

Q1. Have you used a taxi in the Hyndburn area in the past 3 months?	ACCRINGTON		GREAT HARWOOD		Total	
Yes	105	70%	24	48%	129	65%
No	45	30%	26	52%	71	36%
Total	150	100%	50	100%	200	100%

Q2: How often do you use a taxi within the Hyndburn area?	ACCRINGTON		GREAT HARWOOD		Total	
3 or more times a week	27	24%	0	0%	27	17%
once or twice a week	5	4%	13	27%	18	11%
less than 1/week, but more than 2/month	5	4%	5	10%	10	6%
once or twice a month	20	18%	5	10%	25	16%
less than 1/month, but more than 2/year	10	9%	6	12%	16	10%
once or twice a year	13	12%	0	0%	13	8%
never	32	29%	20	41%	52	32%
Total	112	100%	49	100%	161	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month, all licensed vehicles	4.0	1.4	3.3
Resulting estimate of trips per person per month, hcv only	0.4	0.2	0.4
HCV usage as proportion of total lv usage	11%	14%	12%

Q3a: How do you normally get a taxi within the Hyndburn area?	ACCRINGTON		GREAT HARWOOD		Total	
At a Taxi rank	43	29%	10	22%	53	28%
Hail in the street	6	4%	0	0%	6	3%
Telephone a company	62	42%	25	54%	87	45%
Use a Freephone	7	5%	0	0%	7	4%
use an app	26	18%	9	20%	35	18%
Other	2	1%	2	4%	4	2%
Total	146	100%	46	100%	192	100%

Q3b: If you indicated 'Other' to Q3a, please specify?	ACCRINGTON		GREAT HARWOOD		Total	
VIA OFFICE	2	100%	0	0%	2	100%
Total	2	100%	0	0%	2	100%

Q4. If you book a taxi by phone, please tell us the three companies you phone most?	ACCRINGTON		GREAT HARWOOD		Total	
MAX	67	59%	13	25%	80	48%
BETTYS	24	21%	16	31%	40	24%
ALTHAM	2	2%	9	17%	11	7%
COZY TRAVEL	1	1%	7	13%	8	5%
TOWNGATE	2	2%	6	12%	8	5%
ADAMS	7	6%	0	0%	7	4%
K TAXIS	3	3%	0	0%	3	2%
ACCRINGTON TAXIS	1	1%	0	0%	1	1%
ARROW	0	0%	1	2%	1	1%
CENTRAL	2	2%	0	0%	2	1%
HACKNEY	2	2%	0	0%	2	1%
HYNDBURN	1	1%	0	0%	1	1%
PRIVATE	1	1%	0	0%	1	1%
Total	113	100%	52	100%	165	100%

Q5. If you used an app or a website, which one did you use?	ACCRINGTON		GREAT HARWOOD		Total	
MAX APP	26	96%	9	100%	35	97%
CENTRAL APP	1	4%	0	0%	1	3%
Total	27	100%	9	100%	36	100%

Q6. How often do you use a hackney carriage within the Hyndburn area?	ACCRINGTON		GREAT HARWOOD		Total	
3 OR MORE TIMES A WEEK	1	1%	0	0%	1	1%
ONCE OR TWICE A WEEK	8	6%	0	0%	8	4%
LESS THAN 1/WEEK, BUT MORE THAN 2/MONTH	2	1%	0	0%	2	1%
ONCE OR TWICE A MONTH	7	5%	9	18%	16	8%
LESS THAN 1/MONTH, BUT MORE THAN 2/YEAR	8	6%	1	2%	9	5%
ONCE OR TWICE A YEAR	16	11%	0	0%	16	8%
I CANT REMEMBER THE LAST TIME I USED A HCV IN THIS AREA	102	70%	38	76%	140	72%
CANT REMEMBER SEEING ONE IN THE HYNDBURN AREA	1	1%	2	4%	3	2%
Total	145	100%	50	100%	195	100%

3 OR MORE TIMES A WEEK	20
ONCE OR TWICE A WEEK	4
LESS THAN 1/WEEK, BUT MORE THAN 2/MONTH	2
ONCE OR TWICE A MONTH	1
LESS THAN 1/MONTH, BUT MORE THAN 2/YEAR	1

Resulting estimate of trips per person per month	0.4	0.2	0.4
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Q7a. Please tell us the ranks you are aware in the Hyndburn area?	ACCRINGTON		GREAT HARWOOD		Total	
CHURCH STREET	45	57%	11	52%	56	56%
STATION	25	32%	4	19%	29	29%
BROADWAY	4	5%	0	0%	4	4%
EAGLE STREET	2	3%	0	0%	2	2%
UNION STREET	0	0%	4	19%	4	4%
MARKET	3	4%	0	0%	3	3%
CENTRAL	0	0%	1	5%	1	1%
TOWN CENTRE	0	0%	1	5%	1	1%
Total	79	100%	21	100%	100	100%

