

Appendix Two – Online Consultation Survey Results

Q.1 Please tell us which of the following best describes the capacity in which you are responding to this consultation.

	%	Number
Elected Member	*	11
On behalf of a Community Council	*	17
On behalf of an Organisation	*	21
Private Hire Car Driver	6%	261
Taxi Driver	7%	304
Private Hire Car Operator	1%	62
Taxi Operator	3%	120
Union	*	21
Member of the public	81%	3592
Other (please specify):	*	16

Base 4425

Private Hire Car vs Taxi

Q2. In the City of Glasgow, Taxis and Private Hire Cars can be differentiated as follows: By how they can be hired: - Private Hire Cars can only be booked online, by mobile app, by telephone or in person at a booking office. Private Hire Cars cannot be hired from a rank or on the roadside or hailed in the street. - Taxis can be hired at a taxi rank, hailed in the street when passing or when waiting on the roadside. They can also be booked by mobile app, online, by telephone or in person at a booking office. By their markings: - Private Hire Cars have yellow and green stickers on the front doors and yellow and green number plates - Taxis have black number plates and a 'taxi' sign on the roof of the vehicle By the type of vehicle: - Private Hire Cars mainly include saloon type vehicles although other types of vehicle can be used; - Taxis include the traditional "Black Cab" style vehicles plus converted vans.

	%	Number
Please tick to confirm you have read and understood the information above	100%	4440

Base 4440

Overprovision Assessment - Private Hire Car

Q3. Do you think that the Licensing Authority should continue to operate the current policy limiting the number of private hire car vehicles in the city of Glasgow?

	%	Number
Yes	92%	4055
No	8%	347
Don't know/No opinion	*	16

Base 4418

Q4. To what extent do you agree or disagree with maintaining a Private Hire Car Licence Overprovision Policy?

	%	Number
Agree	90%	3990
Neither agree nor disagree	1%	52
Disagree	8%	343
Don't know/No opinion	1%	26

Base 4411

Q5. If the Licensing Authority maintains a policy limiting the number of licensed private hire car vehicles in the city of Glasgow, when do you think it is appropriate for the review of the policy to take place?

	%	Number
As soon as possible	9%	409
Within the next 12 months	2%	106
After 12 months	85%	3743
Don't know/No opinion	3%	149

Base 4407

Q6. In your opinion, has the Private Hire Car Overprovision Policy had a positive or negative effect on the availability of Private Hire Cars in Glasgow?

	%	Number
Positive	83%	3650
Neither positive nor negative	6%	247
Negative	10%	420
Don't know/No opinion	2%	97

Base 4414

Q7. Do you consider that there has been any change in the demand for private hire car services since the policy was first adopted in April 2019?

	%	Number
Yes	10%	437
No	86%	3771
Don't know/No opinion	5%	197

Base 4405

Q8. Do you consider that this change has resulted in a decrease or increase in demand for private hire car services?

	%	Number
Significant increase	45%	195
Minor increase	17%	73
Minor decrease	11%	49
Significant decrease	16%	69
Don't know/No opinion	11%	50

Base 436

Overprovision Assessment - Taxi

Q9. Do you think that the Licensing Authority should continue to operate the current policy limiting the number of taxi vehicles in the city of Glasgow to 1,227?

	%	Number
Yes	90%	3906
No	10%	373
Don't know/No opinion	1%	63

Base 4342

Q10. To what extent do you agree or disagree with maintaining a Limitation of Taxi Licences Policy?

	%	Number
Agree	92%	3973
Neither agree nor disagree	1%	46
Disagree	6%	280
Don't know/No opinion	1%	37

Base 4336

Q11. If the Licensing Authority maintains a policy limiting the number of licensed taxi vehicles in the city of Glasgow, when do you think it is appropriate for the review of the policy to take place?

	%	Number
As soon as possible	8%	344
Within the next 12 months	3%	130
After 12 months	85%	3685
Don't know/No opinion	4%	164

Base 4323

Q12. In your opinion has the Limitation of Taxi Licences Policy had a positive or negative effect on the availability of Taxis in Glasgow?

	%	Number
Positive	84.19%	3648
Neither positive nor negative	6.97%	302
Negative	6.81%	295
Don't know/No opinion	2.03%	88

Base 4333

Q13. Do you consider that there has been any change in the demand for taxi services since April 2019?

	%	Number
Yes	12%	502
No	85%	3665
Don't know/No opinion	4%	163

Base 4330

Q14. Do you consider that this change has resulted in a decrease or increase in demand for taxi vehicle services?

	%	Number
Significant increase	32%	161
Minor increase	12%	60
Minor decrease	13%	67
Significant decrease	30%	149
Don't know/No opinion	13%	65

Base 502

Q15. Please provide any additional comments you have on the Overprovision of Private Hire Cars and Unmet Demand of Taxis policies?

Open Text Question

Experience of Users of Private Hire Car and Taxi Services

Q16. How often do you use a Taxi?

