

Environment Directorate

Taxi Licensing Survey Results

Business

Survey Results 2007/08



Taxi Licensing Business Survey Results: 2007/08

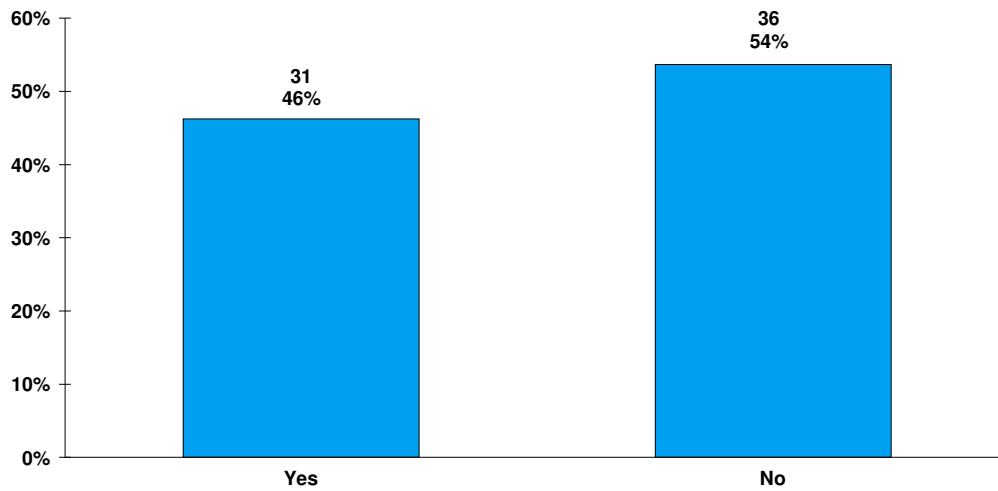
A total of surveys 72 were returned out of a possible 608 which equates to a 12% return.

The results are as follows:

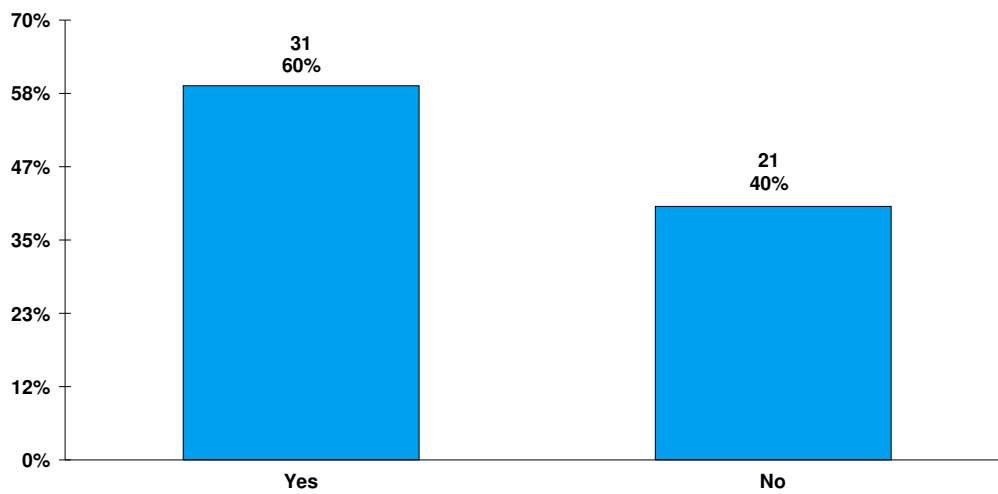
Q1. Where in Salford is your business located?

Base	63 100.0%
Where in Salford is your business located? (If unsure ple...	
<i>Barton</i>	- -
<i>Boothstown & Ellenbrook</i>	1 1.6%
<i>Broughton</i>	6 9.5%
<i>Cadishead</i>	- -
<i>Claremont</i>	2 3.2%
<i>Eccles</i>	16 25.4%
<i>Irlam</i>	1 1.6%
<i>Irwell Riverside</i>	3 4.8%
<i>Kersal</i>	- -
<i>Langworthy</i>	3 4.8%
<i>Little Hulton</i>	5 7.9%
<i>Ordsall</i>	4 6.3%
<i>Pendlebury</i>	7 11.1%
<i>Swinton North</i>	4 6.3%
<i>Swinton South</i>	2 3.2%
<i>Walkden North</i>	1 1.6%
<i>Walkden South</i>	2 3.2%
<i>Weaste & Seedley</i>	1 1.6%
<i>Winton</i>	2 3.2%
<i>Worsley</i>	3 4.8%

