

Q1: Have you used a taxi in this area in the last three months?	LEEDS	
Yes	98	49%
No	102	51%
Total	200	100%

Q2: How often do you use a taxi within this area?	LEEDS	
Almost daily	6	3%
Once a week	32	18%
A few times a month	41	23%
Once a month	11	6%
Less than once a month	86	49%
Total	176	100%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	1.9
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Q3. How do you normally get a taxi within this area?	LEEDS	
At a Taxi rank	20	15%
Hail in the street	1	1%
Telephone a company	16	12%
Use a Freephone	3	2%
Use my mobile or smart phone	58	44%
I use an APP	34	26%
Other	0	0%
Total	132	100%

Q3. If you use an APP, which one do you use?	LEEDS	
UBER	29	88%
AMBER	2	6%
ACE CARS	1	3%
STANNINGLEY	1	3%
Total	33	100%

Q4. Do you consider you, or anyone you know, to have a disability that means you need an adapted vehicle when you travel by taxi? (If 'YES', please state what sort of vehicle is needed)	LEEDS	
No	189	96%
Yes: I need a wheelchair accessible vehicle (WAV)	0	0%
YES: Someone I know needs a WAV	6	3%
YES: I need an adapted vehicle (AV), but not a WAV	0	0%
YES: Someone I know needs an AV, but not a WAV	1	1%
Total	196	100%

Q5. Do you have regular access to a car?	LEEDS	
Yes	84	44%
No	109	56%
Total	193	100%

Q6. If you book a taxi by phone, please tell us the three companies you phone most?	LEEDS	
PREMIER	47	31%
AMBER	35	23%
UBER	29	19%
ARROW	21	14%
ACE CARS	7	5%
STREAMLINE	3	2%
STANNINGLEY	2	1%
WHEELS	2	1%
GEE GEE	1	1%
MORLEY	1	1%
NEW FURLONGS	1	1%
PUDSY CAR	1	1%
SJK	1	1%
SOUTH LEEDS	1	1%
SPEEDLINE	1	1%
Total	153	100%

Q7: How often do you use a hackney carriage within this area?	LEEDS	
Almost daily	0	0%
Once a week	3	2%
A few times a month	6	4%
Once a month	3	2%
Less than once a month	14	9%
I cant remember when I last used a hackney carriage	129	83%
I cant remember seeing a hackney carriage in the Leeds area	1	1%
Total	156	100%

Almost daily	20
Once a week	4
A few times a month	2
Once a month	1
Less than once a month	0.5

Resulting estimate of trips per person per month	0.2
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Q8. What ranks you are aware of in the Leeds area, and do you use them?	LEEDS	
TRAIN STATION	47	49%
HEADROW	24	25%
BUS STATION	10	11%
MARKET	1	1%
QUARRY HILL	2	2%
ALBION STREET	1	1%
BOAR LANE	1	1%
CALL LANE	1	1%
CORN EXCHANGE	1	1%
CALVERLEY STREET	1	1%
HEADINGLEY	1	1%
JOHN LEWIS (Eastgate)	1	1%
KIRKGATE	1	1%
MARK LANE	1	1%
OXFORD PLACE	1	1%
VICAR LANE	1	1%
Total	95	100%

Q9. Is there any location in Leeds where you would like to see a rank, and if it was there and vehicles were available, would you use it?	LEEDS	
No responses	0	0%
Total	0	0%

Q10. Have you had any problems with the hackney carriage service? (Indicate as many as apply)	LEEDS	
Design of vehicles	1	7%
Driver Issues	8	53%
Position of ranks	1	7%
Delay in getting a taxi	3	20%
cleanliness	1	7%
other problems (OVER-CHARGED)	1	7%
Total	15	100%

Q11. Can you get a hackney carriage in the Leeds area when you need one? (Tick all that apply)	LEEDS	
Yes, in the daytime	61	46%
Yes, at night	54	41%
Yes, if I phone for one	0	0%
Only in leeds city centre	17	13%
No, never	0	0%
Total	132	100%

Q12. What would encourage you to use Taxis, or use them more often in the Leeds area? (please indicate top two reasons only)	LEEDS	
Better vehicles	2	2%
More hackney carriages I could phone for	1	1%
Better Drivers	14	16%
More hackney carriages I could hail or get at a rank	3	3%
Better located ranks	0	0%
Other (CHEAPER FARES)	65	73%
Other (AN APP)	4	4%
Total	89	100%

Q13. Have you ever given up waiting for a Hackney Carriage in Leeds?	LEEDS	
No	163	98%
Yes	3	2%
Total	166	100%

Q14. Do you think people in Leeds who have disabilities get a good service from hackney carriages and drivers?	LEEDS	
Yes	66	40%
No	2	1%
Other	96	59%
Total	164	100%

Q15. Do you live in the area?	LEEDS	
Yes	160	81%
No	38	19%
Total	198	100%

Q16. What is your gender?	LEEDS		Census
Male	75	38%	49%
Female	124	62%	51%
Total	199	100%	

Q17. Which age bracket do you fall into?	LEEDS		Census
Under 30	117	59%	29%
31 - 55	52	26%	39%
Over 55	30	15%	31%
Total	199	100%	