

## Online survey 30.9.16 – 31.10.16

| What is important to you about the taxi service in Winchester? - Important                                                                                                                                                                                                                                                                                                                                                                         | What is your experience of the taxi service in Winchester? - experience                                                                                                                                                                                                                                                     | Submitted Date |
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| <p>Reliability and punctuality</p> <p>availability on street at night</p>                                                                                                                                                                                                                                                                                                                                                                          | <p>Some companies are better than others.</p> <p>Sometimes no taxis available on street.</p> <p>Text services don't always work causing late arrival</p> <p>Sometimes taxis only wait 1 minute before they depart.</p> <p>Sometimes taxis are late and then are not realistic (truthful) in their expected arrival time</p> | 05/10/2016     |
| <p>Reliable. + that it's cheaper.</p>                                                                                                                                                                                                                                                                                                                                                                                                              | <p>Expensive</p>                                                                                                                                                                                                                                                                                                            | 05/10/2016     |
| <p>Knowing that the drivers have been thoroughly and regularly checked so that I am in no danger of harm from a driver when alone in a taxi with any one of them.</p> <p>Knowing that the vehicles have been regularly tested for safety.</p> <p>Reliability of service, especially a pre-booked journey where destination arrival time is important.</p> <p>Knowing that meters and fares are regularly checked so that I am not overcharged.</p> | <p>Generally very positive.</p>                                                                                                                                                                                                                                                                                             | 05/10/2016     |
| <p>That they are on time</p>                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>They are late far more often then they are on time.</p>                                                                                                                                                                                                                                                                  | 05/10/2016     |

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| <p>It is reliable - i.e. turns up as scheduled;</p> <p>Ability to get a taxi at short notice (it is not always possible to book in advance);</p> <p>Cars / drivers are safe and clean to use</p> <p>Reasonably priced</p> | <p>Limited competition so prices at certain times are too high</p> <p>Fairly reliable</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>05/10/2016</p> |
| <p>availability when I need it and reasonable cost</p>                                                                                                                                                                    | <p>I only really use taxis when going out at the weekend. Always call the same company who are reliable. I do think that the cost of small journeys are expensive compared to longer journeys.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>05/10/2016</p> |
| <p>Polite, punctual and being pleasant.</p>                                                                                                                                                                               | <p>The experiences I've had have always been pleasant. I've been spoken to on the phone politely, the taxi's arrive on time and are always nice enough to make a conversation with.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>05/10/2016</p> |
| <p>That it is clean and reasonably priced. And that the drivers are polite and helpful.</p>                                                                                                                               | <p>Mixed. When I required taxis for hospital visits and called them to collect me at my house, [REDACTED] were excellent, with all of the above requirements met. On occasions when I have taken taxis from the railway station, drivers have been rude - occasionally refusing to take me because I live in a road that has parking problems and they say it's too difficult to turn round in, frequently only coming to the end of the road, which is hopeless if you have luggage. The cars are sometimes rather scruffy, as are some of the drivers. There are also too many large vehicles, I do not want to pay £6 or more to travel a little over a mile in a van!</p> | <p>06/10/2016</p> |

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| <p>From a professional point of view - providing an efficient and friendly customer service for the people who live, work and visit here. Going the 'extra mile' in terms of being able to answer customer questions about Winchester (eg key tourist sites). Having clean, tidy and nice-smelling vehicles. Using vehicles that make a positive contribution to the Council's goal to reduce carbon emissions and other emissions that lead to poor air quality.</p> <p>From a customer point of view - being easy to contact and find (especially on busy/rainy days), being polite, easy to pay for (credit card machines on board), not haranguing me about the dreadful City Council or any other negative topic while I am travelling, and helping with luggage when I have it.</p> | <p>Very limited as I tend to walk everywhere or use my work car. However, I have been much harangued about Silver Hill in one previous journey and we had an incident of very thoughtless behaviour by a taxi driver during the Coca Cola Lorry event last year. I think they should be more part of the Council's extended family as they are the front line 'welcoming party' for many people coming to Winchester, and also provide a hugely valuable social service for older and vulnerable people. It would be great to see them more integrated into community life as a whole.</p> | <p>06/10/2016</p> |
| <p>Safe, timely, fair price, clean.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>Safe, quite expensive (more expensive than London, surprisingly), and some cabs are old and scruffy.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>06/10/2016</p> |
| <p>Safe Driving</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>The taxi drivers, drive ridiculously im surprised there hasn't been more accidents, they have no respect for other road users or pedestrians, they don't indicate. The only good thing I can say is that most not all our polite when your in the taxi but im not sure that polite is enough when you fear for your life.</p>                                                                                                                                                                                                                                                           | <p>06/10/2016</p> |
| <p>That it is safe and reliable.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Mostly very good</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>09/10/2016</p> |
| <p>Affordable travel for a female late at night when needed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Good. Drivers are always very friendly and generally costs are consistent.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>09/10/2016</p> |

