

## Appendix E

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<b>Project</b>	Wirral Unmet Demand Survey 2011	<b>Date</b>	1 <sup>st</sup> June 2011
<b>Note</b>	Trade Survey Results	<b>Ref</b>	CTDAOD000
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- 1** *Introduction*
- 1.1 A public and private hire trade survey was designed with the aim of collecting information and views from both trades. In particular the survey allowed an assessment of operational issues and views of the hackney carriage market to supplement the rank observations, as well as covering enforcement and disability issues.
- 2** *Survey Administration*
- 2.1 The survey was conducted through a self completion questionnaire. These were sent to 1,500 licensed hackney and private hire drivers and operators in. A total of 201 questionnaire forms were completed and returned, giving a response rate of around 13%, a typical value for this type of survey. It should be noted that not all totals sum to the total number of respondents per trade group as some respondents failed to answer all of the questions.
- 3** *General Operational Issues*
- 3.1 The responses provided have been disaggregated on a hackney carriage and private hire trade basis as shown in Table 3.1 below.

**Table 3.1 Breakdown of Responses between Trades**

	Frequency	Percent
Hackney Carriage Trade	87	43.3
Private Hire Trade	114	56.7
<b>Total</b>	<b>201</b>	<b>100.0</b>

3.2 It should be noted that 56 (64.4%) of hackney trade respondents were also private hire car drivers.

3.3 Table 3.2 indicates the proportion of the trade who subscribe to a radio circuit. Over half of private hire respondents (87.7%) subscribe to a radio circuit as do 61.4% of hackney carriage respondents.

**Table 3.2 Do you subscribe to a radio circuit?**

	Hackney Trade		Private Hire Trade	
	Freq	%	Freq	%
Yes	51	61.4	93	87.7
No	32	38.6	13	12.3
<b>Total</b>	<b>83</b>	<b>100.0</b>	<b>106</b>	<b>100.0</b>

3.4 Those who subscribe to a radio circuit were asked which operator they use, the results are shown in table 3.3 below.

**Table 3.3 Subscription to Private Hire Operators**

	Hackney Trade		Private Hire Trade	
	Freq	%	Freq	%
Argyle Park	18	40.0	28	33.3
Abbey Taxis	0	0.0	7	8.3
Satellite Cars	10	22.2	23	27.4
Road Runner	0	0.0	7	8.3
Wirral Callback	0	0.0	8	9.5
Hackney Direct	11	24.4	0	0.0
Other	6	13.3	11	13.1
<b>Total</b>	<b>45</b>	<b>100.0</b>	<b>84</b>	<b>100.0</b>

3.5 Respondents were asked to estimate the origin of their passenger fares for a week. The results are documented in Table 3.4.

**Table 3.4 Average Origin of Passenger Fares**

	Hackney Carriage			Private Hire		
	Mean %	Min	Max	Mean %	Min	Max
Rank	60.2	0	100	3.4	0	100
Flagdown	6.9	0	40	0	0	0
Radio Circuit	26.5	0	95	73.1	0	100
Other telephone booking	2.3	0	45	19.0	0	100
Contract Work	3.3	0	80	5.3	0	100

3.6 The average proportion of rank work for hackney carriages accounts for 60.2% per week. The average percentage of flagdown work for hackney carriages accounts to just 6.9% of the typical week, with radio circuit work accounting for 26.5% and contract work being 3.3%.

3.7 Radio Circuit work accounts for 73.1% of private hire driver's working week with an average of 19% being from other telephone bookings. Contract work accounts for 5.3% of a typical private hire drivers' working week.

