

<b>Q1. Have you used a taxi in the Northampton area in the last 3 months?</b>		<b>NORTHAMPTON</b>	
YES		142	75%
NO		47	25%
<b>TOTAL</b>		<b>189</b>	<b>100%</b>

<b>Q2. How often do you use a taxi within the area?</b>		<b>NORTHAMPTON</b>	
ALMOST DAILY		13	7%
ONCE A WEEK		43	23%
A FEW TIMES A WEEK		35	19%
ONCE A MONTH		24	13%
LESS THAN ONCE A MONTH		70	38%
<b>TOTAL</b>		<b>185</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>3.0</b>
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<b>Q3. How do you normally get a taxi within this area?</b>		<b>NORTHAMPTON</b>	
AT A TAXI RANK		120	45%
HAIL IN THE STREET		1	0%
TELEPHONE A COMPANY		93	35%
USE A FREEPHONE		0	0%
USE MY MOBILE OR SMART PHONE		47	18%
USE AN APP (WHICH?)		1	0%
OTHER (BOOK FROM OFFICE)		3	1%
<b>TOTAL</b>		<b>265</b>	<b>100%</b>

<b>Q4. If you book a taxi by phone, please tell me the three companies you phone the most?</b>		<b>NORTHAMPTON</b>	
BOUNDS		126	38%
ECO CARS		52	16%
AMBER		40	12%
MAYFAIR		29	9%
CROSSTOWN		15	4%
NORTHAMPTON TAXIS		14	4%
COUNTY CARS		13	4%
K CARS		13	4%
SKY CARS		13	4%
ACE		12	4%
A1 CARS		1	0%
ASSISTED TRAVEL		1	0%
EASY CARS		1	0%

LEE CARS	1	0%
PHOENIX	1	0%
TAKE 6	1	0%
UBER	1	0%
WEST BRIDGE	1	0%
<b>TOTAL</b>	<b>335</b>	<b>100%</b>

<b>Q5. How often do you use a Hackney Carriage within the Northampton area?</b>	<b>NORTHAMPTON</b>	
ALMOST DAILY	1	1%
ONCE A WEEK	11	6%
A FEW TIMES A MONTH	12	7%
ONCE A MONTH	18	10%
LESS THAN ONCE A MONTH	53	29%
CANT REMEMBER THE LAST TIME I USED A HACKNEY	76	42%
CANT REMEMBER THE LAST TIME I SAW A HACKNEY C	9	5%
<b>TOTAL</b>	<b>180</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>0.7</b>
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<b>Q6. Please tell me the ranks you are aware of in the Northampton area?</b>	<b>NORTHAMPTON</b>	
STATION	130	40%
MERCERS ROW	42	13%
MARKET SQUARE	16	5%
MARKET	8	2%
MARKET STREET	2	1%
ALL SAINTS CHURCH	12	4%
SHOPPING CENTRE	12	4%
TOWN CENTRE	12	4%
NANDOS RANK	6	2%
CHURCH	1	0%
BUS STATION	40	12%
NEW BUS STATION	2	1%
GEORGE ROW	9	3%
WESTON FAVELL	5	2%
BRIDGE STREET	6	2%
DRAPERY	4	1%
DRYLEYS	2	1%
LADYS LANE	2	1%
NN3	2	1%

ABINGTON SQUARE	1	0%
ASDA	1	0%
BUS STOP	1	0%
COUNCIL OFFICES	1	0%
ECO CARS	1	0%
FERNANDOS	1	0%
GOLD STREET	1	0%
MERSEY ROAD	1	0%
MONARCH ROAD	1	0%
SNOOKER CLUB	1	0%
WELLING ROAD	1	0%
<b>TOTAL</b>	<b>324</b>	<b>100%</b>

<b>Q7. Please tell me where you would like to see a rank in the area?</b>	<b>NORTHAMPTON</b>	
KINGSTHORPE	4	15%
WESTON FAVELL	4	15%
NORTHAMPTON HOSPITAL	3	12%
OLD BUS STATION	3	12%
WELLINBOROUGH ROAD	2	8%
ST JAMES	2	8%
ABINGTON STREET	1	4%
DRAPERY	1	4%
HOSPITAL	1	4%
MARKET SQUARE	1	4%
NEW BUS STATION	1	4%
SIXFIELDS FOOTBAL CLUB	1	4%
SOL CENTRAL	1	4%
UNIVERSITY	1	4%
<b>TOTAL</b>	<b>26</b>	<b>100%</b>

<b>Q8. Have you ever had any problems with the local Hackney Carriage service?</b>	<b>NORTHAMPTON</b>	
DESIGN OF VEHICLES	4	5%
DRIVER ISSUES	11	14%
POSITION OF RANKS	15	19%
DELAY IN GETTING A TAXI	37	46%
CLEANLINESS	8	10%
OTHER PROBLEMS	6	7%
<b>TOTAL</b>	<b>81</b>	<b>100%</b>

