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## Appendix 5

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|----------------|-----------------------------------------------------|-------------|----------------------------|
| <b>Project</b> | Brighton & Hove Hackney Carriage Demand Survey 2009 | <b>Date</b> | 25 <sup>th</sup> June 2009 |
| <b>Note</b>    | Trade Survey Technical Note                         | <b>Ref</b>  | CTLCWH000                  |
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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 2,800 licensed hackney and private hire drivers and operators in Brighton & Hove. A total of 506 questionnaire forms were completed and returned, giving a response rate of around 18%, 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 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 | 386        | 76.3         |
| Private Hire Trade     | 120        | 23.7         |
| <b>Total</b>           | <b>506</b> | <b>100.0</b> |

3.2 The survey asked respondents how long they had been involved with either the hackney carriage or private hire trade in Brighton & Hove. Table 3.2 below shows the responses.

**Table 3.2 Duration of Respondents Involvement in the Hackney/Private Hire Trade**

| Years        | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| 0 – 2        | 17                     | 4.4          | 12                 | 10.0         |
| 2 – 5        | 34                     | 8.8          | 18                 | 15.0         |
| 5 – 10       | 78                     | 20.3         | 30                 | 25.0         |
| 10 – 15      | 58                     | 15.1         | 23                 | 19.2         |
| 15 – 20      | 49                     | 12.7         | 14                 | 11.6         |
| Over 20      | 149                    | 38.7         | 23                 | 19.2         |
| <b>Total</b> | <b>385</b>             | <b>100.0</b> | <b>120</b>         | <b>100.0</b> |

3.3 Table 3.2 indicates that 66.5% of hackney carriage respondents have been involved in the Brighton & Hove taxi trade for more than 10 years as have 50.0% of the private hire trade.

3.4 Table 3.3 indicates the proportion of the trade who subscribe to a radio circuit. The majority of private hire respondents (92.7%) subscribe to a radio circuit compared to 72.9% of the hackney carriage respondents.

**Table 3.3 Do you subscribe to a radio circuit?**

|              | Hackney Trade |              | Private Hire Trade |              |
|--------------|---------------|--------------|--------------------|--------------|
|              | Frequency     | Percent      | Frequency          | Percent      |
| Yes          | 258           | 72.9         | 101                | 92.7         |
| No           | 96            | 27.1         | 8                  | 7.3          |
| <b>Total</b> | <b>354</b>    | <b>100.0</b> | <b>109</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                    | 46.4             | 0     | 100   | 0            | 0     | 0     |
| Flagdown                | 14.0             | 0     | 95    | 0            | 0     | 0     |
| Radio Circuit           | 38.1             | 0     | 100   | 91.3         | 0     | 100   |
| Other telephone booking | 0.5              | 0     | 30    | 4.1          | 0     | 100   |
| Contract Work           | 1.0              | 0     | 50    | 4.6          | 0     | 100   |

3.6 The average proportion of rank work for hackney carriages accounts for 46.4% per week. The average percentage of flagdown work for hackney carriages accounts for 14.0% of the typical weeks fares, with radio circuit work accounting for 38.1%.

3.7 Radio Circuit work accounts for a high proportion of private hire driver's working week at an average of 91.3% with telephone booking accounting for an average of 4.1% and contract work 4.6%.

#### 4 *Driving*

4.1 Respondents were asked what type of vehicle they drove most frequently. The majority of hackney carriage drivers (74.0%) and the majority of private hire drivers (84.5%) drive a Saloon car. Only 18.8% of hackney carriage respondents drive a purpose built cab.

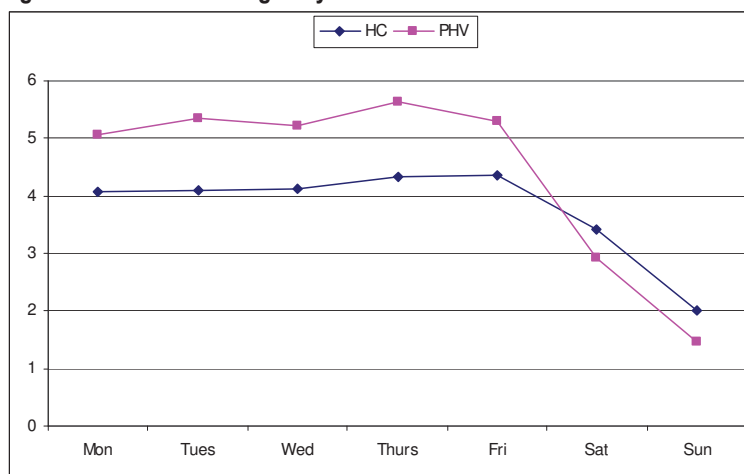
**Table 4.1 Duration of Respondents Involvement in the Hackney/Private Hire Trade**

