



## Taxi Licensing in Buckinghamshire - Public Survey: Summary report

This report was created on Monday 28 September 2020 at 08:48 and includes **583** responses.

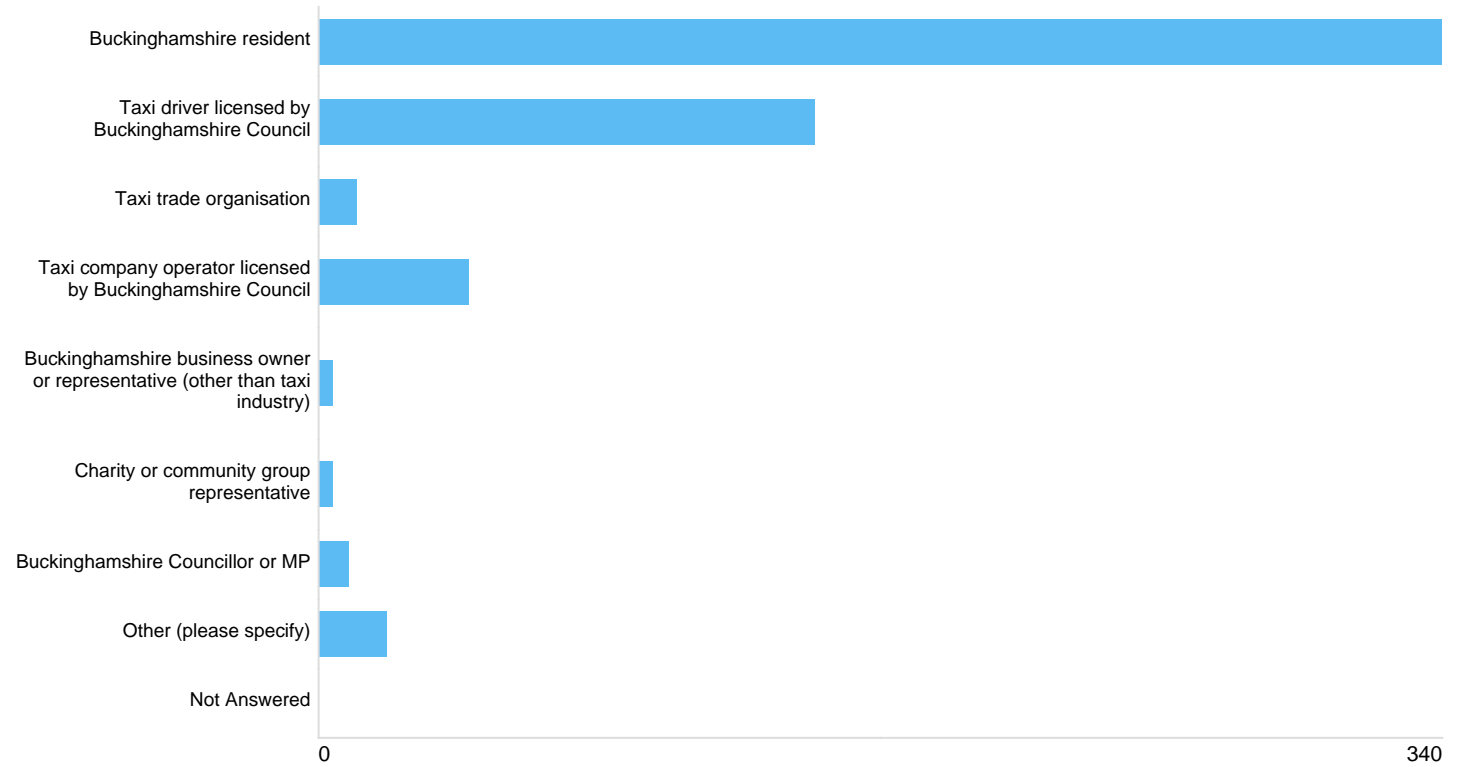
The consultation ran from 07/09/2020 to 27/09/2020.

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**Question 1: Which of the following best describes your main interest in taxi licensing**

**Status**



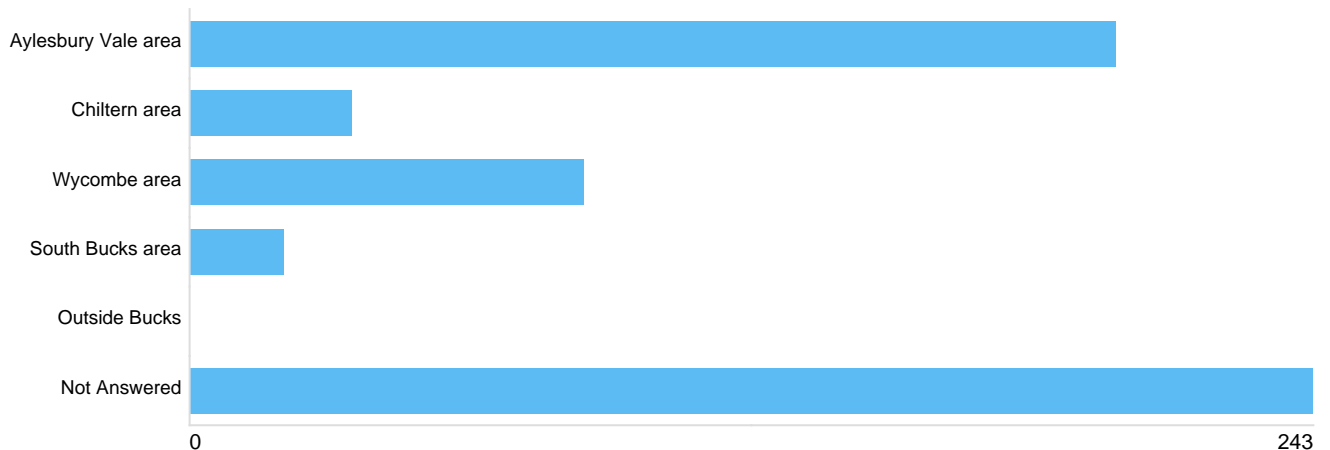
Option	Total	Percent
Buckinghamshire resident	340	58.32%
Taxi driver licensed by Buckinghamshire Council	150	25.73%
Taxi trade organisation	11	1.89%
Taxi company operator licensed by Buckinghamshire Council	45	7.72%
Buckinghamshire business owner or representative (other than taxi industry)	4	0.69%
Charity or community group representative	4	0.69%
Buckinghamshire Councillor or MP	9	1.54%
Other (please specify)	20	3.43%
Not Answered	0	0.00%

**Other**

There were **23** responses to this part of the question.

**Question 2: Which area do you live in?**

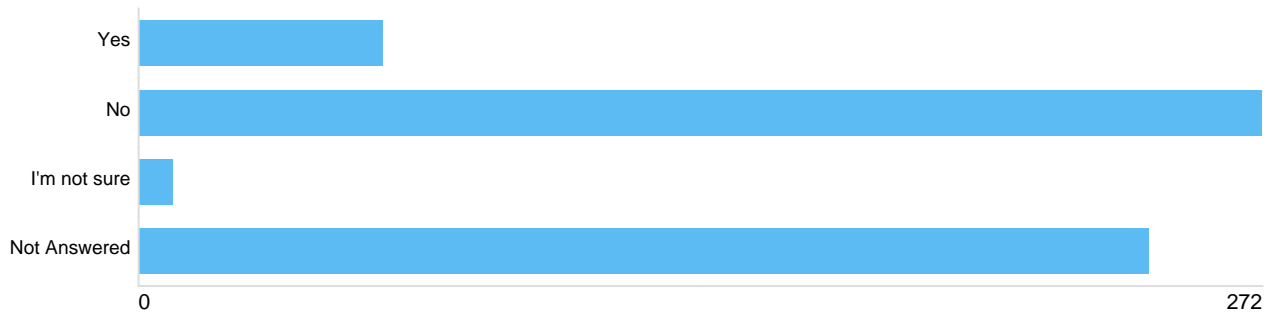
**Live**



Option	Total	Percent
Aylesbury Vale area	200	34.31%
Chiltern area	35	6.00%
Wycombe area	85	14.58%
South Bucks area	20	3.43%
Outside Bucks	0	0.00%
Not Answered	243	41.68%

**Question 3: Do you consider yourself to have a disability or long-term health condition?**

**Disability**



Option	Total	Percent
Yes	59	10.12%
No	272	46.66%
I'm not sure	8	1.37%
Not Answered	244	41.85%

**Question 4: What area do you represent?**

**Area**

There were 9 responses to this part of the question.