<b>Q9. Can you get a Hackney Carriage in the Northampton area when you need one?</b>	<b>NORTHAMPTON</b>	
YES IN THE DAY TIME	72	38%
YES AT NIGHT	49	26%
YES IF I PHONE FOR ONE	59	31%
ONLY FROM NORTHAMPTON TOWN CENTRE	3	2%
NO NEVER	7	4%
<b>TOTAL</b>	<b>190</b>	<b>100%</b>

<b>Q10. What would encourage you to use Hackney Carriages, or use them more often in the Northampton area?</b>	<b>NORTHAMPTON</b>	
BETTER VEHICLES	42	21%
MORE HACKNEYS CARRIAGES I CAN PHONE FOR	11	5%
BETTER DRIVERS	31	15%
MORE HACKNEY CARRIAGES I CAN HAIL IN THE STREET	28	14%
BETTER LOCATED RANKS	8	4%
OTHER (CHEAPER FARES)	82	41%
<b>TOTAL</b>	<b>202</b>	<b>100%</b>

<b>Q11. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?</b>	<b>NORTHAMPTON</b>	
NO	153	91%
YES: I NEED A WAV	12	7%
YES: SOMEONE I KNOW NEEDS A WAV	2	1%
YES: I NEED AN ADAPTED VEHICLE, BUT NOT A WAV	0	0%
YES: SOMEONE I KNOW NEEDS AN ADAPTED VEHICLE	2	1%
YES: OTHER	0	0%
<b>TOTAL</b>	<b>169</b>	<b>100%</b>

<b>Q12. Have you ever give up waiting for a Hackney Carriage at a rank in the Northampton area?</b>	<b>NORTHAMPTON</b>	
NO	153	90%
YES	17	10%
<b>TOTAL</b>	<b>170</b>	<b>100%</b>

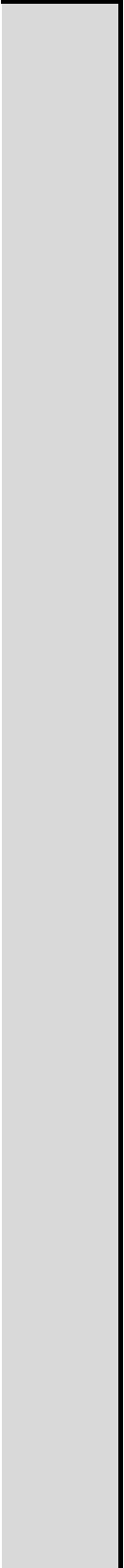
<b>Q13. Do you have regular access to a car?</b>	<b>NORTHAMPTON</b>	
YES	117	63%
NO	69	37%
<b>TOTAL</b>	<b>186</b>	<b>100%</b>

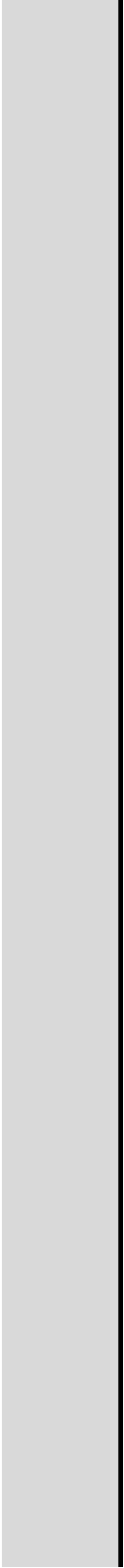
<b>Q14. Do you think people in Northampton who have disabilities, get a good service from Hackney Carriages vehicles and drivers?</b>	<b>NORTHAMPTON</b>	
YES	109	67%
NO	21	13%
DON'T KNOW	33	20%
<b>TOTAL</b>	<b>163</b>	<b>100%</b>

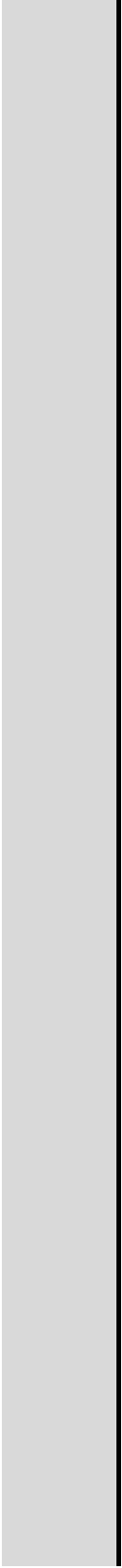
<b>Q15. Do you live in the area?</b>	<b>NORTHAMPTON</b>	
YES	172	91%
NO	17	9%
<b>TOTAL</b>	<b>189</b>	<b>100%</b>

<b>Q16. Gender?</b>	<b>NORTHAMPTON</b>	
MALE	76	40%
FEMALE	113	60%
<b>TOTAL</b>	<b>189</b>	<b>100%</b>

Q17. Age?	NORTHAMPTON	
UNDER 30	62	33%
31 - 55	68	36%
OVER 55	58	31%
<b>TOTAL</b>	<b>188</b>	<b>100%</b>









<b>Census</b>
49%
51%

<b>Census</b>
25%
44%
31%