

<b>Q1: Have you used a taxi in this area?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
Yes	53	54%	48	48%	101	51%
No	46	46%	52	52%	98	49%
<b>Total</b>	<b>99</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>199</b>	<b>100%</b>

<b>Q2: How often do you use a taxi within this area?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
Almost daily	4	8%	8	8%	12	8%
Once a week	14	27%	18	18%	32	21%
A few times a month	10	20%	13	13%	23	15%
Once a month	11	22%	7	7%	18	12%
Less than once a month	12	24%	54	54%	66	44%
<b>Total</b>	<b>51</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>151</b>	<b>100%</b>

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	1

<b>Resulting estimate of trips per person per month</b>	<b>1.7</b>	<b>2.9</b>	<b>2.3</b>
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<b>Q3: How do you normally book a taxi within this area?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
At a Taxi rank	5	13%	12	12%	17	13%
Hail in the street	2	5%	4	4%	6	4%
Telephone a company	17	45%	34	35%	51	38%
Use a Freephone	2	5%	7	7%	9	7%
Use my mobile or smart phone	10	26%	8	8%	18	13%
Other	2	5%	32	33%	34	25%
<b>Total</b>	<b>38</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>135</b>	<b>100%</b>

<b>Q4. If you book a taxi by phone, please tell us the three companies you phone most?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
848848 (mixed hcv phv fleet)	2	4%	32	36%	34	26%
COASTAL (mixed hcv phv fleet)	11	24%	21	24%	32	24%
32090 (mixed hcv phv fleet)	27	60%	0	0%	27	20%
ABC	0	0%	20	23%	20	15%
STEWARTS	0	0%	13	15%	13	10%
ONE CAB	3	7%	0	0%	3	2%
A1 TAXI	1	2%	1	1%	2	2%
A TO B	1	2%	0	0%	1	1%
JOLUS	0	0%	1	1%	1	1%
<b>Total</b>	<b>45</b>	<b>100%</b>	<b>88</b>	<b>100%</b>	<b>133</b>	<b>100%</b>

<b>Q5. How often do you use a hackney carriage within the Lancaster area?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
Almost daily	1	2%	0	0%	1	1%
Once a week	1	2%	2	2%	3	2%
A few times a month	2	4%	4	4%	6	4%
Once a month	1	2%	6	7%	7	5%
Less than once a month	2	4%	3	3%	5	4%
I can't remember when I last used a hackney carriage	35	76%	72	79%	107	78%
I can't remember seeing a hackney carriage in the area	4	9%	4	4%	8	6%
<b>Total</b>	<b>46</b>	<b>100%</b>	<b>91</b>	<b>100%</b>	<b>137</b>	<b>100%</b>

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	1

<b>Resulting estimate of trips per person per month</b>	<b>0.3</b>	<b>0.2</b>	<b>0.3</b>
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Q6. Please tell us the ranks you are aware of in the Lancaster area, and for each if you use them?	LANCASTER		MORECAMBE		TOTAL	
STATION	1	2%	39	27%	40	21%
BUS STATION	29	60%	1	1%	30	15%
ARNDALE	0	0%	24	16%	24	12%
MARKET HALL	0	0%	1	1%	1	1%
MARKET STREET	0	0%	6	4%	6	3%
MARKET	0	0%	3	2%	3	2%
TOWN HALL (Morecambe)	0	0%	23	16%	23	12%
MARINE ROAD	0	0%	17	12%	17	9%
MARINE DRIVE	0	0%	1	1%	1	1%
BROADWAY	0	0%	12	8%	12	6%
BROADWALK	0	0%	1	1%	1	1%
WAR MEMORIAL	0	0%	7	5%	7	4%
MIDLAND HOTEL	0	0%	5	3%	5	3%
CHURCH STREET (The Sun)	10	21%	0	0%	10	5%
CHEAPSIDE	1	2%	0	0%	1	1%
COMMON GARDEN	1	2%	0	0%	1	1%
FRONTIERLAND	0	0%	2	1%	2	1%
MORRISONS	0	0%	1	1%	1	1%
PEEL STREET	0	0%	1	1%	1	1%
PENNY STREET	0	0%	2	1%	2	1%
POLICE STATION	3	6%	0	0%	3	2%
TOWN CENTRE	3	6%	0	0%	3	2%
Formal ranks named						
Informal names of ranks						
<b>Total</b>	<b>48</b>	<b>100%</b>	<b>146</b>	<b>100%</b>	<b>194</b>	<b>100%</b>