#### **4** *Driving*

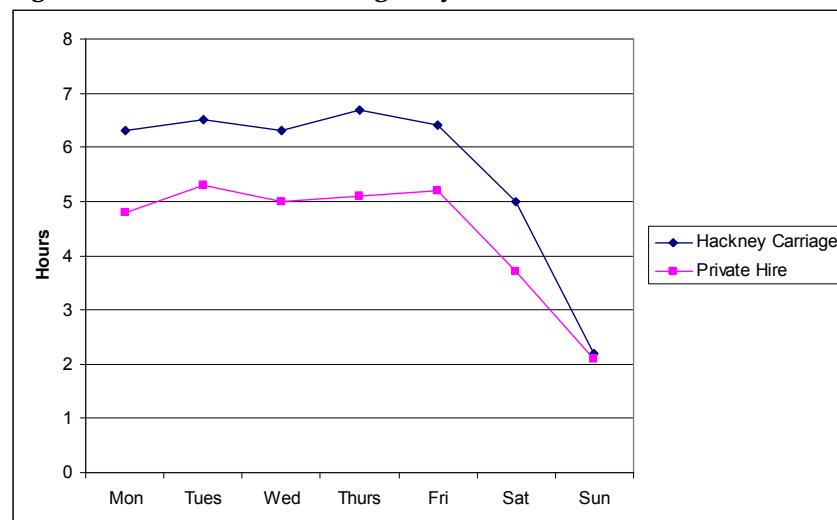
4.1 Respondents were asked what type of vehicle they drive most frequently. Some 95.4% of hackney carriage respondents drive a purpose built cab and the majority of private hire drivers (89.3%) drive a saloon car.

**Table 4.1** Type of vehicle most frequently driven

	Hackney Carriage		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Saloon Car	1	1.1	100	89.3
Minibus/People Carrier (Wheelchair accessible)	3	3.4	4	3.6
Purpose built cab	83	95.4	0	0.0
Minibus/People Carrier (Non-Wheelchair accessible)	0	0.0	8	7.1
<b>Total</b>	<b>87</b>	<b>100.0</b>	<b>112</b>	<b>100.0</b>

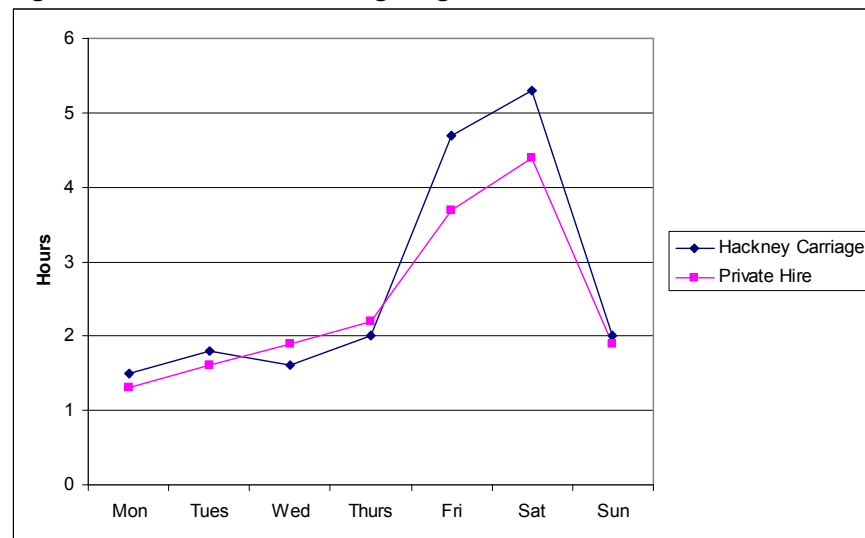
4.2 Respondents were asked the average number of hours they worked in a typical week. The hackney carriage trade worked on average 58.5 hours per week whilst the private hire trade worked on average 49.1 hours per week.

4.3 Respondents were asked to state how many hours they worked at different times of day during a typical week. Figure 4.1 documents the average hours worked during the daytime period (06:00-18:00) for each day of the week. On average, it shows that the hackney carriage trade work more hours than the private hire trade during the day.

**Figure 4.1** Average daytime hours worked

4.4 Figure 4.2 shows the average number of hours worked during the evening/night period (18:00-06:00). During the night time period both hackney carriage and private hire trades worked more hours at the weekend than during the week.

**Figure 4.2 Average night time hours worked**



4.5 The trade were asked whether the Licensing Act 2003 had had an effect on them. The results are shown below in Table 4.2. Some 35.3% of hackney carriage respondents stated that it had not had an effect on them, as did 65.2% of private hire respondents.

