

# Environment Directorate

## *Taxi Licensing Survey Results*

### *Public*

Survey Results 2007/08

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## Taxi Licensing Public Survey Results: 2007/08

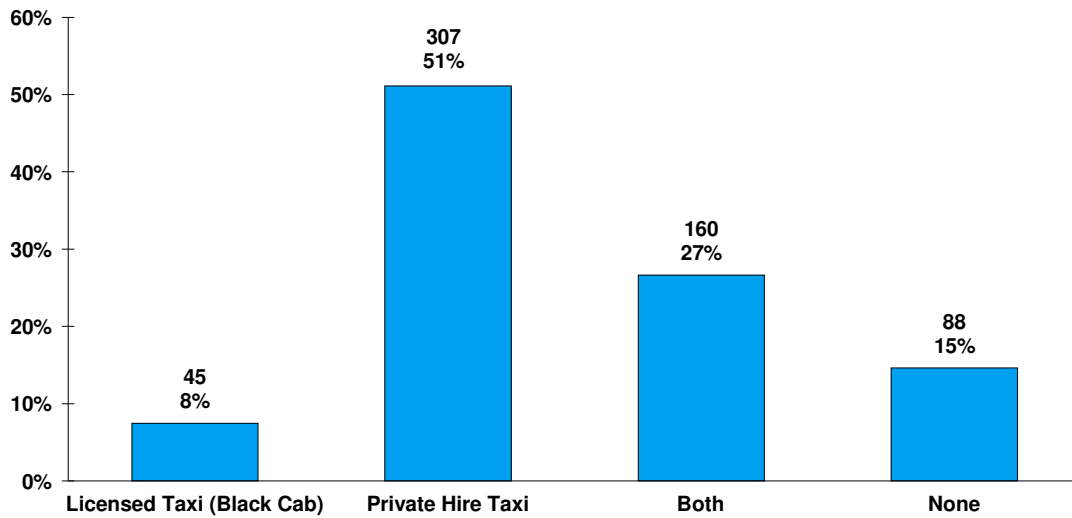
A total of 578 surveys were returned out of a possible 4591 which equates to 13% return.

The results are as follows:

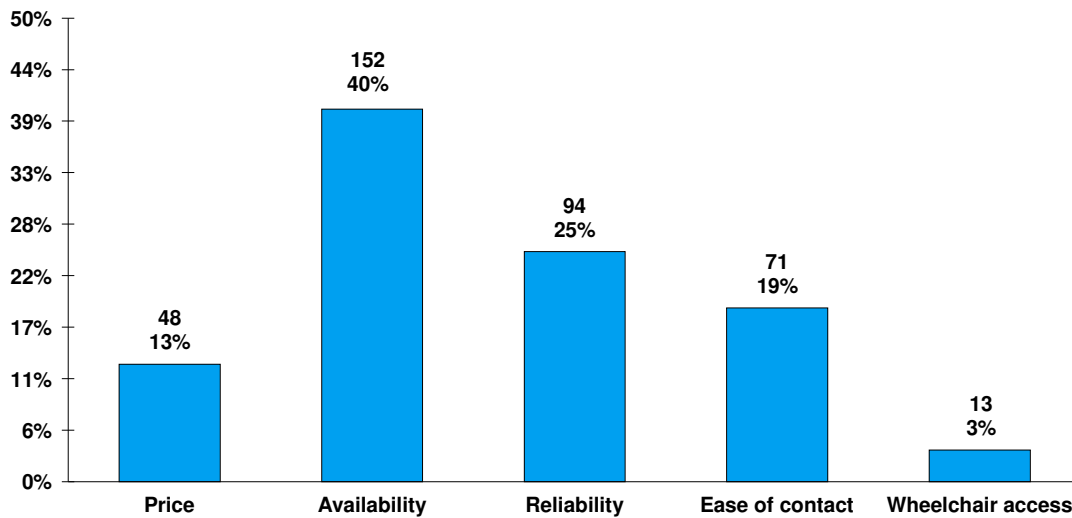
**Q1. Where in Salford do you live?**

<b>Base</b>	548 100.0%
<b>Where in Salford do you live? (If unsure please include p...</b>	
<i>Barton</i>	14 2.6%
<i>Boothstown &amp; Ellenbrook</i>	30 5.5%
<i>Broughton</i>	38 6.9%
<i>Cadishead</i>	16 2.9%
<i>Claremont</i>	41 7.5%
<i>Eccles</i>	69 12.6%
<i>Irlam</i>	51 9.3%
<i>Irwell Riverside</i>	6 1.1%
<i>Kersal</i>	18 3.3%
<i>Langworthy</i>	9 1.6%
<i>Little Hulton</i>	33 6.0%
<i>Ordsall</i>	10 1.8%
<i>Pendlebury</i>	29 5.3%
<i>Swinton North</i>	27 4.9%
<i>Swinton South</i>	30 5.5%
<i>Walkden North</i>	20 3.6%
<i>Walkden South</i>	18 3.3%
<i>Weaste &amp; Seedley</i>	27 4.9%
<i>Winton</i>	21 3.8%
<i>Worsley</i>	41 7.5%

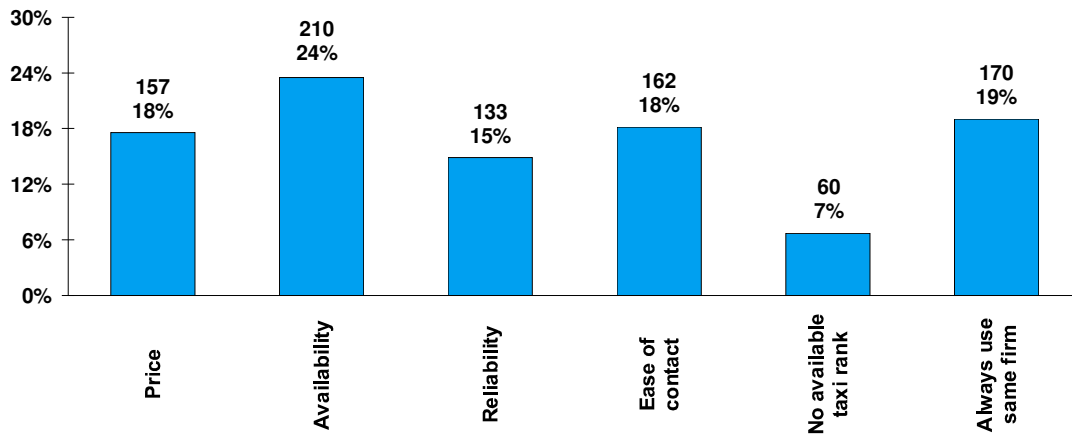
Q2. Do you or any of your family use any of the following?



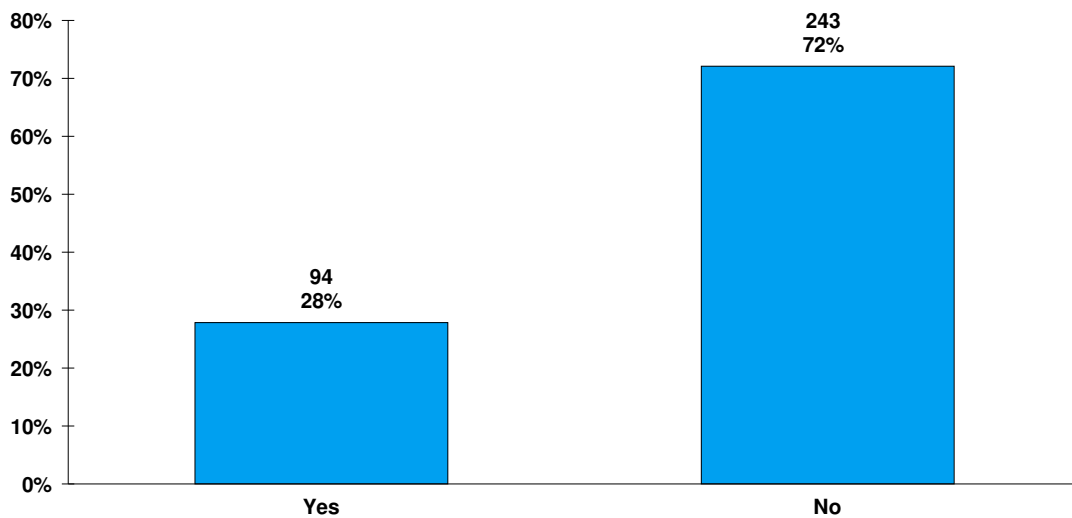
Q3. If you mainly use a Salford based Licensed Taxi, what is the reason for this?



