

Q1. Have you used a taxi in this area in the past 3 months?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
Yes	24	16%	8	16%	24	16%	56	16%
No	126	84%	42	84%	126	84%	294	84%
Total	150	100%	50	100%	150	100%	350	100%

Q2: How often do you use a taxi within the Brighton and Hove area?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
3 or more times a week	2	7%	0	0%	2	6%	4	5%
once or twice a week	7	23%	1	9%	7	21%	15	20%
less than 1/week, but more than 2/month	1	3%	0	0%	1	3%	2	3%
once or twice a month	7	23%	3	27%	7	21%	17	23%
less than 1/month, but more than 2/year	5	17%	1	9%	5	15%	11	15%
once or twice a year	0	0%	3	27%	3	9%	6	8%
never	8	27%	3	27%	8	24%	19	26%
Total	30	100%	11	100%	33	100%	74	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1

Resulting estimate of trips per person per month	0.53	0.15	0.53	0.49
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Q3a: How do you normally get a taxi within the Brighton and Hove area?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
Telephone a company	10	37%	5	56%	10	37%	25	40%
At a Taxi rank	8	30%	4	44%	8	30%	20	32%
use an app	6	22%	0	0%	6	22%	12	19%
Hail in the street	2	7%	0	0%	2	7%	4	6%
Use a Freephone	1	4%	0	0%	1	4%	2	3%
Other	0	0%	0	0%	0	0%	0	0%
Total	27	100%	9	100%	27	100%	63	100%

Q3b: If you indicated 'Other' to Q3a, please specify?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
HUSBAND DRIVES A TAXI	0	0%	0	0%	1	100%	1	100%
Total	0	0%	0	0%	1	100%	1	100%

Q4. If you book a taxi by phone, please tell us the three companies you phone most?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
STREAMLINE	6	50%	3	60%	10	45%	19	49%
RADIO CABS	2	17%	2	40%	3	14%	7	18%
UBER	2	17%	0	0%	3	14%	5	13%
BRIGHTON AND HOVE	1	8%	0	0%	0	0%	1	3%
CITY CABS	1	8%	0	0%	0	0%	1	3%
404040	0	0%	0	0%	1	5%	1	3%
581 TRAVEL	0	0%	0	0%	1	5%	1	3%
BRIGHTON TAXIS	0	0%	0	0%	1	5%	1	3%
BRIGHTONS	0	0%	0	0%	1	5%	1	3%
SOUTHERN	0	0%	0	0%	1	5%	1	3%
TESCO FREEPHONE	0	0%	0	0%	1	5%	1	3%
Total	12	100%	5	100%	22	100%	39	100%

Q5. How often do you use a hackney carriage within the Brighton and Hove area?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
3 OR MORE TIMES A WEEK	0	0%	0	0%	0	0%	0	0%
ONCE OR TWICE A WEEK	3	17%	1	14%	3	17%	7	16%
LESS THAN 1/WEEK, BUT MORE THAN 2/MONTH	4	22%	0	0%	4	22%	8	19%
ONCE OR TWICE A MONTH	5	28%	2	29%	5	28%	12	28%
LESS THAN 1/MONTH, BUT MORE THAN 2/YEAR	1	6%	1	14%	1	6%	3	7%
ONCE OR TWICE A YEAR	1	6%	2	29%	1	6%	4	9%
HACKNEY CARRIAGE IN THIS AREA	4	22%	1	14%	4	22%	9	21%
	0	0%	0	0%	0	0%	0	0%
Total	18	100%	7	100%	18	100%	43	100%

3 OR MORE TIMES A WEEK	20
ONCE OR TWICE A WEEK	4
LESS THAN 1/WEEK, BUT MORE THAN 2/MONTH	2
ONCE OR TWICE A MONTH	1
LESS THAN 1/MONTH, BUT MORE THAN 2/YEAR	1

licensed vehicles	0.53	0.15	0.53	0.49
hackney carriage	0.17	0.13	0.17	0.16
Proportion of total lv trips by hcv	32%	87%	32%	34%