|                                                    | Hackney Carriage Trade |              | Private Hire Trade |              |
|----------------------------------------------------|------------------------|--------------|--------------------|--------------|
|                                                    | Frequency              | Percent      | Frequency          | Percent      |
| Saloon Car                                         | 279                    | 74.0         | 98                 | 84.5         |
| Purpose Built Cab                                  | 71                     | 18.8         | 2                  | 1.7          |
| Minibus/People Carrier (Wheelchair accessible)     | 26                     | 6.9          | 7                  | 6.0          |
| Minibus/People Carrier (Non-Wheelchair accessible) | 1                      | 0.3          | 9                  | 7.8          |
| <b>Total</b>                                       | <b>377</b>             | <b>100.0</b> | <b>116</b>         | <b>100.0</b> |

4.2 Respondents were asked the average number of hours they worked in a typical week. Hackney Carriage drivers tended to work on average just over 2 hours less a week than Private Hire drivers. Hackney trade respondents worked on average for 46.2 hours per week compared to 48.4 hours per week for private hire drivers.

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, the hackney carriage trade work for a similar number of hours during the daytime to the private hire drivers. It shows that the hackney carriage trade work less hours during the weekday daytime, whilst the private hire trade work less hours on a weekend daytime. Additionally, both trades work more during the week daytimes than the weekends.

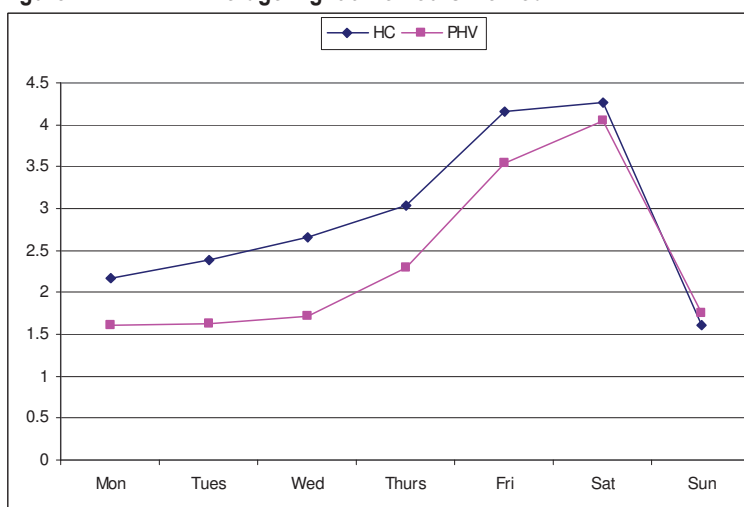
**Figure 4.1 Average daytime hours worked**



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 the hackney carriage trade work, on average, more hours than the private hire drivers. It also shows that both trades work more hours on a Friday and Saturday night compared with other nights 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 49.6% of hackney carriage respondents stated that it had had an effect on them compared with 30.7% of private hire respondents.

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

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 182                    | 49.6         | 35                 | 30.7         |
| No           | 185                    | 50.4         | 79                 | 69.3         |
| <b>Total</b> | <b>367</b>             | <b>100.0</b> | <b>114</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 | 117                    | 64.3    | 18                 | 51.4    |
| Work for longer hours     | 112                    | 61.5    | 21                 | 60.0    |
| Other                     | 22                     | 12.1    | 6                  | 17.1    |

- 4.7 Some 64.3% of hackney carriage respondents stated that they work later in the evening compared with 51.4% of private hire respondents. Some 61.5% of the hackney carriage responses and 60.0% of the private hire trades responses stating that they now work for longer hours.
- 4.8 Those who stated 'other' explained that work is more spread out over the 24hr period and drivers are working earlier in the mornings.
- 4.9 Respondents were asked to state the number of times they carry disabled passengers on a weekly basis. Table 4.4 shows the results. Some 59.5% of hackney carriage respondents and 57.4% of private hire respondents were typically more likely to carry between one and five disabled persons per week.