**Question 5: What is the name of your charity or community organisation?**

**Organisation name**

There were 4 responses to this part of the question.

**Question 6: Do you drive a Hackney Carriage or a Private Hire Vehicle?**

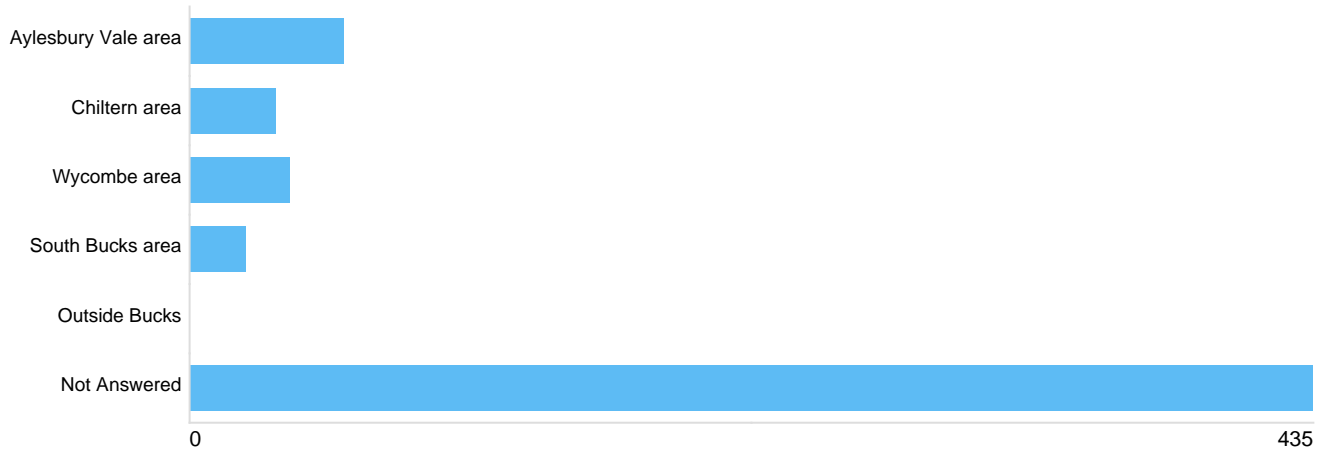
**Taxi type**



Option	Total	Percent
Hackney Carriage	71	12.18%
Private Hire Vehicle	74	12.69%
Not Answered	438	75.13%

**Question 7: Which areas are you licensed by? Please select all that apply.**

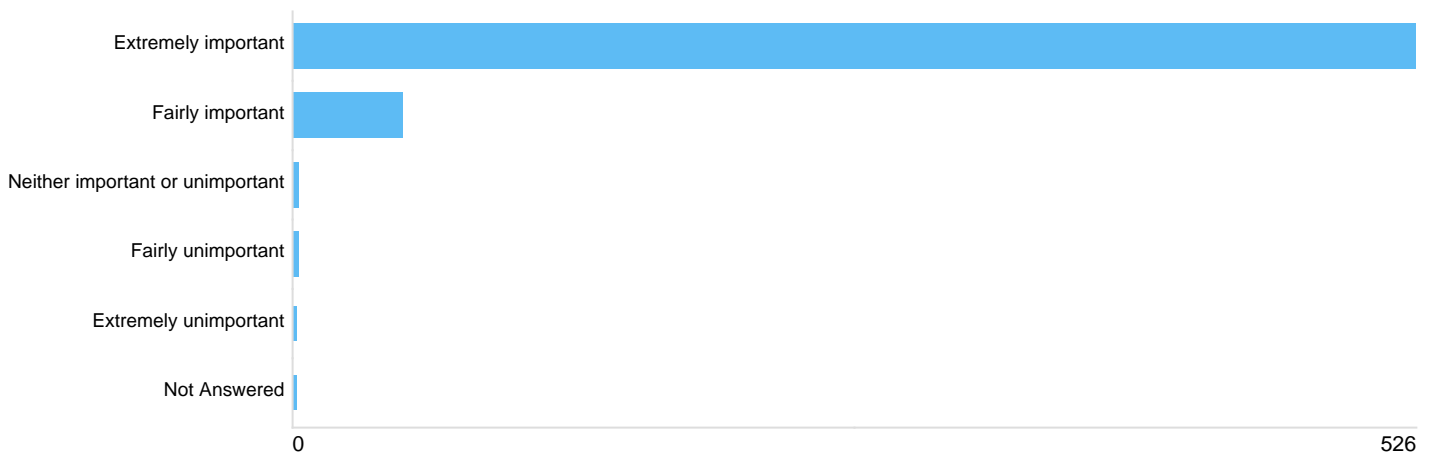
**Licensed area**



Option	Total	Percent
Aylesbury Vale area	59	10.12%
Chiltern area	33	5.66%
Wycombe area	38	6.52%
South Bucks area	21	3.60%
Outside Bucks	0	0.00%
Not Answered	435	74.61%

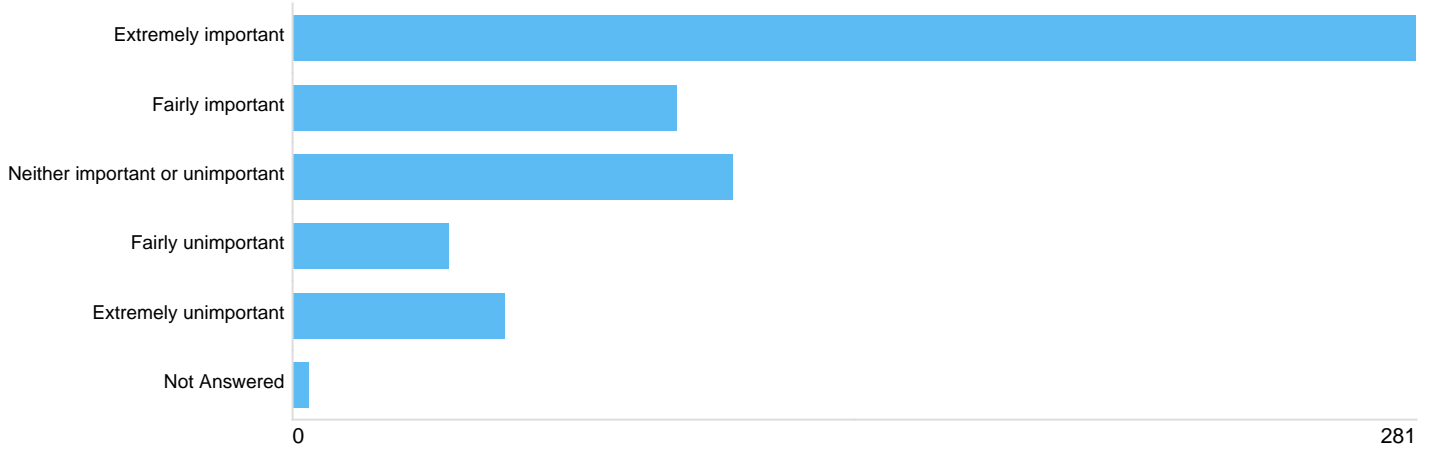
**Question 8: Thinking about taxi vehicles, how important are each of the following points to you?**