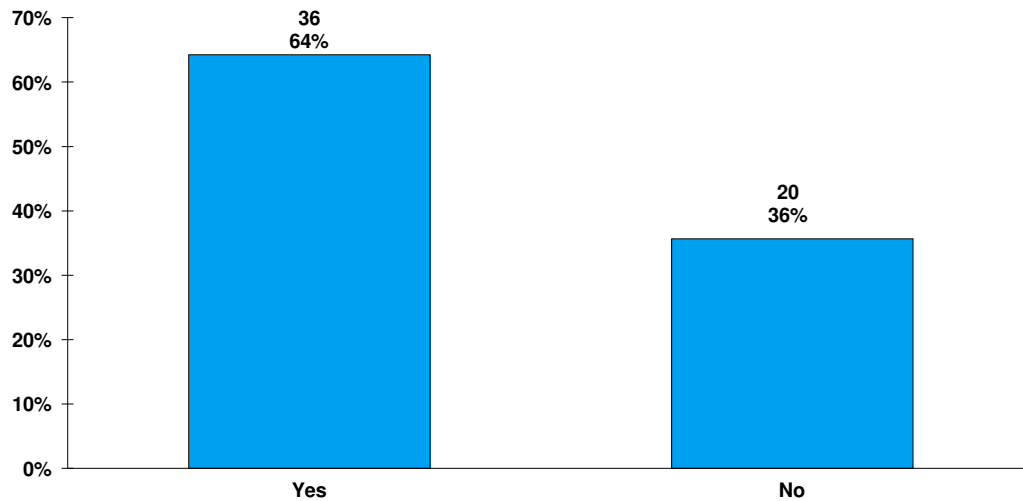
Q2. Do you think your business is adequately served by the provision of black cabs/hackney carriages in the City of Salford



Q3. Have you ever had any difficulties in obtaining the services of a black cab/hackney carriage for our customers?



Q5. Do you think that Salford City Council should make more black cabs available for hire by removing its policy of restricting the number of license it issues for taxis?



Taxi Licensing Business Survey Results Comments 2007/08

Snap Case No.	Q3. Have you ever had any difficulties in obtaining the services of a black cab/hackney carriage for your customers? If yes what were these difficulties?
8	Busy periods telling you going to arrive at a certain time and don't - don't arrive at all. Say they arrived and couldn't find who's booked so drive off.
10	I don't use black cabs
11	No black cabs in area - will only supply you with one if in area - also used a Bolton cab service and charged us from where he was at the time of booking him.
13	Usually full
17	Inability to carry wheelchair users safely or reluctant to carry wheelchair users.
18	Not that many cars on
20	During peak hours waiting times sometimes exceeded more than an hour.
21	We are licensed premises therefore has a high demand for taxis roundabout midnight. It is very difficult to get taxis for our customers - We are usually told there are none in the area, well where are they?
24	The number of Black cabs or Blacking Cabs that pass our business is minimal, maybe 10 per week and maybe only 2-3 stop to pick up local fares. if the numbers of cabs increased I think this would benefit the local areas and Worsley as a whole
25	N/A
31	Drivers not keen on coming to the Quays, so it can at busy times take a long time for taxi's to arrive. There is a taxi rank outside The Lowry, but it is often without cabs.
34	None in are of Little Hulton. Private hire taxis are very busy and do not always turn up
36	Black cabs very rarely drive around the Quays for people to flag down. This means staff always has to ring for taxis. If there is a match on at Old Trafford, or for example the Salford Triathlon this is impossible. Also delegates from corporate events also have to wait a long time on occasions.
37	There are never enough black taxis for our customers at The Lowry Hotel specially between the hours of 8.00 - 9.30 or any time after 16.00
39	Contacting firms and waiting times, as they mainly operate from taxi ranks and don't really listen to jobs given from switchboard operators
41	None available (School run). Unhappy to take on short journey