Q6a. Please tell us the ranks you are aware in the Brighton and Hove area, and for each if you use them?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
	BRIGHTON STATION	6	19%	7	64%	1	8%	14
TRAIN STATION	1	3%	0	0%	0	0%	1	2%
CHURCHILL SQUARE	6	19%	0	0%	0	0%	6	11%
QUEENS SQUARE	2	6%	0	0%	0	0%	2	4%
CLOCK TOWER	1	3%	0	0%	0	0%	1	2%
GEORGE STREET HOVE	0	0%	0	0%	5	38%	5	9%
NORTH STREET	1	3%	1	9%	2	15%	4	7%
EAST STREET	3	10%	0	0%	0	0%	3	5%
HOVE STATION	1	3%	0	0%	2	15%	3	5%
BRIGHTON PIER	1	3%	0	0%	1	8%	2	4%
LONDON ROAD	2	6%	0	0%	0	0%	2	4%
WEST STREET	1	3%	0	0%	1	8%	2	4%
PRISM	1	3%	0	0%	0	0%	1	2%
HOSPITAL	1	3%	0	0%	0	0%	1	2%
PALMEIRA SQAURE	1	3%	0	0%	0	0%	1	2%
SEAFRONT	1	3%	0	0%	0	0%	1	2%
SHOPPING CENTRE	1	3%	0	0%	0	0%	1	2%
NORTH SQAURE	1	3%	0	0%	0	0%	1	2%
OLD TOWN HALL	0	0%	1	9%	0	0%	1	2%
PIZZA HUT	0	0%	1	9%	0	0%	1	2%
WESTERN ROAD	0	0%	1	9%	0	0%	1	2%
TOWN CENTRE	0	0%	0	0%	1	8%	1	2%
Total	31	100%	11	100%	13	100%	55	100%

Q6b. If you are aware of a rank in the Brighton and Hove area, please tell us if you use it?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
	Use	20	63%	6	46%	20	63%	46
Don't Use	12	38%	7	54%	12	38%	31	40%
Total	32	100%	13	100%	32	100%	77	100%

Q7. Is there any location in the Brighton and Hove area where you would like to see a rank, and if it was there and vehicles were available, would you use it?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
BRIGHTON PIER	1	20%	0	0%	0	0%	1	33%
CONCORDE	1	20%	0	0%	0	0%	1	33%
LEWIS ROAD	1	20%	0	0%	0	0%	1	33%
LONDON ROAD	1	20%	0	0%	0	0%	1	33%
SEVEN DIALS	1	20%	0	0%	0	0%	1	33%
Total	5	100%	0	0%	0	0%	3	100%

There

Q8a. Have you had any problems with the hackney carriage service in the of Brighton and Hove area?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
VEHICLE CLEANLINESS	0	0%	0	0%	0	0%	0	0%
VEHICLE CONDITION	0	0%	0	0%	0	0%	0	0%
DRIVER HELPFULNESS	1	25%	0	0%	0	0%	1	25%
DRIVER STANDARD OF DRESS	0	0%	0	0%	0	0%	0	0%
DRIVER STANDARD OF HYGIENE	0	0%	0	0%	0	0%	0	0%
DRIVER PROFESSIONALISM	0	0%	0	0%	0	0%	0	0%
DRIVER COMMUNICATION	1	25%	0	0%	0	0%	1	25%
DRIVER KNOWLEDGE OF AREA	0	0%	0	0%	0	0%	0	0%
OTHER	2	50%	0	0%	0	0%	2	50%
Total	4	100%	0	0%	0	0%	4	100%

Q8b. If you indicated 'Other' to Q8a, please specify?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
AGGRESSIVE RACIST DRIVER	1	50%	0	0%	0	#DIV/0!	1	50%
EXPENSIVE	1	50%	0	0%	0	#DIV/0!	1	50%
Total	2	100%	0	0%	0	#DIV/0!	2	100%

Q9a. What would encourage you to use taxis or use them more often in the Brighton and Hove area?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
Better Vehicles	1	6%	0	0%	0	0%	1	4%
More Hackney Carriages I could phone for...	6	38%	0	0%	0	0%	6	24%
Better Drivers	4	25%	0	0%	0	0%	4	16%
at a Rank	0	0%	1	50%	0	0%	1	4%
Other	5	31%	1	50%	7	100%	13	52%
Total	16	100%	2	100%	7	100%	25	100%

Q9b. If you indicated 'Other' to Q9a, please specify?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
CHEAPER FARES	3	60%	1	100%	6	86%	10	77%
AN APP	1	20%	0	0%	0	0%	1	8%
RANK LOCATION	1	20%	0	0%	0	0%	1	8%
LARGER TAXI	0	0%	0	0%	1	14%	1	8%
Total	5	100%	1	100%	7	100%	13	100%

Q10a. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
No	13	87%	7	100%	5	83%	25	89%
Yes. I need a wheelchair accessible vehicle	1	7%	0	0%	1	17%	2	7%
Yes. Someone I know need a (WAV)	0	0%	0	0%	0	0%	0	0%
Yes. I need an adapted vehicle, but not a not a (WAV)	0	0%	0	0%	0	0%	0	0%
Other	1	7%	0	0%	0	0%	1	4%
Total	15	100%	7	100%	6	100%	28	100%