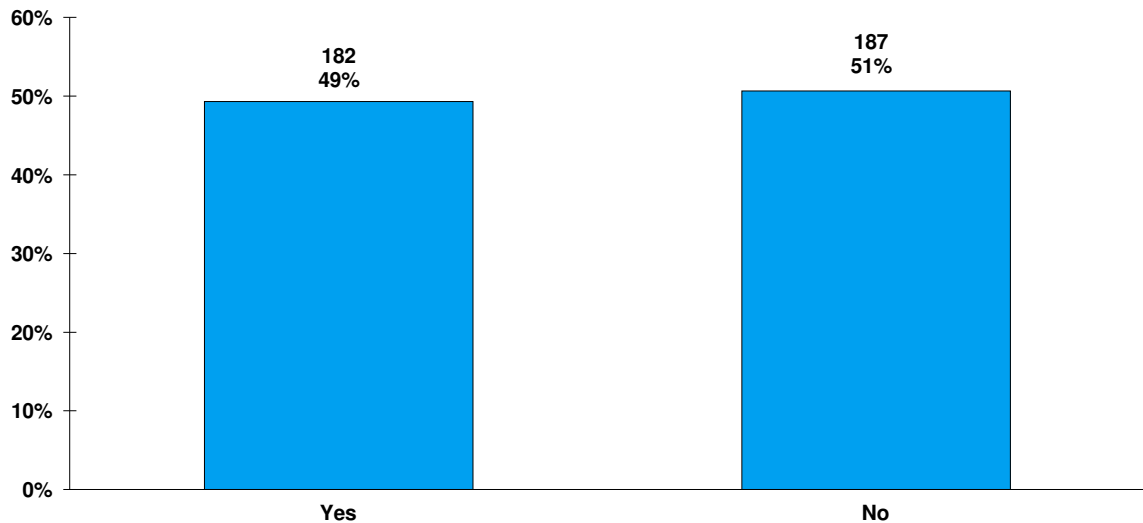
Q4. If you mainly use a Salford based Private Hire Taxi what is the reason for this?



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 Public 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.
10	I would use public transport if access was possible
11	Do not use taxis
12	Only use when in Manchester
16	Disabled cannot walk far
17	We can only use private Hire taxi in Little Hulton which are easy to get hold of and are reliable to us in the time stated
21	Nearest to supermarket
22	Lack of choice
23	I don't
26	Going to the airport
29	We use private hire because black cabs are too dear and are not reliable as private hire also we have friends who are wheel chair bound and the black cabs are very reluctant to pick them up or bring them back.
34	My son has his own car. He takes me out shopping and puts my wheelchair in his car. He has retired from. See city of Salford Crompton House for details
45	Irlam doesn't have any licensed taxis
46	Purpose built vehicles
47	Can get in and out more easily
51	Not accessible in this area
59	bus system unreliable and no of buses cut after 6pm also trams finish at midnight (just after) No public transport integration
96	No black cabs are charging extra for same journey
110	Would use Salford Taxi returning from city venue avoiding difficult car park situation
113	if in street can flag down
131	I don't care where they are licensed or come from
141	Only local taxi firms will pick up from house in Claremont area.
160	my daughter uses one occasionally, when she is really desperate
164	Own transport

170	Disabled ambulance
172	No taxi offices in Ellenbrook or Boothstown even though a new town was built around us in the last 15 years
190	NEVER USE TAXIS
200	DO NOT USE TAXIS
201	We only use Lynch Taxi firm about once a week
207	After shopping in Eccles it is more convenient to get Black Cab home and they are helpful with shopping
208	Do not use - much too expensive
213	Too expensive
222	Reliable
232	Don't use licensed taxis
248	Mr. Glazier/disabled
250	Mainly use private hire
255	Do not use Salford taxis get them from Manchester City Centre
265	Live on the border of Salford/Prestwich on Bury Old Road
276	Very rarely use taxi/cab. Have own transport
292	At location I am at the time
296	Only use when out having a drink
303	We use vouchers to go Tesco's Walkden 3 vouchers each way Radio cars £2.30p. Lynch £2.60p but they don't give 40p change and don't have a free phone. Lynch are the only ones that take vouchers, We use vouchers to go to church very close to where we live but only one elderly man gave
324	depending on area where out - to go out use availability
325	Wheelchair access and easy to enter
328	No taxi rank in area also they are more expensive
336	Don't use
350	I only use these when working (supporting disabled people)
366	Own transport
368	Cant find them
372	I prefer the overall service offered by black cabs
404	We only use taxis on rare occasions
405	Never use the service.
412	Can't afford Taxis.
417	Back home after weekly shopping
418	Difficulty getting to main road, (old age) sight in left eye only.
419	We are disabled and need to use Taxis.
433	Don't use black cab/Hackney too expensive.
438	I don't use taxis from Salford, as I don't have a phone number to contact them.
439	do not use
440	Convenience
453	I don't use just Salford; use any taxi that is available when I call up. Also ask for price first, as they can be expensive.
457	After shopping having arthritic (knees).
465	Bespoke taxi rank
502	I only use a black cab when travelling home from Manchester Train station
519	Pram access
537	Never use any taxis
538	Support of local taxi firm
546	Cleanliness
557	However, not always reliable especially lynch
569	Magnum, Prestwich availability
571	Only use black cabs occasionally from Eccles to home address

Snap Case No.	Q4. If you mainly use Salford based Private Hire Taxi what is the reason for this? If other please state reason.
10	Please look at the service provided by Lochthian Transport, i.e.; Edinburgh where buses, taxis & private hire is available without problems of services ever changing & refusal to transport you. If I wish to use a black cab I couldn't book a return journey which makes life very difficult. Ring and ride is ok, but you are not always able travel on the required dates
11	Do not use taxis
20	Always use same firm based in Whitefield who are decent usually reliable & polite; honest & friendly
22	Lack of choice
34	City of Salford is very good. If only people were genuine it would be better all the time for all of us.
39	I am happy with the taxi I use. I never go out after dark. There are a lot of people like me, when 4 O'clock comes i'am in till morning.
41	Feel safer with Taxi firm I know
58	Isolation of where I live, i.e. public transport is non existent so a taxi is sometimes the only option. No black cab rank here anyway
109	Helpful drivers - I often travel with 3 small children and I need help to transferring into the house
110	Usually use taxi (private) when leaving from home
115	I need to use them when caring shopping and I trust the drivers
131	Cheap, quicker and door to door, where black cabs are dirty and unfriendly
135	I am 86 years old and house bound. M. King
148	Wouldn't use a taxi rank anyway
186	Ease of contact, local to area. Pleasant drivers H&L Taxis
189	I only use a taxi once a year to go to the Airport
207	Easier to get private hire car at home
215	Access and egress
216	The only time a taxi is used is if I need to get to Manchester Airport.
222	Locality
230	No better alternative unfortunately
235	Mainly used for transport to and from the Airport using the same taxi each way
245	Private hire taxis are cheaper than a black cab they seem to charge what they want. Radio Cars are always reasonable and reliable
249	Black cabs never available will not come off taxi rank especially for wheelchair people
250	Mainly Dolphin
254	Get one now and then with Ring & Ride. When bus not available also get taxi to doctors
265	Do not use Salford private hire due to location
266	Winton based
267	Closest
271	We know all the drivers and they really help us as well as staff on the phones Cadishead Cars. Wouldn't deal with any other firm.
276	Very rarely use taxi/cab. Have own transport
279	Door to Door services
292	If travelling from home
296	Only use when someone needs to get a taxi home
303	It would be very nice if Radio Cars took vouchers or even 50/50 vouchers are worth £3 to Lynch each
309	Licensed taxi seem to be more expensive
325	Are always being let down, even though being booked well in advance. Mini Cabs in particular
331	I am a GMPT couch user. I have to use a firm which deals with the travel vouchers
350	If I could rely on frequent public transport I wouldn't use taxis
351	I would only hire a black cab if there were no taxi cabs available, because of the cost.

