

Have Your Say

SURVEY RESPONSE REPORT

02 October 2023 - 31 October 2023

PROJECT NAME:

Taxi Application Standards



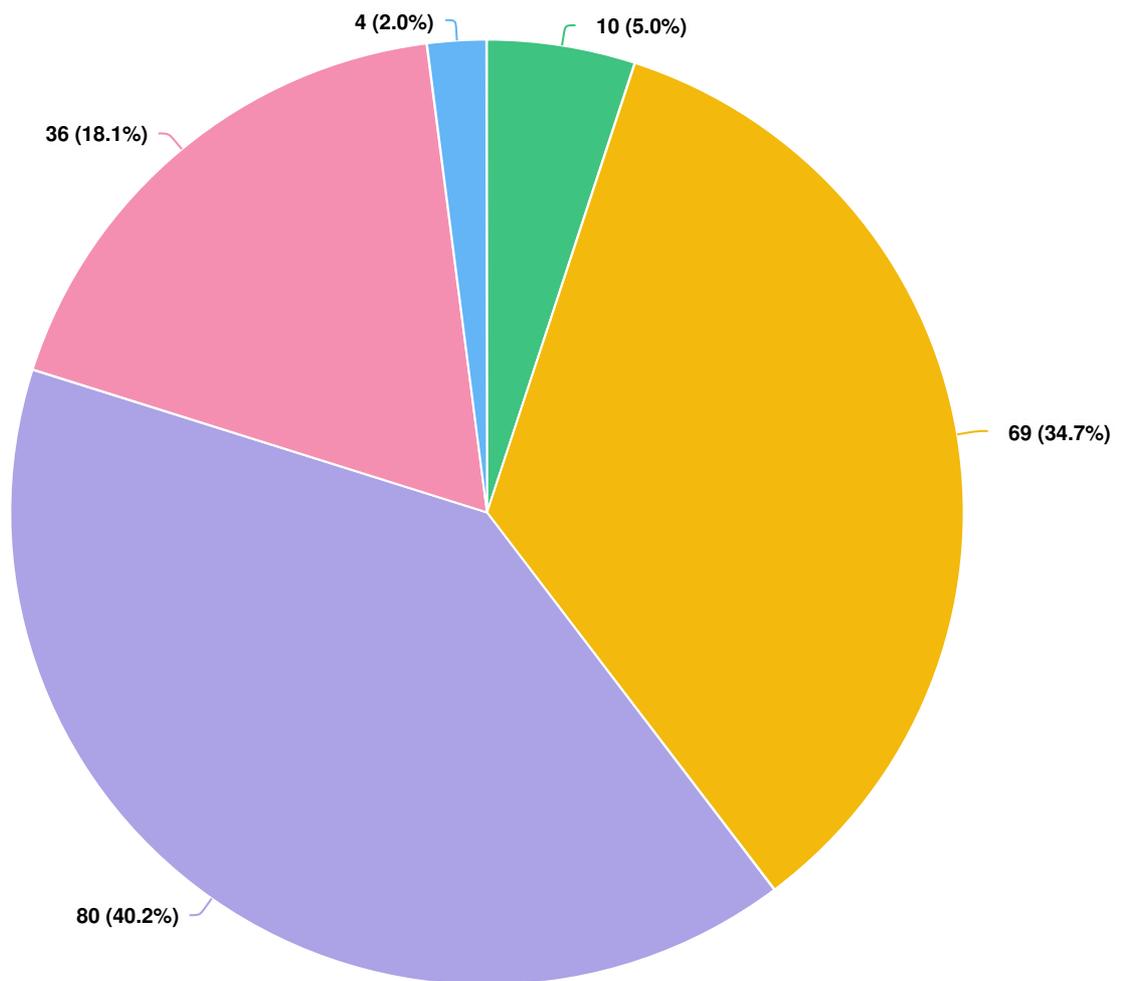
SURVEY QUESTIONS

Q1 | Please RANK the driver application criteria in order of importance to you. (1-5, with 1 being the most important)

OPTIONS	AVG. RANK
Enhanced Disclosure and Barring Service Certificate	2.05
Professional Driving Test	2.44
Local Knowledge Test and Safeguarding Awareness	2.95
Group 2 Medical Examination	3.39
Btech Qualification (Level 2 Role of the professional Driver) or equivalent	4.05

*Optional question (199 response(s), 2 skipped)
Question type: Ranking Question*

Q2 Applicants are required to undertake a higher standard of medical examination, similar to that of a HGV/Lorry driver. How often do you think a licensed driver should have their medical suitability assessed by their GP?

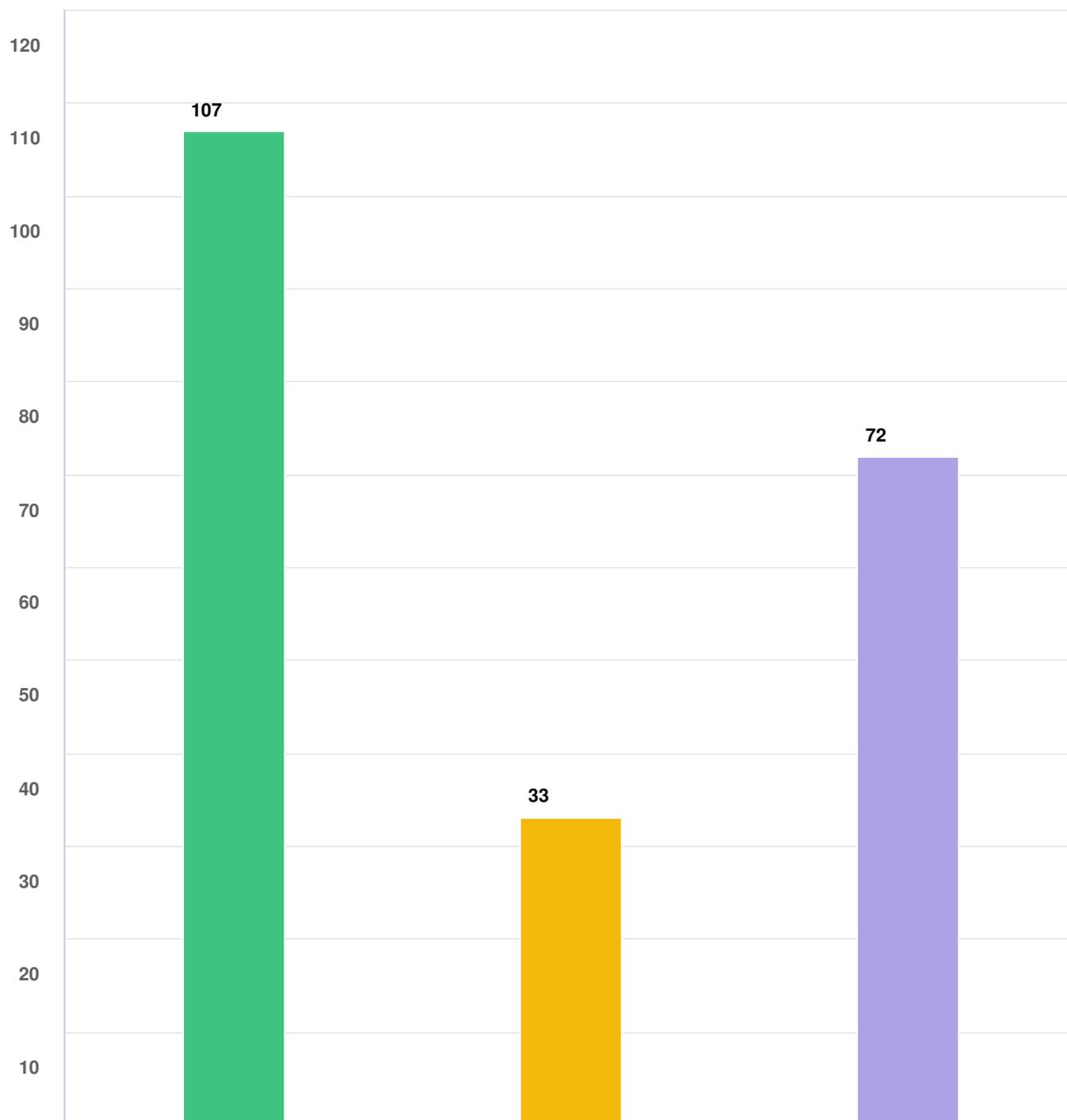


Question options

- Upon initial application only
- Annually
- Every 3 years
- Every 5 years
- Other (please specify)

Optional question (199 response(s), 2 skipped)
Question type: Dropdown Question

Q3 Applicants are required to pass a professional driving test as part of the application process. Please tick which comments reflects your opinion of this application requirement.