**Vehicles - Vehicles are safe and roadworthy**



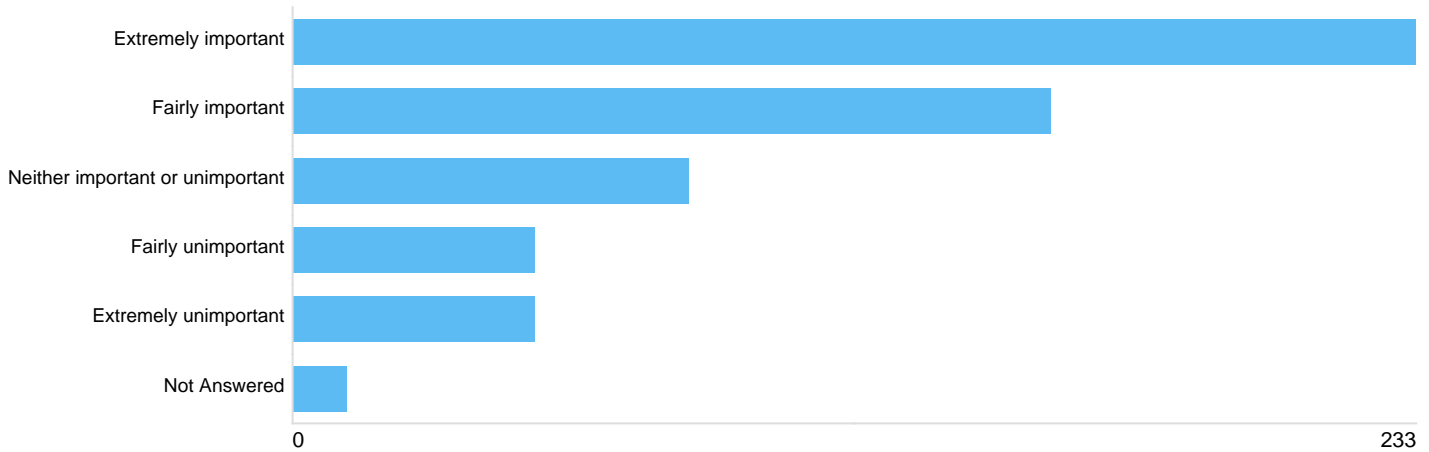
Option	Total	Percent
Extremely important	526	90.22%
Fairly important	51	8.75%
Neither important or unimportant	2	0.34%
Fairly unimportant	2	0.34%
Extremely unimportant	1	0.17%
Not Answered	1	0.17%

**Vehicles - Vehicles have their compliance tests at a Council-run garage rather than a private garage**



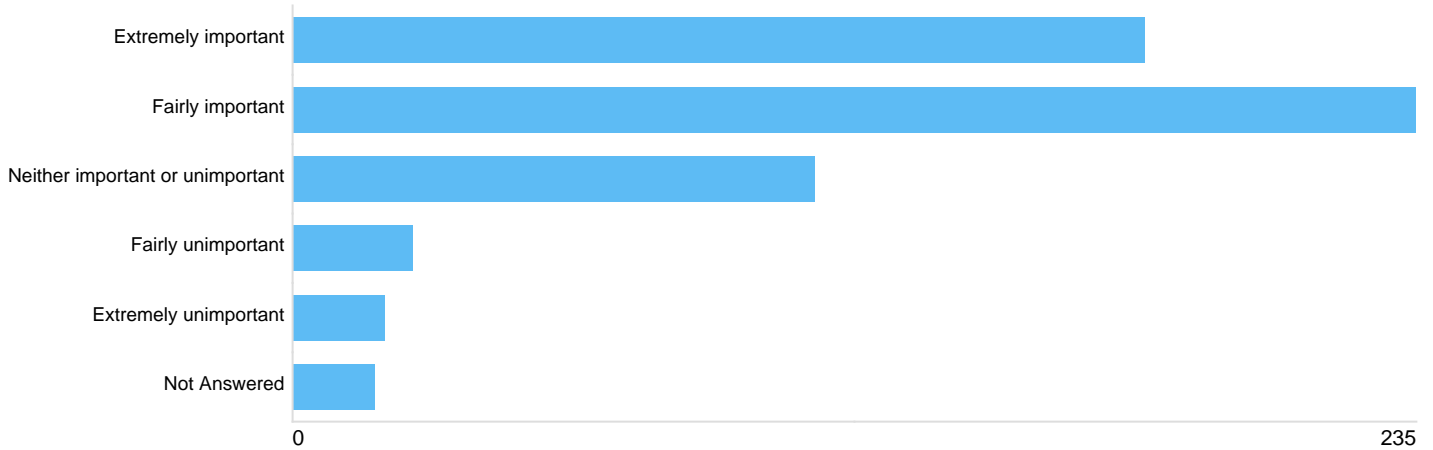
Option	Total	Percent
Extremely important	281	48.20%
Fairly important	96	16.47%
Neither important or unimportant	110	18.87%
Fairly unimportant	39	6.69%
Extremely unimportant	53	9.09%
Not Answered	4	0.69%

**Vehicles - Vehicles older than 6 years are tested more often**



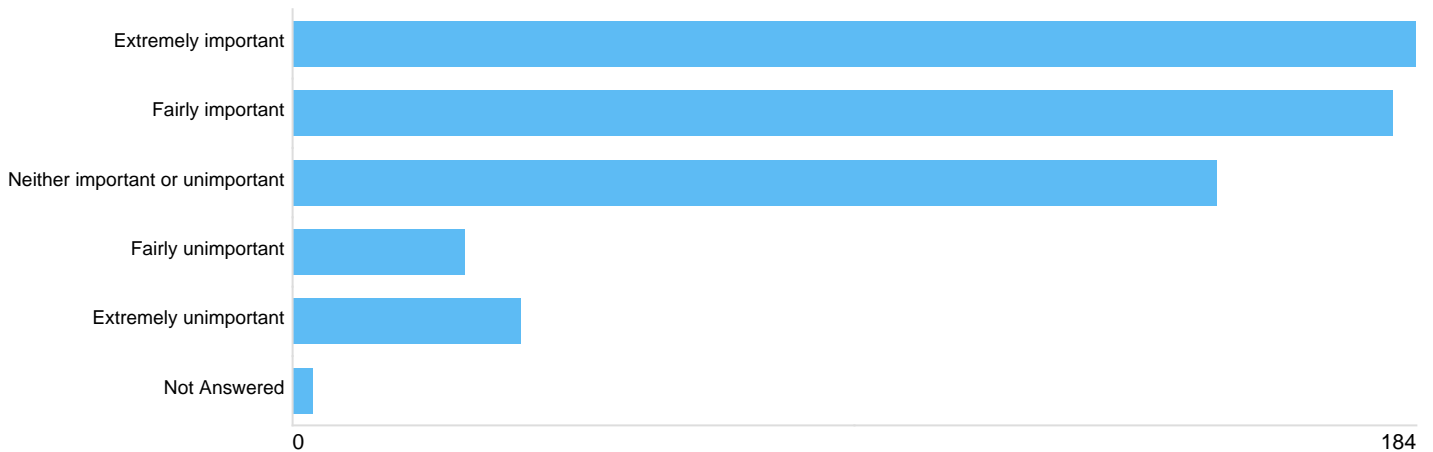
Option	Total	Percent
Extremely important	233	39.97%
Fairly important	157	26.93%
Neither important or unimportant	82	14.07%
Fairly unimportant	50	8.58%
Extremely unimportant	50	8.58%
Not Answered	11	1.89%

