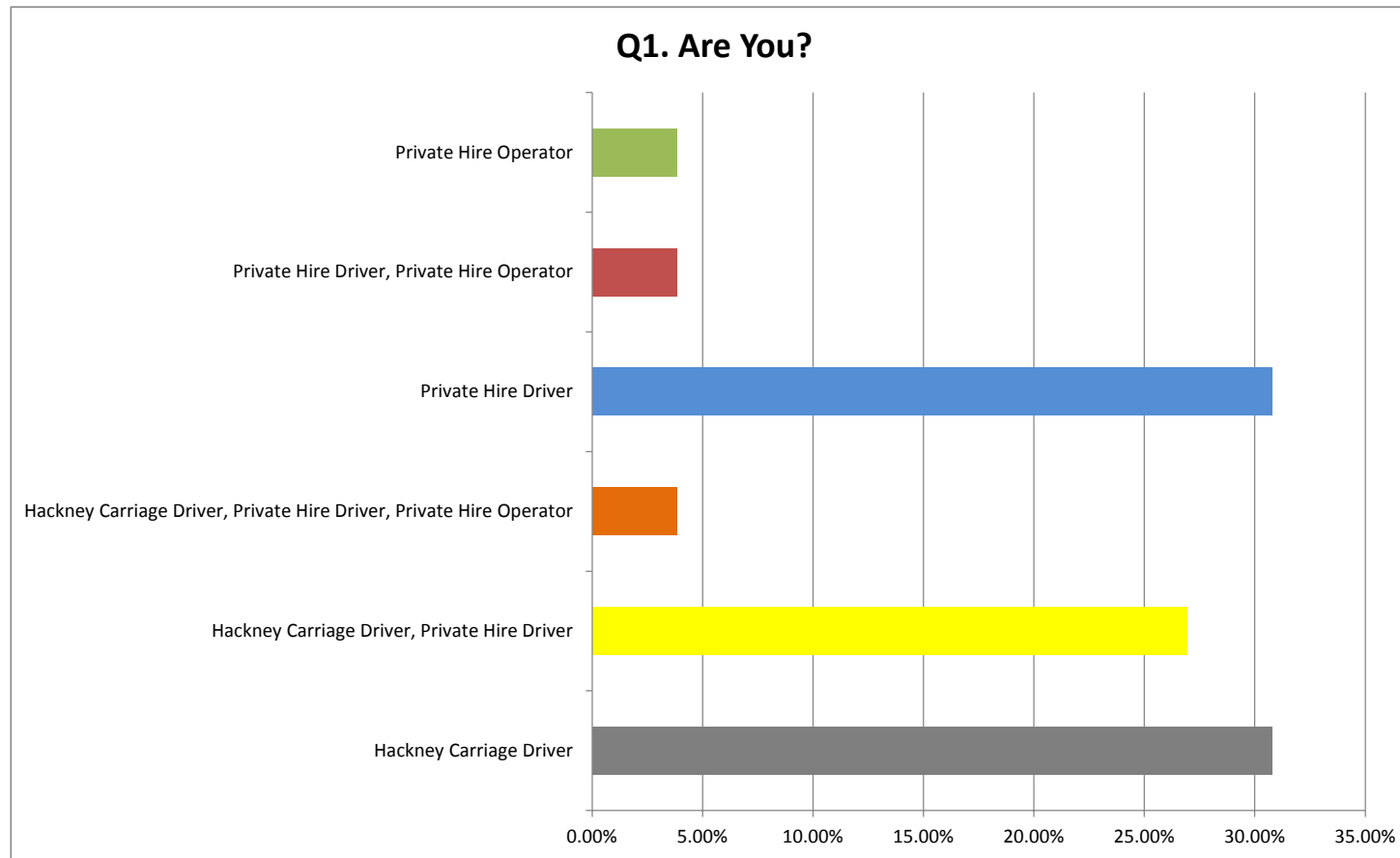


Q1 Are You?