Q11a. Have you ever given up on waiting for a hackney carriage at a rank in the Brighton and Hove	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
YES	5	31%	0	0%	2	29%	7	23%
NO	11	69%	7	100%	5	71%	23	77%
Total	16	100%	7	100%	7	100%	30	100%

Q11b. If you have given up waiting for a taxi in the Brighton and Hove area, please state where?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
HOSPITAL	1	20%	0	0%	0	0%	1	14%
WEST STREET	1	20%	0	0%	0	0%	1	14%
NORTH ROAD	1	20%	0	0%	0	0%	1	14%
PRESTON PARK	1	20%	0	0%	0	0%	1	14%
SEVEN DIALS	1	20%	0	0%	0	0%	1	14%
BRIGHTON PIER	0	0%	0	0%	1	50%	1	14%
TOWN CENTRE	0	0%	0	0%	1	50%	1	14%
Total	5	100%	0	0%	2	100%	7	100%

Q12a. Have you ever given up on waiting for a hackney carriage trying to hail in the street, in the Brighton and Hove area?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
YES	2	13%	0	0%	1	14%	3	10%
NO	13	87%	7	100%	6	86%	26	90%
Total	15	100%	7	100%	7	100%	29	100%

Q12b. If you have given up trying to hail a taxi in the Brighton and Hove area, please state where?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
EAST STREET	1	50%	0	0%	0	0%	1	33%
WEST STREET	1	50%	0	0%	0	0%	1	33%
CHURCHILL SQAURE	0	0%	0	0%	1	100%	1	33%
Total	2	100%	0	0%	1	100%	3	100%

Q13. If you arrived at a rank and there were saloon and WAV available, which would you choose?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
	THE FIRST ONE AVAILABLE	12	75%	6	86%	4	57%	22
SALOON STYLE	3	19%	1	14%	1	14%	5	17%
WHEELCHAIR ACCESIBLE	1	6%	0	0%	2	29%	3	10%
Total	16	100%	7	100%	7	100%	30	100%

Q14. If you chose a vehicle type in Q13 for a specific reason, please tell us why?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
	BECAUSE I NEED A WAV	0	0%	0	0%	1	33%	1
NEED FOR MY SON	1	33%	0	0%	0	0%	1	14%
WAV ARE HIGH AND DANGEROUS	1	33%	0	0%	0	0%	1	14%
LEAVE WAVS FOR THOSE THAT NEED	1	33%	1	100%	1	33%	3	43%
TRAVEL WITH DOG	0	0%	0	0%	1	33%	1	14%
Total	3	100%	1	100%	3	100%	7	100%

and Hove area by hackney carriage, what sort of vehicle was it?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
	SALOON	13	81%	5	71%	5	71%	23
WAV	1	6%	1	14%	2	29%	4	13%
DON'T KNOW	2	13%	1	14%	0	0%	3	10%
OTHER	0	0%	0	0%	0	0%	0	0%
Total	16	100%	7	100%	7	100%	30	100%

Q16a. Do you think there are enough WAV hackney carriages or other adapted vehicles in Brighton and Hove?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
YES	9	64%	6	100%	4	57%	19	70%
NO, NOT ENOUGH AT RANKS	3	21%	0	0%	0	0%	3	11%
NO, NOT ENOUGH I CAN GET BY PHONE	0	0%	0	0%	0	0%	0	0%
NO, NOT ENOUGH THAT SUIT MY REQUIREMENTS	1	7%	0	0%	0	0%	1	4%
ANY OTHER COMMENT ABOUT ACCESSIBILITY.	1	7%	0	0%	3	43%	4	15%
Total	14	100%	6	100%	7	100%	27	100%

Q16b. If you have a comment about accessibility, please record it here?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
LACK OF	1	100%	0	0%	0	0%	1	25%
DON'T KNOW	0	0%	0	0%	3	100%	3	75%
Total	1	100%	0	0%	3	100%	4	100%

Q17. Are there enough hackney carriages in Brighton and Hove?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
Yes	13	81%	7	100%	7	100%	27	90%
No	3	19%	0	0%	0	0%	3	10%
Total	16	100%	7	100%	7	100%	30	100%

Q18. Do you have regular access to a car?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
YES	73	50%	23	46%	43	49%	139	49%
NO	74	50%	27	54%	44	51%	145	51%
Total	147	100%	50	100%	87	100%	284	100%

Q19. Do you live in the area?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
YES	107	72%	18	36%	91	91%	216	72%
NO	42	28%	32	64%	9	9%	83	28%
Total	149	100%	50	100%	100	100%	299	100%