**Vehicles - Vehicles are environmentally-friendly**



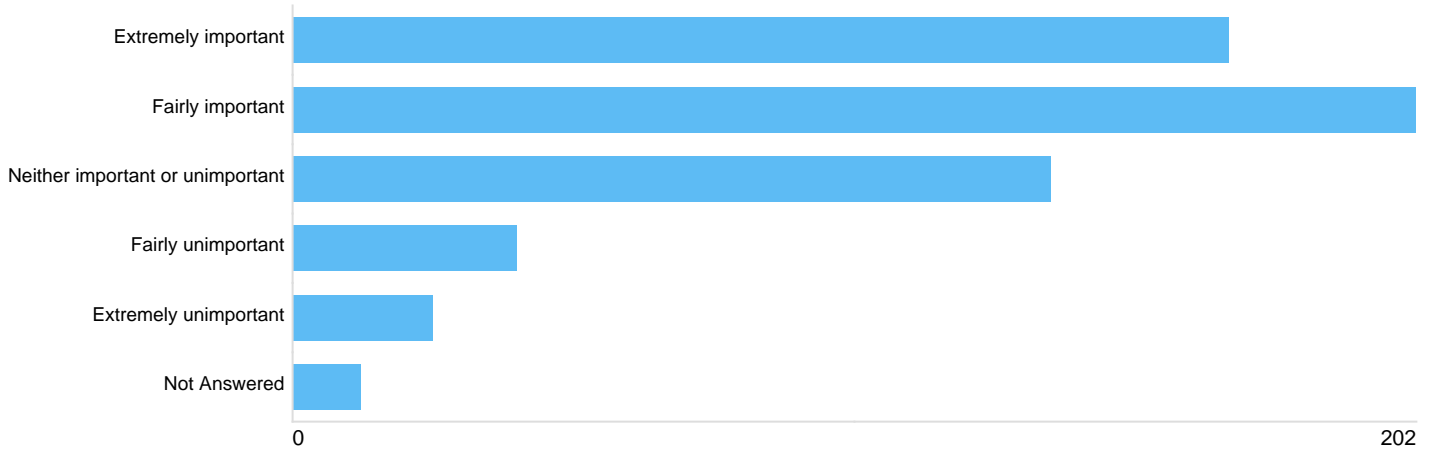
Option	Total	Percent
Extremely important	178	30.53%
Fairly important	235	40.31%
Neither important or unimportant	109	18.70%
Fairly unimportant	25	4.29%
Extremely unimportant	19	3.26%
Not Answered	17	2.92%

**Vehicles - The Council provide incentives for electric vehicles**



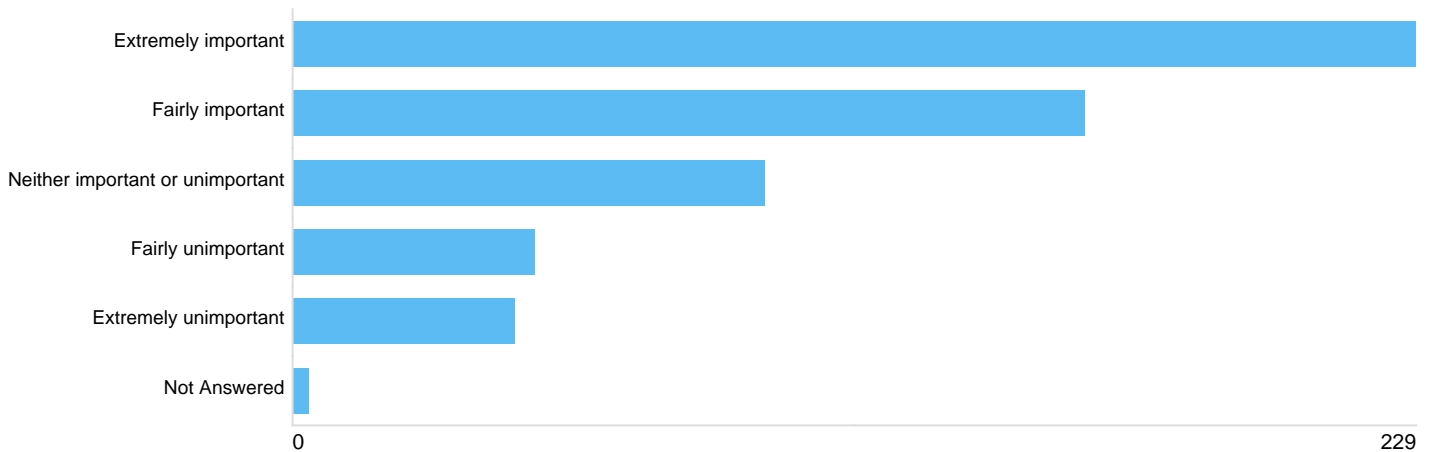
Option	Total	Percent
Extremely important	184	31.56%
Fairly important	180	30.87%
Neither important or unimportant	151	25.90%
Fairly unimportant	28	4.80%
Extremely unimportant	37	6.35%
Not Answered	3	0.51%

**Vehicles - Vehicles are wheelchair- accessible**



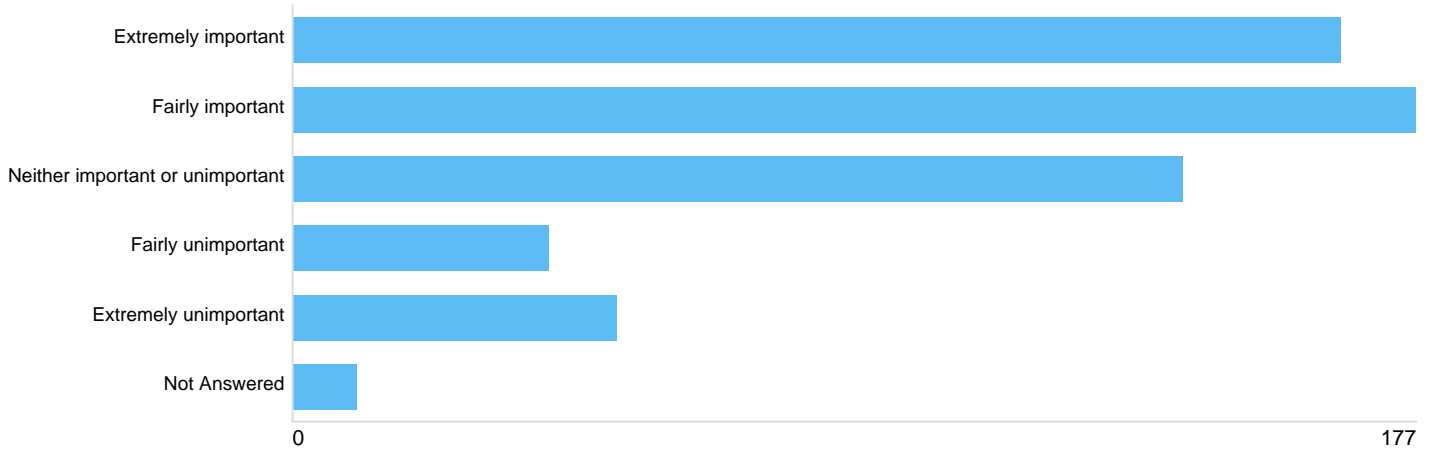
Option	Total	Percent
Extremely important	168	28.82%
Fairly important	202	34.65%
Neither important or unimportant	136	23.33%
Fairly unimportant	40	6.86%
Extremely unimportant	25	4.29%
Not Answered	12	2.06%

