

Environment Directorate

Taxi Licensing Survey Results

Councillors

Survey Results 2007/08



Taxi Licensing Councillors Survey Results: 2007/08

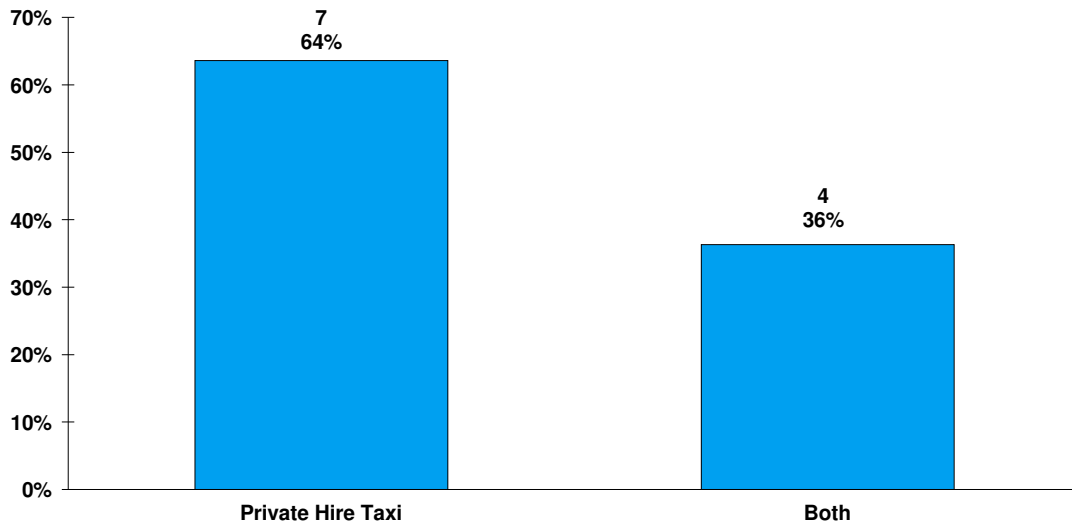
A total of 13 surveys were returned out of a possible 60 which equates to a 22% return.

The results are as follows:

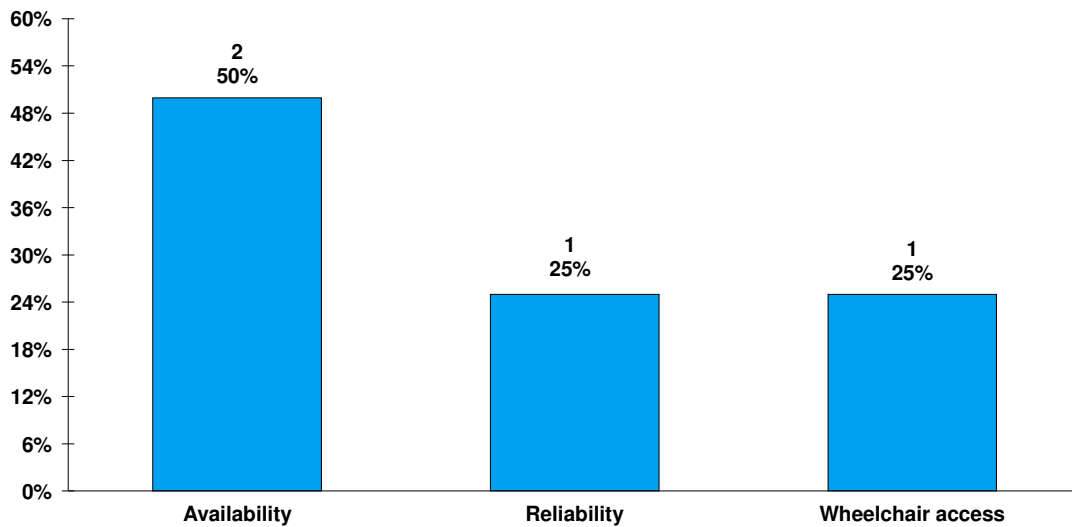
Q1. Where in Salford do you live?