396	They Always say Manchester City Centre is out of the area so charge a fortune
418	Buses taken off us. Many drive past empty leave us waiting an hour at bus stops.
419	As before - disabled and cannot use public transport.
423	I am disabled and cannot walk far, consequently I need a car.
434	Know drivers.
439	Because I have a car
440	Location.
452	1010 is reliable and helpful and pleasant at all times
458	Much cheaper, on time, feel safer having used the same firm for many years. Fixed taxis for fixed locations such as Airport or Station.
460	As get to know drivers and feel safe
467	If I had to use a taxi I would prefer to always use the same company.
479	Private hire are normally cheaper
517	Neighbours works for radio cars, so I use him
520	If there are only 79 black cabs in the city there is an obvious answer, too much restriction
526	To and from the airport
538	Local taxi company only use on odd occasion
539	More firms to choose from
557	I use private hire as its difficult to get a black cab near where I live and price
571	Private hire vehicles do not appear to be as expensive
573	I live near the Prestwich border and on the rare occasion I use a taxi, I use a nearby private hire company

Snap Case No.	Q5. Have you had any difficulties in hiring a black cab? If yes what were these difficulties?
11	No problems when I did in the past
13	Only when travelling back from Manchester City Centre
14	Drivers not wanting to go out of the area. Manchester City Centre to Swinton
15	Not finding one in the place I was in.
16	Near Hope Hospital
17	Cant use black cabs in Little Hulton
18	Overcharging from Manchester City Centre in evenings when they heard southern accents of friends several times now, have tried to charge £25 for a journey normally costing £7-8 at night - Disgusting
25	Don't use
31	None available
34	As stated my son has his own car
38	None available from outside the rank had to flag down a passing cab.
44	Unsure of how to hire
45	Never hired one
46	Telephone bookings often not available. Also in outlying Salford areas.
51	None in the area. Expensive
57	Only use from rank
58	What are the telephone numbers? They are fewer in number and expensive.
66	Availability Weekends
72	No taxi rank
80	None available in Walkden
92	Availability
96	Don't use them
99	Cant get hold of them, at bust times
106	Do not know of any black cab firm in the area
116	None in the area
125	do not use these black cabs
130	They are over priced
131	Not difficult jus more expensive



133	Only school times
134	Turn up late or not at all
143	No ramps
144	Never use black cabs
146	Don't use black cabs as they cost far too much money
148	Only used one once from the Airport - cost the Earth, wouldn't use one again
153	Don't use them TOO EXPENSIVE?
156	There are plenty at Eccles City centre already
160	but only because it wouldn't even cross my mind as never had any close by
165	Not in Salford so I don't know if it happens here but I struggled to get home from Manchester one night as no-one would come back to Salford
168	Don't use them
183	No local taxi ranks
184	DONT USE!
185	Not enough available in Eccles Town Centre when the weather is rainy at night 9pm onwards. You never see a black cab in Irlam
187	Never tried
204	After 7pm difficult - Not as many drivers available as daytime apparently
211	Where are they? As far as I have known I use only Manchester black cabs, hired in town centre and at Airport.
215	with many disabilities find it impossible to lift my legs up high enough and bend my head down at the same time
218	Find late at night black cabs very selective on which they pick up. They do not like to do short journeys, they attempt to negotiate a price before accepting to take you
219	Knowing the contact details
221	No ranks
226	I work in a nursing home and we have great difficulty getting any local black cabs to pick up they don't seem interested in wheelchair clients most problems are with Saltax.
230	No black cabs answering the call for the fair from Saltax office - A lot of black cabs don't have radio's as too expensive to hire from Saltax
232	rude and unhelpful drivers, On average very inflexible
235	Only available at Airport and Piccadilly Railway Station
238	Not enough passing or on site ranks
249	Yes will not come off rank
251	Don't know number to call out
254	No black cabs in Irlam
255	If they know their way to my home they should have to pass a knowledge test before getting a license.
256	There doesn't seem many available
257	Expensive
259	DO NOT USE
263	Not tried but imagine more expensive
272	We don't want taxi can't afford them. We want more buses on Trafford Road going to Salford Market.
275	Too expensive
276	Once when I required a Saltax Black Cab - none were available because they were all fully booked up doing the school run
287	Yes can not book in advance a black cab - so can not be relied on if you want one to go anywhere for a particular time
288	As an elderly person, I've never seen a black cab here, I've sometimes used one from Bolton, the price is higher, but they are clean, comfortable and safe.
290	No taxi ranks
292	usually long wait
293	If you actually phone the black cab firm there doesn't seem to be any in the area
295	Not always available
299	Not enough with wheelchair access and too expensive when you can get one
300	No cabs at rank and no phone no. to contact them, also non on road to hail

301	Lack of numbers
303	Never used them
304	They don't operate in Worsley area
305	None available
309	Where you live
310	Don't use them
314	Not enough available
316	Unavailable, Unreliable and too expensive
318	Don't hire them
322	Between 'School run hours' and 'heavy social hours' there is an apparent shortage of taxis
328	Easier to contact private hire
332	Tend to use private hire
338	If there was a rank there vie had no problems
350	At certain times it's impossible to hire one i.e. school runs are quite lucrative for drivers so aren't available for public hire.
352	Never enough around
356	Never been near a rank when I have needed a cab
364	Near shops
366	Never used
367	Because I only request them at Railway, bus or airport terminals, which is where the ranks are.
368	Where is the taxi rank in Swinton Town centre
369	Because black cans cost more than normal taxis
372	Non available at times
381	No Available rank
389	None in Little Hulton
390	Availability
396	They don't always want to use the meter!
400	1. None Available. 2. Can't pre-book
401	Taxis are great. It's a pity we haven't got a bus service as good. We have one bus no. 68. We can wait as long as 1 hour 20 mins. Little Hulton is land of forgotten.
404	Have not tried. Most people we know go for private hired taxis.
414	The black cab would not pick up in the Ordsall Area.
417	I do not use black cabs.
418	Never. I understand they are too expensive.
431	I never use the black cabs.
433	Never Tried.
434	None available at Victoria Station
435	In shopping Centres like Manchester
440	Lack of available cabs
443	Taxi rank not where required.
449	Not many about locally.
453	I don't. It is too expensive.
457	I use the one in Eccles
458	Only look for black cabs when I could not pre book a private hire, sadly you never find one. Also find them often rude and get the impression they cheat on price.
462	Not enough around, but they are dearer.
465	Lack of contact numbers
469	Too expensive
470	Don't use black cabs
478	We don't have one in Irlam ( black cabs) but if one was to be put in place Moorfield Parade
486	Not available when required
489	If going from home would never hire a black cab - don't know their number
490	From city centre no problem, never got one from here to anywhere else they are just not available
491	Wouldn't come when we tried to book in advance (using wheel chair so needed black cab)