Q7b. If you are aware of any rank in the Hyndburn area, please tell us if you use it?	ACCRINGTON		GREAT HARWOOD		Total	
Use	58	35%	11	52%	69	37%
Don't Use	106	65%	10	48%	116	63%
Total	164	100%	21	100%	185	100%

Q8a. Is there any location in the Hyndburn area where you would like to see a rank?	ACCRINGTON		GREAT HARWOOD		Total	
ALDI	1	20%	0	0%	1	20%
ASDA	1	20%	0	0%	1	20%
BUS STATION	1	20%	0	0%	1	20%
SCAITCLIFFE STREET	1	20%	0	0%	1	20%
WHALLEY ROAD	1	20%	0	0%	1	20%
Total	5	100%	0	0%	5	100%

Q8b. If there is a location rank in the Hyndburn area where you would like to see a rank, please tell us if you use it?	ACCRINGTON		GREAT HARWOOD		Total	
Use	5	100%	0	0%	5	100%
Don't Use	0	0%	0	0%	0	0%
Total	5	100%	0	0%	5	100%

Q9a. Please rate your experience of the below factors on your latest licensed vehicle journey - Accrington sample	Average		Good		Very good	
VEHICLE CLEANLINESS	13	32%	23	56%	5	12%
STATE OF VEHICLE REPAIR	10	24%	24	59%	7	17%
DRIVER BEHAVIOUR	5	12%	28	68%	8	20%
DRIVER APPEARANCE	6	15%	27	66%	8	20%
DRIVER STANDARD OF HYGIENE	5	12%	31	76%	5	12%
DRIVER PROFFESIONALISM	3	7%	24	59%	14	34%
DRIVER KNOWLEDGE OF AREA	1	2%	16	39%	24	59%
PRICE	21	55%	15	39%	2	5%
OTHER	2	67%	1	33%	0	0%
Total	66	20%	189	58%	73	22%

Q9a. Please rate your experience of the below factors on your latest licensed vehicle journey - Great Harwood sample	Average		Good		Very good	
VEHICLE CLEANLINESS	0	0%	10	100%	0	0%
STATE OF VEHICLE REPAIR	0	0%	10	100%	0	0%
DRIVER BEHAVIOUR	4	40%	6	60%	0	0%
DRIVER APPEARANCE	2	20%	8	80%	0	0%
DRIVER STANDARD OF HYGIENE	5	50%	5	50%	0	0%
DRIVER PROFFESIONALISM	5	50%	5	50%	0	0%
DRIVER KNOWLEDGE OF AREA	0	0%	10	100%	0	0%
PRICE	9	90%	1	10%	0	0%
OTHER	1	100%	0	0%	0	0%
Total	26	350%	55	550%	0	0%

Q9a. Please rate your experience of the below factors on your latest licensed vehicle journey - total	Average		Good		Very good	
VEHICLE CLEANLINESS	13	20%	33	17%	5	7%
STATE OF VEHICLE REPAIR	10	15%	34	18%	7	10%
DRIVER BEHAVIOUR	9	14%	34	18%	8	11%
DRIVER APPEARANCE	8	12%	35	19%	8	11%
DRIVER STANDARD OF HYGIENE	10	15%	36	19%	5	7%
DRIVER PROFFESIONALISM	8	12%	29	15%	14	19%
DRIVER KNOWLEDGE OF AREA	1	2%	26	14%	24	33%
PRICE	30	45%	16	8%	2	3%
OTHER	3	5%	1	1%	0	0%
Total	92	139%	244	129%	73	100%

Q11a. Were you satisfied with the service you received in terms of time to arrive and journey time?	ACCRINGTON		GREAT HARWOOD		Total	
YES	42	100%	10	48%	52	100%
NO	0	0%	0	0%	0	0%
Total	42	100%	10	48%	52	100%

Q12a. What would encourage you to use taxis or use them more often in the Hyndburn area?	ACCRINGTON		GREAT HARWOOD		Total	
Better Vehicles	1	1%	0	0%	1	1%
More Hackney Carriages I could phone for...	9	10%	2	9%	11	10%
Better Drivers	5	6%	2	9%	7	6%
More Hackney Carriages I could Hail on the street or get at a Rank	6	7%	0	0%	6	5%
Other	67	76%	18	82%	85	77%
Total	88	100%	22	100%	110	100%

Q12b. If you indicated 'Other' to Q9a, please specify?	ACCRINGTON		GREAT HARWOOD		Total	
ALLOW DOGS TO TRAVEL	1	1%	0	0%	1	1%
CHEAPER FARES	63	94%	15	83%	78	92%
RELIABILITY	1	1%	0	0%	1	1%
SAFER DRIVERS	2	3%	0	0%	2	2%
LOSING LICENSE	0	0%	3	17%	3	4%
Total	67	100%	18	100%	85	100%