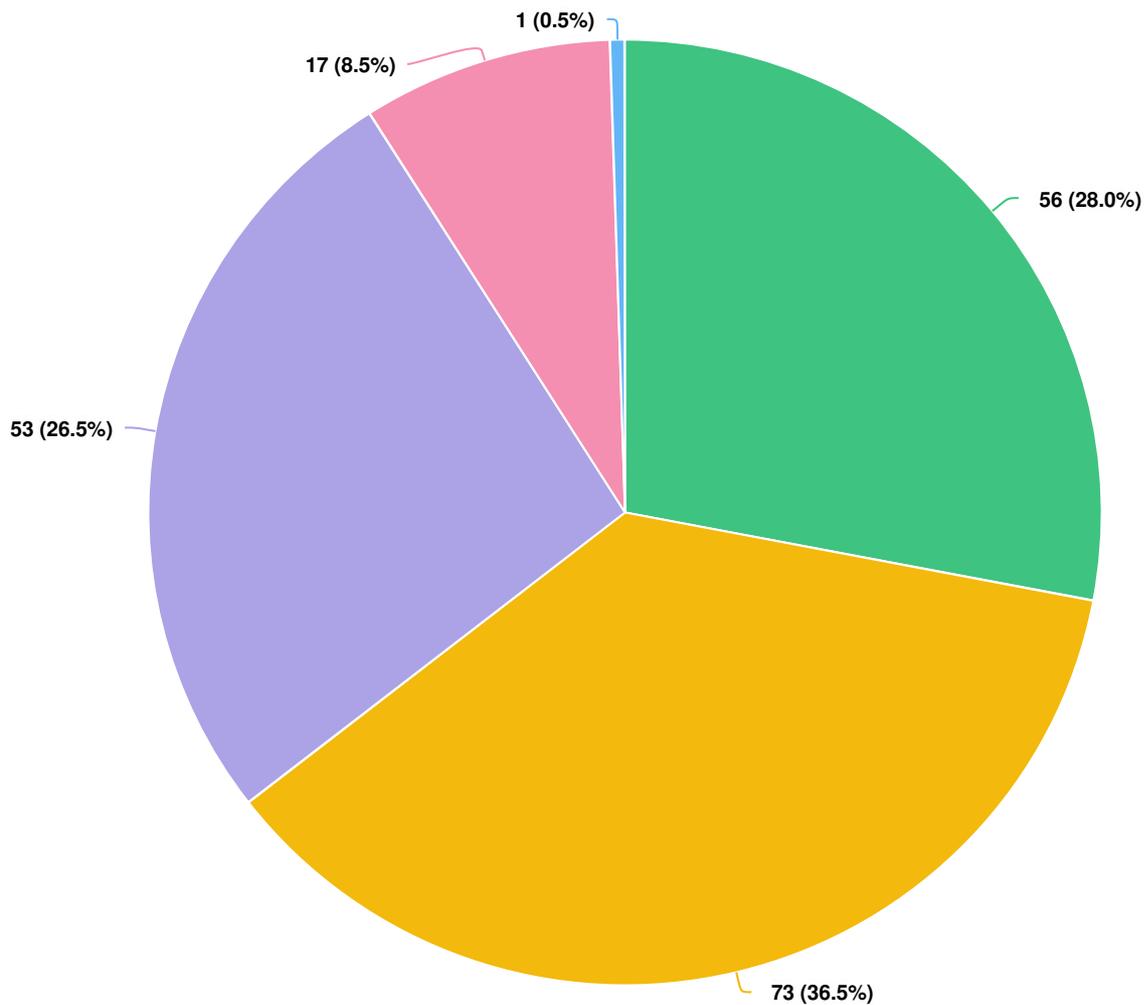


Question options

- I feel it is important to assess an applicant's driving ability prior to licensing
- I feel that if an applicant holds a DVLA licence, they are fit to drive without further assessment
- I feel that if an applicant holds a DVLA licence, they have no motoring endorsements or convictions no assessment prior to licensing should be required.

Optional question (201 response(s), 0 skipped)
Question type: Checkbox Question

Q4 Applicants must also complete a BTECH (or equivalent) course as part of the application process. The course includes 9 modules assessed with multiple choice exams, where applicants must achieve 70% to pass. They include health and safety, road safet...

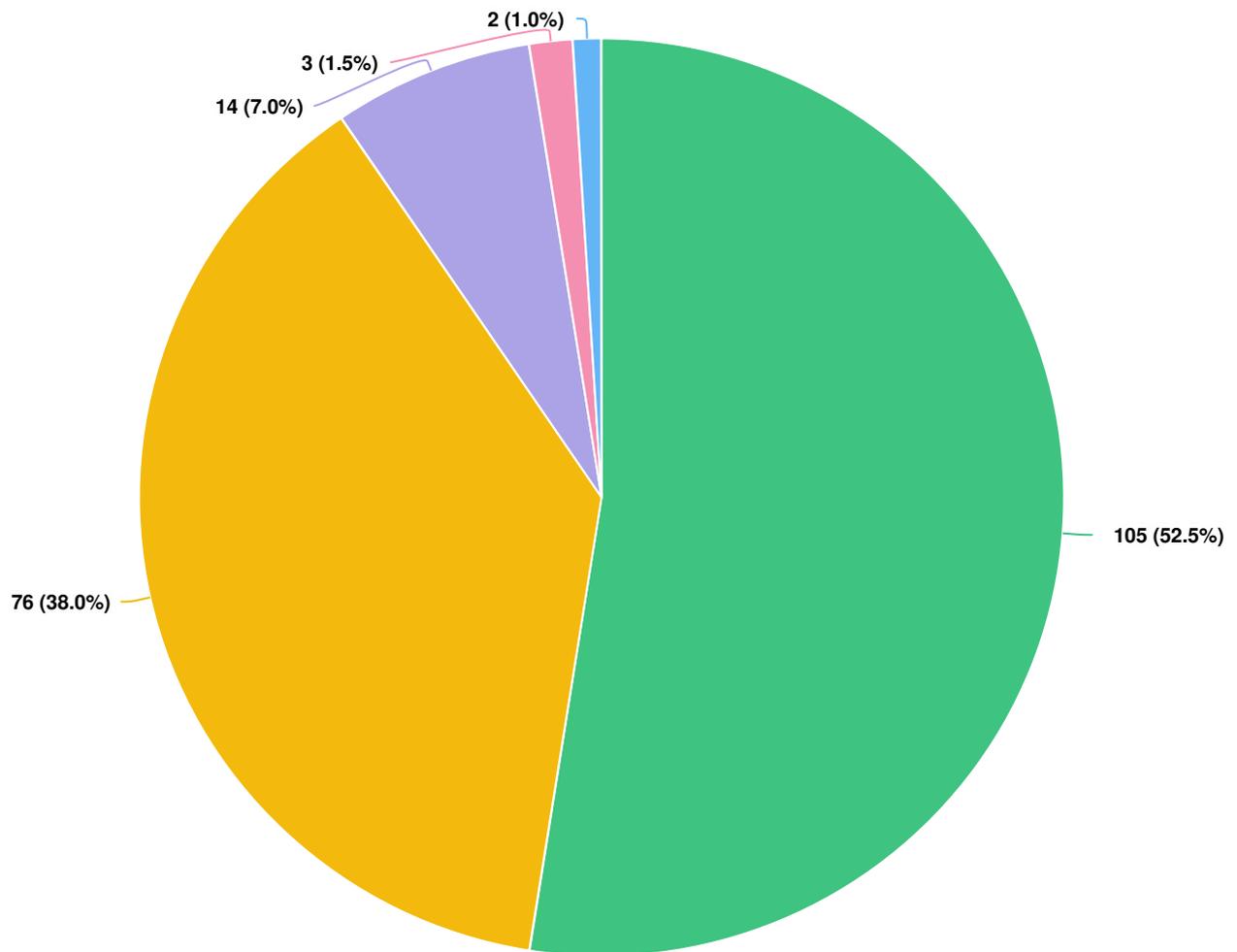


Question options

- Highly Important
- Important
- Not Important
- Irrelevant
- Other (please specify)

Optional question (200 response(s), 1 skipped)
Question type: Dropdown Question

Q5 | The course incorporates a local knowledge test and safeguarding module. This involves disability awareness, child sexual exploitation and reporting streams. How important do you feel completion of these assessments are to new applicants?