**Table 4.2 Has the Licensing Act affected you?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	55	64.7	39	34.8
No	30	35.3	73	65.2
<b>Total</b>	<b>85</b>	<b>100.0</b>	<b>112</b>	<b>100.0</b>

4.6 Those who replied that it had had an effect on their typical working week were then asked in what way it had affected them.

**Table 4.3** Effects of the 2003 Licensing Act (Multiple responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Work later in the evening	31	56.4	22	55.0
Work for longer hours	38	69.1	25	62.5
Other	8	14.5	6	15.0

4.7 Of those that had stated that the 2003 Licensing Act had had an effect on their typical working week were asked in what way it had affected them. Some 69.1% (38 respondents) of the hackney carriage trade and 62.5% (25 respondents) of the private hire trade stated that it would mean that they had to work longer hours.

4.8 Respondents were asked to state the number of times they carry wheelchair bound passengers on a weekly basis. Table 4.4 shows the results. Some 49.6% of private hire respondents stated that they never carry wheelchair bound passengers. Hackney carriage respondents typically carried more wheelchair bound passengers than the private hire trade, with 51.7% of the hackney carriage trade stating they carried them 1 to 5 times a week.

**Table 4.4** Frequency of Transport of wheelchair bound passengers

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Never	7	8.1	56	49.6
1 to 5	45	51.7	50	44.2
5 to 10	17	19.6	7	6.2
10 to 20	15	17.2	0	0.0
More than 20	3	3.4	0	0.0
<b>Total</b>	<b>87</b>	<b>100.0</b>	<b>113</b>	<b>100.0</b>

## 5 *Safety and Security*

5.1 Respondents were asked whether they had been attacked by a passenger in the last year. Table 5.1 details the results.

**Table 5.1** Frequency of attacks by passengers within the last year  
(multiple responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Physically attacked	9	10.3	16	14.0
Verbally attacked	71	81.6	59	51.8
Not attacked	17	19.5	52	45.6

5.2 Some 10.3% of the hackney carriage trade and 14% of the private hire trade have been physically attacked within the last twelve months, with 81.6% and 51.8% respectively being verbally attacked. Some 19.5% of the hackney carriage trade and 45.6% of the private hire trade have not been attacked in the last twelve months.

5.3 The trade were asked if they felt safe whilst working as a taxi driver in Wirral, the results of which are shown below in Table 5.2.

**Table 5.2** Do you feel safe whilst working as a Taxi Driver in Wirral?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes, all of the time	18	20.7	43	38.1
Some of the time	65	74.7	65	57.5
None of the time	4	4.6	5	4.4
<b>Total</b>	<b>87</b>	<b>100.0</b>	<b>113</b>	<b>100.0</b>

5.4 Some 74.7% of hackney carriage respondents stated that they felt safe some of the time compared to 57.5% of private hire respondents. Only 20.7% of hackney carriage respondents felt safe all of the time compared with 38.1% of private hire respondents.

5.5 Those respondents who felt unsafe working in Wirral were then asked when they felt unsafe. The results are outlined below in Table 5.3.

**Table 5.3** When do you feel unsafe working in Wirral? (Multiple responses)

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Daytime	9	12.0	12	16.2
Night time	62	82.7	58	78.4
In certain areas	36	48.0	37	50.0

5.6 Of those that did feel unsafe working in Wirral, 82.7% of the hackney carriage respondents and 78.4% of private hire respondents stated that they felt unsafe whilst working at night in Wirral.

5.7 Some 48% of hackney carriage respondents and half of the private hire respondents feel unsafe in certain areas of Wirral. The areas that were most commonly suggested as being unsafe were Birkenhead, Rock Ferry and North End.

5.8 Some 86.7% of the hackney carriage respondents and 84.6% of the private hire respondents think that CCTV in taxis would improve their safety in Wirral.

## 6 Ranks

6.1 Members of both trades were asked whether they believe there is sufficient rank space in Wirral. As shown in Table 6.1, 94.3% of the hackney carriage trade did not feel that there was enough rank space in Wirral whilst 75% of the private hire trade stated there are enough ranks available.