Q13a. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?	ACCRINGTON		GREAT HARWOOD		Total	
No	130	87%	48	96%	178	89%
Yes. I need a wheelchair accessible vehicle (WAV)	6	4%	0	0%	6	3%
Yes. Someone I know need a (WAV)	13	9%	2	4%	15	8%
Yes. I need an adapted vehicle, but not a (WAV)	0	0%	0	0%	0	0%
Yes. Someone I know needs an adapted vehicle, but not a (WAV)	1	1%	0	0%	1	1%
Other	0	0%	0	0%	0	0%
Total	150	100%	50	100%	200	100%

Q14a. Have you ever given up on waiting for a hackney carriage at a rank in the Hyndburn area?	ACCRINGTON		GREAT HARWOOD		Total	
YES	3	2%	0	0%	3	2%
NO	147	98%	50	100%	197	99%
Total	150	100%	50	100%	200	100%

Q14b. If you have given up waiting for a taxi in the Hyndburn area, please state where?	ACCRINGTON		GREAT HARWOOD		Total	
BAXENDEN	1	33%	0	0%	1	33%
HOME	1	33%	0	0%	1	33%
TOWN	1	33%	0	0%	1	33%
Total	3	100%	0	0%	3	100%

Q15a. Have you ever given up on waiting for a hackney carriage trying to hail in the street, in the Hyndburn area?	ACCRINGTON		GREAT HARWOOD		Total	
YES	2	1%	0	0%	2	1%
NO	148	99%	50	100%	198	99%
Total	150	100%	50	100%	200	100%

Q15b. If you have given up trying to hail a taxi in the Hyndburn area, please state where?	ACCRINGTON		GREAT HARWOOD		Total	
UNION STREET	2	100%	0	0%	2	100%
Total	2	100%	0	0%	2	100%

Q16. Do you think there are enough WAV hackney carriages in Hyndburn?	ACCRINGTON		GREAT HARWOOD		Total	
YES	141	95%	48	96%	189	95%
NO	7	5%	2	4%	9	5%
Total	148	100%	50	100%	198	100%

Q17. Do you feel safe using a taxi during the daytime (before 6pm)?	ACCRINGTON		GREAT HARWOOD		Total	
Yes	145	97%	50	100%	195	98%
No	5	3%	0	0%	5	3%
Total	150	100%	50	100%	200	100%

Q18. Do you feel safe using a taxi at night (after 6pm)?	ACCRINGTON		GREAT HARWOOD		Total	
Yes	135	91%	50	100%	185	93%
No	14	9%	0	0%	14	7%
Total	149	100%	50	100%	199	100%

Q19. If you do not feel safe using taxis, what would make you feel safer??	ACCRINGTON		GREAT HARWOOD		Total	
FEMALE DRIVERS	3	33%	0	0%	3	33%
SAFER DRIVERS	3	33%	0	0%	3	33%
TRAVELLING COMPANION	3	33%	0	0%	3	33%
Total	9	100%	0	0%	9	100%

Q20. If you had a choice of using an electric powered hackney carriage, would you use it?	ACCRINGTON		GREAT HARWOOD		Total	
No preference	132	88%	46	92%	178	89%
Yes, only if it did not cost any more	18	12%	4	8%	22	11%
Yes, and I would pay 10% more fare	0	0%	0	0%	0	0%
Total	150	100%	50	100%	200	100%

Q21. Do you have regular access to a car?	ACCRINGTON		GREAT HARWOOD		Total	
YES	77	51%	37	74%	114	57%
NO	73	49%	13	26%	86	43%
Total	150	100%	50	100%	200	100%

Q22a. Do you live in the area?	ACCRINGTON		GREAT HARWOOD		Total	
YES	129	90%	44	92%	173	90%
NO	15	10%	4	8%	19	10%
Total	144	100%	48	100%	192	100%

Q22b. If you indicated that you do not live in the area, please provide your postcode?	ACCRINGTON		GREAT HARWOOD		Total	
BB1	2	15%	0	0%	2	12%
BB12	2	15%	0	0%	2	12%
BB2	2	15%	0	0%	2	12%
BB4	2	15%	0	0%	2	12%
BB6	1	8%	0	0%	1	6%
BB9	1	8%	0	0%	1	6%
BL2	1	8%	0	0%	1	6%
LA2	1	8%	0	0%	1	6%
OL13	1	8%	0	0%	1	6%
FY4	0	0%	1	25%	1	6%
PR1	0	0%	1	25%	1	6%
PR4	0	0%	1	25%	1	6%
WN4	0	0%	1	25%	1	6%
Total	13	100%	4	100%	17	100%

Q20. Gender?	ACCRINGTON		GREAT HARWOOD		Total		Census
MALE	45	30%	17	34%	62	31%	49%
FEMALE	104	70%	33	66%	137	69%	51%
Total	149	100%	50	100%	199	100%	

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Q21. Which age bracket do you fall into?	ACCRINGTON		GREAT HARWOOD		Total		Census
Under 30	23	15%	7	14%	30	15%	22%
31 - 55	66	44%	13	26%	79	40%	40%
Over 55	61	41%	30	60%	91	46%	38%
Total	150	100%	50	100%	200	100%	

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