**Table 4.4** Frequency of Transport of Disabled Persons

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Never        | 84                     | 22.5         | 23                 | 20.0         |
| 1 to 5       | 222                    | 59.5         | 66                 | 57.4         |
| 5 to 10      | 44                     | 11.8         | 20                 | 17.4         |
| 10 to 20     | 19                     | 5.1          | 5                  | 4.3          |
| More than 20 | 4                      | 1.1          | 1                  | 0.9          |
| <b>Total</b> | <b>373</b>             | <b>100.0</b> | <b>115</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 within the last year (multiple responses)**

|                     | Hackney Carriage Trade |         | Private Hire Trade |         |
|---------------------|------------------------|---------|--------------------|---------|
|                     | Frequency              | Percent | Frequency          | Percent |
| Physically attacked | 37                     | 10.0    | 8                  | 6.9     |
| Verbally attacked   | 154                    | 41.6    | 26                 | 22.4    |
| Not attacked        | 212                    | 57.3    | 86                 | 74.1    |

5.2 Some 10.0% of the hackney carriage trade and 6.9% of the private hire trade have been physically attacked within the last twelve months, with 41.6% and 22.4% being verbally attacked.

5.3 Those who had been attacked were asked to describe the incident. The majority of responses related to attacks by passengers under the influence of alcohol or drugs, with many disputes occurring over money whether in relation to fares or passengers not having enough money, and several respondents described incidents relating to racial abuse.

5.4 The trade were asked if they felt safe whilst working as a taxi driver in Brighton & Hove, 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 Brighton & Hove?**

|                      | Hackney Carriage Trade |              | Private Hire Trade |              |
|----------------------|------------------------|--------------|--------------------|--------------|
|                      | Frequency              | Percent      | Frequency          | Percent      |
| Yes, all of the time | 136                    | 36.0         | 52                 | 44.8         |
| Some of the time     | 226                    | 59.8         | 61                 | 52.6         |
| None of the time     | 16                     | 4.2          | 3                  | 2.6          |
| <b>Total</b>         | <b>378</b>             | <b>100.0</b> | <b>116</b>         | <b>100.0</b> |

5.5 Some 59.8% of hackney carriage respondents and 52.6% of private hire respondents stated that they felt safe some of the time, with 4.2% and 2.6% stating that they felt safe none of the time.

5.6 Those respondents who didn't feel safe all of the time were asked to explain why. The majority of responses were in relation to being attacked by passengers whilst many respondents cited a lack of police support.

- 5.7 The trade were then asked when they felt unsafe working in Brighton & Hove. The results are outlined below in Table 5.3.

**Table 5.3** When do you feel unsafe working in Brighton & Hove?  
(Multiple responses)

|                  | Hackney Carriage Trade |         | Private Hire Trade |         |
|------------------|------------------------|---------|--------------------|---------|
|                  | Frequency              | Percent | Frequency          | Percent |
| Daytime          | 29                     | 10.7    | 4                  | 5.6     |
| Night time       | 203                    | 74.6    | 44                 | 62.0    |
| In certain areas | 140                    | 51.5    | 42                 | 59.2    |

- 5.8 The majority of both the hackney carriage respondents (74.6%) and private hire respondents (62.0%) stated that they felt unsafe whilst working at night in Brighton & Hove. Some 59.2% of the private hire trade stated that they felt unsafe in certain areas of Brighton & Hove, as did 51.5% of the hackney carriage trade.

- 5.9 The areas that were most commonly suggested as being unsafe were Whitehawk and Moulescombe.

- 5.10 Respondents were then asked what could be done to improve safety when working as a taxi driver in Brighton & Hove. The results are shown in Table 5.4 below.

**Table 5.4** What could be done to improve safety in Brighton & Hove?  
(Multiple responses)

|                         | Hackney Carriage Trade |         | Private Hire Trade |         |
|-------------------------|------------------------|---------|--------------------|---------|
|                         | Frequency              | Percent | Frequency          | Percent |
| Taxi Marshalls at ranks | 190                    | 56.4    | 20                 | 23.0    |
| CCTV in cabs            | 203                    | 60.2    | 66                 | 75.9    |
| CCTV at ranks           | 191                    | 56.7    | 19                 | 21.8    |
| Other                   | 32                     | 9.5     | 15                 | 17.2    |

- 5.11 The majority of the private hire trade (75.9%) felt that CCTV in cabs would improve safety in Brighton & Hove, as did 60.2% of the hackney carriage trade. Some 56.4% of hackney carriage respondents felt that taxi marshalls at ranks would improve safety, with 56.7% being of the opinion that CCTV at ranks would improve safety.

