

Taxi Forum - attendee satisfaction survey

Wednesday 22nd February 2017 at 12.00noon

Taxi forum questionnaires were handed out to attendees and 17 individuals filled out the questionnaires. The results are as follows:

a. How satisfied are you with the content of the forums?

	Satisfaction with the content of forums
Very Satisfied	9
Satisfied	6
Unsatisfied	1
Very Unsatisfied	0
No Answer	1

Results showed that the majority were 'satisfied' or 'very satisfied'. This equates to almost 90% of the taxi drivers that attended the forum being satisfied with the content. Only 5% noted being unsatisfied with content and 5% did not answer the question.

A query that has been noted from suggestions for new topics is whether Hackney Carriages can take calls from other areas and do the bookings as well as a future topic focus surrounding hybrid cars.

Response: The Council will be investigating a presentation on electric and hybrid cars at a future taxi forum meeting.

b. How satisfied are you with the time and venue of the meetings?

	Satisfaction with time and venue of forums
Very Satisfied	6
Satisfied	9
Unsatisfied	0
Very Unsatisfied	1
No Answer	1

Again, results showed that almost 90% of taxi drivers were satisfied with the time and venue of the taxi forums. One person was very unsatisfied and one person did not answer the question. One suggestion was made about the forums being held in the school holidays around mid-day and another suggested them being held out of school times.

Response: The Council will be ensure that future meetings are arranged to maximise the attendance from the trade.

c. How satisfied are you about how you are notified about upcoming forums?

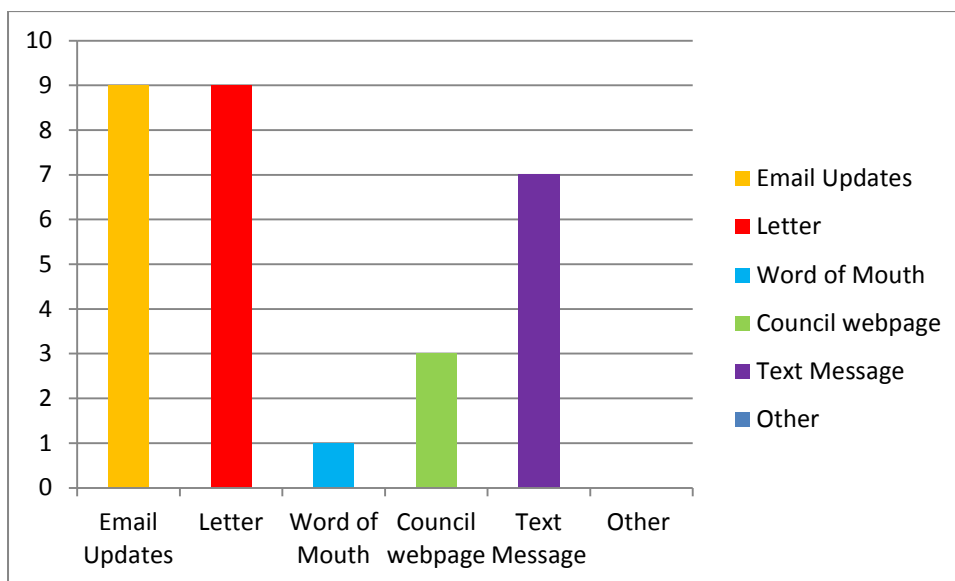
Results showed that almost 80% were satisfied with how they were notified about upcoming forums with around 25% being unsatisfied. Drivers were also asked later on in the questionnaire how they would prefer to be notified about upcoming forums.

	Satisfaction with how notified about upcoming forums
Very Satisfied	5
Satisfied	8
Unsatisfied	2
Very Unsatisfied	2
No Answer	0

How would you like to be notified of future Taxi Forum?

How notified	
Email Updates	9
Letter	9
Word of Mouth	1
Council Webpage	3
Text Message	7
Other	0

The majority of drivers preferred to be contacted by either email or letter about upcoming forums with a slightly lower preference for text message reminders.



Response: It is suggested that as we have email addresses for taxi drivers we look into sending email updates rather than letters and/or setting up a system of text reminders, as well as publicising on the webpage.