Base	11 100.0%
Where in Salford do you live? (If unsure please include p...	
<i>Barton</i>	1 9.1%
<i>Broughton</i>	1 9.1%
<i>Cadishead</i>	1 9.1%
<i>Claremont</i>	1 9.1%
<i>Eccles</i>	2 18.2%
<i>Inwell Riverside</i>	1 9.1%
<i>Langworthy</i>	1 9.1%
<i>Swinton North</i>	1 9.1%
<i>Swinton South</i>	1 9.1%
<i>Worsley</i>	1 9.1%

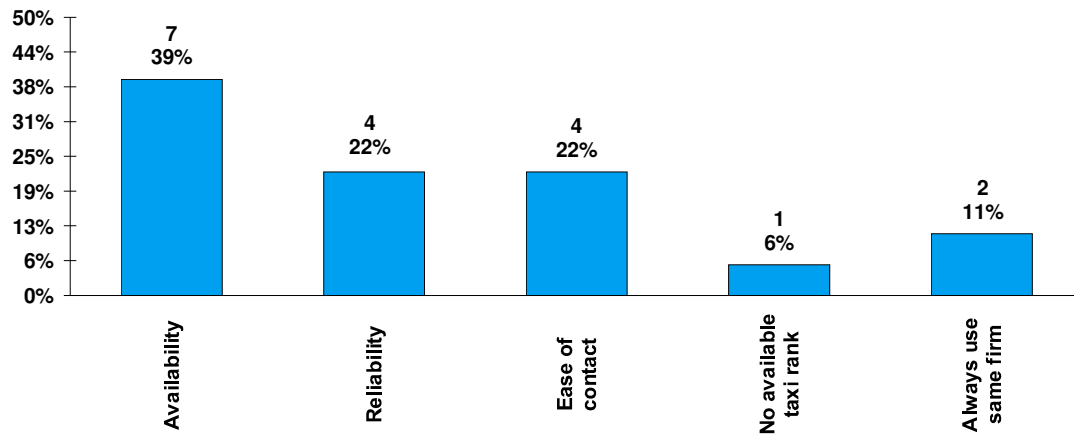
Q2. Do you or any of your family use any of the following?



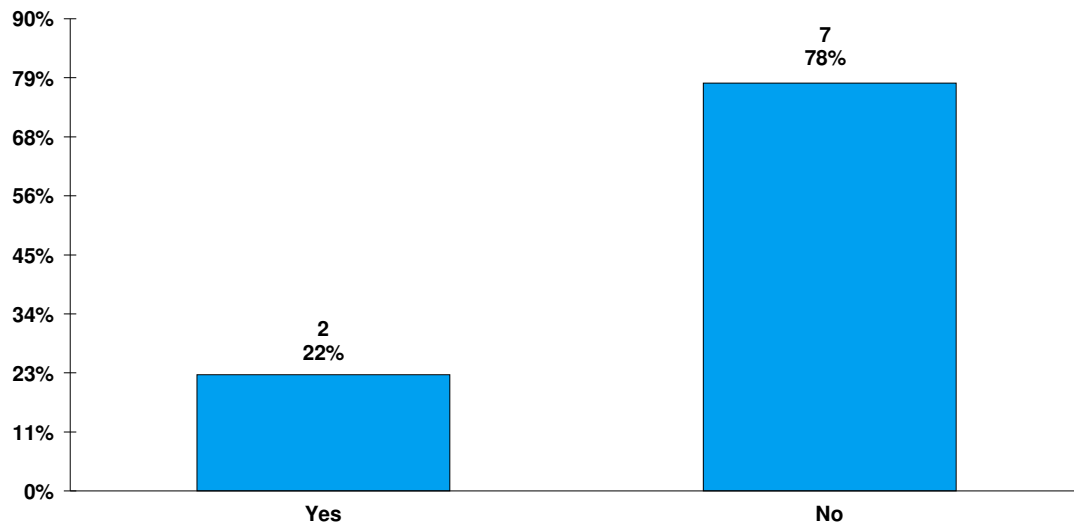
Q3. If you mainly use a Salford based Licensed Taxi, what is the reason for this?