- 5.12 The majority of respondents who gave 'other' as their answer stated that more support from the police would improve safety and security.

## 6

### Ranks

#### 6.1

Members of both trades were asked whether they believe there is sufficient rank space in Brighton & Hove. As shown in Table 6.1, 88.7% of the hackney carriage respondents stated that there was insufficient rank space for hackneys, in comparison to 63.5% of private hire respondents.

**Table 6.1 Sufficient rank space available for hackneys to use in Brighton & Hove?**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 43                     | 11.3         | 35                 | 36.5         |
| No           | 339                    | 88.7         | 61                 | 63.5         |
| <b>Total</b> | <b>382</b>             | <b>100.0</b> | <b>96</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 75.7% of the hackney carriage respondents state that there are areas in Brighton & Hove where there should be new hackney carriage ranks. In contrast the majority of private hire respondents (60.4%) 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          | 268                    | 75.7         | 36                 | 39.6         |
| No           | 86                     | 24.3         | 55                 | 60.4         |
| <b>Total</b> | <b>354</b>             | <b>100.0</b> | <b>91</b>          | <b>100.0</b> |

#### 6.3

Of those that stated that there should be new ranks, the most common areas requested were Queens Road/Brighton Station and Kings Road/Old Ship Hotel.

#### 6.4

In response to the question asking whether there are any ranks in Brighton & Hove that should be longer or have more spaces, 81.3% of the hackney carriage trade felt this was necessary, compared with 57.3% of the private hire trade. East Street, Brighton Station/Queens Road and Kings Road/Old Ship Hotel were suggested by many respondents as needing to be lengthened or more spaces provided.

**Table 6.3 Ranks in Brighton & Hove that should be longer or have more spaces**

|     | Hackney Carriage Trade |         | Private Hire Trade |         |
|-----|------------------------|---------|--------------------|---------|
|     | Frequency              | Percent | Frequency          | Percent |
| Yes | 295                    | 81.3    | 51                 | 57.3    |



|              |            |              |           |              |
|--------------|------------|--------------|-----------|--------------|
| No           | 68         | 18.7         | 38        | 42.7         |
| <b>Total</b> | <b>363</b> | <b>100.0</b> | <b>89</b> | <b>100.0</b> |

6.5 The trade were then asked whether any ranks should be removed. The majority of both Hackney carriage and private hire respondents (92.3% and 88.5% respectively) stated that no ranks in Brighton & Hove needed to be removed. Of those respondents that did state that ranks needed to be removed, the most common were Norfolk Road, Portland Road and Upper Drive.

**Table 6.4 Do any ranks in Brighton & Hove need to be removed?**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 27                     | 7.7          | 10                 | 11.5         |
| No           | 325                    | 92.3         | 77                 | 88.5         |
| <b>Total</b> | <b>352</b>             | <b>100.0</b> | <b>87</b>          | <b>100.0</b> |

## 7 *Vehicle Conditions*

7.1 Members of both trades were asked about their satisfaction with the current vehicle age conditions in Brighton & Hove. Table 7.1 shows the results of the satisfaction with the private hire vehicle licence conditions and Table 7.2 documents the results in relation to the hackney carriage vehicle licence conditions relating to age.

**Table 7.1 Are you satisfied with the current private hire vehicle age conditions?**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Satisfied    | 273                    | 78.2         | 105                | 88.2         |
| Unsatisfied  | 76                     | 21.8         | 14                 | 11.8         |
| <b>Total</b> | <b>349</b>             | <b>100.0</b> | <b>119</b>         | <b>100.0</b> |

**Table 7.2 Are you satisfied with the current hackney carriage vehicle age conditions?**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Satisfied    | 313                    | 81.9         | 95                 | 93.1         |
| Unsatisfied  | 69                     | 18.1         | 7                  | 6.9          |
| <b>Total</b> | <b>382</b>             | <b>100.0</b> | <b>102</b>         | <b>100.0</b> |

