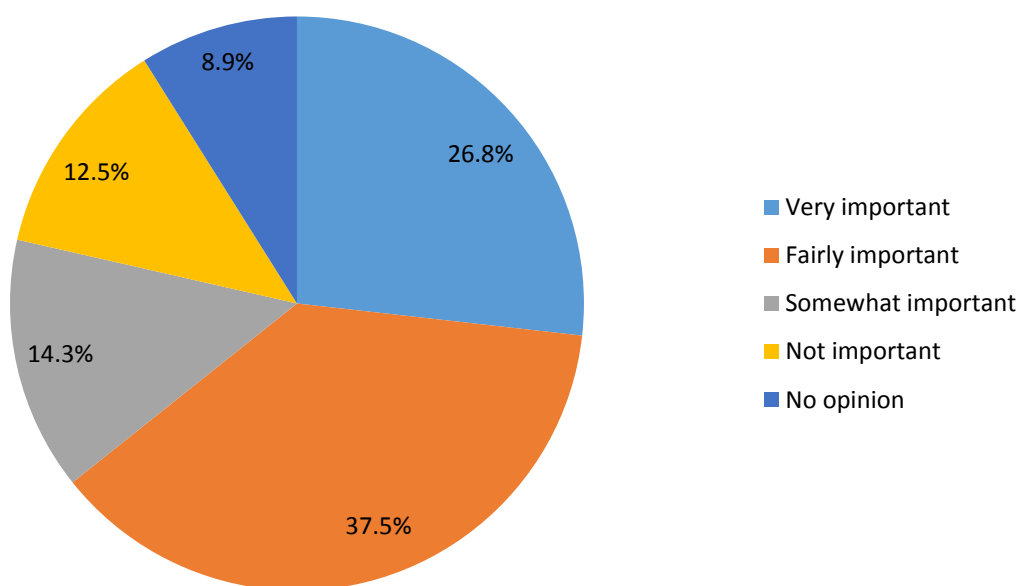
27. Do you feel safe while working as a driver?		
Answer Choice	Response Percent	Response Total
1 Yes	44.6%	25
2 Most of the time	50.0%	28
3 No	5.4%	3
<i>answered</i>		56
<i>skipped</i>		0



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

Answer Choice		Response Percent	Response Total
1	Very important	26.8%	15
2	Fairly important	37.5%	21
3	Somewhat important	14.3%	8
4	Not important	12.5%	7
5	No opinion	8.9%	5
		<i>answered</i>	56
		<i>skipped</i>	0

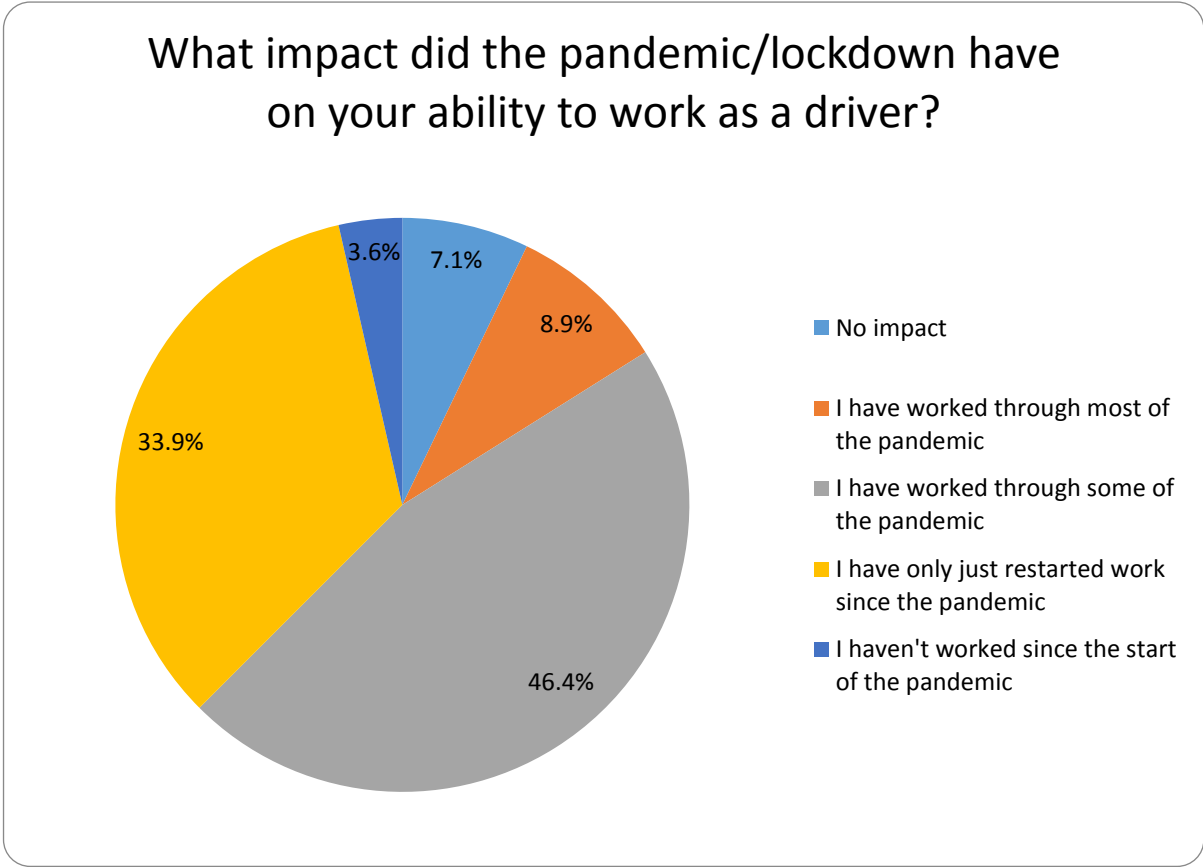
How important do you think it is for taxis to have CCTV?