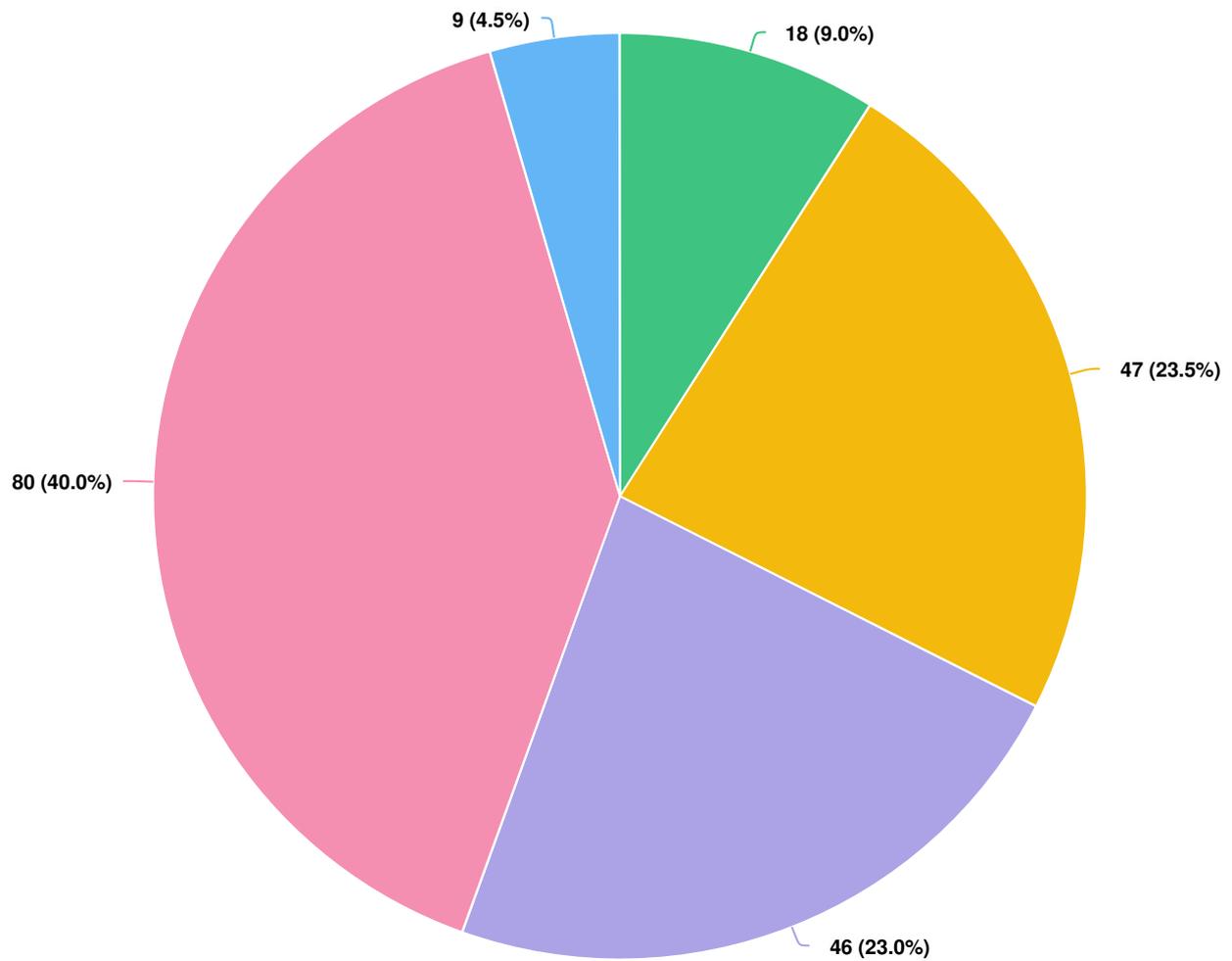


Question options

- Highly Important
- Important
- Not Important
- Irrelevant
- One is more important with another, please specify

Optional question (200 response(s), 1 skipped)
Question type: Dropdown Question

Q6 How often do you use a driver/vehicle licensed by Lancaster City Council?

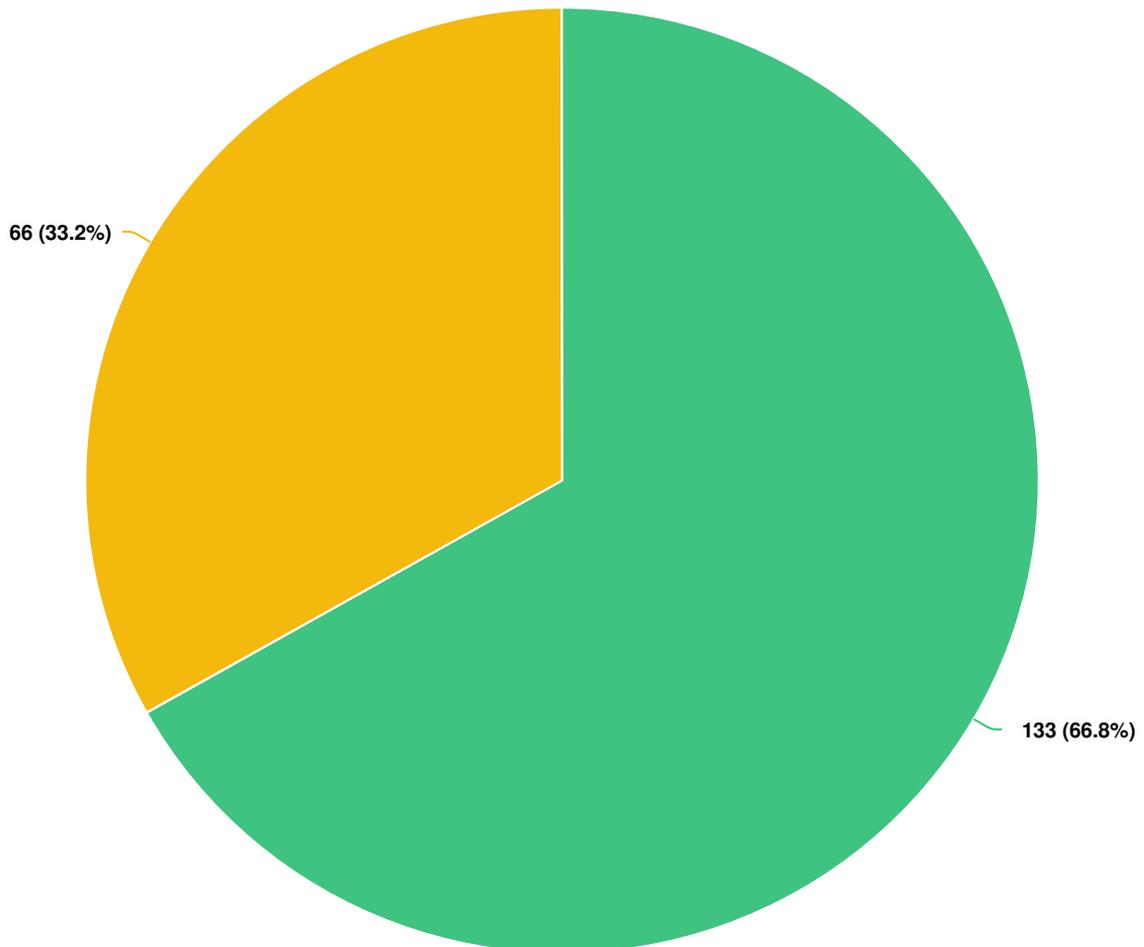


Question options

● Daily ● Once or twice a week ● Once a month ● From time to time ● Never

Optional question (200 response(s), 1 skipped)
Question type: Dropdown Question

Q7 | In the last 12 months have you been unable to obtain the services of a licensed vehicle in our district?



Question options

- Yes
- No

*Optional question (199 response(s), 2 skipped)
Question type: Dropdown Question*

Q8 | Is there anything that prevents or puts you off using licensed vehicles locally? (Eg. Lack of availability/unreliability of service/cost/car owner/use the bus)

Anonymous

10/06/2023 03:02 PM

Old looking cars - I think all license vehicles should be a certain colour /model

Anonymous

10/06/2023 03:34 PM

I've been driving taxis for 30 years the biggest problem is the threat of violence towards taxi drivers I feel CCTV should be installed in taxis for the drivers protection nobody wants to go to work and be disrespected by the customers

Anonymous

10/06/2023 03:36 PM

The issue is not lack of drivers the issue is lack of drivers at NIGHT, my taking have reduced in the last 12 months.

Anonymous

10/06/2023 03:55 PM

As a Hackney carriage owner and driver and having worked in the construction industry for many years where drug testing is mandatory on most sites I am amazed that this is not something licensed taxi drivers have to do, this certainly puts me off getting a taxi.

Anonymous

10/06/2023 04:26 PM

No

Anonymous

10/06/2023 04:28 PM

Not yet. It's actually easy to get a taxi these days, having too many will saturate the area. If you drop the criminal record policy currently in place and allow criminals to obtain a badge without a lengthy gap between offending and licensing, we would stop using taxis.

Anonymous

10/06/2023 04:31 PM

No

Anonymous

10/06/2023 05:01 PM

Had no problems getting a taxi

Anonymous

10/06/2023 05:12 PM

car owner and bus user, but nothing puts me off using if necessary

Anonymous

10/06/2023 05:34 PM

I use taxis a lot as I do not have a car. It is really hard as there are not enough of them now and it makes it unreliable to get a taxi. This is not their fault there is just not enough of them. It would be nice if

there were more vans and more ones I could take a bike in.