- 7.2 Table 7.1 highlights that the majority of both hackney carriage respondents (78.2%) and private hire respondents (88.2%) are satisfied with the current vehicle age conditions for private hire vehicles.
- 7.3 Those respondents who deemed the vehicle age conditions to be unsatisfactory provided the following reasons:
- *Conditions should be same for both trades;*
  - *Vehicle age limit should be 7 years; and,*
  - *Should be based on condition and not age.*
- 7.4 Table 7.2 highlights that the majority of hackney carriage respondents (81.9%) and 93.1% of private hire respondents are satisfied with the hackney carriage vehicle age conditions.
- 7.5 Those respondents who deemed the conditions to be unsatisfactory provided the following reasons:
- *Condition & Safety Standards should be the criteria;*
  - *Should be the same for both trades; and,*
  - *Purpose built cabs and saloons should be the same.*

## 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        | 19                     | 5.0          | 10                 | 8.7          |
| Too low         | 87                     | 23.0         | 19                 | 16.5         |
| About right     | 262                    | 69.1         | 74                 | 64.4         |
| None/no opinion | 11                     | 2.9          | 12                 | 10.4         |
| <b>Total</b>    | <b>379</b>             | <b>100.0</b> | <b>115</b>         | <b>100.0</b> |

- 8.2 The majority of hackney carriage respondents (69.1%) considered hackney carriage fares to be 'about right' compared with 64.4% of private hire respondents.

## 9

### Training

#### 9.1

Both trades were asked if they felt that taxi drivers receive enough training before being granted a taxi drivers licence. The majority of both the hackney carriage and private hire trades (66.1% and 72.9% respectively) were of the opinion that training was insufficient.

**Table 9.1 Do you feel drivers receive sufficient training?**

|              | Hackney Carriage Trade |              | Private Hire Trade |            |
|--------------|------------------------|--------------|--------------------|------------|
|              | Frequency              | Percent      | Frequency          | Percent    |
| Yes          | 125                    | 33.9         | 32                 | 27.1       |
| No           | 244                    | 66.1         | 86                 | 72.9       |
| <b>Total</b> | <b>369</b>             | <b>100.0</b> | <b>118</b>         | <b>100</b> |

#### 9.2

Those respondents who stated that they did not think they received sufficient training were then asked what training they would like to see offered to drivers. The results are shown in Table 9.2 below.

**Table 9.2 Opinions related to training (Multiple Response)**

|                      | Hackney Carriage Trade |         | Private Hire Trade |         |
|----------------------|------------------------|---------|--------------------|---------|
|                      | Frequency              | Percent | Frequency          | Percent |
| BTEC/NVQ             | 40                     | 11.2    | 16                 | 18.0    |
| English Language     | 224                    | 62.6    | 82                 | 92.1    |
| Disability Awareness | 100                    | 27.9    | 32                 | 36.0    |
| Knowledge Test       | 179                    | 50.0    | 62                 | 69.7    |
| Customer Care        | 161                    | 45.0    | 68                 | 76.4    |
| Driving Ability Test | 168                    | 46.9    | 54                 | 60.7    |
| Other                | 34                     | 9.5     | 6                  | 6.7     |

#### 9.3

The majority of the hackney carriage trade (92.1%) felt that English language is the most important training they would like to see offered to drivers as did 62.6% of private hire respondents. The next most popular training requests were a knowledge test, customer care and a driving ability test.

#### 9.4

Of those that stated other training, the most common suggestions were rules of the trade, etiquette towards others and a more comprehensive knowledge test.

#### 9.5

Respondents were then asked whether the training should be compulsory or voluntary. Of those who answered this question, some 98.8% of the private hire trade said that the training should be compulsory as did 96.6% of the hackney carriage trade. The results are shown in Table 9.3.

**Table 9.3** Should this training be compulsory or voluntary?

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Compulsory   | 227                    | 96.6         | 83                 | 98.8         |
| Voluntary    | 8                      | 3.4          | 1                  | 1.2          |
| <b>Total</b> | <b>235</b>             | <b>100.0</b> | <b>84</b>          | <b>100.0</b> |

**10 Taxi Market in Brighton & Hove**

10.1 Members of both trades were asked if they were aware that Brighton & Hove City Council enforces a numerical limit of 523 on the number of hackney carriage vehicle licences in the city. The results are outlined in Table 10.1.

**Table 10.1** Were you aware that there is a numerical limit on the number of hackney carriage vehicle licences in Brighton & Hove?