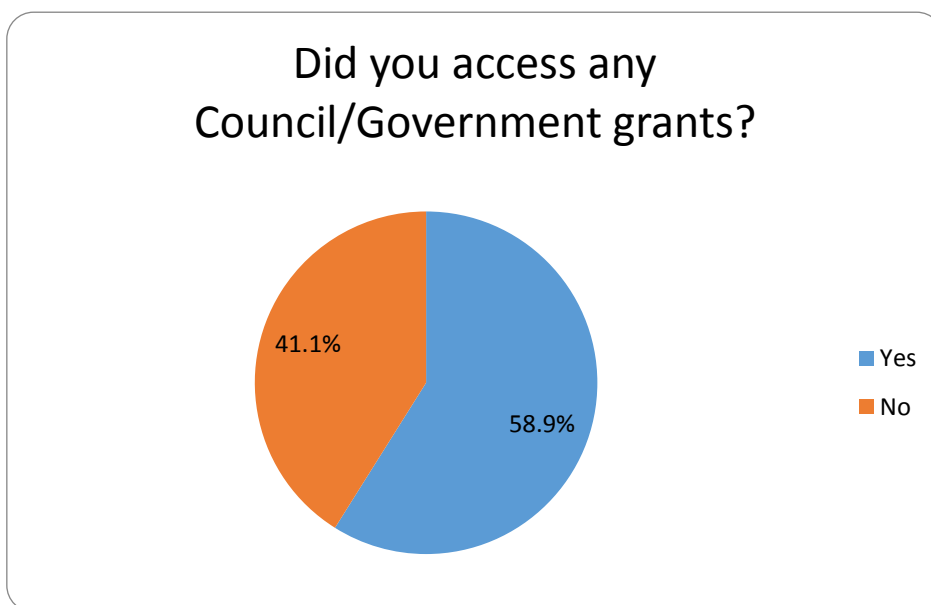
29. Please provide a comment as to why you chose the answer on the previous question

Answer Choice	Response Percent	Response Total
1	100.0%	56
		<i>answered</i>
		56
		<i>skipped</i>
		0

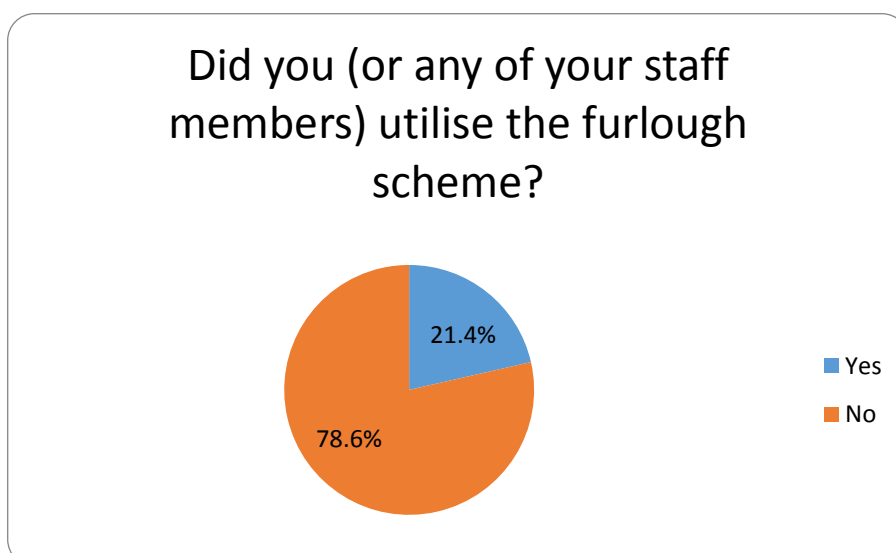
30. What impact did the pandemic/lockdown have on your ability to work as a driver?		
Answer Choice	Response Percent	Response Total
1 No impact	7.1%	4
2 I have worked through most of the pandemic	8.9%	5
3 I have worked through some of the pandemic	46.4%	26
4 I have only just restarted work since the pandemic	33.9%	19
5 I haven't worked since the start of the pandemic	3.6%	2
answered		56
skipped		0