493	Don't know the telephone number
495	None in Irlam & Cadishead
498	Don't use
514	Nothing available for several hours
520	No local black cabs I think I must phone to Swinton
522	A refusal to take me to my destination in the middle of the day, lone female , yet plying for hire
530	Generally speaking there are more chances of getting private hire taxis than black cabs, easier from contact point of view also.
533	Not used one
534	I rarely use a taxi, I depend on public transport which is pathetic, but would never dream of hiring a black cab, which on all accounts costs more per mile
535	None in the Swinton area
538	Never use them too expensive
539	Long queue and less taxi
540	No black cabs in Eccles after a certain time
541	Never use them as they're not available in our area.
543	Never tried
546	None available
554	Mainly evenings around 8pm - not many cabs available.
560	I never use a black cab in Salford only in Manchester
561	Wont come out of Salford to Broughton (for wheelchair use) wont come from base at Salford Shopping centre to local shops for pick ups
572	No ranks
574	None available

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	Not blocking areas adjacent to shopping precinct as for Salford and not anywhere near hospitals with A&E facilities
2	Trafford Centre
4	Worsley Court House
5	Not Sure
7	Outside Supermarkets
11	Areas accessible by all
12	The Height, Bolton, Swinton
13	Town Centres, Hospital, Large Supermarkets & Busy train stations
14	Near pubs and restaurants
15	Marks & Spencer in Manchester City Centre, Deansgate, Market Street, St. Mary's Hospital, Crumpsal Hospital, Hope Hospital and Pendlebury Hospital
16	Outside Hospital Stott Lane there is a rank but I have never seen a Black Cab
20	Metro link, libraries, main shopping areas (Cheetham Hill, Leicester Road)
22	There should be one in Salford Quays
25	Bolton Road The Co-op (Shopping Giant) area
26	Fine in Irlam as they are
31	Outside pubs and shops
33	The Heights Co-op car park or nearby
34	Turnpike, My son thinks it more practical, Turnpike has MOT services
38	Near places of heavy football, outside the town centre - say midway down Liverpool Road
40	Near to Train Station, Bus Station, Trams near to main supermarkets
44	In housing areas or known areas
46	Worsley Courthouse. Swinton Precinct
49	Near Printworks
51	No real thoughts on this

54	Eccles Bus Station, Eccles Car Park ( behind Booths), Eccles Park estate
55	Middle of Swinton
57	Apart from obvious locations: Hospitals, Shopping centres. If possible maybe near Community Centres and Schools and the more popular pubs and restaurants
58	Yes, in more rural area where bus services are rubbish. Towns usually have better public transport.
62	never had an issue with where they are now
66	Pendlebury Bolton Road area
69	Outside bars in Worsley e.g. John Gilbert and Barton Arms
70	Do not know enough to answer
71	Irlam Post Office
72	Bolton Road, Pendlebury
76	Close to pubs, Shopping centres, sports facilities
87	Outside clubs, Hospitals and Shopping Areas
88	Outside or near Supermarkets
90	All major shopping areas
91	Boothstown - Stansfield
97	In town centres. I am not aware of any taxi ranks where black cab taxis actually wait for passengers.
99	Too many cabs around the shopping area causing problems. they park all over the place
104	I always phone the taxi offices
106	Bolton Road - Irlam O'th Heights
109	Swinton
110	not sufficiently familiar with good sites - due to road and building developments
113	Near shopping centres and hospitals
116	Cheetham Hill, Kings Road Prestwich and Supermarkets
125	Ours are little used in Salford when required for
126	All right where they are Eccles Salford
129	All Train Stations maybe
130	Eccles town centre, near all tram stations. One in Monton would be good, as it's lively at night.
131	They are not used because they are more expensive and less convenient than private hire
134	Shopping/Town Centres, Hospitals/Medical Facilities and Bus stations/Metrolink/Train Stations
136	Don't know
138	Difficult say in the area we live in as there do not appear to be suitable locations
140	Near Tesco's at Walkden. Rail Stations most other places
141	Did usually use Salford taxi ranks
143	Plenty already
144	Don't know
145	Near as possible to bus stops
146	No more black cab taxi ranks are needed
151	Outside Swinton Town Hall
154	(1) Near to the Tesco store in Irlam (2) Liverpool Road. Cadishead (3) Irlam Railway Station
156	Outside supermarkets - all
160	Walkden
161	Shopping centres
162	They are based in Irlam which is fine for me
163	Tesco Walkden
167	Not one at Walkden will be needed when walk-in hospital/clinic is opened
172	Considering private hire taxis have 14 times as many as black cabs they should be allowed to rank up on lay-bys at side of Hope Hospital e.g. Stott Lane
176	Bus Stations only
183	Walkden centre
184	(1) Outside shopping centres nearby (2) Outside Airport terminals, same as black cabs. As they do the same job serving the general public, like you and me

185	? I think this is a question for drivers. Taxi rank in Irlam would be nice, but may not pay for drivers
186	I have no preferences, but please remove the Taxi only markings from ranks no longer in use
188	Near public places and supermarkets
191	Eccles Cross
192	Near supermarkets/shopping centres and busy night spots (bars and clubs)
196	Near to main big shops Asda, Tesco etc.
197	Were available
202	They come to house
204	Prominent shopping area's and public transport terminals
207	Ideal where it is in Eccles
209	Walkden centre, Little Precinct
210	Worsley is always an issue for trying to obtain a taxi after nights out of local pubs e.g. Bridgewater/John Gilbert
211	Hope Hospital. Near tram terminals/Morrisons
215	Don't use licensed cabs
218	Don not thinks you need to have taxi ranks. I feel this can be a bad thing as u get a group of people in one location which can lead to violence, bad behaviour etc. Private hire do not have taxi ranks
221	Walkden centre
222	Patricroft, Monton
226	Local supermarkets, town centres, bus and train terminals
229	In a more prominent place at Hope Hospital
230	Wouldn't need them if they all had radio's, and if the drivers could be bothered to get out of the cab to assist you and your client to get into the cab. Most will ignore call if they know it is a wheelchair user.
231	I only use Eccles (Bus Station)
235	Walkden/Tesco shopping centre
238	Supermarkets
247	Sufficient places for my use are already here on Salford Precinct or on The Height by Shopping Giant car park
249	Hospitals and Health centres
250	At major social areas - Hospital/Shops/Parks
251	Near busy road junction
252	On main roads near town
254	Black cab is too dear to come from Eccles to Irlam
255	Don't really know Salford City.... So cannot make any suggestions I'm afraid
256	Hospitals, Town Centres i.e. Eccles, Swinton. Salford Precinct
257	No idea
259	DO NOT USE
260	Don't know, as places where I go there are taxi ranks
263	Don't know
264	Taxi ranks to be located in centre of Walkden and Swinton
265	No comment
267	Shopping places/precincts. Hospitals
268	Use black cab rank Salford Precinct M6
269	Well it would be nice if we had a taxi rank in our local are, e.g. Little Hulton there only seems to be taxi ranks in other areas e.g. Walkden, Tyldsley, Bolton, Farnworth and Manchester
272	Because there is only one bus the 53 and sometimes we can be there for an hour its disgusting there are people that live in Ordsall.
273	Only use private
276	Too many cabs on the Salford Precinct. Perhaps two ranks instead of own (on opposite sides of the precinct).
277	I only get taxis from Manchester to Salford. I get the bus in.
280	Private hire seem to have it covered
285	Outside main nightlife areas mainly Deansgate

