



To all those involved with the licensed vehicle (hackney carriage and private hire) trade in the Preston City Council Licensing area. Independent Trade involvement research to comply with Department for Transport (DfT) Best Practice Guidance document (BPG).

In order that Preston City Council can maintain its present limitation policy of the number of hackney carriage vehicle licences it issues, the Council must carry out a regular survey into the level of service provided by the hackney carriage trade in this area. This is known as an unmet demand survey.

LVSA have been instructed to undertake the 2022 survey. In order for LVSA to understand the current situation we are asking all members of the taxi and private hire trade to respond to this questionnaire. These trade consultations and your specific opinions are important to our review. We need to hear from as many of you as possible in order to take into account your views and experiences of the taxi service as providers of this service to the area. This is your opportunity to express your views to an independent body. All our questions are designed to obtain the responses we need to complete as thorough an investigation as is practicable in assessing what the future might hold for licensed vehicle services in Preston City. If you have recently chosen not to be part of the licensed vehicle trade in the future, or are planning to cease your involvement, we would still like to know your current thoughts. **We are particularly interested to speak further with anyone who wishes to give us further detail as to why they have or are planning to leave the industry (please see Q19).** If you are aware of others that have not been contacted who have done this, please pass this questionnaire to them.

We are looking for as many completed questionnaires / responses as possible to include in our report. Please preferably fill in on-line, by written submission to the address above by letter or email, or by a telephone discussion (please leave a message with the office on 01772 251400 giving contact details). Please note that we are not able to answer any detailed questions you may have about the review but do strongly wish to hear your views and opinions. These will be summarised and included in our report in a manner that should not identify any individual. If you write or call on behalf of more than one driver, please let us know how many people you are representing. Please preferably put your request in writing (or email) as soon as possible. We would appreciate responses as soon as possible, but certainly no later than arriving with us by **Monday 27th June 2022 at 17:00.** Thanks in anticipation. Please complete on line at : www.ctstraffic.co.uk/preston22 or return by post to **ARRIVE NO LATER THAN MONDAY 27 JUNE 2022 at 17:00** to:

Preston City Unmet Demand Review 2022, CTS Traffic and Transportation, Unit 14 Aqueduct Mill, Aqueduct Street, PRESTON, PR1 7JN or by email to: traderesponse@ctstraffic.co.uk

Please add other comments on separate paper or by email or in the on-line boxes provided

PLEASE answer all questions. PLEASE feel free to pass this form or the link to others in the trade. If a question does not apply to you, please mark "N/A" (not applicable)

Council:		Preston	Please tick the relevant box
Your driver, vehicle or operator licence number (for validation):			
Q1 What is your current level of involvement in the licensed vehicle trade?	<i>Licensed vehicle trade is my only or main source of income</i>		
	<i>I am working part time in the licensed vehicle trade; I have no other source of income.</i>		
	<i>I am working part time in the licensed vehicle trade; I have other additional source(s) of income.</i>		
	<i>I am not currently working in the licensed vehicle trade, but I intend to return to the trade once demand increases.</i>		
	<i>I am not currently working in the licensed vehicle trade and do not intend to return to the trade.</i>		
Q2 Which kind of licensed vehicle do you drive or operate?	<i>Hackney carriage</i>		1
	<i>Private Hire</i>		2
	<i>Drive both hcv and phv</i>		3
	<i>Don't drive</i>		4
Q3 How long have you been driving or operating a licensed vehicle in Preston?	<i>Number of years</i>		
Q4 Which kind of work do you normally undertake?	<i>Immediate hire, ranks</i>		
	<i>Immediate hire, bookings</i>		
	<i>Advanced hire work</i>		
	<i>Chauffeur or corporate</i>		
	<i>Contracts (state which)</i>		
Q5 How often do you get a customer needing to travel in a wheelchair in your vehicle? Please tell us the frequency, for example, daily, once a month, once a year, never?	<i>From a rank</i>		
	<i>From a booking</i>		
	<i>As part of a contract</i>		
Q6 How often do you get a customer who is a wheelchair user who asks you to help them transfer and store their chair within your vehicle?	<i>From a rank</i>		
	<i>From a booking</i>		
	<i>As part of a contract</i>		
Q7 Are you aware of any drivers that have given up due to COVID-19 impact on the industry? If yes how many?	Yes How many?:		No
Q8 What impacts has COVID-19 had on your business or the business you work for?			
Q9 How do you think your business / the business you work for will change moving forward?			
Q10 If you are no longer involved in the licensed vehicle trade, and you would be willing to talk to us further about why, please give a contact email or other contact details. Please then feel free to answer any further questions where relevant.			
Thinking about a typical recent week, from Monday morning to Sunday evening:			
Q11 How many days did you work?			

Q12 In total, how many hours did you work?									
Q13 Please tick the boxes for periods you worked over the last week	Hours of day	M	Tu	W	Th	F	Sa	Su	
	0500-1300								
	1300-2000								
	2000-2330								
	2330-0500								
Q14 What issues affect your choice of shifts? (please write in)									
Q15 Do you own and drive your own vehicle?	Yes				No				
Q16 Does anyone else drive the vehicle you drive at any time?	Yes				No				
	<i>If Yes, when?</i>								
	<i>If no, has this changed from pre-COVID?</i>								
Q17 Do you accept any pre-bookings, and if so, how	Yes				No				
	<i>If Yes, how?</i>								
Q18 Which are the ranks you serve most frequently (if relevant)? (please give up to three)									
Q19 By which methods do you pick up passengers? (assume all your work totals 100 jobs, if three quarters are from rank and a quarter from hailing you would put 0,75,25,0,0)	Phone bookings								%
	Rank pick-ups								%
	Hailing on street								%
	School contracts								%
	Other (write in)								
Q20 Compared to three years' ago what is the difference in the number of fare paying trips you are making FROM RANKS ? (please give a percentage change)	More in 2022								%
	About the same								
	Less in 2022								%
	Other comment:								
Q21 Compared to three years' ago what is the difference in the number of fare paying trips you are making FROM BOOKINGS ? (please give a percentage change)	More in 2022								%
	About the same								
	Less in 2022								%
	Other comment:								
Q22 Do you consider there are enough hackney carriages licensed in Preston NOW?	Yes				No				
Q23 How do you think having a limit on vehicle numbers benefits the public?									
Please feel free to add any further questions or comments.									
Thank You for your response.									