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| <p>Reliable services that turn up on time.</p>                                                                                                                                                | <p>Generally very positive. The taxi services are reliable and turn up on time. Prices can vary for the exact same journey, but not usually by too significant amount.</p> <p>Personally, I hate the mini vans with the sliding side doors, especially when I have grocery shopping with me as it is difficult to stop the bags sliding around in the big open space. Some of the interiors of the mini vans are not very well maintained and can be a bit grubby.</p> <p>I really object to any strong smelling air fresheners. These should be outlawed. Am not overly keen on chemical air fresheners full stop. An open window can air out the car and if it is kept clean it shouldn't need much extra assistance.</p> | <p>10/10/2016</p> |
| <p>I walk into town every day and i need a taxi when tired or after a late night</p>                                                                                                          | <p>Generally very good</p> <p>Always short of cars on a friday</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>12/10/2016</p> |
| <p>Safe, reasonable cost, plenty available in evenings, registered with local authorities</p>                                                                                                 | <p>Use taxi services probably 2 times a month mainly after evenings out. They are usually friendly, know where they were going. I usually use ranks but do have local numbers in case stands are empty. They give quotes for longer journeys. I do think cost to local airport expensive. When I have booked taxi's always on time no matter which local company I use. Good service</p>                                                                                                                                                                                                                                                                                                                                    | <p>13/10/2016</p> |
| <p>Safe and Reliable</p>                                                                                                                                                                      | <p>Very good</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>17/10/2016</p> |
| <p>They show consideration to the residents and other road users whilst plying their trade, and drive within the speed limits.</p>                                                            | <p>As a customer the drivers are excellent, but more generally as a resident I see them driving too fast and using small shortcuts with high impact but little obvious gain to them.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>17/10/2016</p> |
| <p>Taxis being available at all times. I quite often have to wait for half an hour or more after I finish work at 11.15pm. Not good to be hanging around by myself at that time of night.</p> | <p>Generally very good. Most drivers are very friendly and chatty.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>17/10/2016</p> |

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| <p>Readily accessible. Safe. Drivers who are local and know the area. Good drivers</p>                                                                                                                                                                                        | <p>Unreliable. Unsafe drivers with poor language skills and very poor local knowledge. Having to direct a driver for the route from Winchester to Southampton Airport is absurd. But it happened to me</p>                                                                                                                                                                                                                                                                                                                                                                       | <p>17/10/2016</p> |
| <p>Punctuality and safety. And it should be affordable, which it isn't.</p>                                                                                                                                                                                                   | <p>Vastly overpriced and therefore not affordable for the average earner or single person. It can easily double the cost of a night out. Taxis are also frequently late to booked pick ups.</p> <p>However the drivers are usually nice and the availability of taxis in town is good.</p>                                                                                                                                                                                                                                                                                       | <p>18/10/2016</p> |
| <p>A good late night service with fast response time.</p>                                                                                                                                                                                                                     | <p>Generally good although have had some issues with pre-booked taxis not arriving on time in the past.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>18/10/2016</p> |
| <p>Efficiency - arriving in good time</p> <p>Customer service - friendly drivers that are happy to take you on your journey even if it is short</p> <p>Convenience - the availability of taxis in different areas of the city</p> <p>Payment method - electronic and cash</p> | <p>I have had an excellent experience with taxis in Winchester and am impressed at the number of different places you can go to hail a taxi at night (Guildhall, Jewry St, Train st etc.) One thing that would improve the service would be card machines/Apple Pay/contactless in all the taxis. Many people (including me) no longer like to carry cash - the service needs to become more convenient in this respect otherwise it will be totally overshadowed by Uber when they start getting bigger in the Winchester area. Maybe even an online booking option or app.</p> | <p>18/10/2016</p> |
| <p>That they are reliable, turn up on time and not a complete and utter rip off. Taxi fares in Winchester are really expensive.</p>                                                                                                                                           | <p>I have mobility problems and am unable to walk my son to school in Oliver's Battery from my home in Badger Farm. I don't drive and if the person who regularly drops him off is unable to do it I often have to get a taxi there and back. We go from SO22 4LR up to Oliver's Battery drop my son off (I don't get out of the car) and straight back home. For this I am charged a minimum fee of £7. This does seem very steep for the distance travelled and the time taken for the journey.</p>                                                                            | <p>21/10/2016</p> |