Anonymous

10/06/2023 06:26 PM

In the past I have had difficulty getting a taxi to take me from one local village to another. They seem to only want journeys to or from Lancaster or Morecambe. They don't like to travel out of town to do a short journey.

Anonymous

10/07/2023 12:30 AM

The only reason there is a lack of licensed vehicles locally, is because of the lack of night time drivers, by should you put yourself at risk to do your job when you have no back up from the police or the licensing department?

Anonymous

10/07/2023 07:11 AM

Lack of availability at night

Anonymous

10/07/2023 10:16 AM

No

Anonymous

10/07/2023 05:50 PM

No

Anonymous

10/08/2023 08:15 AM

Overly aggressive driving style and speed; cheaper to use public transport/walk; would only use taxi in an emergency

Anonymous

10/08/2023 03:33 PM

Long wait on certain evenigns and times . mainly weekend evenings

Anonymous

10/08/2023 03:43 PM

no

Anonymous

10/09/2023 08:08 AM

No

Anonymous

10/09/2023 10:15 PM

use rarely as expensive but have recently have been unable to access their service due to lack of availability.

Anonymous

10/09/2023 10:22 PM

Lack of availability and cost

Anonymous

Rediculous cost. This needs reviewing and capping

10/10/2023 09:00 AM

Anonymous

10/10/2023 10:12 AM

Poor English speaking drivers with poor personal hygiene is becoming more of a problem

Anonymous

10/10/2023 02:34 PM

Not very well spoken English taxi driver's who have no knowledge of the local area and have to go of the satnav which is not the shortest route which results in a higher fare

Anonymous

10/12/2023 12:58 PM

From my experiences many Lancaster cabs are dirty both inside and out. Drivers tend to be rather uncommunicative. I very rarely use them now.

Anonymous

10/12/2023 04:02 PM

The driving of some drivers

Anonymous

10/13/2023 11:34 AM

car owner

Anonymous

10/13/2023 11:36 AM

Cost, lack of availability, lack of pick up points

Anonymous

10/13/2023 11:37 AM

Use the bus as it's cheaper

Anonymous

10/13/2023 11:40 AM

Taxi takes up to 1 hr at busy times

Anonymous

10/13/2023 11:49 AM

Massive lack of availability. I avoid going out late at night because it's impossible to get a taxi home after 11pm.

Anonymous

10/13/2023 11:51 AM

Unreliable late at night - can't rely on getting one after 10.30pm

Anonymous

10/13/2023 11:59 AM

As a previous dual driver, the application process to get a new badge after I let it lapse is hard work and costly

Anonymous

10/13/2023 12:00 PM

Lack of availability, very long wait times and also high prices

Anonymous

10/13/2023 12:00 PM

Lack of availability/cost

Anonymous

10/13/2023 12:02 PM

Lack of availability

Anonymous

10/13/2023 12:08 PM

Lack of availability

Anonymous

10/13/2023 12:14 PM

Very unreliable - I've experienced a lack of availability on several occasions at various times of day/night, whether there is just myself travelling or a group of us. I especially have difficulty when trying to pre-book a wheelchair accessible taxi for my mum. Also the lack of local knowledge is sometimes staggering, many times they go the the wrong address - I mean how is that even possible nowadays when they all rely on sat nav?!

Anonymous

10/13/2023 12:17 PM

Lack of availability - often an hour wait. Lack of driver awareness around autism which has led to rude comments about my son. Dirty vehicles.

Anonymous

10/13/2023 12:29 PM

Lack of availability

Anonymous

10/13/2023 12:30 PM

NO

Anonymous

10/13/2023 12:51 PM

No, if there are no taxis available when I require one it is because they are busy and I wait till one is available

Anonymous

10/13/2023 12:54 PM

Prices

Anonymous

10/13/2023 01:00 PM

Lack of wheelchair accessible taxis at time needed and ability to pre booking

Anonymous

10/13/2023 01:00 PM

Usually the cost and availability

Anonymous

Nothing puts me off but I've been unable to get a taxi several times in

10/13/2023 01:06 PM

the last few months as no cars are available. I drive a car for the majority of my transport but use taxis when I want to go and have a drink. Without enough taxis we're either preventing people from participating in the local economy or people don't have a safe way to get home leading to potential violence and criminal activity. Women and young people especially need reliable methods of getting home safe, more so late at night. Large queues at taxi ranks also create potential for conflict and violence late at night so the need for enough drivers and cars is really important for a lot of reasons. I do think Stagecoach should be pressured to run more night bus services, especially to the University, but also between Lancaster and Morecambe, and not just on the weekends. Monday and Wednesday are big student nights and sugarhouse can attract up 2000 visits on a Wednesday - why doesn't the night bus run on this night? Could the University be involved somehow.

Anonymous

10/13/2023 01:08 PM

Lack of availability at times where a person could be vulnerable having to use other modes of transport to get home or base operators can be fairly rude for seemingly no reason but this is possibly due to a lot of calls and lack of availability

Anonymous

10/13/2023 01:09 PM

Unreliability

Anonymous

10/13/2023 01:16 PM

Nothing

Anonymous

10/13/2023 01:19 PM

Most vehicles are older models often badly maintained as revealed in recent spot checks on condition of tyres ect.

Anonymous

10/13/2023 01:24 PM

Availability is inherently poor and has been since the covid pandemic. You can wait hours for a taxi on your home journey and also up to an hour for your outward journey. Pre covid you could call up and be guaranteed a taxi within 15 mins at the latest. I use the bus more now when I need to go somewhere and can't drive because its much more reliable.

Anonymous

10/13/2023 01:42 PM

Lack of availability, crowded ranks, good public transport options in the earlier part of the day

Anonymous

10/13/2023 01:47 PM

Unreliability

Anonymous

10/13/2023 02:05 PM

I would happily use licensed vehicles if they were actually available, multiple times I've had to walk back from a night out due to lack of drivers which is very dangerous

Anonymous

10/13/2023 02:12 PM

I mostly use them when arriving at Lancaster Railway Station - especially if Bare Lane train cancelled (which is often). Can be difficult getting a cab - have to resort to other means.

Anonymous

10/13/2023 02:17 PM

Lack of availability, especially on a Sunday lunchtime and lateness of drivers. There should be a rota so a minimum level of drivers are always available 24/7

Anonymous

10/13/2023 02:18 PM

No

Anonymous

10/13/2023 02:21 PM

Use the bus

Anonymous

10/13/2023 02:22 PM

Expensive and unreliable.

Anonymous

10/13/2023 02:29 PM

As a woman, I feel vulnerable in taxis with male drivers

Anonymous

10/13/2023 02:32 PM

Lack of availability

Anonymous

10/13/2023 02:40 PM

Wait times for taxis in evenings

Anonymous

10/13/2023 02:44 PM

No

Anonymous

10/13/2023 02:46 PM

Lack of availability and unreliable when called to home, especially in rural districts.

Anonymous

10/13/2023 02:53 PM

Lack of safety at ranks

Anonymous

10/13/2023 02:54 PM

Unreliability

Anonymous

10/13/2023 03:12 PM

Unreliable and always late or don't turn up

Anonymous

10/13/2023 03:18 PM

Lack of availability and organised taxi ranks in the city centre.

Anonymous

10/13/2023 03:22 PM

Lack of availability (very long wait times), Cost

Anonymous

10/13/2023 03:23 PM

Unreliable, vastly overpriced, some are very ill mannered and have a personal hygiene problem, bad manners with regards to helping with shopping etc..I just will not use one unless I'm really desperate.

Anonymous

10/13/2023 03:31 PM

Lack of available taxis at certain times of the day

Anonymous

10/13/2023 03:41 PM

Availability

Anonymous

10/13/2023 04:16 PM

Lack of availability

Anonymous

10/13/2023 04:26 PM

More honesty about arrival times. We know delays occur but don't over promise.

Anonymous

10/13/2023 05:27 PM

Impossible to get a taxi sometimes and the taxi offices are extremely not professional

Anonymous

10/13/2023 05:41 PM

Seeing taxi drivers smoking in their licenced vehicles and, as a driver, their attitude and lack of courtesy to other drivers.

Anonymous

10/13/2023 06:05 PM

Manors. Taxi shops closed. Drive too fast

Anonymous

10/13/2023 06:23 PM

Erratic & cavalier drivers in the past

Anonymous

10/13/2023 06:52 PM

Reliability, either long waits of an hour plus or none available at all. You can't book in advance but you also can't get one when you call adhoc, Morecambe is even worse than lancaster.

Anonymous

10/13/2023 07:55 PM

Lack of drivers willing to pick up wheel chair users.

Anonymous

10/13/2023 08:15 PM

Availability

Anonymous

10/13/2023 09:01 PM

Lack of ability to use card. Unreliability of service. Customer service levels low.