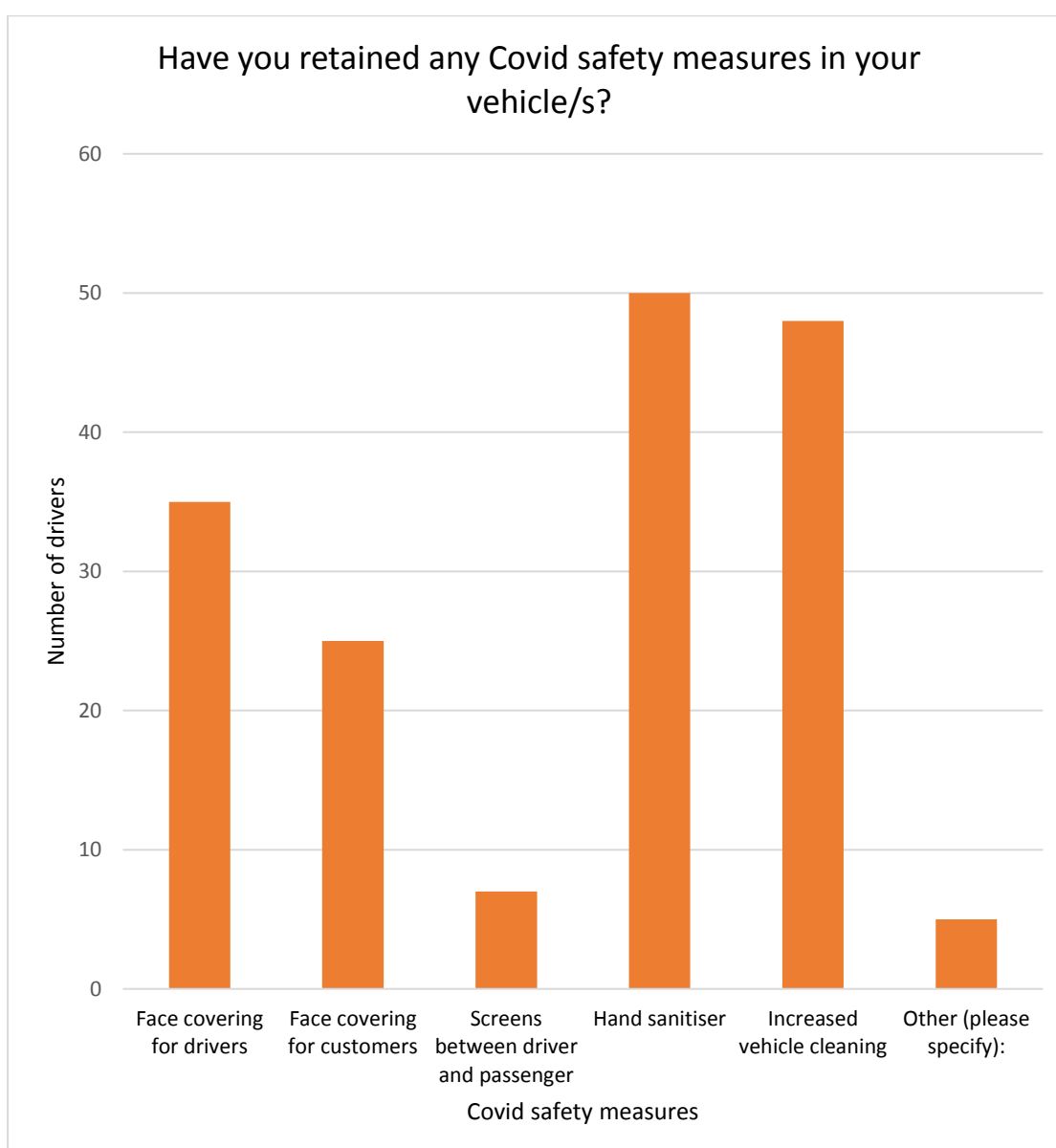
31. Did you access any Council/Government grants?			
Answer Choice		Response Percent	Response Total
1	Yes	58.9%	33
2	No	41.1%	23
<i>answered</i>			56
<i>skipped</i>			0



32. Did you (or any of your staff members) utilise the furlough scheme?			
Answer Choice		Response Percent	Response Total
1	Yes	21.4%	12
2	No	78.6%	44
<i>answered</i>			56
<i>skipped</i>			0



33. Have you retained any Covid safety measures in your vehicle/s?			
Answer Choice		Response Percent	Response Total
1	Face covering for drivers	62.5%	35
2	Face covering for customers	44.6%	25
3	Screens between driver and passenger	12.5%	7
4	Hand sanitiser	89.3%	50
5	Increased vehicle cleaning	85.7%	48
6	Other (please specify):	8.9%	5
		answered	56
		skipped	0



34. If you employ staff, has Brexit/EU Settlement Scheme impacted on recruitment?			
Answer Choice		Response Percent	Response Total
1	Yes	1.8%	1
2	No	23.2%	13
3	N/A	75.0%	42
<i>answered</i>			56
<i>skipped</i>			0