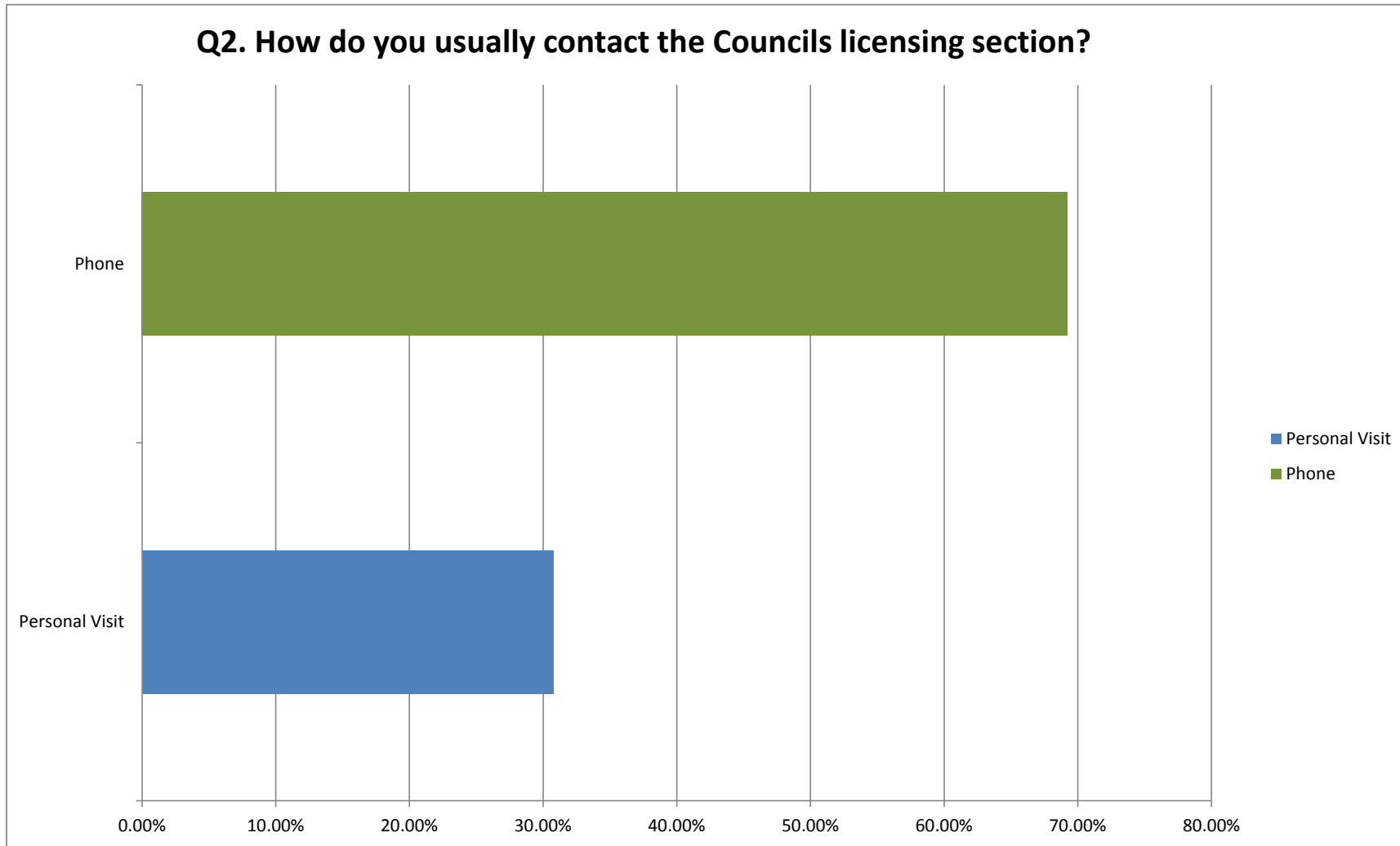
Q1 Are You?	Total	Percentage
Hackney Carriage Driver	8	30.77%
Hackney Carriage Driver, Private Hire Driver	7	26.92%
Hackney Carriage Driver, Private Hire Driver, Private Hire Operator	1	3.85%
Private Hire Driver	8	30.77%
Private Hire Driver, Private Hire Operator	1	3.85%
Private Hire Operator	1	3.85%