**Table 6.1** Sufficient rank space available for hackneys to use in Wirral?

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	5	5.7	51	75.0
No	82	94.3	17	25.0
<b>Total</b>	<b>87</b>	<b>100.0</b>	<b>68</b>	<b>100.0</b>



- 6.2 The trade were asked whether there were any areas where a new rank should be located. Table 6.2 shows that 68.4% of the hackney carriage respondents state that there are areas in Wirral where there should be new hackney carriage ranks. In contrast the majority of private hire respondents (88.9%) said that there should be no new ranks.

**Table 6.2 Are there any areas where there should be new hackney ranks?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	54	68.4	7	11.1
No	25	31.6	56	88.9
<b>Total</b>	<b>79</b>	<b>100.0</b>	<b>63</b>	<b>100.0</b>

- 6.3 Of those that stated that there should be new ranks, the most common areas requested were Arrow Park Hospital, Wallasey Road and generally at supermarkets and shopping areas.
- 6.4 In response to the question asking whether there are any ranks in the Wirral borough that should be longer or have more spaces, 78.6% of the hackney carriage trade felt this was necessary, whereas only 12.9% of the private hire trade said that there was a requirement. The most common suggested locations for extending ranks were Cloughton Road, Birkenhead; Charing Cross, Birkenhead; Wallasey Road, Liscard; Exmouth Street and Grange Road.

**Table 6.3 Ranks in Wirral that should be longer or have more spaces**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	66	78.6	8	12.9
No	18	21.4	54	87.1
<b>Total</b>	<b>84</b>	<b>100.0</b>	<b>62</b>	<b>100.0</b>

- 6.5 The trade were then asked whether any ranks should be removed. The majority of both the hackney carriage and private hire respondents (53.8% and 71.4% respectively) stated that no ranks in

the Wirral borough needed to be removed. Of those respondents that did state that ranks needed to be removed, the most common were Borough Road, Conway Street and Grange Road West.

**Table 6.4 Do any ranks in Wirral need to be removed?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	37	46.3	18	28.6
No	43	53.8	45	71.4
<b>Total</b>	<b>80</b>	<b>100.0</b>	<b>63</b>	<b>100.0</b>

## 7 *Vehicle Conditions*

7.1 Members of both trades were asked about whether they felt current hackney carriage vehicle conditions were satisfactory in relation to vehicles under 10 years old being licensed every 12 months and those older than 10 years old, every 6 months. Table 7.3 documents the results.

**Table 7.3 Are the current hackney carriage vehicle conditions satisfactory?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Satisfactory	79	90.8	45	69.2
Unsatisfactory	8	9.2	20	30.8
<b>Total</b>	<b>87</b>	<b>100.0</b>	<b>65</b>	<b>100.0</b>

7.2 Table 7.3 highlights that the majority of the hackney carriage respondents (90.8%) think the current vehicle conditions are satisfactory whilst just over two thirds (69.2%) of private hire respondents thought they were satisfactory.

7.3 Those respondents who deemed the vehicle age conditions to be unsatisfactory provided the following reasons:

- *All taxis should have the same rules;*
- *Testing should be done on a mileage basis, not age;*

- *If in a good, safe condition there should be no age limit;*
- *Does not provide a mixed fleet, some are unable to access hackneys;*

7.4 Members of both trades were also asked about whether they felt current private hire vehicle conditions were satisfactory in terms of age limits and vehicle testing. Table 7.4 documents the results.

**Table 7.4 Are the current private hire vehicle conditions satisfactory?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Satisfactory	56	80.0	47	42.3
Unsatisfactory	14	20.0	64	57.7
<b>Total</b>	<b>70</b>	<b>100.0</b>	<b>111</b>	<b>100.0</b>

7.5 Table 7.4 highlights that the majority of hackney carriage respondents (80%) think the current vehicle conditions are satisfactory however 57.7% of the private hire respondents felt that they are unsatisfactory.