288	Perhaps near the new medical centre, or train station and Tesco's
290	On main thorough fares.
293	City Centres, hospitals, Clubs/Pubs and School areas
294	Near Railway Stations, near shopping centres (smaller ones) e.g. Walkden, Swinton and The Lowry
299	Not sure
300	Asda at Trafford Centre. West one - Shops
301	Outside as many major venues as possible
304	John Gilbert - Worsley. Late license and you difficult to get private hire
305	Salford Royal Hospital
307	Town centre
309	Hope Hospital, Supermarkets
310	Shopping Centres, Airports, Town
314	On every high street
315	Walkden Station because of bad service in Boothstown is atrocious
316	Tesco, Swinton Precinct, Morrisons and Swinton Centre
318	Don't know because I hire them by phone
320	Barton area - Peel Green area - Monton area
321	Bolton Road Walkden
322	I use taxi ranks when I am outside this City (Salford)
324	local to main shops
325	taxi rank, where old Tesco was, next door to Indoor Market
326	Shopping areas
328	Shopping Giant Irlam O'th height
329	Irlam
331	Outside supermarkets and shopping centres. Outside pubs and restaurants. Outside hospitals
336	Not fussed to be honest
337	Eccles Town centre. Winton near the Library. Peel Green end of new lane
338	Outside theatre or social venues
340	Car parks
341	When new magistrates courts are built taxi ranks adjacent for public use in John William Street
344	Town centre
346	Where they are currently - in areas close to shopping supermarkets
347	Buss and railway stations
350	Coming out of Morrisons Eccles, you should not have to cross roads with shopping, rank should be swapped with bus stops at Metro site otherwise, town centres pretty well got it right.
355	No real input as all taxi journeys I take are from my home address
360	Town centres
363	Swinton precinct
367	Near supermarket complexes to give customers an option
368	Swinton town centre
372	Keep rank in Eccles
378	Busy shopping centres e.g. out of town areas
379	Outside train stations, Morrisons
384	Deansgate
387	Near Salford University - Crescent
388	Manchester city centre, Trafford Centre, Eccles Town Centre area with lots of bars / restaurants.
389	Little Hulton, and Walkden
390	Near Exchange Quay
396	Outside pubs?
410	No Suggestions
412	Don't Know

415	Salford Royal Hospital, Buile Hill Park
418	Swinton Shopping Centre
419	A Taxi rank in Irlam, New Ferryhill Road,
420	One in each area, near the centre.
424	Black cabs are not necessary in Irlam and Cadishead and neither are Taxi ranks.
426	Taxi ranks should be allocated near Shopping Centres.
431	I cannot see the necessity for another rank in the Eccles area.
433	Swinton Town Centre bus terminus adjacent to town hall opposite Saint Peter's Church
434	Deansgate, opposite Renaissance Hotel;
435	In Shopping Centres, public places where many people are around possibly hospitals
438	I have only lived in Salford for just over two years and I can not say where a new taxi rank should be.
441	All shopping centres, Hospitals.
442	Not known
443	Outside regional stations e.g. Walkden and near to Worsley Village, as it is very difficult to get a taxi from these locations.
449	Shopping areas. Bus and train stations, Hospitals, Doctors surgeries.
453	Where there's a bus station. Near cinemas. Near shopping centres.
458	I have no idea where they are currently
462	Around hope Hospital but also drop off points for the public without getting nabbed by a traffic warden if you need to help someone to get into or near A & E. Also near Morrisons and in that car park.
463	Outside Shopping Centres, Supermarkets; e.g. Kwik save, Netto at the end of Leicester Road
464	They should be named and placed according to location e.g. Walkden taxi placed in the centre of Walkden
465	Swinton town centre, worsley
467	Stanfield centre
471	Bus/train stations, main shopping area, late night clubs
480	Where I live they are very handy and helpful
482	Close to stores and entertainment venues
484	Hope Hospital and near bus stops
491	Outside M & S in Manchester, Salford shopping centre
495	Major superstores
498	Based within High Street, area, so you can call at office as well as ring for one. Public phoneboxes are often broken.
500	More in central Manchester
501	Swinton Shopping centre - black cabs. Near major supermarkets where possible
502	I actually don't know where existing taxi ranks are in Manchester apart from piccadilly train station. Need more signs as to where they all are
506	Outside supermarkets/shopping centres
507	Scattered across the city & outskirts
512	Deansgate
514	Close to shopping centre areas, hospitals etc
517	Don't know
518	In the centre of town
520	I don't know where the present ranks are, I did find one at Hope Hospital
521	On the East Lancashire Road (A580)
523	At the heart of social areas i.e. Shopping/Entertainment
524	Hope Hospital
530	In the busy pedestrian areas or shopping complexes, unable to specify streets or roads particularly
534	I expect there is demand for late night service but as I am never out after dark, I wont comment
535	Shopping centres
536	Salford shopping centre



538	Outside hospitals, Drs surgeries, Town centres
539	Its ok in Morrisons
540	Yes, a taxi ranks outside Morrison main entrance where the ring and ride pick up. Handy for people with walking difficulties
543	Not aware of any ranks in Pendlebury or Swinton
544	The green - Clifton. Netto area - Pendlebury. Swinton precinct area
546	Hope Hospital
548	Castlefield - Manchester City Centre. Deansgate locks - Manchester City Centre
550	Eccles across on near
556	Eccles is awful
557	Walkden
561	Open them up again around very much lived in areas to make them more accessible to the public without having to call or walk far
563	Salford Market
564	Shopping areas, near to medical centres and chemists
566	Close too supermarkets
570	Barton
571	The taxi rank at Eccles is well positioned close to the shops, banks etc, cannot comment on any other areas
574	Near shops, shopping centre, main streets
577	Better provision outside supermarkets - taxis well used here (Morrisons) and the taxi and public often vie with private cars blocking the way - some people do need taxi cabs, better provision on Chorley road

Snap Case No.	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? Reason:
14	The more we have the better availability
16	It is easy to get Private Hire Taxi
17	Black cabs are a lot easier to get into than private hire's as i'm disabled they are easier for the disabled to get in and out of them.
20	Don't use them often, feel most people use private hire
23	Too expensive
26	No- Black cabs too expensive
31	Easier to get 1
33	More confidence in black cab drivers and vehicles
38	A tighter check would be difficult to maintain. A possibility of unsavoury characters could obtain a licence
44	Taxis in Salford are hard to get as they are frequently booked up
46	There should be a controlled expansion policy.
50	Not enough private taxis
51	Never really thought
54	Do not use black cabs prices are too dear
57	Only if it brings down the price of the ride as on the whole price dictates wage.
58	It would simply increase your chance of getting one and might lead to lower prices due to competition.
62	Think there should be a restriction in order to allow the private companies to compete
69	On the whole they're cheaper than private hire
70	Do not know enough to answer
76	if there is a demand/ need for more taxis
77	It will make it easier to get a cab if there are more
82	Convenience
84	There should be more available at holiday periods, Christmas etc.
85	There are sufficient
87	Don't know
90	A danger of over supply leading to a taxi war



97	The council should restrict the number of taxis - Demand should dictate the number of taxis.
99	To many cars on the road
104	Don't use black cabs
105	Personally I have no need for black cabs - they are more expensive
106	cant easily find a black cab in Salford
110	more available for hire from the road - important for safety of people travelling alone at night to and from city especially females easier than phoning for private hire
113	Will reduce available salary/pay to existing taxi divers
116	The more the better
119	more competition and drive prices down
122	Lot of private vehicles
124	Availability/ choice/ accessible vehicles for people with disabilities (black cabs) ramp
128	safety and availability in the streets
129	I would have to know why the restrictions were made in the first place.
130	Too expensive - £5 from Morrisons to Monton!! £2.50 in a private cab!!
133	No view
139	local private firms offer an adequate service, as far as I can see
140	Increase in immigrants and population
143	more access vehicles please
145	Would rather use local cabs
146	Until black cab fares become competitive and fight for customers business I would not choose to use one.
148	I would still like to phone our taxi company and have availability of taxi. I wouldn't use a black cab.
154	We see very few black cabs in Irlam & Cadishead
156	Yes but put the prices down by £2 as that the difference is that from named taxi hire
160	Cleaner, better drivers, CHOICE
161	there too expensive compared to private hire
162	They are to dear
165	I've never had a problem getting one, they are more expensive & I think as many people have access to a phone private hire cars are used
167	Should only make more licenses available when estimates are done for needs in areas
168	Rather use private hire taxi
172	We have a two tier system unlike most countries working class families cannot afford black cabs
176	Pollution - Global warming got enough already
177	Cost of black cabs is too dear
179	Very hard to get a private hire on a weekend
181	Too expensive and they create trouble when people are driving
182	Private hire are scarce at peak times and are double the price at holiday times
183	Congestion
185	? More may be nice for availability but once again may not pay for drivers.
186	I think more reliable private hire vehicles should be available
188	don't know
191	The more cabs you have the better chance of getting one when you need one
192	At busy times, e.g. Fri/Sat night it is often very busy and therefore difficult to get a cab
196	They are £2 dearer than other taxis
199	It would encourage cowboy operators
202	I think there is enough
203	There's enough around Eccles/Salford
204	Not enough information in their? Do not have inside knowledge about ranks!
205	Too expensive
210	More accessible, better availability
219	Costs are dearer
220	It would be good be good to have mostly one centrally located taxi rank in Irlam/Cadishead as local firms overworked