Q7. Is there any location in Lancaster where you would like to see a rank, and if it was there and vehicles were available, would you use it?	LANCASTER		MORECAMBE		TOTAL	
BUS STATION	1	11%	0	0%	1	11%
CENTRAL	1	11%	0	0%	1	11%
DALTON SQUARE	1	11%	0	0%	1	11%
HOSPITAL	4	44%	0	0%	4	44%
MARKS AND SPENCERS	1	11%	0	0%	1	11%
POLICE STATION	1	11%	0	0%	1	11%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>9</b>	<b>100%</b>

Q8. Have you had any problems with the hackney carriage service ?	LANCASTER		MORECAMBE		TOTAL	
Design of vehicles	0	0%	0	0%	0	0%
Driver Issues	0	0%	4	100%	4	57%
Position of ranks	0	0%	0	0%	0	0%
Delay in getting a taxi	2	67%	0	0%	2	29%
cleanliness	1	33%	0	0%	1	14%
other problems	0	0%	0	0%	0	0%
<b>Total</b>	<b>3</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>7</b>	<b>100%</b>

<b>Q9. What would encourage you to use Taxis, or use them more often in the Lancaster area? (please indicate top two reasons only)</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
Better vehicles	1	8%	2	40%	3	18%
More hackney carriages I could phone for	1	8%	0	0%	1	6%
Better Drivers	1	8%	2	40%	3	18%
Cheaper Fares	3	25%	0	0%	3	18%
More hackney carriages I could hail or get at a rank	5	42%	0	0%	5	29%
Better located ranks	0	0%	0	0%	0	0%
Other	1	8%	1	20%	2	12%
<b>Total</b>	<b>12</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>17</b>	<b>100%</b>

<b>Q10. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
No	17	81%	83	89%	100	88%
Yes. I need a wheelchair accessible vehicle (WAV)	0	0%	0	0%	0	0%
Yes. Someone I know need a (WAV)	1	5%	7	8%	8	7%
Yes. I need an adapted vehicle, but not a (WAV)	1	5%	0	0%	1	1%
Yes. Someone I know needs an adapted vehicle, but	2	10%	3	3%	5	4%
Other	0	0%	0	0%	0	0%
<b>Total</b>	<b>21</b>	<b>100%</b>	<b>93</b>	<b>100%</b>	<b>114</b>	<b>100%</b>

<b>Q11. Which type of vehicle would you choose, saloon or WAV?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
FIRST VEHICLE AVAILABLE	13	54%	2	25%	15	47%
SALOON	10	42%	0	0%	10	31%
WAV	1	4%	6	75%	7	22%
<b>Total</b>	<b>24</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>32</b>	<b>100%</b>

<b>Q13. Have you ever given up waiting for a hackney carriage at a rank in the Lancaster area?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
No	19	95%	94	98%	113	97%
Yes	1	5%	2	2%	3	3%
<b>Total</b>	<b>20</b>	<b>100%</b>	<b>96</b>	<b>100%</b>	<b>116</b>	<b>100%</b>

<b>Q14. Do you think that disabled people travelling in this area get a good service from hackney carriages ?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
YES	1	3%	35	36%	36	27%
NO	2	6%	0	0%	2	2%
DON'T KNOW	31	91%	63	64%	94	71%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>98</b>	<b>100%</b>	<b>132</b>	<b>100%</b>

<b>Q15. Do you have regular access to a car?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
YES	58	62%	74	74%	132	68%
NO	35	38%	26	26%	61	32%
<b>Total</b>	<b>93</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>193</b>	<b>100%</b>

<b>Q16. Do you live in this area?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>	
YES	63	64%	81	80%	144	72%
NO	35	36%	20	20%	55	28%
<b>Total</b>	<b>98</b>	<b>100%</b>	<b>101</b>	<b>100%</b>	<b>199</b>	<b>100%</b>

<b>Q17. Gender?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>		<b>Census</b>
MALE	35	34%	45	45%	80	40%	48%
FEMALE	67	66%	55	55%	122	60%	52%
<b>Total</b>	<b>102</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>202</b>	<b>100%</b>	

<b>Q17. Age?</b>	<b>LANCASTER</b>		<b>MORECAMBE</b>		<b>TOTAL</b>		<b>Census</b>
Under 30	14	14%	13	13%	27	14%	27%
31 - 55	38	38%	33	34%	71	36%	35%
55+	48	48%	52	53%	100	51%	38%
<b>Total</b>	<b>100</b>	<b>100%</b>	<b>98</b>	<b>100%</b>	<b>198</b>	<b>100%</b>	