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 292                    | 77.5         | 77                 | 65.3         |
| No           | 85                     | 22.5         | 41                 | 34.7         |
| <b>Total</b> | <b>377</b>             | <b>100.0</b> | <b>118</b>         | <b>100.0</b> |

10.2 The majority of the respondents were aware about the numerical limit, with 77.5% of the hackney respondents and 65.3% of the private hire respondents answering positively.

10.3 Members of both trades were asked whether they consider there are sufficient hackney carriages to meet the current level of demand in Brighton & Hove. 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 Brighton & Hove?

|                                       | Hackney Carriage Trade |              | Private Hire Trade |              |
|---------------------------------------|------------------------|--------------|--------------------|--------------|
|                                       | Frequency              | Percent      | Frequency          | Percent      |
| Yes, there are too many               | 283                    | 74.5         | 53                 | 46.1         |
| Yes, there are sufficient             | 71                     | 18.7         | 26                 | 22.6         |
| No, not during all periods of the day | 18                     | 4.7          | 22                 | 19.1         |
| No Opinion                            | 5                      | 1.3          | 7                  | 6.1          |
| Don't Know                            | 3                      | 0.8          | 7                  | 6.1          |
| <b>Total</b>                          | <b>380</b>             | <b>100.0</b> | <b>115</b>         | <b>100.0</b> |

10.4 Almost three quarters of respondents from the hackney carriage trade (74.5%) consider there to be too many hackney carriages to meet the demand, compared to 46.1% of private hire drivers. 18.7% of hackney carriage respondents and 22.6% of private hire respondents feel that there are sufficient taxis.

10.5 Those Respondents who stated that there were insufficient hackney carriages to meet demand were asked when more hackney carriages were required in Brighton & Hove, Table 10.3 shows the results.

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

|                          | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------------------|------------------------|--------------|--------------------|--------------|
|                          | Frequency              | Percent      | Frequency          | Percent      |
| During the daytime       | 0                      | 0.0          | 1                  | 4.8          |
| During the evening/night | 11                     | 68.8         | 13                 | 61.9         |
| All day and night        | 5                      | 31.2         | 7                  | 33.3         |
| <b>Total</b>             | <b>16</b>              | <b>100.0</b> | <b>21</b>          | <b>100.0</b> |

10.6 The majority of private hire respondents (61.9%) and hackney carriage respondents (68.8%) stated that more were required during the evening/night.

10.7 All respondents were asked to state how many hackney carriages there should be in the fleet in Brighton & Hove. The results are detailed in Table 10.4.

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

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Under 523    | 213                    | 73.0         | 34                 | 55.7         |
| 523          | 55                     | 18.8         | 10                 | 16.4         |
| Over 523     | 24                     | 8.2          | 17                 | 27.9         |
| <b>Total</b> | <b>292</b>             | <b>100.0</b> | <b>61</b>          | <b>100.0</b> |

10.8 Of those drivers who responded, 73.0% of the hackney carriage trade and 55.7% of private hire respondents felt that the fleet size should be less than the present number, with 8.2% of the hackney carriage trade and 27.9% of the private hire trade believing that the fleet side should be larger than the present number.

10.9 The average size of Hackney Carriage fleet considered for Brighton & Hove was 484 for the hackney carriage trade compared with 515 cited by the private hire trade.

- 10.10 All respondents were asked to state if they thought that Brighton & Hove City Council should remove the numerical limit on the number of hackney carriage vehicle licences. The responses are detailed in Table 10.5.

**Table 10.5 Opinion on Removing Current Limit on Number of Hackney Licences**

|              | Hackney Carriage Trade |              | Private Hire Trade |              |
|--------------|------------------------|--------------|--------------------|--------------|
|              | Frequency              | Percent      | Frequency          | Percent      |
| Yes          | 34                     | 9.1          | 34                 | 30.1         |
| No           | 327                    | 87.2         | 66                 | 58.4         |
| No opinion   | 14                     | 3.7          | 13                 | 11.5         |
| <b>Total</b> | <b>375</b>             | <b>100.0</b> | <b>113</b>         | <b>100.0</b> |

- 10.11 The majority of respondents from the hackney carriage trade (87.2%) felt that the numerical limit should not be removed, in comparison to 58.4% of private hire respondents. Some 9.1 of hackney carriage respondents wish for the limit to be removed, as do 30.1% of the private hire trade.