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| <p>Availability - particularly in the context of cuts to bus services and also to ensure pricing remains competitive</p> <p>Safety - a good reliable taxi service should also discourage the temptation for some to drink and drive</p> | <p>Generally very good, my main experience has been using taxis to get home from Winchester station late in the evening or after drinks</p>                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>21/10/2016</p> |
| <p>That is available, friendly and cost effective.</p>                                                                                                                                                                                  | <p>The taxi rank at the station is usually well supplied with taxi's. However, the operators could be more friendly and proactive to help members of the public with luggage, shopping when using their vehicles. For someone who has disability issues, the large taxis are very difficult to use if no assistance is offered in the way of a step to get in or assistance from the driver, especially with the sliding doors. I will avoid large taxis and wait for a "normal" size vehicle to avoid these issues. Often find some of the drivers very surly and off putting.</p> | <p>21/10/2016</p> |
| <p>being able to get into or out of Winchester center at times when bus is not an option</p>                                                                                                                                            | <p>ok generally. I did though phone through from Heathrow for a Taxi to meet me off the Express bus at around midnight and was told to walk to the Town Hall. Doable but rather disconcerting. A previous driver having the same request was kindly waiting for me.</p>                                                                                                                                                                                                                                                                                                             | <p>21/10/2016</p> |

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| <ol style="list-style-type: none"> <li>1. Availability especially at the end of the week.</li> <li>2. Drivers not refusing wheelchair passengers.</li> <li>3. Knocking at house door rather than just sitting in car and tooting horn.</li> <li>4. Opening car boot and helping with shopping rather than sitting in car whilst passenger loads the boot.</li> <li>5. Charging the correct meter price, and putting meter on when leaving rank.</li> <li>6. Assisting passengers in and out of vehicle.</li> <li>7. Drivers giving a good service.</li> <li>8. The first car on the rank should not pass back a small job to the next car as it is annoying when that driver tells you to go back to the first car on the rank.</li> </ol> | <p>On the whole there are some very good Taxi drivers in Winchester. However there are some who need to be dealt with as they are bringing the trade into disrepute by their actions. I put a disabled person in a taxi at Sainsburys a few months ago and the taxi driver did not know how to load the wheelchair. I had to point out to him to put the straps on. A lot of drivers in Winchester are refusing to take wheelchair or disabled passengers. Also taxi drivers on the ranks are refusing little or local jobs because they are not a lot of money.</p> | 22/10/2016 |
| <p>Available at the train station</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Extremely overpriced compared to Portsmouth or Southampton. Not sure why so expensive.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 22/10/2016 |
| <p>Trust. Value for money. Friendly service.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>I have been using taxi's in Winchester for over 35 years. In the early years I didn't trust them, having lived in Winchester for 55 years I know my way round, and in those days the drivers wouldn't take the shortest route.</p> <p>Today things are alot different, friendly and helpful, I expect sat navs help, but also modern technology. I phone my usual cab company, my number come up they know who I am, they know I've been a customer before., trust, which leads to a good service and one that I recommend to my friends.</p>                     | 22/10/2016 |

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| An ability to pick up a taxi easily off a late train from London.                                                                                                                                                                      | Some vehicles are in a poor state of repair, while the traffic lights at the bottom of Station Approach are terribly phased, meaning fares rack up very quickly. The general level of evening fares is very high, being approximately £9 for a 1.25mile journey.                                                                                         | 22/10/2016 |
| I work in HE and sometimes need to get a female taxi driver to take a student to an appointment. I contacted all the firms but none of them could confirm whether they had any female drivers, let alone when they would be available. | I have not taken a taxi cab in Winchester as I commute from Basingstoke. I have never had a female driver - ever                                                                                                                                                                                                                                         | 24/10/2016 |
| That the taxi arrives when I've been told it will.<br><br>That the driver is polite and helpful.<br><br>That the fee is reasonable.                                                                                                    | Good.                                                                                                                                                                                                                                                                                                                                                    | 25/10/2016 |
| They have to be unthreatening and timely.                                                                                                                                                                                              | At present the drivers seem friendly and knowledgeable. Prices can be a little high at times however.                                                                                                                                                                                                                                                    | 25/10/2016 |
| Affordable pricing.<br><br>Safe driving                                                                                                                                                                                                | Expensive.<br><br>Incompetent driving and extreme rudeness. The bloke driving the taxi kept running red lights and almost crashed into a lad in a fiat punto. I don't know the taxi driver's registration plate, but his taxi licence said that he was registered as number 4. He should have had his licence revoked. I didn't pay him. It wasn't safe. | 25/10/2016 |
| For me, it's important that the taxi service is able to arrive on time and get me to my destination as soon as possible, at a reasonable price                                                                                         | There were times when the taxi service has left me very upset, as the driver has been expressing his views on immigrants, and has told my friend to "go back to your country".                                                                                                                                                                           | 25/10/2016 |