42	They do not work in Swinton area. I had to get one from Salford then they said we could not pre-book but when I phoned for the morning I wanted it for they said they had none in the Swinton area.
43	they just seem to concentrate on the Swinton area where as people are always wanting taxis in the Pendlebury/Clifton area's
45	Black cabs do not operate on the streets in this area.
46	Never seen any
47	From Hope Hospital you can never get one home. We need these when bringing patients book or when taking them out. We have tried to use for funerals but you can never book them and they can never say whether they will have one on duty.
49	From a personal point of view black cabs can be ocaze when there is a football match taking place. They all disappear! Otherwise no.
50	Availability/Cost. Guest mainly use private hire
51	The black cabs don't use the taxi rank outside The Lowry. Several of the private hire firms won't pick up from the Quays.
52	They seem to have fewer drivers at bust times i.e. football matches - Friday and Saturday most drivers choose to go to Town.
53	They still believe we have rouble on Ordsall which we don't
54	It is not convenient. For our business, not many people use black cabs
57	Trying to get one only cabs on Bolton Road are private hire very rare see a black cab
59	We are a 4* Hotel and often require taxis for our guests. We can experience difficulties in getting firms to come into Salford/also quite often state that they will not take guests on short journeys (MUFC Stadium, Salford Quays)
60	No hackney carriages operate in Little Hulton, and very few outside of shopping centres in Salford
61	Members waiting along time for cabs or cabs not available
63	Black cabs don't come to Little Hulton
65	The only problem we have ever had is not enough taxis but this only seems you be when all other taxis either. But I must say I use black cabs fairly regular and trying to get one from outside Morrisons is crazy I haven had a 45 minute wait for one in the past.
66	None available
71	No cabs available
72	When taxi ordered - not showing up when guests are due to attend meetings, airport etc. Guests ridiculously overcharged when its clear they are not from the UK

Snap Case No.	Q4. 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 the taxis more accessible to the public can you please identify where you think taxi ranks should be, to better serve your customer?
1	not applicable
4	Dedicated area's not in the carriageway of normal traffic
6	No taxi rank outside the club
9	Salford precinct is an accident waiting to happen - A death trap!
11	City centres - Shopping centres
13	Along chapel street cover courts
18	Deansgate - Manchester
19	we could do with a black cab rank in patricroft because the private hire company in this area of Salford are "s*****"
20	There placements are fine at Eccles Bus Stations.
22	Near Medical Centre Bolton road and in front Swinton Town Hall
24	Maybe Worsley Village Car Park, it would be ideal for the cars to park up.
25	On any many street in town centres!
27	Bus, Train Stations. Supermarkets
29	We are located in Eccles Town Centre I do not think there is anywhere better than where the existing rank is. There are always cabs at this rank and the drivers are very polite and helpful.
30	N/A Nursing Home

32	On Deansgate and Kendals
33	Salford Quays, Trafford Road
34	Anywhere centrally
36	Salford Quays- easily accessible to visitors to the Lowry theatres, Lowry outlet Mall and given that a lot of people use there facilities before and after the football this would benefit visitors to Old Trafford.
37	I do not think it is the positioning of the ranks it is the volume of the cabs employed is not enough.
38	No- sorry
39	Swinton town centre, near the shops.
42	Near city centres. Town halls. Shopping centres
43	Bolton Road Pendlebury. Manchester Road Clifton
44	Lowry Centre
45	Local shopping parades.
47	Hope Hospital
49	Would be difficult to site a rank near our business which is mainly residential area. Maybe on the Industrial estate adjacent to Homebase.
50	No
51	We have a rank that is outside that isn't used but needs to be
52	Patricroft
53	Possibly in our car park
55	The taxi rank in Eccles next to the bus stop is adequate, maybe more black cabs in the evenings
56	No taxi ranks in the area immediate areas of the campus - all booked by telephone at the University
57	Ideally I would like a taxi rank outside our club on weekends simply to serve Pendlebury R.B.L customers. If at all possible I would like a meeting to discuss the possibility
58	Hope Hospital
59	Regent Road Shopping Centre
60	Tesco at Walkden, Walkden High School
61	Close to Patricroft bridge
65	We are at the top end of Eccles Precinct I think that the distance isn't a problem just the pubs in between I wouldn't recommend it to ant customer past 10pm
68	Winton Library. But don't use them too expensive
69	We ring from the premises care home
71	Pendleton Church