222	better service for public and most cabs are wheelchair accessible, unlike private hire vehicles
225	I can feel very unsafe in black cabs and also don't know where they are going and can be very expensive
229	If demand is there
230	If the black cabs don't have radios and a driver with a conscious you can get to any places there is a rank anyway unless you live nearby.
231	THERE ARE TOO MANY CABS ON THE ROAD
233	Price
234	To many private hire not clean and suspect not safe
238	More choice
248	To become more competitive price wise
251	Private hire say they have been to your house when called out at busy area's
255	Too many private hire cabs
256	The more cabs available the easier it would be to travel in the city
259	DO NOT USE
261	Too expensive compared to private hire
263	As far as I know they cost more
264	If people had taxis more readily available people would use them more - this many cut down on traffic and may encourage people to use taxis, rather than have a drink an
267	There is a black cab rank outside Hope Hospital, but you never see a taxi there so people end up ringing private cabs
268	That would give advantage to Black Cab half/half private hire
269	Just incase you have somewhere important to be!
275	The prices the charge are extortionate
276	If I had to choose, I would prefer to travel in a black cab - they are purpose built for this job. They cost to make a lot more than average and they're very sturdy.
280	Black cabs are too expensive
282	Black cabs cost too much
283	More availability
287	Only use black cabs to get home from Manchester City Centre after a theatre show
290	Black cabs are in general decidedly cleaner than private hire
292	Especially near clubs and supermarkets
293	More black cabs, it would be safer for women. Wouldn't get in a bogus taxi
294	More competitive prices and availability
295	More availability
299	I think there are enough on the road
300	They can accomodate wheelchairs and prams etc. and normally kept to a higher standard of service than a lot of dangerous private hire cars
304	I have a lot of difficulty finding a cab
307	Availability
314	Definitely there are no where near enough available due to your bad ruling
315	They are more reliable and can carry more luggage
316	Not required. There is adequate firms around this area but peak times overloaded
324	Due to bogus/re-used licenses by national of all areas.
332	I think these black cabs are used mainly in the Manchester City area - not so many in Salford
336	If they charge the same fares as private hire taxis
338	Maybe the run up to Christmas to include the festive period it would be a good idea also shoppers would benefit
341	Black cabs too dear on prices
346	Competition may bring down fares
350	Both, more taxis - more competitions and possible price reduction, on the other hand more taxis less public transport
354	I think there is enough black cabs
356	You first need to know how many people would use more taxi

367	Seldom are they seen flying for hire in this area.
368	Only if there are strict checks
372	The service is better and more convenient than that offered by private hire, but there are times when availability is limited
374	There is plenty already and they are expensive enough not all people can afford them
378	Already too many
379	Extra taxi on the road
390	Not enough Taxis Available in Salford
395	Seems to be enough. However I stand Corrected if this is not the case. I have Limited knowledge of the subject
396	The streets can be unsafe. Taxis are safe, and more moans they will work for fare!
397	Reduce number of mini cabs.
400	Cabs better quality than private hire and accessible (wheelchairs).
411	They are dearer and I do not feel safe in a black cab.
419	There are more I am aware of in Irlam.
420	Don't know.
427	The present hire is correct.
429	Not necessary. No complaints re. Private Hire.
431	Whenever I have been in Eccles there are some black cabs stationery in the cab rank which to me shows there is no need for anymore in Eccles.
432	No Idea.
433	Only if the number of private hire are reduced. There are too many private hire!
438	As it would take the business away from the present taxis on the road
440	It is not always easy to find a black cab.
449	Not enough
450	There always seems plenty.
453	Makes reasonable competition between taxi firms.
457	At the main shops.
458	I would rather you improve all checks on all taxis to make them safer.
462	Providing their fares come down to private hire prices. Otherwise black cabs are better with more room.
463	No opinion
464	I don't think you should restrict black cab numbers as there would be a great demand for them over busy periods, such as Christmas and weekends
465	Competition
466	Easy to get cab right away wherever you are. Eccles is great and so is Salford, Swinton is poor.
467	Enough already
468	Safety for passengers
472	Too expensive
478	Too expensive, people wouldn't want to pay the prices
482	There are enough there's no shortage where we are
484	Private taxis should be more cleaner
485	Too many round Salford city shops
486	Increase restriction to improve availability
489	Safety - So often can't get a cab and have to wait at night on my own - in this situation I trust a black cab over a private hire one.
490	Don't really know as I don't use them, I haven't talked to any cab drivers, private or black, or any regular users.
491	Am sick of queuing also should be more ranks
495	Greater availability
497	More choice - access for the inform
506	The number appears to be suitable as it is & I never have yet had a problem getting a black cab when needed.
507	More competition should lower the prices; black cabs are preferable to private hire because they are cleaner.

514	To enable easier access, without having to pre-book (especially in emergencies)
518	I think black cabs are more expensive
519	They are quite expensive so if there are blacker cabs there will be less private which are cheaper.
523	None tour this area due to proliferation of private hire vehicles
530	If there is demand and the quality of service a charge levied is good/fair this is a reasonable increase should be allowed.
535	Because I work in residential care home for the elderly and have had difficulty in the past hiring them for hospital appt etc
536	Unsure
539	Less waiting time
540	Queues of people waiting at present taxi rank at certain times of the day. Increase licenses to 150
541	Never enough taxis available at busy times.
543	Don't know
544	Will push prices down - Competition
546	There are not enough taxis
548	More employment for those that wanted their own business be there own boss and choose hours.
550	They are normally dearer than private hire
559	If more black cabs were available, maybe they wouldn't be as expensive to hire.
561	There are many taxi signs around the areas but no cabs. Some people don't realise this as no sign states no cabs here.
566	I think there are enough
568	Too expensive
571	If there appears to be a demand for black cabs, yes the council should allow more licenses to be granted
573	There has to be a limit to avoid wars and an increase in numbers would increase the possibility of unsuitable drivers
574	To reduce lights over taxis, make it safer for women
575	You hardly ever see black cabs in Salford and Swinton - you cannot have enough taxis - they are enough customers for both private hire and black cabs.
576	They generally seem to be more expensive although my experience is relatively limited
14	The more we have the better availability
16	It is easy to get Private Hire Taxi
17	Black cabs are a lot easier to get into than private hire's as i'm disabled they are easier for the disabled to get in and out of them.