**Vehicles - There's a clear view into vehicles through all windows**



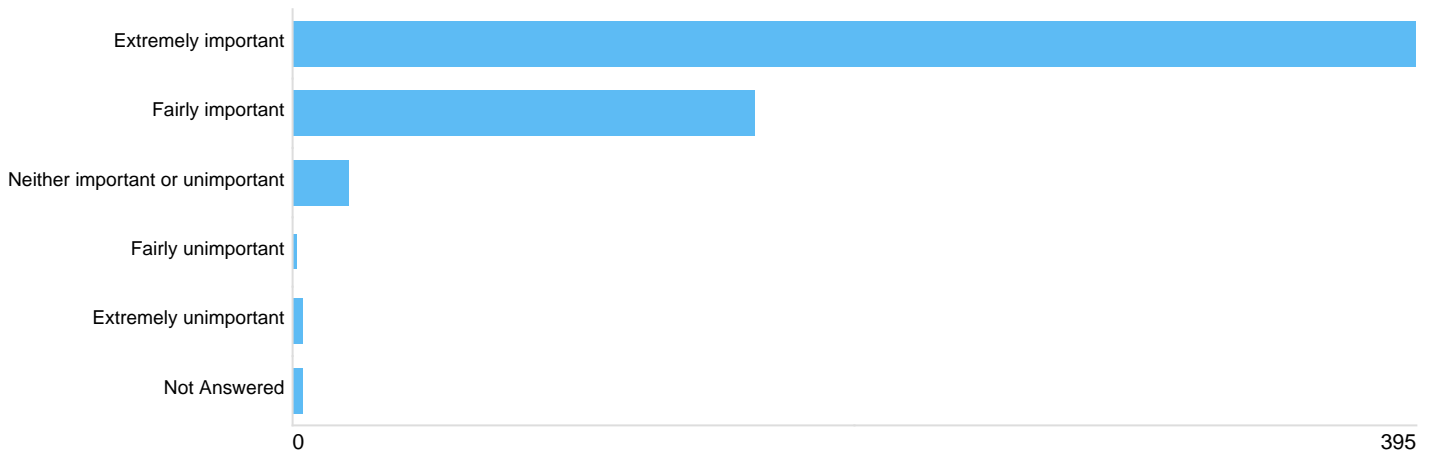
Option	Total	Percent
Extremely important	229	39.28%
Fairly important	161	27.62%
Neither important or unimportant	96	16.47%
Fairly unimportant	49	8.40%
Extremely unimportant	45	7.72%
Not Answered	3	0.51%

**Vehicles - Vehicles have CCTV installed**



Option	Total	Percent
Extremely important	165	28.30%
Fairly important	177	30.36%
Neither important or unimportant	140	24.01%
Fairly unimportant	40	6.86%
Extremely unimportant	51	8.75%
Not Answered	10	1.72%

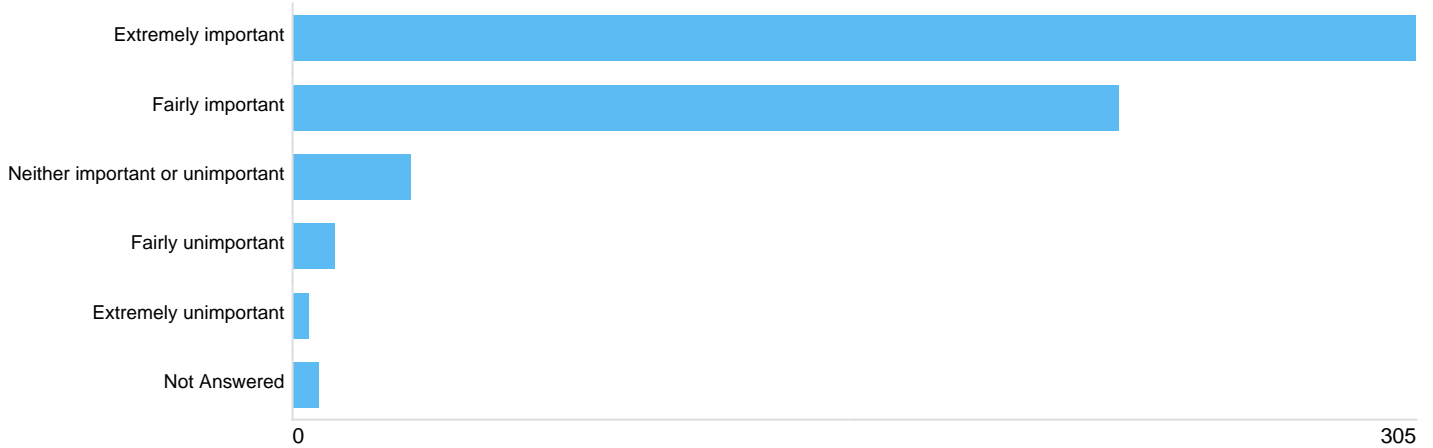
**Vehicles - Vehicle interiors are clean, tidy and presentable**





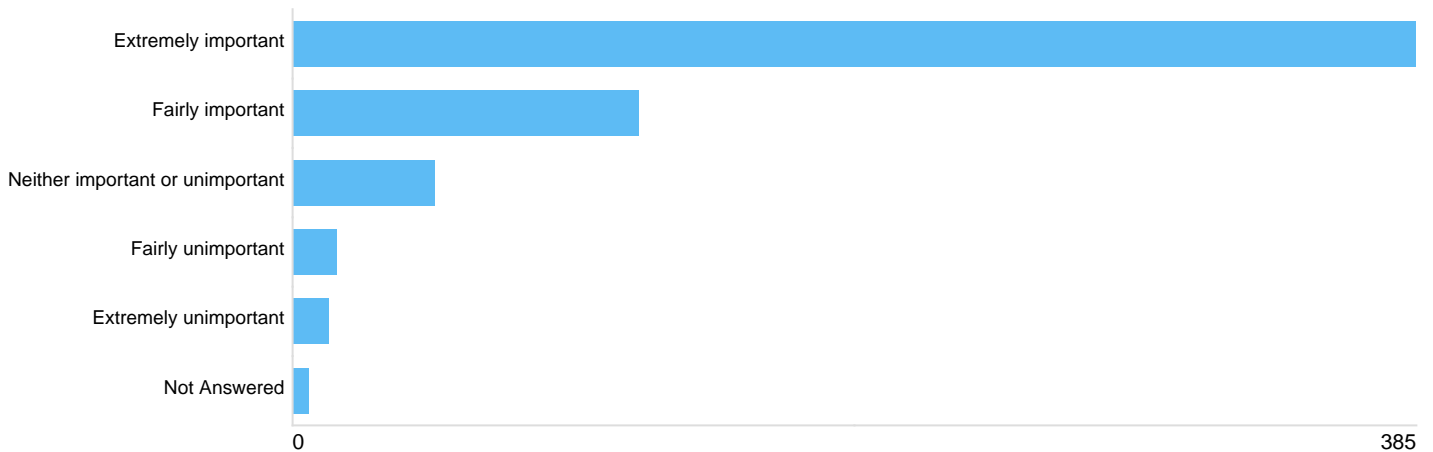
Option	Total	Percent
Extremely important	395	67.75%
Fairly important	162	27.79%
Neither important or unimportant	19	3.26%
Fairly unimportant	1	0.17%
Extremely unimportant	3	0.51%
Not Answered	3	0.51%

**Vehicles - Vehicle exteriors are in good condition**



Option	Total	Percent
Extremely important	305	52.32%
Fairly important	224	38.42%
Neither important or unimportant	32	5.49%
Fairly unimportant	11	1.89%
Extremely unimportant	4	0.69%
Not Answered	7	1.20%

**Vehicles - Vehicles can be clearly identified as 'taxi'**



Option	Total	Percent
Extremely important	385	66.04%
Fairly important	118	20.24%
Neither important or unimportant	48	8.23%
Fairly unimportant	15	2.57%
Extremely unimportant	12	2.06%
Not Answered	5	0.86%