	%	Number
Daily	10%	438
Weekly	77%	3297
Monthly	5%	223
Every few months	5%	195
Never	2%	71
Don't know/Can't remember	2%	70

Base 4294

Usage and Experience of Taxi Cars

Q17. What was the purpose of your last trip by Taxi?

	%	Number
Work including commuting	12%	486
Education	1%	35
Shopping	3%	104
Evening or night-time leisure	77%	3185
Day-time leisure	3%	105
Travel to airport	2%	88
Hospital/medical	2%	78
Link to other transport mode	1%	40
Other (please specify):	1%	45

Base 4166

18. On your last trip by Taxi, did you travel.....

	%	Number
By yourself	79%	3273
With others	21%	867
Don't know/No opinion	*	17

Base 4157

Q19. What day of the week did you make your last journey by Taxi?

	%	Number
Monday	2%	88
Tuesday	2%	76
Wednesday	3%	115
Thursday	3%	136
Friday	21%	864
Saturday	65%	2668
Sunday	3%	111
Don't know/Can't remember	2%	86

Base 4144

Q20. What time of the day did you make your last journey by Taxi?

	%	Number
Morning (6am to 12noon)	5%	201
Afternoon (12noon to 6pm)	12%	497
Evening (6pm to midnight)	66%	2747
Night (midnight to 6am)	16%	665
Don't know /Can't remember	1%	39

Base 4149

Q21. How often do you use a Private Hire Car?

	%	Number
Daily	72%	3086
Weekly	10%	410
Monthly	3%	146
Every few months	4%	190
Never	9%	380
Don't know/Can't remember	1%	61

Base 4273

Usage and Experience of Private Hire Cars

Q22. What was the purpose of your last trip by Private Hire Car?

	%	Number
Work including commuting	12%	473
Education	1%	27
Shopping	1%	46
Evening or night-time leisure	79%	3015
Day-time leisure	3%	103
Travel to airport	1%	55
Hospital/medical	1%	43
Link to other transport mode	*	17
Other (please specify):	1%	27

Base 3806

Q23. On your last trip by Private Hire Car, did you travel.....

	%	Number
By yourself	86%	3266
With others	14%	528
Don't know/No opinion	*	11

Base 3805

Q24. What day of the week did you make your last journey by Private Hire Car?

	%	Number
Monday	2%	62
Tuesday	1%	49
Wednesday	2%	87
Thursday	4%	144
Friday	25%	947
Saturday	62%	2360
Sunday	2%	85
Don't know/Can't remember	2%	70

Base 3804

Q25. What time of the day did you make your last journey by Private Hire Car?

	%	Number
Morning (6am to 12noon)	4%	150
Afternoon (12noon to 6pm)	9%	350
Evening (6pm to midnight)	65%	2486
Night (midnight to 6am)	21%	788
Don't know /Can't remember	1%	22

Base 3796

Q26. Have you experienced any problems in obtaining a Taxi or Private Hire Car in Glasgow City in the last 12 months?

	%	Number
Yes - Taxi	2%	67
Yes – Private Hire Car	3%	146
Yes – Both Taxi and Private Hire Car	4%	165
Yes – Not sure whether it was a Taxi or Private Hire Car	*	11
No – I have not experienced difficulties	90%	3814
Don't know/Can't remember	1%	34

Base 4237

Problems with Taxi or Private Hire Cars

Q27. How many times have you experienced any problems in obtaining either a Private Hire Car or a Taxi in the last 12 months?

	Once	2-5 times	6-10 times	More than 10 times	Don't know/Can't remember	Response Total
Private Hire Car	13% (45)	19% (69)	19% (67)	39% (139)	11% (39)	359
Taxi	14% (48)	32% (110)	13% (46)	19% (66)	21% (73)	343

Q28. What was the nature of the problem?

	%	Number
No vehicle available at a rank (Taxi only)	39%	147
No vehicle available in a reasonable time	73%	276
Late in arriving	29%	109
Cost of Taxi or Private Hire Car	31%	117
Other (please specify):	12%	45

Base 380

Q29. What day of the week did this problem occur?

	%	Number
Monday	6%	22
Tuesday	5%	18
Wednesday	6%	22
Thursday	6%	24
Friday	21%	80
Saturday	34%	130
Sunday	3%	12
Don't know/Can't remember	19%	70

Base 378

Q30. Approximately at what time of day did this problem occur?

	%	Number
Morning (6am to 12noon)	11%	40
Afternoon (12noon to 6pm)	15%	58
Evening (6pm to midnight)	37%	138
Night (midnight to 6am)	29%	110
Don't know/Can't remember	9%	32

Base 378

Q31. Was there an incident/event/circumstance which may have influenced the problem you experienced?

	%	Number
Before/after concert or event	26%	67
Before/after major conference	7%	18
Disruption/cancellation of public transport services	16%	41
Other (please specify):	51%	131

Base 257