Anonymous

10/13/2023 09:15 PM

Lack of taxis at the train station when I arrive. They don't allow for pre-booking taxis at the train station but when I arrive there often isn't a taxi there. I prefer to use the bus as it's cheaper. It would be great to have an app that I could book a taxi with. My neighbour who has mobility issues would love to be able to get a taxi but they don't have enough leg room to get in and as she needs help to get in, taxi's won't take her.

Anonymous

10/13/2023 09:17 PM

no taxis available

Anonymous

10/13/2023 09:22 PM

Unlicensed out of town drivers ie Wolverhampton plated Uber vehicles

Anonymous

10/13/2023 09:57 PM

Returning from a night out is very hit and miss, often requiring long waits at taxi rank/office.

Anonymous

10/13/2023 10:16 PM

Lack of general availability, unwillingness to do distance driving ie Lancaster to Carnforth, clusters of taxis around uni hotspots rather than being generally accessible, taxi ranks being disused

Anonymous

10/13/2023 10:19 PM

Lack of availability

Anonymous

10/13/2023 10:33 PM

Obtaining a taxi in the evening has become very problematic since lockdown as many evening drivers gave up then. This puts me off going to events in the evening from time to time.

Anonymous 10/13/2023 11:23 PM	100% lack of availability
Anonymous 10/13/2023 11:36 PM	Nowhere enough taxis.
Anonymous 10/13/2023 11:37 PM	Very difficult to get a cab in Carnforth and buses from Lancaster end at 10pm so are pretty useless. Trains are not reliable either especially due to strikes
Anonymous 10/14/2023 12:53 AM	Surly drivers with poor driving, old, poorly maintained vehicles with warning lights showing
Anonymous 10/14/2023 03:36 AM	They leave there engines running when stationary and are rude and defensive when told it's illegal to do so!!
Anonymous 10/14/2023 08:12 AM	Waiting time to long, expensive
Anonymous 10/14/2023 08:18 AM	Shortage of taxis at Lancaster Station
Anonymous 10/14/2023 08:23 AM	No. Some of the cabs are scruffy inside
Anonymous 10/14/2023 10:01 AM	Lack of availability, quality of vehicles,
Anonymous 10/14/2023 10:02 AM	Nearly all drive very unsafely and I've seen a lot of near misses. They drive aggressively.
Anonymous 10/14/2023 10:10 AM	Unreliability. Lack of vehicles. Difficulty in booking. Dirty vehicles.
Anonymous 10/14/2023 10:38 AM	The expense of the taxi most drivers either don't speak English or are very ignorant and very rude
Anonymous	I am full time wheelchair user and can never get a wheelchair

10/14/2023 10:57 AM

adapted taxi

Anonymous

10/14/2023 11:04 AM

We need a wheelchair accessible taxi for our wheelchair using son who is 22. To enjoy a night out together as a family, one of us has to drive as the availability of taxis which can accommodate us is ridiculous. We aren't able to pre book one as the base operators say we don't know if any will be out or where they will be at that given time - i.e they won't want pulling across the city for any jobs! It is despicable how people with disabilities are treated. We waited over an hour once, and then they still didn't turn up as they had decided to take another job. We then had to walk home in the rain over 4 miles with our son who also has health issues too! I believe that, from speaking to other wheelchair users, that most of the wheelchair accessible taxis are happy with their contracts in a morning/afternoon and then don't come out evening/weekends. It really isn't good enough as a city.

Anonymous

10/14/2023 11:10 AM

Lack of availability

Anonymous

10/14/2023 11:40 AM

Some drivers are negative about the local area. They should be promoting it

Anonymous

10/14/2023 02:03 PM

Long wait times. No availability

Anonymous

10/14/2023 02:04 PM

Yes, disturbing my neighbours as many taxi drivers beep horns needlessly which disturbs the peace of my neighbours. There is also the issue of drivers smoking in the vehicles, i can smell it when i get in, in particular driver called Les Troth.

Anonymous

10/14/2023 02:21 PM

I worry if I will be able to get a driver at all, I don't understand why we can't have uber in our area. Sometimes I wonder about the roadworthyness of the vehicles.

Anonymous

10/14/2023 02:45 PM

Wheelchair accessible taxis are understandably very limited and not always available, so if buses are an option I tend to use them instead. Also, phone calls are terrible. Further, the list on the council website is inaccurate including people who no longer work as taxi drivers and not stating when a driver would prefer texts. As I can text but not make phone calls, the knowledge of which ones are open to texts would be amazing.

Anonymous

10/14/2023 02:57 PM

Some drivers are cash only, and I have been short changed in these situations. The fact that this occurs with drivers that do not use card machines makes me feel this may be intentional

Anonymous

10/14/2023 04:15 PM

Lack of availability especially around Overton area. As disabled person a taxi service is key to me

Anonymous

10/14/2023 04:46 PM

i find it incredulous to believe that some of the drivers i have had have done any of the courses mentioned - i have been scared witless in some cars

Anonymous

10/14/2023 06:11 PM

Unreliable/ not turning up and having old people waiting not knowing when the taxi will arrive.

Anonymous

10/14/2023 07:35 PM

Plenty: sexual harassment from drivers (including sexually explicit conversations and inappropriate remarks, cabs lingering too long outside our address after drop-off usually after such conversations), lack of availability (waits generally over 30-45 mins), unreliability (they then don't turn up after that wait and the taxi rank operators give you abuse on the phone), cost, ableism (discrimination against disability) from drivers, reckless driving, drivers shouting away on hands free calls for the entire duration of the ride, general rudeness. .

Anonymous

10/14/2023 07:36 PM

While taxi availability is a huge problem, I stopped using Lancaster and Morecambe taxis altogether because a number of the drivers frighten me. As a lone woman, I have had drivers tell me they are going to wait on my street after dropping me off to see which house I go into because they want to know where I live. They also take me on longer journeys than necessary to make me pay more and to have more time to talk to me, usually about inappropriate topics like sex. When travelling with my female partner, we have had Lancaster and Morecambe taxi drivers sexually harass us, tell us extremely inappropriate stories about their sex lives and fantasies, and drivers who have become angry and started to drive recklessly and dangerously after we have let them know the sexual talk makes us uncomfortable.

Anonymous

10/14/2023 09:50 PM

Lack availability

Anonymous
10/15/2023 01:34 AM
Lack of availability. Not being able to book and being asked to call back in 30 mins/1 hour

Anonymous
10/15/2023 03:48 AM
Cost

Anonymous
10/15/2023 08:12 AM
No

Anonymous
10/15/2023 09:59 AM
Lack of availability or long waits

Anonymous
10/15/2023 01:03 PM
Lack of availability, drivers not knowing where they are going at times.

Anonymous
10/15/2023 02:24 PM
No

Anonymous
10/15/2023 02:39 PM
Poor availability

Anonymous
10/15/2023 03:03 PM
Availability and unreliability

Anonymous
10/15/2023 04:28 PM
No

Anonymous
10/15/2023 04:37 PM
Non or poor English speaking driver's, also their fare always seems to cost me more.

Anonymous
10/15/2023 07:49 PM
No

Anonymous
10/15/2023 11:53 PM
I have safety issues with male taxi drivers.

Anonymous
10/16/2023 09:38 AM
lack of availability, at busy times there is a long wait due to lack of drivers

Anonymous

10/16/2023 10:40 AM

1. Cost of taxis 2. I'm a car owner.

Anonymous

10/16/2023 10:53 AM

Some of the taxi drivers seem to believe they are above and beyond the law. I know of taxi drivers that go through red lights, don't adhere to speed restrictions and some even drink and drug drive. You need to monitor them for alcohol and drug use too!

Anonymous

10/16/2023 11:06 AM

Over recent years the availability of taxis has somewhat decreased, it is almost impossible to get a taxi on a weekend evening, this weekend it was Lancaster music festival it seems all the local taxis were in Lancaster and none available in Morecambe. It is also very difficult to book accessible taxis in the area.

Anonymous

10/16/2023 12:12 PM

Lack of availability in Morecambe especially Friday and Saturday nights. when you access one local app it reads that they are fully booked until 07.00.

Anonymous

10/16/2023 02:51 PM

Lack of availability is the biggest barrier.

Anonymous

10/16/2023 03:08 PM

NO

Anonymous

10/16/2023 06:37 PM

Lack of availability causes me anxiety.

Anonymous

10/16/2023 10:24 PM

Lack of availability and reliability

Anonymous

10/17/2023 02:16 AM

They don't have any cabs. They charge way too much. Stop being stingy and allow Uber in the area.

Anonymous

10/17/2023 06:02 AM

No

Anonymous

10/17/2023 08:27 AM

Lack of availability, rarely turns up when booked in advanced, poor attitudes when calling for a taxi.