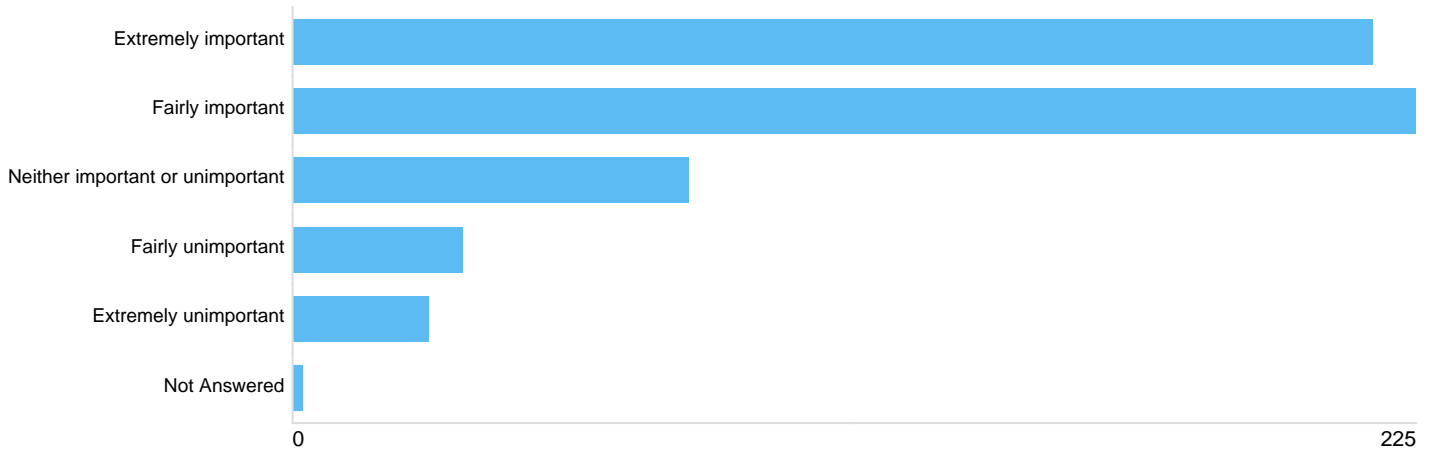
**Question 9: Do you have any other comments about taxi vehicles?**

**Comments behicles**

There were **230** responses to this part of the question.

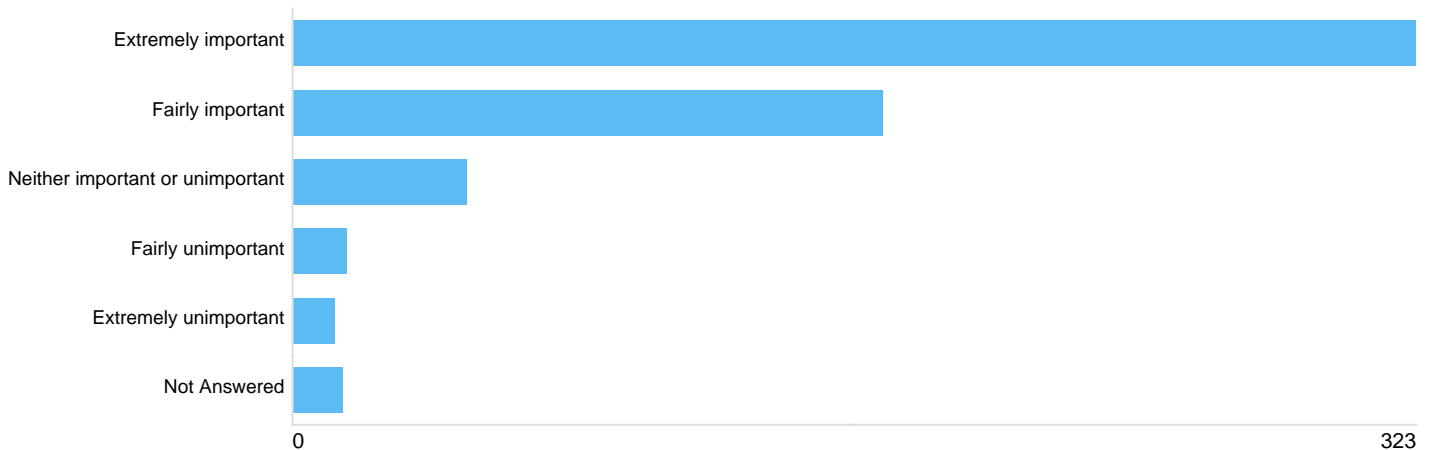
**Question 10: Thinking about taxi drivers, how important are each of the following points to you?**

***Drivers - Taxi drivers know the local area without relying on SatNav systems***



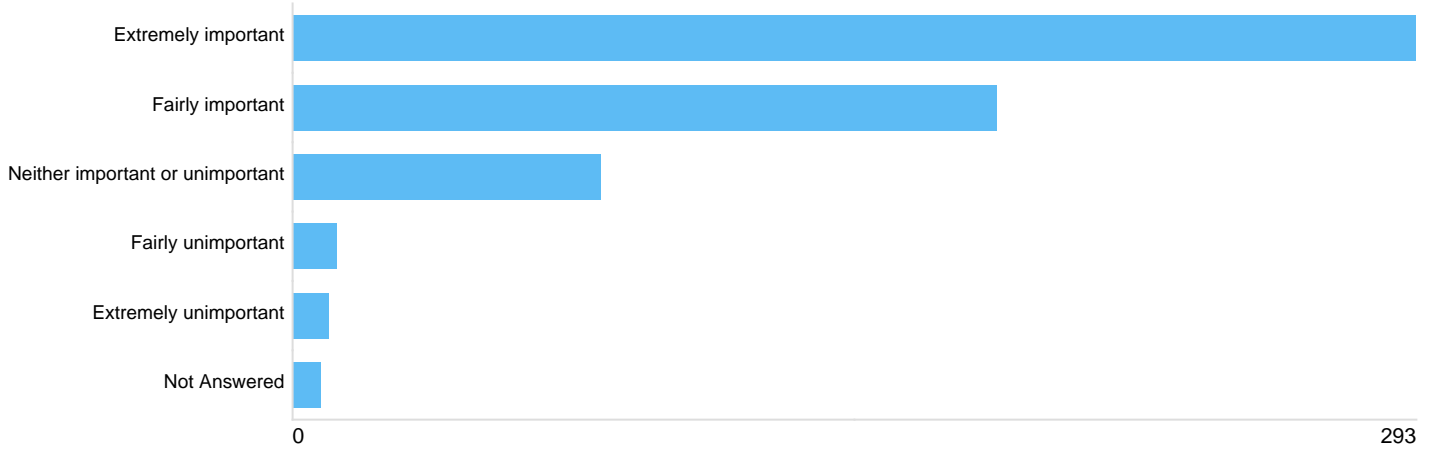
Option	Total	Percent
Extremely important	216	37.05%
Fairly important	225	38.59%
Neither important or unimportant	79	13.55%
Fairly unimportant	34	5.83%
Extremely unimportant	27	4.63%
Not Answered	2	0.34%