Snap Case No.	Q8. If you have any other comments to make about taxi services in Salford please enter them below.
1	Taxis have badly generally very bad mannered drivers who think they are above the law.
13	Some private hire cars are in a shocking state and don't feel safe to be in including - knocking and badly smoking engines, knocking suspension, soft tyres, using space saver spare wheels which should only be used for an emergency, damaged and tatty bodywork. Lack of knowledge among Asian drivers.
19	More Ring & Ride buses for the elderly
25	Private hire cabs bibbing horns after 10pm
31	I think unfair black cabs can use bus lanes and private hire can not
37	I don't know if "Ring and Ride" is classed as a taxi service for the elderly but if it is it's not the most reliable means of transport. Having carried out instructions and phoned in for their services on the following day they arrived two hours before the appointed time stating this was the only time they had available. Was I expected to wait around twiddling my thumbs for a couple of hours in a foot clinic and then find my own way home? On another occasion I was taken to my GP's surgery in Monton and given a pickup time. I walked out of the surgery five minutes before the appointed time and saw the R&R vehicle parked across the road. As I stepped off the pavement my transport moved away and drove in the direction of Patricroft. My watch was not incorrect. On two occasions I had appointments on Monday mornings, The R&R brochure states there's someone available on Sundays to take calls and as one is required to ring on the day before their trip we made the calls but got no replies and had to make alternative arrangements. I have always found taxis to be clean and a good means of transport but just a little out of my league when it come to choosing whether I should
38	A tighter control of outer area prices. A black cab into Manchester is very expensive and vice versa because of differing price bands. Much cheaper to use a private hire cab.
40	I have always used private hire in my area and always found it reliable. Plus you get to know the drivers - and for older people like myself this is very re-assuring
41	Normally use phone to book taxi as it is more convenient
44	Getting taxi in Kersal and Eccles can be very difficult
46	Private Hire fleet quality is generally poor! Why have Hackney numbers remained static for 20 years!!!
51	Major problem at late night getting taxis in the Worsley and Monton areas. The ring back service offered by Radius Cars is the most efficient at night.
54	Min cabs in Eccles could do with expanding. To get a taxi from them from 8.15am to 9.15am weekdays means a wait of 10-20 mins
57	Price capping system. Keep an eye on private cabs without meters
58	The driving standards of private hire and black cabs appear often very poor and their driving is sometimes dangerous. I.e. why do indicators not work in taxis?
61	We do not use private hire or black cabs at any time
62	I think they offer a good service to the public and although I consider myself to be an occasional user they would be a loss to our community.
64	I only use taxis occasionally and then with one firm (Radio Cars) or a private operation
66	Dolphin taxis not available when Man Utd are playing, make sure plenty available if not pull their license. Weekend private hire and black cabs for Manchester City Centre zone them and number cabs for identification for users
69	I've never understood why I live the same number of miles north of Manchester as I used to be South of Manchester, yet I pay almost double (if not more) to get to Worsley. Shouldn't fares be concurrent across the board??
72	Review price structure to expensive
73	I rarely use taxis. However, I do find that if I want to order one during the school starting and finishing period there are delays (up to 20 minutes) between booking by phone and the taxi arriving a supply and demand problem!
77	Should all offer a call back service or knock on door
79	All taxi drivers should take advance driving test. All taxis should be tested every 6 months for condition i.e. road worthy
91	More black cabs but they have to be more competitive with private hire

92	I live in Weaste I am halfway between Eccles and Salford Precinct so it is easier for me to use Mainline Cabs or Local Link Bus. I have noticed there are long queues in Eccles and Salford for Black Cabs and I cannot stand for that length of time
97	Given the technology available to private hire companies i.e. knowing the exact location of taxis, there should be no excuse for taxi firms saying a pre-ordered taxi "is on its way" when they know it will be a while before it turns up, or they have no intention of sending it. there should be a complaint policy linked to renewal of licenses
105	My local private firm are reliable, available and are a very decent price. Locally I don't believe there is a need for them here
116	more black cabs the better
118	Licensed taxis are very expensive to hire and although are probably more reliable I cannot use them because I live far from city centre around the city centre there are rarely necessary to use
123	I do not know if Salford Council regulate private hire taxis but I do find every journey is a different price i.e. Manchester Airport from Roe Green £18 return £26 (did not pay £26). Roe Green to Manchester £12 return. Roe Green to Worsley Centre £4 return £2.30p, and many more
128	All black cabs in the Greater Manchester area should charge fare by meter
130	I think the private taxis are good value and reliable and I feel safe
134	I would prefer more black cabs in Salford. I feel more secure using their services rather than private hire, both for personal security and vehicle maintenance
140	Taxi firms should have government grant to use lower priced fuel and be capped to inflation only increase in price
144	None
146	In general I believe background checks on all types of taxi drivers are not thorough enough. I have personally experienced this. (1) Approx 16 yrs ago when I lived in Swinton, my next door neighbour ended a drink driving ban and immediately began work as a taxi driver. (2) My husband was a joiner and held the keys to a customer's house to do work whilst they were on holiday. He was upset when they were burgled and felt under suspicion. In fact months later the burglar was caught and knew the family were on holiday as the taxi driver who took them to the airport passed on details to him, for this and other burglaries. If I cannot get a friend to take me to the airport - I always arrange for the taxi to collect me from a nearby row of shops - and i'm not alone in this.
148	Good service, we use a very reliable service based in Walkden. Very reasonable prices and always reliable. I don't think reducing competition is helpful.
154	We need more black cabs in Irlam & Cadishead to stimulate competition and improve the quality of the private hire service
156	You find a few taxi drivers charge more than others there should be a 1 set price - not rip people off. Not all only a few
160	I'd rather get the bus than use private hire in this area. The standard of driving is rubbish and the vehicles poor quality. I value my life too much
165	A generalisations, but they should be taught/informed to be more considerate towards cyclists
167	Sorry as we don't use taxis very often cant make comments
169	I don't use black cabs I use my local taxi office
174	The taxi service at Eccles Bus Station is very good. helpful at most times
176	There is enough in the system already
182	Black cabs are cleanest and safest
184	Private hire taxi should be able to travel in bus lanes, so the passenger him/her can reach their destination on time etc. like Hospitals appointments, Court appearances etc. etc.
185	You wonder how some private hire taxis pass a MOT. Most drivers do not own the taxi therefore no pride is taken in the condition and look of the car. It becomes an A-B cart horse. You notice the difference in cabs abroad on holiday.
186	I think all the private hire drivers should be more stringently tested. They should all speak good English and avoid confusion
187	Prefer using private hire more accountable. Ease of contact and pricing are a major factor
191	Taxis are usually clean and reliable and you know you can trust them



192	We need more both black cabs and private hire cars as both are too busy at peak times
196	Like buses when you need them you wait ages and then they come all at once
199	Private hire companies are unreliable - they will let people down who have small jobs if a good job comes in and if you ring from outside the area to get home - they apparently have nothing available
204	Drivers both private hire and black cabs will not take a fare if short distance; If they have to, they can be very unpleasant (Mosley Private Hire)
208	Cleanliness of some private hire taxis leaves a lot to be desired - minicabs for instance
211	Value of this survey layered by lack of information provided!
218	I tend to find black cabs a lot more expensive for journeys and nearly always use private hire
222	I propose a; taxi drivers should be fully enhanced police checked.
226	Insist every company provide services for wheelchair users
230	Dirty, Smokey, Unhelpful, Unreliable, Total disregard for health and safety, Lazy and don't like to be paid by vouchers. Wont take booking to return and pick you up
234	Drivers smoke when alone (smells the car out)
237	DO NOT USE
238	Too many private cabs setting up with non English speaking drivers
239	We don't use taxis a lot but when we do need them we have no problems
242	Ring & Ride is very good and we use them at times
249	Most drivers are unhelpful especially with wheelchairs and have a lot of experience with my son over 45 years also elderly people with shopping
250	More regulation of minicabs needed - prices are less than transparent or accurate on occasions, yet black cabs are very expensive
251	Black cab fares are always more expensive should be more inline with private hire
256	Some of the private taxis are very rough and scruffy. Some don't look as if they are roadworthy. You should do more checks on conditions of taxis
262	Black cabs are more expensive
263	Very expensive
265	Not used because non available in area and distance involved which would affect a higher fare
266	I think black cabs are very expensive I do not use them
267	There should be a law about how much taxis charge (e.g. Double fare xmas day and after 5 on Christmas eve) I was even charged time and half at 2am in November. The taxi driver said that is what the fare is after midnight. Is this even allowed?
269	There needs to be more cab drivers, in each service, sometimes you have to wait for a taxi to arrive
272	Taxis are too expensive lower the price or make a set price for destinations like £1 to Sainsbury's and £1 to Market
277	The taxi rank outside Tesco (shopping City) I a bit dangerous - I have nearly been run over a few times by taxis as I try to get to the car park
286	I am sorry I have not been of much help to you. I do use a private hire taxi for the airport but it is based in Wigan area.
290	Many private hire cars are not as clean and maintained (inside and outer) as the black cabs
291	I use Saltax taxis 0161 737 222 and most drivers as if I have a special route for them to like me which shows that I am not getting the run around
292	All cabs need to be in a well lit prominent areas, and I am increase in the number of cabs available would reduce the time spent hanging about.
293	Taxis in Salford have always been good. They are getting better, some have call back 0 black cabs are good as well. Never had a problem with taxis in Salford. Sometimes there doesn't seem enough of them around
299	Wheelchair access taxis are a lot more expensive for disabled people not fair
300	Black cab phone numbers should be put in prominent places around the area. It is very hard to shop or get about with children or elderly also black cabs are safer and better maintained. Drivers have very good knowledge and drive carefully
301	More please they are safer
303	We have vouchers and use Lynch Taxis but are ok
308	Do not use, they are too expensive