Q6a. If you indicated that you do not live in the area, please provide your postcode?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total	
BN9	3	8%	1	3%	1	8%	5	7%
BN10	1	3%	2	6%	1	8%	4	5%
BN23	0	0%	2	6%	1	8%	3	4%
LONDON	1	3%	2	6%	0	0%	3	4%
OVERSEAS	2	6%	0	0%	0	0%	2	3%
BN7	2	6%	0	0%	0	0%	2	3%
BN13	0	0%	1	3%	1	8%	2	3%
BN18	1	3%	1	3%	0	0%	2	3%
RH16	0	0%	2	6%	0	0%	2	3%
TN2	2	6%	0	0%	0	0%	2	3%
BN14	1	3%	0	0%	0	0%	1	1%
BN15	1	3%	0	0%	0	0%	1	1%
BN21	1	3%	0	0%	0	0%	1	1%
BN27	1	3%	0	0%	0	0%	1	1%
BN8	1	3%	0	0%	0	0%	1	1%
CR0	1	3%	0	0%	0	0%	1	1%
CR3	1	3%	0	0%	0	0%	1	1%
CT16	1	3%	0	0%	0	0%	1	1%
CV32	1	3%	0	0%	0	0%	1	1%
HAILSHAM	1	3%	0	0%	0	0%	1	1%
PN	1	3%	0	0%	0	0%	1	1%
PO31	1	3%	0	0%	0	0%	1	1%
PO4	1	3%	0	0%	0	0%	1	1%
RH13	1	3%	0	0%	0	0%	1	1%
RH15	1	3%	0	0%	0	0%	1	1%
RH6	1	3%	0	0%	0	0%	1	1%

RH7	1	3%	0	0%	0	0%	1	1%
SO17	1	3%	0	0%	0	0%	1	1%
SO22	1	3%	0	0%	0	0%	1	1%
SE1	1	3%	0	0%	0	0%	1	1%
SHOREDITCH HIGH STREET	1	3%	0	0%	0	0%	1	1%
SW4	1	3%	0	0%	0	0%	1	1%
TN21	1	3%	0	0%	0	0%	1	1%
TN22	1	3%	0	0%	0	0%	1	1%
TN40	1	3%	0	0%	0	0%	1	1%
TW1	1	3%	0	0%	0	0%	1	1%
ZAMBIA	1	3%	0	0%	0	0%	1	1%
BN6	0	0%	1	3%	0	0%	1	1%
BT7	0	0%	1	3%	0	0%	1	1%
CARDIFF	0	0%	1	3%	0	0%	1	1%
E12	0	0%	1	3%	0	0%	1	1%
E13	0	0%	1	3%	0	0%	1	1%
ESSEX	0	0%	1	3%	0	0%	1	1%
FRANCE	0	0%	1	3%	0	0%	1	1%
HA9	0	0%	1	3%	0	0%	1	1%
HD8	0	0%	1	3%	0	0%	1	1%
LE4	0	0%	1	3%	0	0%	1	1%
LE9	0	0%	1	3%	0	0%	1	1%
NG7	0	0%	1	3%	0	0%	1	1%
NR19	0	0%	1	3%	0	0%	1	1%
OX11	0	0%	1	3%	0	0%	1	1%
PO21	0	0%	1	3%	0	0%	1	1%
SA5	0	0%	1	3%	0	0%	1	1%
SM1	0	0%	1	3%	0	0%	1	1%
SWEDEN	0	0%	1	3%	0	0%	1	1%
TN11	0	0%	1	3%	0	0%	1	1%
TN38	0	0%	1	3%	0	0%	1	1%
WS12	0	0%	1	3%	0	0%	1	1%
DA15	0	0%	0	0%	1	8%	1	1%

PO8	0	0%	0	0%	1	8%	1	1%
SW6	0	0%	0	0%	1	8%	1	1%
WORTHING	0	0%	0	0%	1	8%	1	1%
Total	36	100%	31	100%	7	54%	74	100%

Q20. Gender?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total		Census
MALE	65	43%	27	54%	60	61%	152	51%	51%
FEMALE	85	57%	23	46%	39	39%	147	49%	49%
Total	150	100%	50	100%	99	100%	299	100%	

Q21. Which age bracket do you fall into?	CHURCHILL CENTRE		LONDON ROAD		GEORGE STREET		Total		Census
Under 30	107	48%	18	23%	8	8%	133	33%	30%
31 - 55	116	52%	59	77%	50	50%	225	56%	42%
Over 55	0	0%	0	0%	42	42%	42	11%	27%
Total	223	100%	77	100%	100	100%	400	100%	