***Drivers - Taxi drivers receive regular safeguarding training***



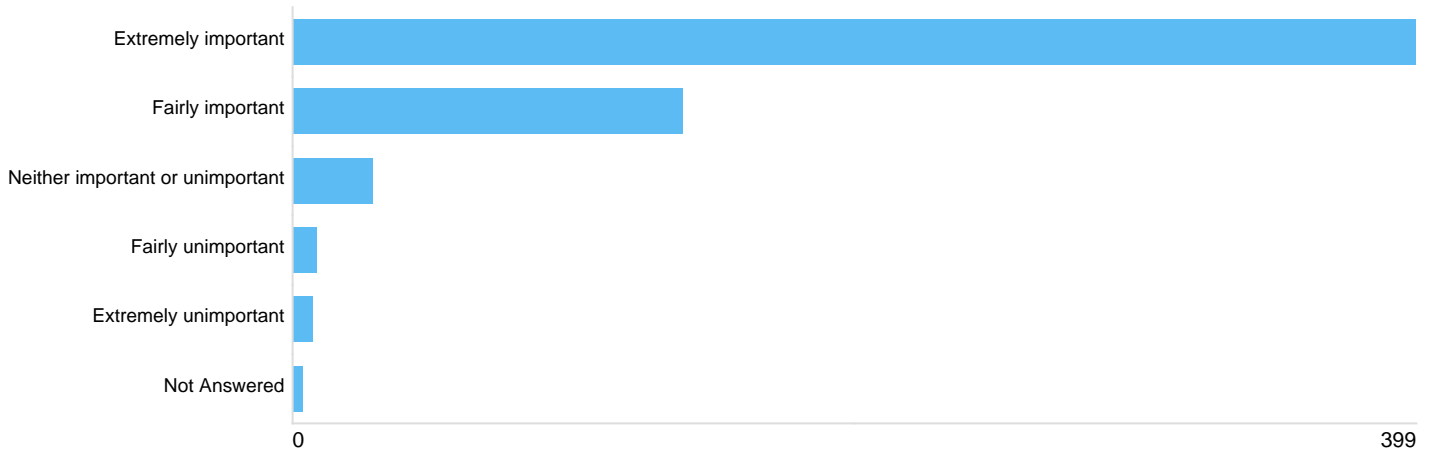
Option	Total	Percent
Extremely important	323	55.40%
Fairly important	169	28.99%
Neither important or unimportant	50	8.58%
Fairly unimportant	15	2.57%
Extremely unimportant	12	2.06%
Not Answered	14	2.40%

**Drivers - Taxi drivers receive regular disability awareness training**



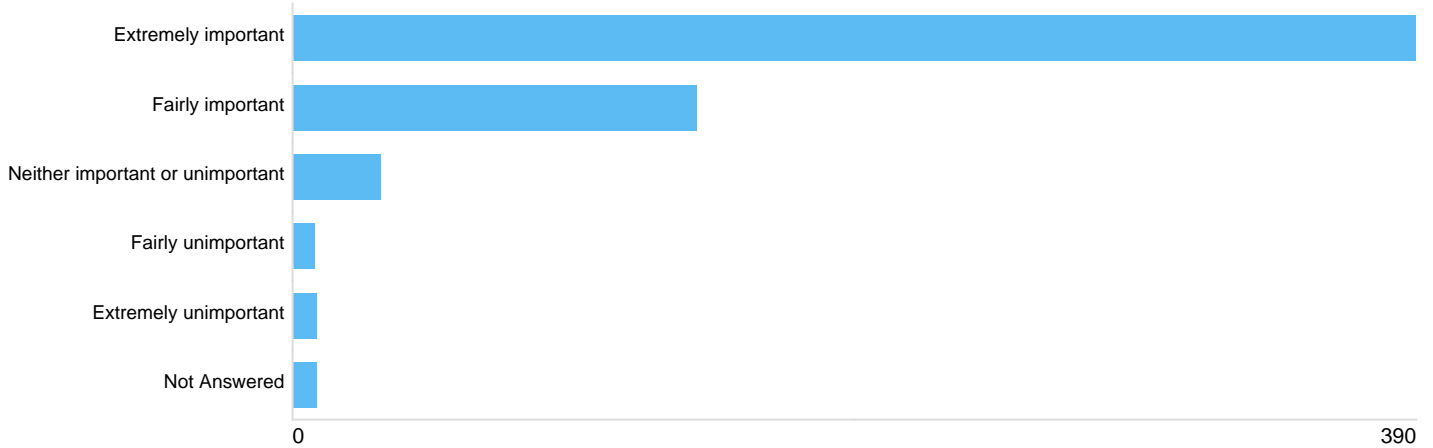
Option	Total	Percent
Extremely important	293	50.26%
Fairly important	183	31.39%
Neither important or unimportant	80	13.72%
Fairly unimportant	11	1.89%
Extremely unimportant	9	1.54%
Not Answered	7	1.20%

**Drivers - Taxi drivers can understand and speak clearly in English**



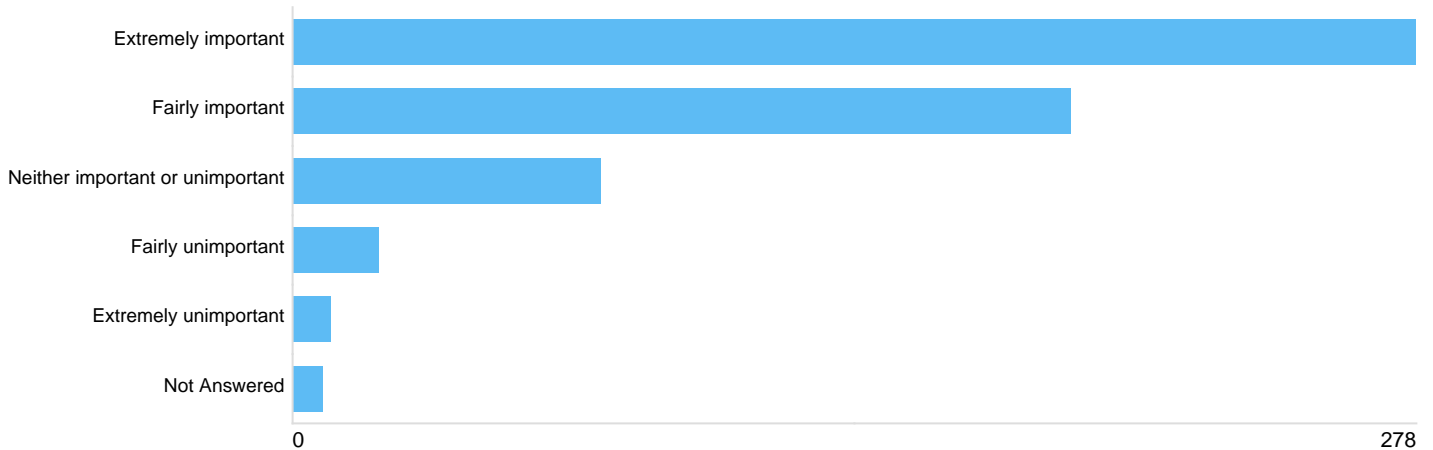
Option	Total	Percent
Extremely important	399	68.44%
Fairly important	138	23.67%
Neither important or unimportant	28	4.80%
Fairly unimportant	8	1.37%
Extremely unimportant	7	1.20%
Not Answered	3	0.51%