Taxi Survey Results



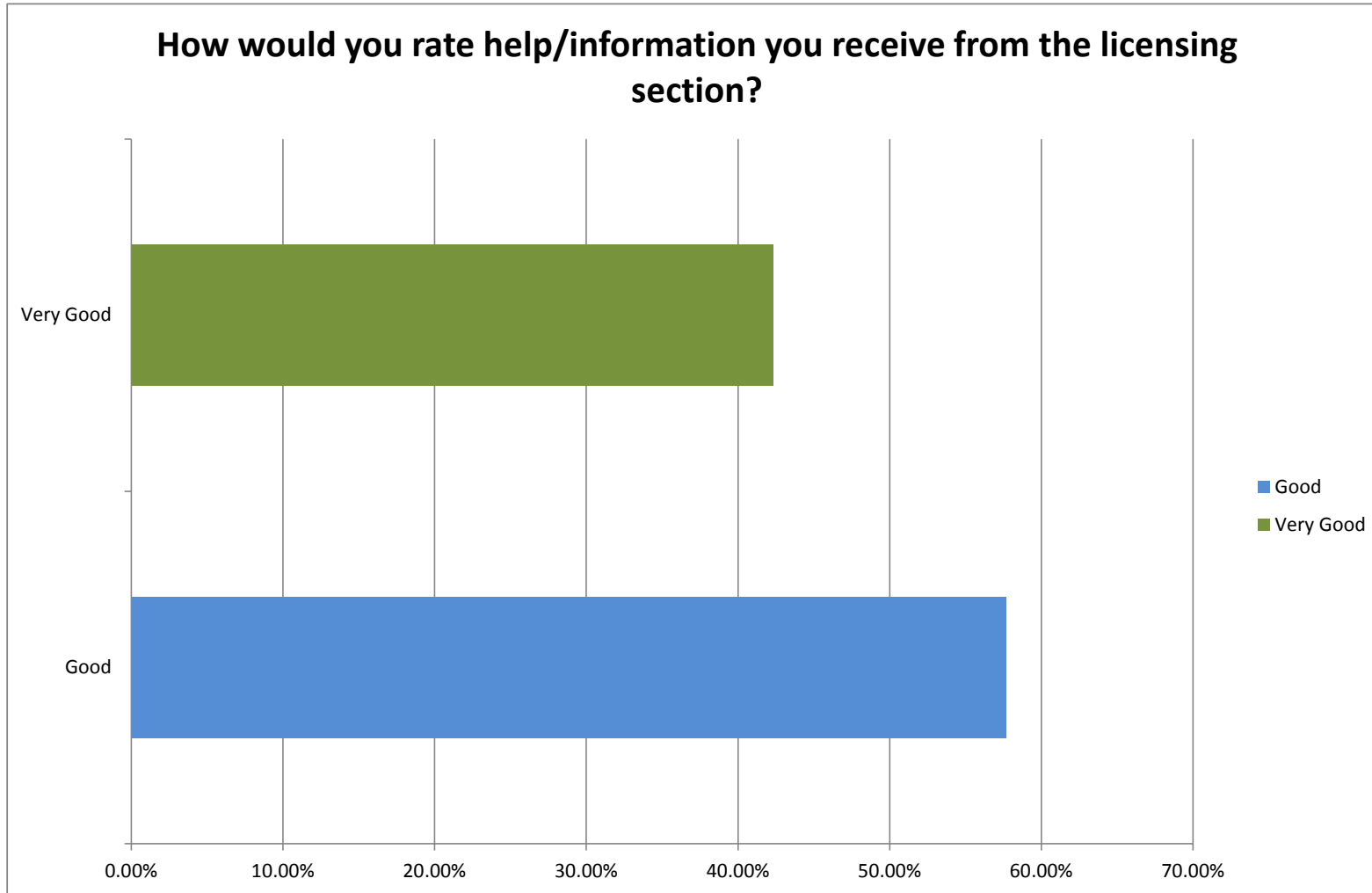
Q2. How do you usually contact the Councils licensing section?