309	Some look in bad condition, regarding the service they provide
310	Prices keep going up. Feel sorry for pensioners people with young babies doing shopping
314	The vehicles should be tested - some taxis are too old and unsafe
316	I regret to state that taxi service is not my priority I use the bus mainly but when buses are not available I am forced to use a taxi. On the least occasions
322	I find that taxis and private hire, are generally in good order and reliable, drivers are mainly helpful polite and careful
325	Make it so each place are run by computers, making waiting time less
326	Private taxi cabs should be cleaner and regulated for safety
338	They need to ring your doorbell - if that means locking their cab to deter crime and ringing first to let you know they are coming
346	I strongly object to taxi's sounding their horns after dark, drivers who pick up outside houses should be compelled to knock on doors, noise pollution is rife with taxi firms some people do work shifts and do not appreciate car horns, and can this not be enforced.
350	Taxi black cabs in general clean, comfortable but very expensive , Many private cabs very unreliable no official complaints procedure etc.
351	Black cabs are far more comfortable to ride in than the taxi cabs but they are far more expensive.
354	In relation to bus fares taxi fares are too expensive especially for the OAP
356	I find the private hire service best because they pick me up wherever I happen to be
366	No
367	As a car owner I rarely use taxis, black cabs should be available by phone, stands could be priority for taxis they would eventually be self monitoring.
368	Not enough women drivers
372	I believe the overall service (customer service) provided by Saltax is excellent and should be recognised. The only issue can be availability and I believe there should be no question about expanding an excellent service.
378	Too many taxis in busy towns sat around doing nothing, lessen and make more room for people driving into town.
379	Not enough need to be cheaper
389	Private Hire is good and reliable, black cabs are dearer and less attainable.
391	N/a
397	The stunning arrogance and ignorance of some taxi drivers is beyond belief. Do they actually own the road?
400	1. Should be able to pre-book black cabs, same as Mantax. Should be able to take dogs (small) in Taxis. Blanket ban on dogs doesn't make sense.
404	If you count the number of the two kinds of taxis, licensed Taxis will only be a small percentage.
409	Only use a taxi occasionally, almost never a cab.
410	None
414	The black cabs seem to think short Journeys are not worth their while.
418	Waited outside entrance of Morrisons; Eccles, for an hour after ringing inside phone at Superstore. Also the same happened at Morrisons Swinton recently. It was freezing!
419	The local Taxi firm we use Cadishead Cars; are reliable and are very courteous to old people. My Husband is registered blind.
421	Black cabs are too expensive.
424	Irlam and Cadishead are fairly well served by the existing Companies. There are no Social Amenities here that Off-load people on the streets looking for Taxis.
428	Private hire Taxis should be able to use Eccles Church St, (by Interchange) without risk of fine.
431	I have always been happy with the firm I use.
433	1) I'm very concerned about the vetting private hire drivers based on Government Security concerns above vetting security employees. 2) I know the standard of driver dress and unkempt condition of private hire cars in Salford, which is very poor. Ref top cars in reading.
434	Difficult to get a taxi at night, usually have to wait 20-30mins.
440	The driver's attitudes in general need improving to make the journeys more enjoyable.
442	None



444	In my area (Walkden) private taxi companies are plentiful and reliable making the need for black cabs unnecessary
446	The majority of the taxis do not cater for wheelchair access and they are not helpful in helping disabled people. They should cater more for the disabled like other countries do. I.e. Australia caters for disabled excellently.
458	As a single woman I avoid just flagging a cab off the street, always having the same concerns as if I would get into any strangers car. Big visible displays of the drivers details with picture, would possibly install a little more trust not to become a victim.
460	Our taxi service in Irlam is good, reliable and the feeling of being safe is most important and one which H and L do very well.
462	Make the fare more obvious in private hire cars like in black cabs. Also larger penalties for but allow them to use bus lanes legally. Also make it plain what you mean by taxi rank. By saying Taxis and or Private hire only!
465	All taxis should be non smoking - inc the drivers whilst on duty. Not to beep their horn to advice arrival.
472	I think some of the private hire cabs could pay a little more attention to the appearance of the cars
478	Private hire taxis are unreliable and not enough drivers on at busy times.
485	Black cabs are too dear
486	Please stop taxis sounding their horns outside of customers houses to attract their attention
491	Please make taxi ranks with more cabs available, cabs should also be available to be pre booked
493	The private hire cars are very low in quality, no ac, etc
498	50/50 taxis in Walkden always refuse there services when one particular switch person is working, I have no clue why, I've had harsh things shouted at me, its very unnecessary.
500	Some cars used by private hire are very old and scruffy; I feel that they shouldn't be allowed.
501	Most taxi companies are quick, safe and reliable and most drivers are helpful but I feel there should be and easy way to recognise all taxis to prevent people getting into unlicensed taxis and risking their lives.
502	Not all local taxi hire firms are reliable, very important if you are a woman and alone waiting for a cab. Also the prices very by which driver you have (at the same firm) I do the same trip from Swinton to Piccadilly and have been charged from £7 - £11
506	Never yet experienced any taxi-related problems, & am pleased with the current taxi service in Salford
507	If prices were cheaper, I would use a taxi more often. The private hire taxis are very dirty and un-kept they often smell and are not the sort of vehicle I prefer to travel in, the black cabs are always nice and clean.
519	Black cabs expensive, Meter goes up too quick
523	Black cabs are the most trusted form of taxi, the only problem is their limited availability
530	Black cab services, when used have proven to be very good. No complaints bar one, which is a very good result overall.
538	I have seen privately owned taxis not helping older slower slightly disabled and watch the above struggle to get into the taxi - banging a leg in the process.
539	Waiting time or none on area at all when booking a private hire taxi
540	I think we are a long way behind Manchester for black cabs.
550	As I am wheelchair bound there are very few that will take me alone to my destination.
555	In past experience especially fri and sat nights private hire taxis don't always turn up and I think special for women it should be more of a priority texting service to let people know the taxi is still on its way if taxi is more than 10 mins
559	I don't use taxis very often, but an accessible taxi would be very useful i.e. for a wheelchair.
560	There are only private hire vehicles in use in our locality and they don't have this facility.
561	More private hire
561	To make them more for disabled persons i.e.: wheelchairs
563	Black cabs are a good type of taxi because when they are driving the doors lock, Salford black cabs take my daughter to school who had ADHD so I know she is going to be safe while he is driving his cab.
564	In general a good reliable service is provided.

566	I wish one of the taxi companies didn't have a phone number similar to mine; I very often get phone calls early hours of the morning off drunks trying to get a taxi to take them home.
571	I do not use taxis often but I do feel that in an evening it is very difficult to get a private hire cab as they always seem to be busy
574	Better price control, clear ID for taxi drivers, taxi drivers need to help disabled people
577	Simply that taxis are a needed commodity in the town and any needed consideration for ease of usage should be welcome to many I am sure.