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| To get home safely and for a taxi to arrive quickly if I've ordered one.    | It's always been good, however I feel it is quite expensive, particularly after 11pm. To go the 5 miles or so to my house from the train station is usually £18.90 and that seems like a very large amount for such a short journey.                                                                                                                                                                                                                                                                  | 25/10/2016 |
| That I can get around easily                                                | Ok- They are friendly enough and come easy on time. I've rang a few times and sometimes they don't have taxis available. Inadvertently insensitive though. I am a transgender man (meaning I was assigned female at birth) and I've told them my very male name, spelt it out for them, they've even repeated it back to me but they always put a female name. I'm not using my name in this example because I want to be anonymous but I'll say my name is Andrew and they'll put it down as Angela. | 25/10/2016 |
| That the drivers know where they are going and take you the quickest route. | <p>On the whole very good, however on a number of occasions drivers have taken me a completely random route or not even had a clue about where they are going.</p> <p>As a resident of Winchester I know my way around and can therefore direct the drivers if they are unsure, however if I was a visitor and the driver was only relying on his satnav this could be slightly concerning.</p>                                                                                                       | 25/10/2016 |
| The price and promptness.                                                   | One taxi [REDACTED] service is good, always on time and friendly, however I have found that [REDACTED] are not on time.                                                                                                                                                                                                                                                                                                                                                                               | 25/10/2016 |
| less than half hour wait and cheap                                          | long waits and too expensive                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 25/10/2016 |
| Quick and polite service with reasonable prices.                            | Can take a while for one to arrive. I came across one driver who was quite rude and got annoyed because I couldn't shut the door. Prices are quite expensive possibly due to the one way system adding more distance however the prices are quite inconsistent also.                                                                                                                                                                                                                                  | 25/10/2016 |
| Efficiency and safety.                                                      | All the taxi journeys I have taken in Winchester have been extremely pleasant. No major faults to declare. Although my flatmates have a different experience, they were in a taxi a few weeks ago and one of the rear doors suddenly opened- despite this the driver did not pull over or react in any way.                                                                                                                                                                                           | 25/10/2016 |

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| That there are always taxis waiting at the taxi stand when I need them. I don't like waiting especially in the evening when it's dark | Excellent although do need to wait at stands that aren't at the station                                                                                                                                                                            | 25/10/2016 |
| Friendly and affordable                                                                                                               | Prices are absurd                                                                                                                                                                                                                                  | 26/10/2016 |
| - on time<br><br>- not expensive                                                                                                      | - mostly good and enjoyable<br><br>- sometimes rude and uncooperative drivers<br><br>- once a taxi was 2 minutes early to the arranged place, drove away, I called and they told me I was too late. Arranged another taxi with a different company | 26/10/2016 |
| Price and availability                                                                                                                | Way too expensive                                                                                                                                                                                                                                  | 28/10/2016 |
| I WOULD SAY IT SHOULD BE SAFE , AND AVAILABLE AT DISPOSAL.                                                                            | I'VE HAD GOOD EXPERIENCES WITH TE TAXIS HERE IN WINCHESTER, MAYBE JUST DROP THE PRICE DOWN A NOCHE THIS TOWN IS LITERALLY WALKING DISTANCES.                                                                                                       | 29/10/2016 |
| A trusted and knowledgeable service is important                                                                                      | I was definitely overcharged                                                                                                                                                                                                                       | 30/10/2016 |
| cheap quick and friendly                                                                                                              | relatively good service                                                                                                                                                                                                                            | 31/10/2016 |