Method of Contact	Percentage
Personal Visit	30.77%
Phone	69.23%



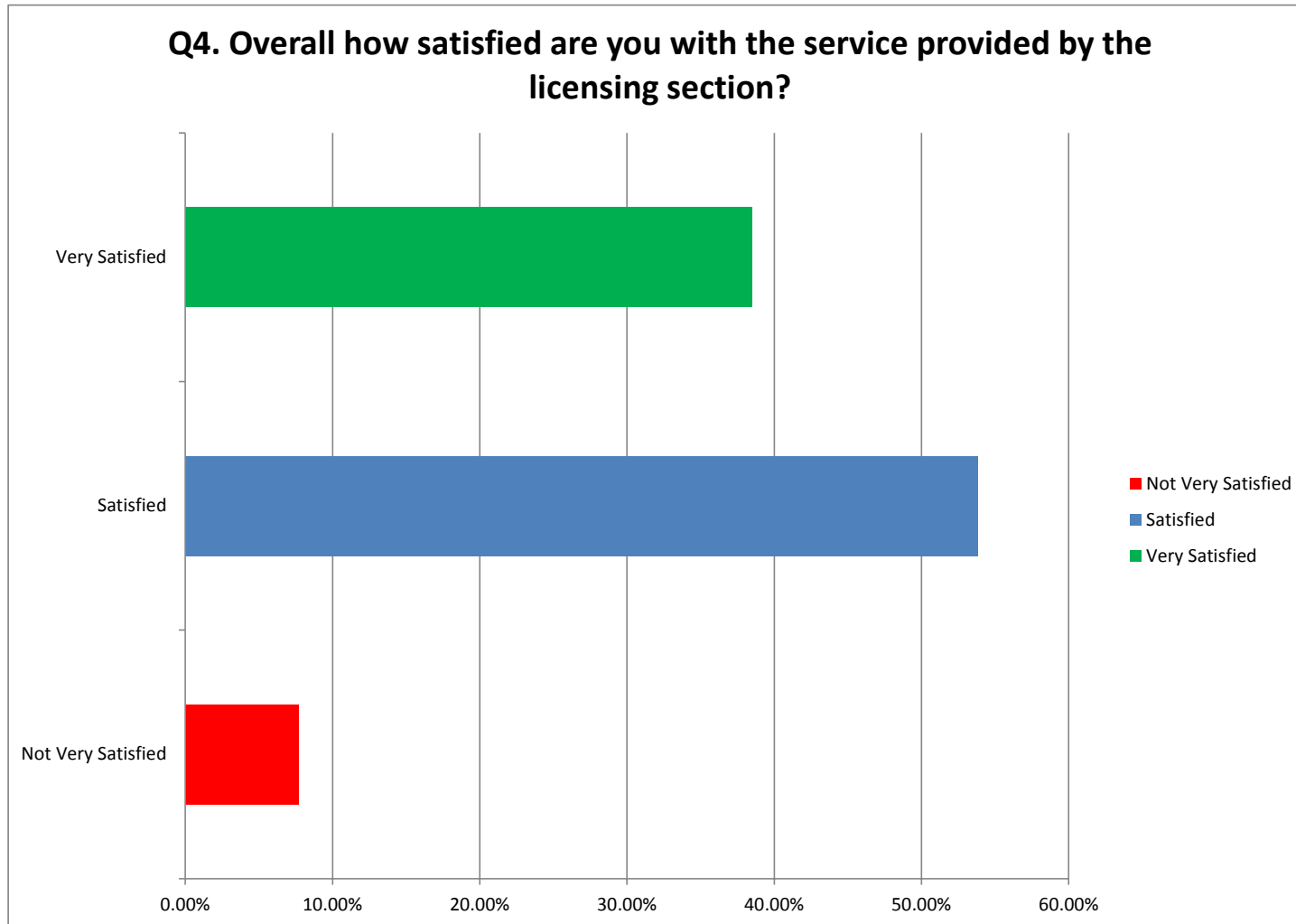
Q3. How would you rate the help/information you receive from the licensing section?

Rating	Percentage	Total
Good	57.69%	15
Very Good	42.31%	11



Q4. Overall how satisfied are you with the service provided by the licensing section?

Answer	Percentage	Total
Not Very Satisfied	7.69%	2
Satisfied	53.85%	14
Very Satisfied	38.46%	10



Do you have any comments that would help us improve the help/information you receive?

Direct contact with Licensing Department

Aren't licences dual usage?

You often send me letters of an important nature. Being an ex-postman I know how easily letters can be lost in the post. I would prefer you to send a covering email or text when sending letters of an important nature that can affect my livelihood.

Do you have any further comments you wish to add to help us improve the service we provide?

I should not have to travel to Cannock for annual check up, for the doctor

Discriminated by yourselves in favour of hackney carriage taxis with regard to road access

Many of the letters you send me are \\\"time sensitive\\\". Should one of these letters not arrive on time when I would be completely unaware of the circumstances that may arise. I have suggested this to you before but nothing has been done or any notice taken of my comments. We live in an increasingly electronic age yet you seem to be stuck in the past where communication is concerned.