Anonymous

Cost, they are now very expensive even for a short journey and

10/17/2023 08:53 AM

unreliable. The buses are much cheaper & more frequent.

Anonymous

No

10/17/2023 10:57 AM

Anonymous

Lack of availability and fear of being stranded due to unreliability. No evening bus service available or reliability of taxi from Carnforth station

10/17/2023 07:53 PM

Anonymous

No, but I know which taxi service I can trust.

10/18/2023 08:04 AM

Anonymous

Taxi are difficult to book i.e. too few on the road and are expensive

10/18/2023 10:52 AM

Anonymous

Lack of availability.

10/19/2023 04:12 PM

Anonymous

Nothing wrong with taxi trade loads of taxis.

10/19/2023 09:48 PM

Anonymous

Nothing. But as a council you are asking the wrong questions to the wrong people! There is not a shortage of drivers. There is a shortage of drivers willing to work certain hours and as a licensing you need to be asking why! There is no support for drivers from companys licensing or police against anti social behaviour etc. Allowing company's to use 3rd party operators with NO local knowledge is VERY dangerous!

10/20/2023 02:05 PM

Anonymous

Cost and safety concerns

10/20/2023 07:22 PM

Anonymous

no hesitation in using a taxi

10/20/2023 11:53 PM

Anonymous

Cost

10/21/2023 06:58 PM

Anonymous

Lack of availability

10/22/2023 05:04 AM

Anonymous

10/24/2023 06:31 PM

Yes total lack of availability in Morecambe especially at weekends, cars seem to service Lancaster, we need Uber

Anonymous

10/25/2023 11:15 AM

Not enough electric vehicles

Anonymous

10/27/2023 06:14 PM

Coastal taxis have now outsourced to a call centre, the staff in the call centre are not familiar with our street names and roads and it can take longer to book a simple taxi. Also, all taxis should offer card payments as standard.

Anonymous

10/27/2023 06:31 PM

Cost, lack of availability

Anonymous

10/27/2023 06:40 PM

No

Anonymous

10/27/2023 07:48 PM

Trying to book a wheelchair accessible taxi in advance for journeys to an even and back home again. A wheelchair user cannot get a taxi to go out if they can't be 100% sure of getting back home.

Anonymous

10/27/2023 08:19 PM

Bus is cheaper at the moment

Anonymous

10/28/2023 11:31 AM

You ring for a taxi non availability all in Lancaster. You pre book its very late they say nothing available in your area Can't guarantee to have one available Driver arrives but only waits 30 secs Driver goes to wrong address and it's our fault

Anonymous

10/28/2023 12:59 PM

Cabs licenced in Wolverhampton operating here, don't feel safe using them as don't know if they are legitimate

Anonymous

10/28/2023 09:51 PM

There doesn't seem to be as many taxis as there use to be, I've phoned up a taxi three quarters of an hour earlier than my hospital appointment and still got there late

Anonymous

10/30/2023 08:31 AM

Aside from using the buses more frequently and cheaper for the buses. Sometimes when I need a taxi, it was difficult to get and the way of calling a taxi could be troublesome as sometimes the apps could be inaccessible.

Anonymous

10/30/2023 08:35 AM

Cost Some vehicles used as taxis have seemed poorly maintained

Anonymous

10/30/2023 08:45 AM

No

Anonymous

10/30/2023 08:52 AM

Unreliability is a key factor

Anonymous

10/30/2023 09:20 AM

Cost, only the criminals can afford to pay

Anonymous

10/30/2023 11:11 AM

Not knowing the cost in advance, scruffy cars,

Anonymous

10/30/2023 11:17 AM

Not enough taxis available

Anonymous

10/30/2023 12:23 PM

Twice recently I've booked a taxi, on both occasions it didn't turn up on time, I wasn't informed it would be late despite the office being aware I had an appointment i couldn't be late for, then when I rang to chase they admitted there wasn't one available. I cancelled and on one occasion missed my appointment due to this

Anonymous

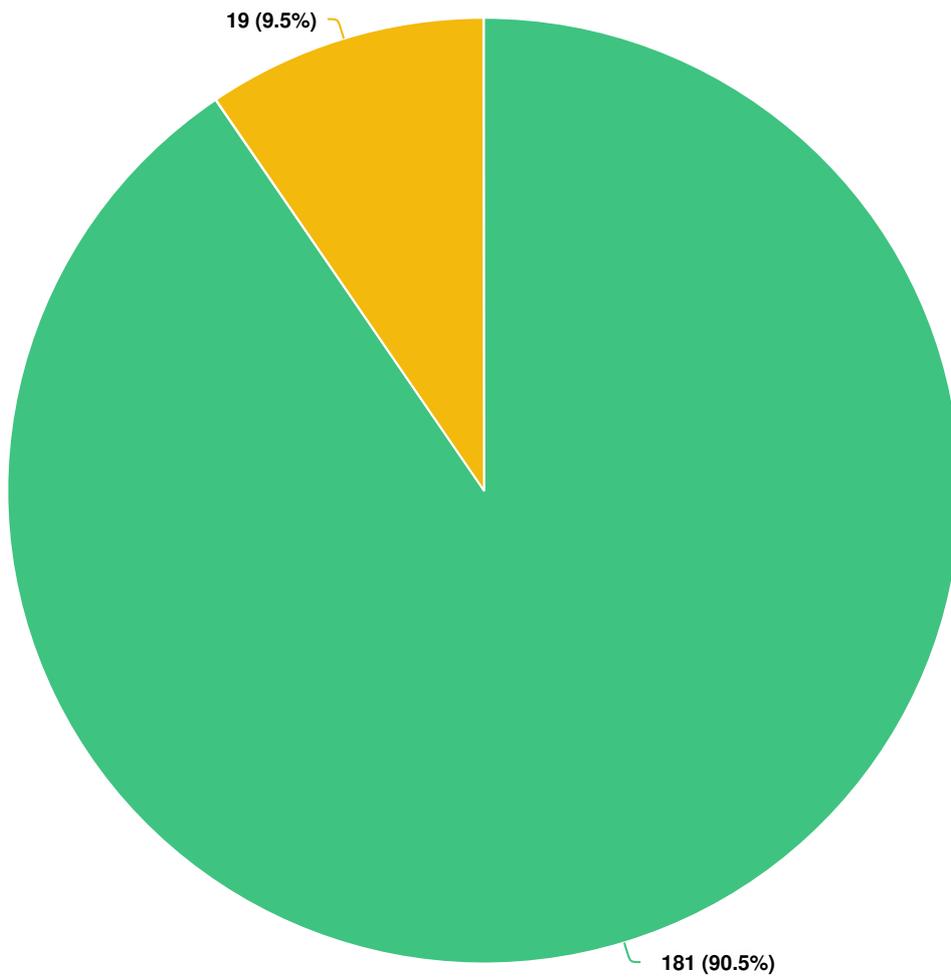
10/30/2023 03:27 PM

Cost and lack of reliability, I have been let down when have a train to catch etc.

Optional question (171 response(s), 30 skipped)

Question type: Essay Question

Q9 Generally, do you feel safe when travelling in licensed vehicles in the district?



Question options

- Yes
- No

Optional question (200 response(s), 1 skipped)
Question type: Dropdown Question

Q10 | Please explain why you do / do not feel safe when travelling in licensed vehicles in the district?

Anonymous

10/06/2023 02:56 PM

Out of town drivers. Not knowing the area.

Anonymous

10/06/2023 03:34 PM

Drunk and drunk customers can be particularly violent towards drivers this is a big concern and seems to be getting worse

Anonymous

10/06/2023 03:36 PM

The drivers are licensed and clean and must have local knowledge removing this will just encourage drivers from out of the district to try their luck.

Anonymous

10/06/2023 03:55 PM

As a taxi driver myself I know that most taxi drivers are very competent.

Anonymous

10/06/2023 04:28 PM

We feel safe knowing the stringent application process is in place by licensing!

Anonymous

10/06/2023 05:01 PM

Never had any issues with taxis

Anonymous

10/06/2023 05:12 PM

I know their vehicles will have been checked thoroughly on a regular basis

Anonymous

10/06/2023 05:14 PM

I feel safe as know the drivers

Anonymous

10/06/2023 05:34 PM

I have never had an issue in a taxi. Everyone is really nice to talk to and professional

Anonymous

10/06/2023 06:26 PM

I feel safe because the license means they have been properly checked.

Anonymous

10/06/2023 07:26 PM

Ive done the course. I know most drivers are just normal people

Anonymous

Due to all being DBS checked. Maybe advertise this.

10/06/2023 08:55 PM

Anonymous

inconsistent driving standards

10/07/2023 02:20 AM

Anonymous

Having a taxi licence, I know what drivers go through to get a licence.
Drivers are generally well regulated

10/07/2023 07:11 AM

Anonymous

All drivers have got a valid dbs

10/07/2023 12:39 PM

Anonymous

I always use the same taxi, he's also a neighbour.