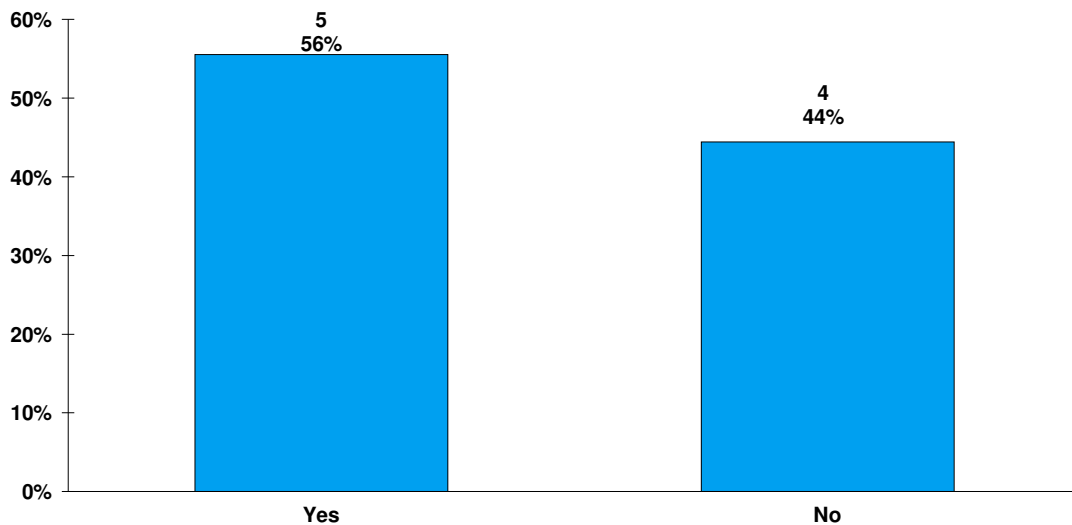
Q4. If you mainly use a Salford based Private Hire Taxi what is the reason for this?



Q5. Have you had any difficulties in hiring a black cab?



Q7. Do you think that Salford City Council should make more black cabs available for hire by removing its policy of restricting the number of licenses it issues for taxis?



Taxi Licensing Councillors Survey Results Comments 2007/08

Snap Case No.	Q3.If you mainly use a Salford based Licensed Taxi, what is the reason for this? If other please state reason.
3	Supporting Salford business and Manchester won't attend.
6	Because the buses on Littleton road are not reliable and never on time

Question 4 asked:-

If you mainly use a Salford based Private Hire Taxi, what is the reason for this? –

There were no responses to this question.

Snap Case No.	Q5.Have you had any difficulties in hiring a black cab? If yes what were those difficulties?
3	No taxis available; unable to book the day in advance to get me to Civic for meetings; asked to call at 7am to 'try to book' rather than booking the day before
5	None available within a reasonable time. Couldn't accommodate wheelchairs.
6	No difficulties

Snap Case No.	Q6. We are reviewing the locations and provisions of taxi ranks across the city as many of existing ranks are in places where they are no longer used. In order to make taxis more accessible to the public can you please identify where you think taxi ranks should be?
1	Town centres
2	Walkden and Little Hulton
3	Precinct, Lowry Hotel, Lowry Centre, Hope Hospital, Sainsbury's, Salford Central Station, Crescent Station
4	Near main shopping and entertainment areas. On main roads
5	Swinton Shopping Precinct and Chorley Road in front of the Shopping Precinct
6	there are a number of areas Salford shopping is getting dangerous the car park facing Woolworths is not used ant more
10	Salford Shopping City. Eccles Town Centre. Swinton Town Centre. Salford Quays.
13	The Lowry, Salford Quays, Salford Central Station, New Rugby Stadium

Snap Case No.	Q7. Do you think the Salford City Council should make more black cabs available for hire by removing its policy of restricting the number of licenses it issues to taxis? Reason.
1	Many are available
3	There are not enough available taxis when ordering over the phone. They are more easy to get into and out of when using ramps
5	In Swinton black cabs are not a common sight.
10	Many people could not afford the prices and prefer to use private hire instead as it is cheaper.
13	Too few taxis available and there is a need to advertise more with a proper, easily accessible complaints procedure.

Snap Case No.	Q8. If you have any comments to make about taxi services in Salford please enter them below.
3	Does Saltax have a monopoly? How often do they use Mantax?
4	I am a little worried about the amount of taxi drivers that don't speak very good English and have problems understanding the passengers. Also worried about how dirty some taxi's are
5	I am reluctant to use Black cabs unless I have no choice (e.g. when returning to Manchester by train). More private hire cars are needed - or perhaps more regulations compelling private hire firms to have a specific percentage of its fleet working at given times.
12	I get a number of complaints re foreign taxi drivers not being able to speak English sufficiently well to be understood, and not seeming to know the correct route to the destination, often resulting in an excessive fare.
13	I believe strongly in setting up new private hire company instead of having a monopoly like there is at present.