- 10.12 Views were sought regarding the likely impact on a series of factors if Brighton & Hove City Council were to remove the existing limit on hackney carriage licences. The findings are summarised below and presented in Table 10.6.

Congestion

- 10.13 Some 82.7% of respondents from the hackney carriage trade felt congestion would increase, compared with 46.2% of the private hire trade who felt this would be the case.

Fares

- 10.14 Some 23.8% of hackney carriage respondents considered that there would be an increase in fares following de-restriction, compared with 18.9% of the private hire trade.

Passenger Waiting Times

- 10.15 The majority of respondents from both trades believed that passenger waiting times at ranks, when flagged or when booked by telephone, would decrease or not be affected.

Vehicle Quality

- 10.16 The majority of hackney carriage respondents believe that hackney carriage and private hire vehicle quality would decrease, whereas the majority of private hire respondents believe that there would be no effect.

Effectiveness of Enforcement

- 10.17 With regard to effectiveness of enforcement, 67.4% of the hackney carriage trade were of the opinion that removing existing licence restrictions would result in a decrease, with 40.6% of the private hire trade being of the same opinion.
- 10.18 Illegal Plying for Hire  
In terms of illegal plying for hire by private hire vehicles, 54.7% of the hackney carriage trade were of the opinion that a change in licence restriction conditions would increase this activity, compared to only 30.9% of private hire drivers. Some 55.1% of the hackney carriage trade felt that illegal plying for hire by unlicensed vehicles would increase compared with 37.7% of the private hire trade.
- 10.19 Over Ranking  
Both the hackney carriage and private hire trade felt over ranking would increase, with a response rate of 89.2% and 69.7% respectively.
- 10.20 Customer Satisfaction  
10% of hackney carriage drivers were of the opinion that customer satisfaction would increase as a result of the removal of the licence limit, compared to 34.9% of the private hire trade.

**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                     | 82.7                   | 15.6      | 1.6      | 46.2               | 43.4      | 10.4     |
| Fares                                  | 23.8                   | 51.3      | 24.9     | 18.9               | 64.2      | 17.0     |
| Passenger waiting times at ranks       | 6.0                    | 74.8      | 19.2     | 3.8                | 41.5      | 54.7     |
| Passenger waiting time when            | 5.2                    | 71.1      | 23.6     | 4.6                | 39.4      | 56.0     |
| Passenger waiting time by telephone    | 13.7                   | 69.2      | 17.2     | 9.5                | 55.2      | 35.2     |
| Hackney carriage vehicle quality       | 6.1                    | 27.8      | 66.1     | 4.7                | 57.0      | 38.3     |
| Private hire vehicle quality           | 5.8                    | 30.1      | 64.0     | 8.3                | 58.7      | 33.0     |
| Effectiveness of enforcement           | 9.1                    | 23.5      | 67.4     | 8.5                | 50.9      | 40.6     |
| Illegal plying for hire – private hire | 54.7                   | 26.1      | 19.2     | 30.9               | 38.2      | 30.9     |
| Illegal plying for hire – unlicensed   | 55.1                   | 31.5      | 13.4     | 37.7               | 39.6      | 22.6     |
| Over ranking                           | 89.2                   | 6.8       | 4.1      | 69.7               | 22.0      | 8.3      |
| Customer satisfaction                  | 10.0                   | 40.2      | 49.9     | 34.9               | 41.3      | 23.9     |

10.21

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 84.9% of hackney carriage respondents strongly agree or agree with the statement that there is not enough work to support the current number of hackney carriages as do 57.2% of private hire trade.

**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          | 19                     | 5.2          | 14                 | 13.3         |
| Disagree                   | 12                     | 3.3          | 11                 | 10.5         |
| Neither agree nor disagree | 24                     | 6.6          | 20                 | 19.0         |
| Agree                      | 88                     | 24.0         | 24                 | 22.9         |
| Strongly agree             | 223                    | 60.9         | 36                 | 34.3         |
| <b>Total</b>               | <b>366</b>             | <b>100.0</b> | <b>105</b>         | <b>100.0</b> |

10.22

Some of the most common responses to the statement were:

- *Hackney Carriage drivers wait up to 1 hour for a job;*
- *Too many taxis at present; and,*
- *Ranks are full of taxis all of the time.*

10.23

The survey then asked opinions of the following statement; ***“Removing the limit on the number of hackney carriages in Brighton & Hove would benefit the public by reducing waiting times at ranks”***. The results in Table 10.8 shows that 74.4% of hackney carriage drivers strongly disagreed or disagreed that removing the limit on the number of hackney carriages in Brighton & Hove would benefit the public by reducing waiting times at ranks compared to 48.6% of Private Hire respondents.