7.6 Those respondents who deemed the vehicle age and licence conditions to be unsatisfactory provided the following reasons:

- *Should have the same vehicle conditions as hackney carriages;*
- *If vehicles are kept to a high standard and can pass a government MOT and a council test they should remain in operation; and*
- *Testing every 6 months is unnecessary*

## 8 *Fares*

8.1 Members of both trades were asked for their opinions regarding the current level of hackney carriage fares. Table 8.1 indicates the responses.

**Table 8.1 Opinions Relating to Hackney Carriage Fares**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Too high	6	7.2	19	20.7
Too low	29	34.9	8	8.7
About right	44	53.0	17	18.5
None/no opinion	4	4.8	48	52.2
<b>Total</b>	<b>83</b>	<b>100.0</b>	<b>92</b>	<b>100.0</b>

8.2 Over half of hackney carriage respondents (53%) considered hackney carriage fares to be 'about right'. However private hire respondents were more split with 18.5% stating they were 'about right' and 20.7% stating they were 'too high'. Some 52.2% of private hire respondents did not have an opinion.

## 9 *Training*

9.1 Both trades were asked their opinion on new drivers completing the BTEC qualification prior to being granted a licence. The majority of the hackney carriage trade (74.4%) were satisfied with this condition as were 74.5% of the private hire trade.

**Table 9.1 Should new drivers have to complete the BTEC qualification?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	64	74.4	82	74.5
No	22	25.6	28	25.5
<b>Total</b>	<b>86</b>	<b>100.0</b>	<b>110</b>	<b>100.0</b>

9.2 Of those who deemed the requirement to be unsatisfactory, the following reasons were given;

- 'Waste of time'

- *'Need to improve English language before BTEC'*
- *'After 20 years experience there is nothing I can be taught about the job'*
- *'Does not benefit current drivers'*
- *'Knowledge test should be harder'*

## **10 Taxi Market in Wirral**

10.1 Members of both trades were asked if they were aware that Wirral Borough Council does not enforce a numerical limit on the number of hackney carriage vehicle licences in Wirral. The results are outlined in Table 10.1.

**Table 10.1 Were you aware that there is a not numerical limit on the number of hackney carriage vehicle licences in Wirral?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	82	96.5	78	75.7
No	3	3.5	25	24.3
<b>Total</b>	<b>85</b>	<b>100.0</b>	<b>103</b>	<b>100.0</b>

10.2 Most of the hackney carriage respondents (96.5%) were aware there is not a numerical limit as were 75.7% of the private hire respondents.

10.3 Members of both trades were asked whether they consider there are sufficient hackney carriages to meet the current level of demand in Wirral. Table 10.2 indicates the responses.

**Table 10.2 Do you consider there to be sufficient hackney carriages to meet the current level of demand in Wirral?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes, too many	80	93.0	64	64.6
Yes, sufficient	6	7.0	9	9.1
No, not during all periods of	0	0.0	2	2.0
No Opinion	0	0.0	17	17.2
Don't Know	0	0.0	7	7.1
<b>Total</b>	<b>86</b>	<b>100.0</b>	<b>99</b>	<b>100.0</b>

10.4 Some 93% of respondents from the hackney carriage trade consider there to be too many hackney carriages to meet the demand in Wirral, compared to 64.6% of private hire drivers. Only 2% of the private hire respondents stated that there were not enough hackney carriages at certain periods of the day to meet the current demand in Wirral. None of the hackney carriage trade were of the same opinion.

10.5 Those respondents that did not consider there to be enough hackney carriages at certain times were then asked at which periods more hackney carriages were required. The responses are shown in table 10.3.

**Table 10.3 When are more hackney carriages required in Wirral?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
During the daytime	0	0.0	0	0.0
During the evening/night	0	0.0	0	0.0
All day and night	0	0.0	1	100.0
<b>Total</b>	<b>0</b>	<b>100.0</b>	<b>1</b>	<b>100.0</b>

- 10.6 All respondents were asked to state how many hackney carriages there should be in the fleet in Wirral. The results are detailed in Table 10.4.