Snap Case No.	Q5. 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? Reason:
1	don't know
3	Don't know
4	Not removing but increasing availability - Competition
5	The area is already well served by both types of cabs.
7	It is sometimes more convenient to pick up a black cab than ring and then have to wait for a taxi to arrive.
8	Environmental reasons. Buses should have more options re-size frequency etc. Metro is great.
9	Bit no Asian drivers, these people rip off students and staff all the time and probably have false ID's.
10	I use Carlton car which are reliable
12	May affect private hire drivers
15	Sometimes especially in the school run times, we struggle for a taxi waiting 15-20 mins.
16	Black cabs are accessible foe wheel chair users
17	There appear to be enough taxi's
19	Same as the other comment let the black cabs have the business at least they turn up for you

20	Just to provide more availability
24	Of course, this would speed up the time for people leaving the licensed premises, to arriving home.
25	To make them more accessible to the general public!
27	working with students with disabilities transport with ramps is a major issue
31	yes if they were to use the taxi rank
32	Xmas was very difficult
34	None area - also possibly licence more private hire as taxi cabs are by experience much dearer
36	The more the better from a customer's point of view. More money to make. So long as all the drivers are still legitimate.
37	There are too few black cabs. Salford is an expanding city
39	Too many private hire and not enough black cabs.
42	Black cabs are more convenient as I am a manager of heath Cottage Care home for the elderly. Black cabs accommodate wheelchairs
43	I know we have a number of taxi services in the area but at busy times people can not get a taxi till early hours and as I run a public house I have people waiting in my pub till they get one. A lot of the customers live out of the area.
47	Because you can never get one when you need one
49	As stated overleaf. Also difficult to get cabs (not black cabs) at peak time from Morrisons - a wait of 45 minutes and it quite often the morn.
50	They are more expensive than private hire
55	More taxis (black cabs) in my area would stop people being stranded and give them some reassurance of getting home or to there destination
56	No particular views
57	The more cabs available the more customers are safe in the knowledge that should they require a cab they wont be waiting to long
59	To provide better service to general public
60	Greater number of taxis means more competition and therefore taxis have to be better quality to maintain custom. Also, greater number means greater availability
61	More cabs available to general public
65	It will mean more taxis available which will obviously reduce waiting times
70	We have no black cabs operating in Little Hulton area

Snap Case No.	Q6. If you have any other comments to make about taxi services in Salford, please enter them below:
2	Black cabs are causing havoc at Salford City Shopping Centre on the roundabout when trying to rank up.
5	A lot of our customers ask for their own favourite cab firm - few if any request a black cab - probably because they are so much dearer.
6	Most of our customers ring for private hire vehicles as there is no taxi rank served here
7	One general note I am concerned with regards to the general low standard of driving I have come across. I find it extraordinary that you have powers to limit numbers of taxis but there is no regulations to ensure drivers pass a test as to their competence and safety when carrying members of the public other than driving test which could have been done some years ago and in another country.
12	usually good service
17	Insurance that cabs have secure belts for wheelchairs and that drivers know how to use them properly
19	phone any private hire company at tea time on Sunday and you get the same response no drivers on or no cars in the area I think more stringent rules should be implied to P/H companies in order foe them to ensure they have cars on at certain times of the day.
25	N/A
28	I think some of the vehicles used for taxi purpose appear 'shabby' and unkept. Greater emphasis should be affordable to the general wear and tear and upkeep of the vehicle. I think the age of vehicle should be 'capped'.

30	There are not enough taxi's available
33	Should be cheaper; more on the mile of private hire
39	Black cab drivers are veneer around after 6pm. They work all day when demand is low but never work after 6pm in town centres. This should be regulated to offer a better service,
47	There is no come back as far as I am aware. They aren't accountable to anyone and we have come across some really rude and impolite drivers
49	Our business is served a great deal by Swinton Private Hire and is excellent. Personally coming to work from Ellesmere Park to Swinton minicabs provide an excellent service
54	Give a number to call black cab taxi. Otherwise can't get it very easy
56	No -They seem quite effective when required
59	Poor service need to follow footsteps of Manchester and their example of trying to achieve informed appearance of private taxis to ensure public are totally confident they are legitimate for of transport and visitors receive correct image of Salford
64	There is a development of houses alongside the canal
65	I believe that it is pointless ringing a black cab in Salford after about 12.30am - 1am as there will be no drivers on I have found this out from a reliable source I find this silly as I usually ring for taxis for staff at this time.
66	Can never get them on a Sunday night
69	Difference in price for the same journey happens on a regular basis, as we provide a service for older people this is a concern as some people are restricted in choice of taxi due to physical disabilities
71	Sorrowful