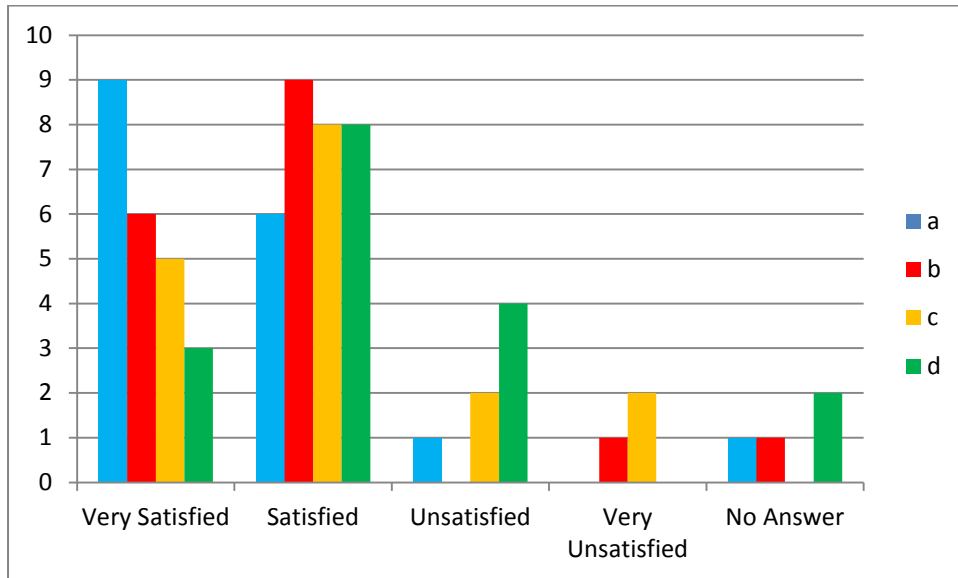
d. How satisfied are you with how your complaints are dealt with by the Council?

	Satisfaction with how complaints are dealt with
Very Satisfied	3
Satisfied	8
Unsatisfied	4
Very Unsatisfied	0
No Answer	2

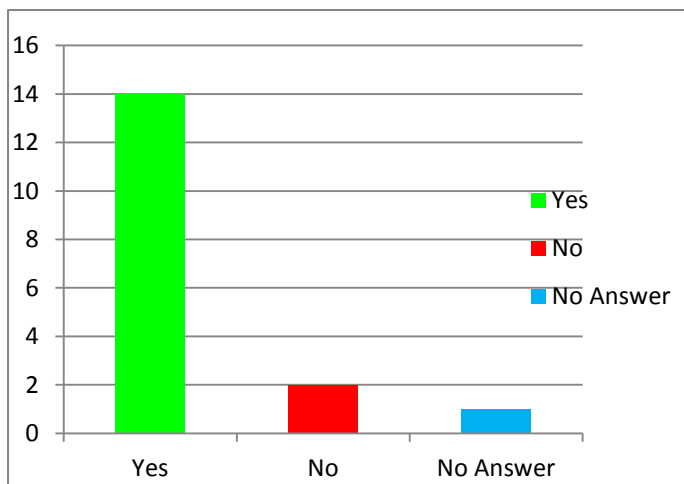
There was a larger split on this question with 65% being satisfied or very satisfied about the way complaints are dealt with but with 24% being unsatisfied.

Response: the issue is being dealt with and discussed between Council staff and also drivers in the working groups to deal with issues and complaints better in the future so this score should improve on future forum questionnaires.

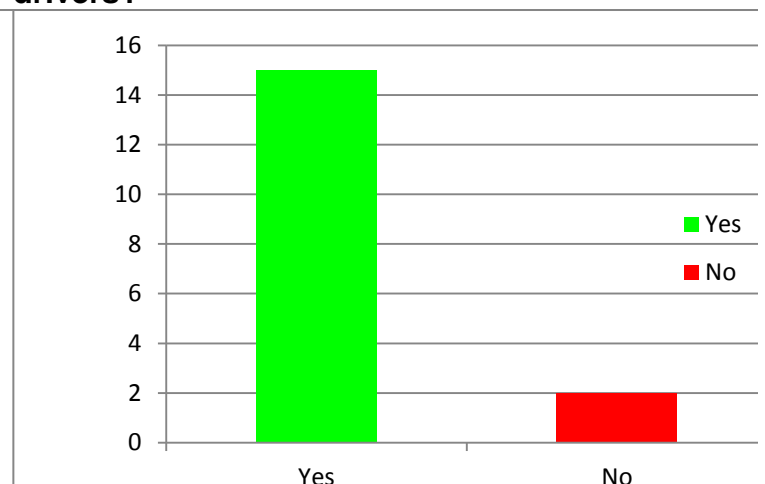
Overall satisfaction



Do you find the forums useful?



Would you recommend the forums to other drivers?



Comments

Comments included - **enforcement** and the need for more staff (man power) in terms of enforcement, more enforcement to counter issues, stronger discipline and regulating the two tier system more clearly and enforcing it.

Response: Enforcement will be stronger in future.