**Table 10.4 Opinion on Ideal Hackney Carriage Fleet Size in Wirral**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Under 300	43	62.3	24	72.7
300	19	27.5	3	9.1
Over 300	7	10.1	6	18.2
<b>Total</b>	<b>69</b>	<b>100.0</b>	<b>33</b>	<b>100.0</b>

- 10.7 Of those drivers who responded, 62.3% of the hackney carriage trade and 72.7% of the private hire trade felt that the hackney carriage fleet size should be less than 300.
- 10.8 The average size of Hackney Carriage fleet considered for Wirral was 254 for the hackney carriage trade compared with 224 cited by the private hire trade.
- 10.9 All respondents were asked to state whether they thought that Wirral Borough Council should impose a numerical limit on the number of hackney carriage vehicle. The responses are detailed in Tables 10.5.

**Table 10.5 Opinion on Introducing a Limit on Number of Hackney Licences**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Yes	82	96.5	69	69.7
No	3	3.5	7	7.1
No opinion	0	0.0	23	23.2
<b>Total</b>	<b>85</b>	<b>100.0</b>	<b>99</b>	<b>100.0</b>

- 10.10 The majority of respondents from the hackney carriage trade (96.5%) felt that a numerical limit should be introduced in Wirral compared to 69.7% of private hire respondents.
- 10.11 Views were sought regarding the likely impact on a series of factors if Wirral Borough Council were to introduce a limit on hackney carriage licences. The findings are summarised below and presented in Table 10.6.
- Congestion
- 10.12 The majority of respondents from the private hire trade (61.4%) felt congestion would not be affected following the introduction of a limit. The hackney carriage trade were split in their opinions with 49.4% believing it would have no effect and 49.4% of the opinion that it would decrease congestion.
- Fares
- 10.13 Some 85.9% of the hackney carriage trade and 84.8% of the private hire trade were of the opinion that a limit on the number of hackney carriage vehicles in Wirral would have no effect on the fare tariffs.
- Passenger Waiting Times
- 10.14 The majority of both hackney carriage and private hire respondents felt that there would be no effect on passenger waiting times at ranks, when flagging hackneys or when booking by telephone.
- Vehicle Compliance
- 10.15 Some 60.7% of hackney carriage respondents and 69.1% of private hire respondents were of the opinion that introducing a limit on the number of hackney carriage licences would not effect compliance with vehicle safety standards. Similar proportions felt that there would also be no effect on compliance with licence conditions.
- Illegal Plying for Hire
- 10.16 In terms of illegal plying for hire, some 75% of hackney carriage respondents and 70.7% of private hire respondents did not feel that a limit on the number of licences would have an effect on the illegal plying for hire by private hire vehicles.



Over Ranking

10.17 The majority of hackney carriage (79.5%) respondents felt over ranking would decrease, compared to 44.6% of private hire respondents.

Customer Satisfaction

10.18 Some 60.7% of hackney carriage respondents thought customer satisfaction would not change as a result of a licence limit. Some 72% of the private hire trade were of the same opinion.

**Table 10.6 Opinions Relating to the Impact of De-Restriction**

	Hackney Carriage Trade			Private Hire Trade		
	Increase	No Effect	Decrease	Increase	No Effect	Decrease
Traffic Congestion	1.2	49.4	49.4	1.2	61.4	37.3
Fares	10.6	85.9	3.5	10.1	84.8	5.1
Passenger waiting times at	0.0	92.9	7.1	8.6	82.7	8.6
Passenger waiting time when	1.2	94.0	4.8	12.2	81.7	6.1
Passenger waiting time by	3.6	88.0	8.4	3.7	85.4	11.0
Compliance with safety	36.9	60.7	2.4	28.4	69.1	2.5
Compliance with licence	31.3	67.5	1.2	32.5	63.8	3.8
Illegal plying for hire – private hire	15.5	75.0	9.5	7.3	70.7	22.0
Illegal plying for hire – unlicensed vehicles	11.9	78.6	9.5	15.2	74.7	10.1
Over ranking	2.4	18.1	79.5	9.6	45.8	44.6
Customer satisfaction	39.3	60.7	0.0	24.4	72.0	3.7

10.19 All respondents were asked their response to *“There is not enough work to support the current number of hackney carriages”*. The results in table 10.7 show that the majority of hackney carriage respondents (91.8%) strongly agree or agree with the statement that there is not enough work to support the current number of hackney carriages. Some 66.6% of private hire respondents were of the same opinion.