10/07/2023 10:29 PM

Anonymous

Overly aggressive driving style and speed

10/08/2023 08:15 AM

Anonymous

I Know the company

10/08/2023 03:33 PM

Anonymous

the question has never acured to me

10/08/2023 03:43 PM

Anonymous

Not usually travelling alone

10/09/2023 10:15 PM

Anonymous

Some of the cars used are quite old. Drivers are not always very friendly

10/10/2023 09:00 AM

Anonymous

Only because I don't travel on my own

10/10/2023 10:12 AM

Anonymous

Some drivers don't seem to understand traffic rules

10/12/2023 04:02 PM

Anonymous

The local drivers never present any problems to me

10/13/2023 11:33 AM

Anonymous

Feel safe

10/13/2023 11:40 AM

Anonymous

10/13/2023 11:51 AM

n/a

Anonymous

10/13/2023 12:00 PM

Never had a problem with a taxi driver in the area, always friendly and helpful

Anonymous

10/13/2023 12:08 PM

Don't when often the driving standards are poor. Have had an incident recently where a driver nearly caused a crash and was verbally abusive to the other driver

Anonymous

10/13/2023 12:14 PM

I generally feel safe as I trust thorough checks have been carried out on individuals before licences are issued. I'm going to tick 3 factors below in Q11 but I must say that they are all very important to me

Anonymous

10/13/2023 12:17 PM

Always check if the drivers council ID card is on show and the vehicle is plated. Means if there are any issues I can resolve after.

Anonymous

10/13/2023 12:29 PM

Sometimes a language barrier. My wife doesn't feel too safe using a taxi alone at night

Anonymous

10/13/2023 12:30 PM

Well maintained

Anonymous

10/13/2023 12:36 PM

Costs have increased but in order to access Lancaster in the evening, there is no bus service so a taxi or walking 5 miles are the only options open to us

Anonymous

10/13/2023 12:51 PM

Drivers are always helpful, polite and good drivers

Anonymous

10/13/2023 01:00 PM

Rarely able to book an accessible taxi but when have feel safe

Anonymous

10/13/2023 01:00 PM

You have to trust the driver and thankfully I've always been ok on the short journeys I take

Anonymous

10/13/2023 01:06 PM

I know they're all licenced, I only use taxis that are booked by either 32090 or 848848 and have never had an issue with a driver. I know the current drivers do their best to get people where they need to be

safely and think the current prices are a fair reflection of that.

Anonymous

10/13/2023 01:08 PM

drivers are always nice

Anonymous

10/13/2023 01:09 PM

Clean cars good drivers

Anonymous

10/13/2023 01:16 PM

Good knowledge of area Good driving Polite/friendly

Anonymous

10/13/2023 01:19 PM

Because all vehicles are registered and drivers verified

Anonymous

10/13/2023 01:24 PM

Drive safely, reassuring and friendly manner, caring, familiar drivers.

Anonymous

10/13/2023 01:30 PM

I feel safe as a customer, however not as a driver. More protections need to be given to drivers and police need to treat "runners" as a criminal matter. I've lost over £200 in income over the last 3 months due to, what in any other industry would be called, theft.

Anonymous

10/13/2023 01:31 PM

Always had good drivers when using local taxis

Anonymous

10/13/2023 01:42 PM

Never had an issue

Anonymous

10/13/2023 01:47 PM

Drivers always helpful to me

Anonymous

10/13/2023 02:12 PM

Never had a problem. Some drivers better than others - the good ones, you take their details and try and use them again.

Anonymous

10/13/2023 02:17 PM

Always got me to destination in one piece, albeit late sometimes.

Anonymous

10/13/2023 02:18 PM

Don't feel great if driver cannot communicate in English

Anonymous 10/13/2023 02:29 PM	Women will never feel safe in taxis with male drivers ... a dedicated female taxi driven service would be a good idea
Anonymous 10/13/2023 02:40 PM	N/A
Anonymous 10/13/2023 02:46 PM	I am a 6ft3 male. Were i a lone female i may takenl a different view.
Anonymous 10/13/2023 03:22 PM	All drivers have acted professionally
Anonymous 10/13/2023 04:16 PM	Always feel safe
Anonymous 10/13/2023 04:26 PM	Never felt unsafe
Anonymous 10/13/2023 05:41 PM	See above comments about their general lack of courtesy to other drivers making it feel unsafe.
Anonymous 10/13/2023 06:23 PM	See Q8 above
Anonymous 10/13/2023 08:15 PM	N/a
Anonymous 10/13/2023 09:17 PM	no reason to feel unsafe
Anonymous 10/13/2023 09:22 PM	Drivers have passes a strict application process & correctly been authorised to drive licenced vehicle.
Anonymous 10/13/2023 09:57 PM	I've never experienced any negative feelings whilst using taxis.
Anonymous 10/13/2023 10:33 PM	Have been travelling in 848 and 32090 taxis for nearly 20 years now. Have never had a problem. Always feel safe.

Anonymous

10/13/2023 11:23 PM

Nothing to add. Generally high level of professionalism.

Anonymous

10/14/2023 12:53 AM

Poor driving and defective vehicles

Anonymous

10/14/2023 03:36 AM

N/A

Anonymous

10/14/2023 08:12 AM

Always with someone else

Anonymous

10/14/2023 08:18 AM

We have never had any problems 9ls we have secured a raxi

Anonymous

10/14/2023 10:01 AM

The vehicles are shabby, not clean, I have experience of badly maintained HC and Phv, noises and banging coming from the vehicles on more than one occasion. Having been involved in licensing for more than 20 years, I am stunned that the council is seeking the view of the general public on matters of safety, the public depend on the administration to impose suitable safeguards to protect them. They are not qualified to determine how you get there. Members will only want to win votes and will bow to lobbying to do so, what they determine is a matter of what they are asked to determine by the professional officers. The trade will want the easiest and cheapest pathway to operate a vehicle, In my experience it is the length of time it takes an applicant to obtain a license that puts off people entering the trade, It is not the responsibility of the council to provide HC or Phv service, it is there responsibility to regulate the provision, All businesses have ups and downs, they have to adapt to meet changing needs, in terms of regulation, standards can not be lowered simply to make it easier for the operator, Look within to ensure your burdens are necessary, appropriate and legal, Strive to reduce red tape and streamline processes in favour of the customer, The trade has a responsibility as a business to move with the times and changing demands for there services. The high streets are changing, entertainment is changing, modes of transportation are changing, I see no evidence of the trade in Lancaster changing. Regards Steve.

Anonymous

10/14/2023 10:02 AM

Safe from a licencing angle. Not safe with their driving.

Anonymous

Poor driving standards.

10/14/2023 10:10 AM

Anonymous

The drivers do not make you feel safe

10/14/2023 10:38 AM

Anonymous

I am not paranoid, there is no reason to feel unsafe.

10/14/2023 02:04 PM

Anonymous

Some of the vehicles appear old and battered.

10/14/2023 02:21 PM

Anonymous

I use public transport a lot

10/14/2023 02:57 PM

Anonymous

poor driving, poor attitude, speeding, risk taking

10/14/2023 04:46 PM

Anonymous

Tend to travel with more than one person.

10/14/2023 06:11 PM

Anonymous

As mentioned earlier: unsafe and reckless driving, drivers distracted by hands free calls, ableism, sexual harassment, general threatening and rude behaviour by cab drivers. I used to use taxis in Lancaster frequently as a disabled woman but am too afraid to do so now after several unsafe experiences. It is always male drivers who are abusive- on the rare occasion I've had a female driver there's been no problem.

10/14/2023 07:35 PM

Anonymous

Because several Lancaster and Morecambe taxi drivers have sexually harassed and intimidated myself and my partner.

10/14/2023 07:36 PM

Anonymous

Because I'm always on a phone call unknown to the driver so if I'm unsafe police can be told

10/14/2023 09:09 PM

Anonymous

Never had a reason not to feel safe. Having a taxi licence gives piece of mind

10/15/2023 01:34 AM

Anonymous

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10/15/2023 03:48 AM

Anonymous

10/15/2023 09:59 AM

Licensed - from a known company

Anonymous

10/15/2023 01:03 PM

Sometimes at night after being out and the driver does not know where they are going, it makes me feel uneasy. Also some drivers drive unsafe.

Anonymous

10/15/2023 02:24 PM

We know many of the drivers.

Anonymous

10/15/2023 02:39 PM

Na

Anonymous

10/15/2023 03:03 PM

Most drivers are courteous and friendly

Anonymous

10/15/2023 04:28 PM

Use two local taxi companies, one is 32090 for Lancaster journeys and coastal taxis for Morecambe journeys. Both companies are excellent, reliable and drivers trustworthy, helpful especially as we are pensioners, polite and courteous. We feel very safe when travelling with both companies.