**Table 10.8**

**Opinion of: “Removing the limit on the number of hackney carriages in Brighton & Hove would benefit the public by reducing waiting times at ranks”**

|                            | Hackney Carriage Trade |         | Private Hire Trade |         |
|----------------------------|------------------------|---------|--------------------|---------|
|                            | Frequency              | Percent | Frequency          | Percent |
| Strongly disagree          | 193                    | 54.8    | 30                 | 28.6    |
| Disagree                   | 69                     | 19.6    | 21                 | 20.0    |
| Neither agree nor disagree | 27                     | 7.7     | 11                 | 10.5    |



|                |            |              |            |              |
|----------------|------------|--------------|------------|--------------|
| Agree          | 29         | 8.2          | 20         | 19.0         |
| Strongly agree | 34         | 9.7          | 23         | 21.9         |
| <b>Total</b>   | <b>352</b> | <b>100.0</b> | <b>105</b> | <b>100.0</b> |

10.24 Some of the most common responses to the statement were:

- *Ranks are always full of taxis; and*
- *Customers do not have to wait at ranks.*

10.25 The survey then asked opinions of the following statement; ***“There are special circumstances in Brighton & Hove that make the retention of the numerical limit essential”***. The results in Table 10.9 show that 75.8% of hackney carriage trade agree or strongly agree that there are special circumstances in Brighton & Hove that make the retention of the numerical limit essential compared to 43.5% of private hire respondents.

**Table 10.9** Opinion of: ***“There are special circumstances in Brighton & Hove that make the retention of the numerical limit essential”***

|                            | Hackney Carriage Trade |              | Private Hire Trade |              |
|----------------------------|------------------------|--------------|--------------------|--------------|
|                            | Frequency              | Percent      | Frequency          | Percent      |
| Strongly disagree          | 36                     | 10.9         | 29                 | 28.7         |
| Disagree                   | 16                     | 4.8          | 11                 | 10.9         |
| Neither agree nor disagree | 28                     | 8.5          | 17                 | 16.8         |
| Agree                      | 61                     | 18.4         | 16                 | 15.8         |
| Strongly agree             | 190                    | 57.4         | 28                 | 27.7         |
| <b>Total</b>               | <b>331</b>             | <b>100.0</b> | <b>101</b>         | <b>100.0</b> |

10.26 Some of the most common responses to the statement were:

- *Seasonal trade;*
- *To maintain a good quality of service; and,*
- *Too many taxis already.*

10.27 Finally the trade were asked what effect they thought it would have on them if the authority removed the numerical limit. The results show in table 10.10 that 70.1% of hackney carriage responses cited they would work more hours if the numerical limit of hackney carriages was removed. In contrast 33.3% of private hire drivers said they would not change if the limit was removed, and 49.1% said they would work more hours. Some 40.7% of hackney carriage

respondents would leave the trade, as would 14.9% of private hire respondents. Some 42.1% of private hire respondents would switch from private hire to hackney carriage.

10.28

Of those respondents who stated another effect de-restriction would have, the main concern for hackney carriage drivers was financial.

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

|                                             | Hackney Carriage Trade |         | Private Hire Trade |         |
|---------------------------------------------|------------------------|---------|--------------------|---------|
|                                             | Frequency              | Percent | Frequency          | Percent |
| I would continue as normal                  | 47                     | 12.3    | 38                 | 33.3    |
| I would expect to work more hours           | 267                    | 70.1    | 56                 | 49.1    |
| I would expect to work fewer hours          | 6                      | 1.6     | 0                  | 0.0     |
| I would acquire a hackney carriage licence  | 24                     | 6.3     | 36                 | 31.6    |
| I would acquire multiple hackney carriage   | 14                     | 3.7     | 6                  | 5.3     |
| I would switch from hackney to private hire | 12                     | 3.1     | 1                  | 0.9     |
| I would switch from private hire to hackney | 7                      | 1.8     | 48                 | 42.1    |
| I would leave the trade                     | 155                    | 40.7    | 17                 | 14.9    |
| Other                                       | 34                     | 8.9     | 4                  | 3.5     |