**Table 10.7**                    **Opinion of: “There is not enough work to support the current number of hackney carriages”?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	3	3.5	6	7.4
Disagree	1	1.2	3	3.7
Neither agree nor disagree	3	3.5	18	22.2
Agree	15	17.4	18	22.2
Strongly agree	64	74.4	36	44.4
<b>Total</b>	<b>86</b>	<b>100.0</b>	<b>81</b>	<b>100.0</b>

10.20                    Some of the most common responses to the statement:

- *Too many taxis not enough work*
- *Taxis sitting in ranks for hours already*
- *Drivers having to work longer shifts to make a living – safety implications*
- *There are no demand generators in Wirral*
- *Recession has had a negative impact on taxi work*

10.21                    The survey then asked opinions of the following statement; *“Introducing a limit on the number of hackney carriages in Wirral would cause the public longer waiting times at ranks”*. The results in table 10.8 shows that 87.2% of hackney carriage drivers strongly disagreed or disagreed that imposing a limit on the number of hackney carriages in Wirral would cause the public longer waiting times at ranks, compared with 62.6% of Private Hire respondents.

**Table 10.8**      **Opinion of: “Imposing a limit on the number of hackney carriages in Wirral would cause the public longer waiting times at ranks”?**

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	51	59.3	23	28.8
Disagree	24	27.9	27	33.8
Neither agree nor disagree	3	3.5	21	26.3
Agree	2	2.3	4	5.0
Strongly agree	6	7.0	5	6.3
<b>Total</b>	<b>86</b>	<b>100.0</b>	<b>80</b>	<b>100.0</b>

10.22

Some of the most common responses to the statement:

- *There are too many hackney vehicles on the ranks. Drivers wait for customers.*
- *There are too many hackney carriages and not enough work.*
- *There are plenty taxis to cope with demand*
- *Never any waiting customers at ranks*

10.23

The survey then asked opinions of the following statement; *“There are special circumstances in Wirral that make the introduction of a numerical limit essential”*. The results in table 10.9 show that 70.2% of the hackney carriage trade agree or strongly agree that there are special circumstances in Wirral that make the introduction of a numerical limit essential, compared with 41.3% of private hire respondents.

**Table 10.9** Opinion of: "There are special circumstances in Wirral that make the introduction of a numerical limit essential"

	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
Strongly disagree	13	15.5	9	12.0
Disagree	4	4.8	8	10.7
Neither agree nor disagree	8	9.5	27	36.0
Agree	16	19.0	10	13.3
Strongly agree	43	51.2	21	28.0
<b>Total</b>	<b>84</b>	<b>100.0</b>	<b>75</b>	<b>100.0</b>

10.24

Some of the most common responses to the statement:

- *Too many cabs causing over ranking*
- *No demand generators*
- *Drivers are at risk working long hours*
- *Less people are using taxis as a result of the recession*

10.25

Finally the trade were asked what effect they thought it would have on them if the authority imposed numerical limit on hackney carriages. The results show in table 10.10 that 60% of hackney carriage responses cited there would be no change and 32.9% would work fewer hours if a numerical limit was imposed. Some 67.1% of private hire drivers also said they would not change if a limit was imposed, and 24.1% said they would work fewer hours.

**Table 10.10 Effect on the trade if a numerical limit was introduced (Multiple responses)**

Effect of removing the limit	Hackney Carriage Trade		Private Hire Trade	
	Frequency	Percent	Frequency	Percent
No change	51	60.0	53	67.1
Work more hours	6	7.1	2	2.5
Work fewer hours	28	32.9	19	24.1
Switch from hackney to private hire	1	1.2	1	1.3
Leave the trade	1	1.2	0	0.0
Other	9	10.6	11	13.9