Anonymous

10/15/2023 11:53 PM

I was assaulted by a taxi driver some years ago and taxi licensing decided it was better for him to keep his livelihood than consider the safety of passengers. He had assaulted at least two other women prior to me and later wrote off his taxi under the influence of drugs and alcohol but refused to give a specimen. He lost his licence for 10 months. he is now back driving taxis.

Anonymous

10/16/2023 09:38 AM

i feel safe because they are regulated

Anonymous

10/16/2023 10:40 AM

Essential that drivers inspire confidence by driving always within speed limits and always respecting the rights and needs both of other road users and of pedestrians.

Anonymous

10/16/2023 10:53 AM

Due to the fact that I know some of them are under the influence of drugs and alcohol. Especially those driving at night. It is what has stopped me using them.

Anonymous

An identity badge is usually on display.

10/16/2023 11:06 AM

Anonymous

10/16/2023 12:12 PM

When you use the taxi services regularly you get to know most of the drivers they are all usually very affable and helpful.

Anonymous

10/16/2023 02:51 PM

N/A

Anonymous

10/16/2023 06:37 PM

Most drivers are friendly

Anonymous

10/16/2023 10:24 PM

Generally good drivers, friendly and not intimidating to a female travelling alone

Anonymous

10/17/2023 02:16 AM

Because the drivers aren't rapey or homophobic.

Anonymous

10/17/2023 06:02 AM

Always feel safe

Anonymous

10/17/2023 08:53 AM

Luckily I have not encountered a bad experience with any driver & most are polite.

Anonymous

10/17/2023 07:53 PM

Always had polite respectful drivers previously therefore licensing procedures have worked well for me

Anonymous

10/18/2023 08:04 AM

Always use a trusted cab company

Anonymous

10/19/2023 09:48 PM

Know getting where want to go friendly some taxi drivers others not.

Anonymous

10/20/2023 02:05 PM

As a driver I Do not feel safe or supported. Been doing the job 6+ years and it's changed alot in that time. Again allowing company's to use call centres to answer phones is dangerous they do not communicate well with drivers, have access to private information and do not have local knowledge including bad areas so when a driver refuses a job on safety grounds they get logged of for 20 minutes at time by someone a million miles away who hasn't a clue what they are talking about. This is partly where the shortage is coming from.

Anonymous

10/20/2023 07:22 PM

I had a frightening experience with a taxi driver when I felt extremely scared and vulnerable and I am now always very cautious. It hasn't happened again.

Anonymous

10/20/2023 11:53 PM

I assume that the driver knows that his livelihood is at stake if things go wrong so I feel safe a taxi.

Anonymous

10/21/2023 06:58 PM

No reason not to

Anonymous

10/24/2023 06:31 PM

I know they have been vetted and all Cary identification

Anonymous

10/27/2023 06:14 PM

I can see the drivers credentials and I always receive a text message with details of the car and driver so I know what I am getting into.

Anonymous

10/27/2023 06:40 PM

Friendly drivers.

Anonymous

10/27/2023 07:48 PM

Never had any problems drivers are friendly cars appear in good condition etc

Anonymous

10/27/2023 08:19 PM

I feel safe All my Taxi drivers have been good safe pleasant drivers

Anonymous

10/28/2023 09:45 AM

Never had an issue with a taxi driver in Lancaster

Anonymous

10/28/2023 11:31 AM

Most drivers are courteous polite and drive carefully. Sometimes you get a driver who drives too fast and is obviously unhappy

Anonymous

10/28/2023 12:59 PM

I know locally licenced taxis have been vetted through the council

Anonymous

10/28/2023 09:51 PM

Because I use taxis all the time I get to know the taxi drivers so when they pick me up they know me. It makes all the difference

Anonymous

The taxi drivers are local and they are very friendly.

10/30/2023 08:31 AM

Anonymous

10/30/2023 08:35 AM

I'm male and a big chap, so there's little issue in terms of personal threat. Main concern is driver competence. Too many break the speed limit.

Anonymous

10/30/2023 08:45 AM

I feel safe, however the drivers have the right to feel safe in the workplace too, and have the relevant support from the council and police for customers who are aggressive.

Anonymous

10/30/2023 08:52 AM

Badly maintained cars

Anonymous

10/30/2023 11:17 AM

Never felt unsafe

Anonymous

10/30/2023 12:23 PM

No incidents that have caused me to feel unsafe

Anonymous

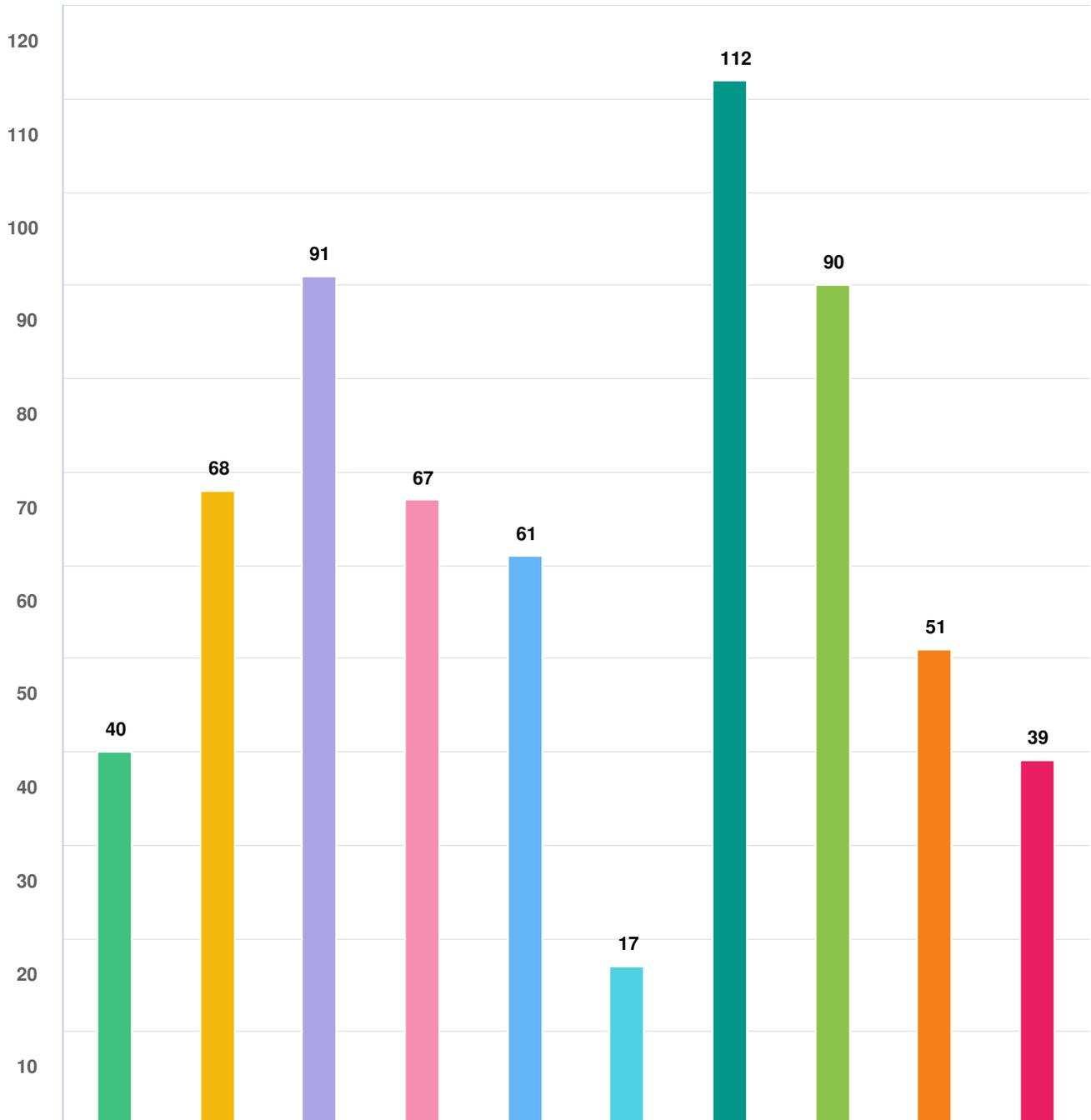
10/30/2023 03:27 PM

I use them regularly and have never felt unsafe

Optional question (122 response(s), 79 skipped)

Question type: Essay Question

Q11 There are a number of other important factors for customers utilising the services of a licensed vehicle and driver. Please TICK the 3 most important factors for you from the list below.



Question options

- Level of assistance from the driver
- Friendliness of the driver
- Speed and driving style of the driver
- Driver's knowledge of the local area
- The cleanliness of the vehicle
- The age and emission standard of vehicle
- Availability of and punctual arrival of vehicle
- Reliability of the service
- The cost of the journey
- Being able to pay by card.

*Optional question (200 response(s), 1 skipped)
Question type: Checkbox Question*