**Drivers - Taxi drivers can read basic English**



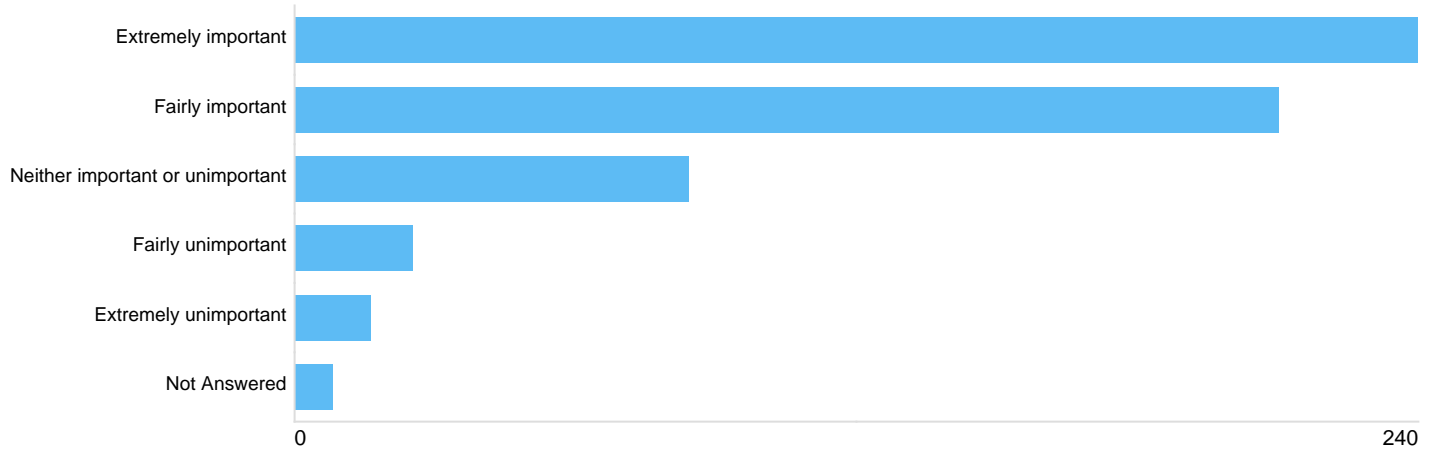
Option	Total	Percent
Extremely important	390	66.90%
Fairly important	140	24.01%
Neither important or unimportant	30	5.15%
Fairly unimportant	7	1.20%
Extremely unimportant	8	1.37%
Not Answered	8	1.37%

**Drivers - Taxi drivers receive regular medical checks**



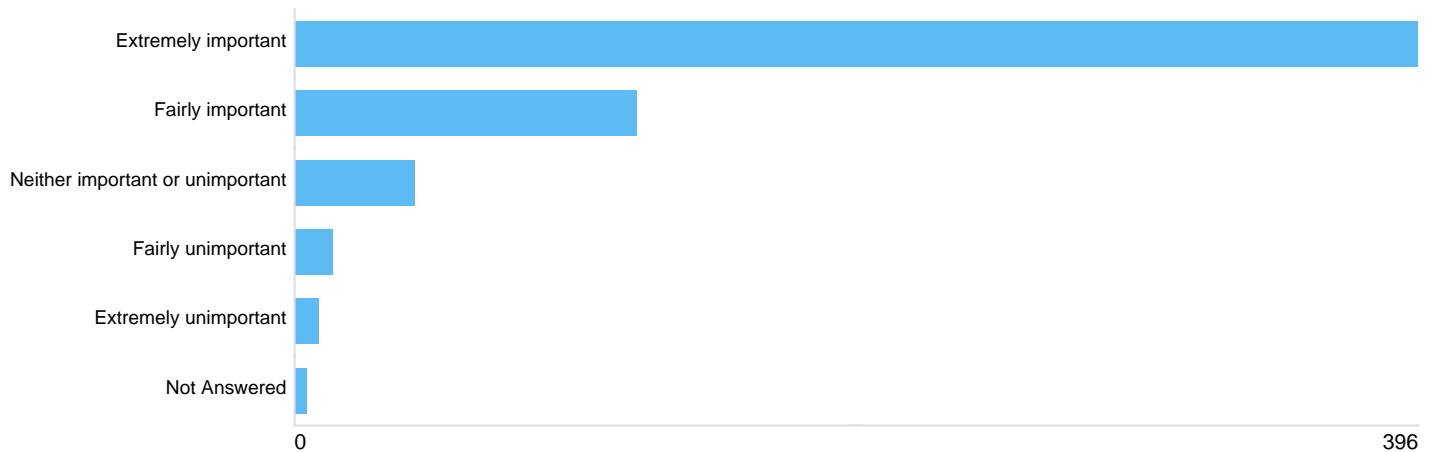
Option	Total	Percent
Extremely important	278	47.68%
Fairly important	192	32.93%
Neither important or unimportant	76	13.04%
Fairly unimportant	21	3.60%
Extremely unimportant	9	1.54%
Not Answered	7	1.20%

**Drivers - Older taxi drivers receive medical checks more often**



Option	Total	Percent
Extremely important	240	41.17%
Fairly important	210	36.02%
Neither important or unimportant	84	14.41%
Fairly unimportant	25	4.29%
Extremely unimportant	16	2.74%
Not Answered	8	1.37%

**Drivers - The Council undertakes drug and alcohol tests on drivers where appropriate**



Option	Total	Percent
Extremely important	396	67.92%
Fairly important	120	20.58%
Neither important or unimportant	42	7.20%
Fairly unimportant	13	2.23%
Extremely unimportant	8	1.37%
Not Answered	4	0.69%

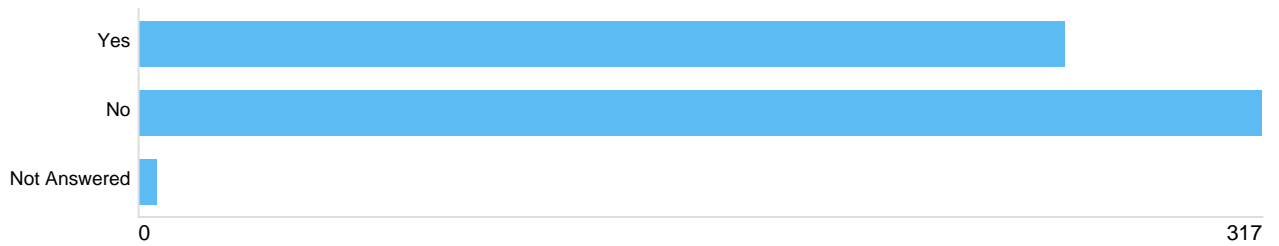
**Question 11: Do you have any other comments about taxi drivers?**

**Comments drivers**

There were **178** responses to this part of the question.

**Question 12: Do you use taxi ranks?**

**Taxi rank use**



Option	Total	Percent
Yes	261	44.77%
No	317	54.37%
Not Answered	5	0.86%

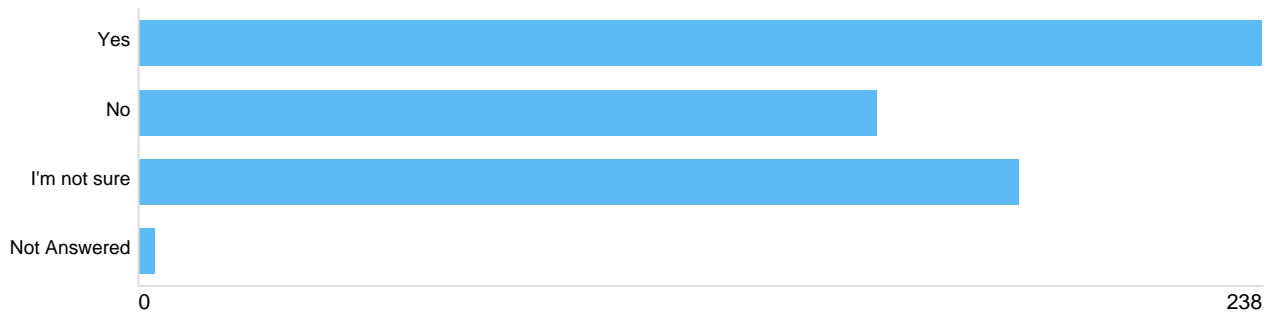
**Question 13: If there are any locations where you would use a taxi rank that doesn't have one at the moment, please provide details.**

**Taxi rank locations**

There were 119 responses to this part of the question.

**Question 14: Do you think we should keep these separate taxi operating zones?**

**Zones**



Option	Total	Percent
Yes	238	40.82%
No	156	26.76%
I'm not sure	186	31.90%
Not Answered	3	0.51%

**Question 15: Please explain why you gave that last answer.**

**Zone answer reasons**

There were 351 responses to this part of the question.

**Question 16: Do you have any other comments about taxi licensing or how taxis operate in Buckinghamshire?**

**Additional comments**

There were 243 responses to this part of the question.