

## Maidstone Hackney Carriage Mystery Shopper Survey

August 2019

## 1.1 Background

A mystery shopper survey was commissioned as part of the Maidstone Hackney Carriage Unmet Demand Survey. The mystery shopper survey was undertaken in June 2019. The survey consisted of an able bodied mystery shopper survey, undertaking short distance trips, wheelchair user test purchases, guide dog user test purchases and attempts to hire private hire vehicles without being pre-booked.

## Short distance journey mystery shopper surveys

Three surveyors undertook the majority of the mystery shopper test purchases. An additional surveyor, a guide dog user, assisted with the guide dog test purchases. The test purchases were undertaken at a variety of times of day, to test service during day time and at night. It is important to avoid alerting the trade that a mystery shopping survey is being undertaken, in order to sample normal levels of service. If drivers on a rank spot the same person or people undertaking multiple trips over a short period of time, then they may wonder why. If the observation is discussed with other drivers, they may be alerted to a potential mystery shopper survey. In order to mitigate the risk of surveyors being recognised or remembered, test purchases were spread amongst different ranks. In Maidstone, there are three ranks in effective operation for the majority of the time. This feature presented some additional logistical challenges

When test purchases were undertaken the Hackney Carriage vehicle license number was recorded and used to check whether the same Hackney Carriage was present at the rank for subsequent test purchases. By avoiding undertaking a test purchase when a previously sampled Hackney Carriage was present on the rank, close to the first position on the rank, the risk of raising suspicion was mitigated. On occasions when previously surveyed Hackney Carriages were further back on the rank, the risk was judged to be low and sample purchases undertaken.

A total of twenty-seven test purchases were made. A common feature to most of the purchases was that the driver number was not visible to the passenger.

One of the purposes of undertaking short distance test purchases, is to test for refusals to accept the fare. Refusals can occur if drivers have been waiting for extended periods at the rank and the prospect of a small fare as reward for the long wait, is unattractive. However, licensing conditions do not allow drivers to pick and choose such a fare purely on the grounds of the value of the fare.

The majority of hires were conducted as one would hope, with good levels of service. The drivers engaged with the surveyors satisfactorily and checked the location of the destinations given, as appropriate.



For some of the hires, drivers pointed out that the destination was a short distance away, with the implication that the passenger could just walk, or in one instance, travel in her wheelchair. Some drivers did appear to be grumpy with accepting a short distance fare. However, no drivers refused any fares.

One driver of a wheelchair accessible vehicle, didn't use the ramps to help board the wheelchair. The driver tipped the wheelchair back to raise the front wheels onto the vehicle floor then manhandled the wheelchair with passenger on board, into the vehicle. The wheelchair was not secured for the journey.

All journeys with a guide dog were completed successfully and all drivers were helpful with boarding the blind passenger and dog.

Throughout the surveys, the surveyors were on the lookout for private hire vehicles waiting at the side of the road, or in car parks, which could be approached for a hire attempt. Throughout the surveys, any private hire vehicles seen, moved on to the next hire, immediately after dropping off passengers.

At times, surveyors drove around locations where it was thought more likely that a private hire vehicle may be found waiting. However, no private hire vehicles were found available for an approach, at any time of day or night.

## 1.2 Detailed survey results

The detailed results for each of the test purchases undertaken are presented in the following tables.



Solo Mystery Shopper Survey Results



Maidstone	Solo mystery shopper	Solo mystery shopper	Solo mystery shopper	Solo mystery shopper
Surveyor	R	L	1	R
Date	24/06/2019	24/06/2019	24/06/2019	24/06/2019
Time of boarding or start waiting	11:33	11:36	11:40	11:48
Origin location	High street (Lush)	High street (Lush)	High street (Lush)	Express taxi booking office at Maidstone West railway station
Destination location	MacDonalds Broadway	Odeon cinema	McDonalds Broadway	Pizza Hut top of high street
Rank hire or Flag down?	Rank Hire	Rank hire	Rank hire	Hired from private hire booking office.
If rank hire, was a Hackney Carriage immediately			india in te	
available?	Rank Hire	Yes		No
If rank hire and No Hackneys immediately available, how long did the surveyor wait?				
If flagged, when did the surveyor <b>start</b> trying to flag down a Hackney Carriage				
If flagged, when did the surveyor stop trying to flag down				
a Hackney Carriage, either to give up or because one was				
hired.				
If Private Hire, how long a wait was quoted?				None
If Private hire, how long a wait was actually experienced				Immediately available
before the vehicle arrived?				
If a Private Hire, was a meter fitted?				Yes
If a Private Hire, with a meter, was the meter used?	H45	H13	100	Yes
Licensed Vehicles Plate No.		H13	H39	P268
Driver Badge No.	No visable 1	1	1	No visable 1
Number of passengers Was meter started only when the vehicle was ready to	1	1	1	1 · · · ·
set off and Not before?	Yes	Yes	Yes	Yes
Tarrif No.	1	1	1	1
Fare shown at start of journey	£2.80	£2.70	£2.80	£2.70
Extras on meter?				
Fare shown on arrival at the destination	£4.40	£3.70	£3.00	£5.90
Was the meter stopped on arrival at the destination?	Yes	Yes	Yes	Yes
What was the fare charged?	£4.40	£3.70	£3.00	£5.90
Did the driver repeat or confirm the destination	No	Yes	Yes	Yes
Did driver communicate in a way traveller could understand	Yes	Yes	Yes	Yes
How Good was the driver's general level of communication (spOken English)	Ok, not great	Good	Good	Good
Politeness of driver	Standard	Good	Good	Good
What level of assistance was the assessor given when	Standard	6004	3000	3000
boarding & alighting the taxi (wheelchair, luggage,		None	Good	
shopping etc) Assessment of the level of helpfulness s of driver	Standard	Good	Good	Good
Did the customer feel safe during the journey (if Not why				
Not?)	Yes	Yes	Yes	Yes
Did the customer feel comfortable during the journey (if Not why Not?)	Yes	Yes	Yes	Yes
Ease of boarding and alighting from the vehicle	Good	Good	Good	Good
Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)	Good	Good	Good	Good
Cleanliness of taxi (general condition inside and outside	Clean	Good	Good	clean
<ul> <li>did the vehicle smell of cigarette smOke etc)</li> <li>Was the driver clean and tidy in appearance</li> </ul>	Yes	Smart dress	Yes	Yes
Was the driver clean and duy in appearance Was the driver's badge clearly displayed	No	No	No	No
Was the vehicle licence plate clearly displayed	Yes	Yes	Yes	Yes
Did the driver use mobile phone during journey (other				Tes
than hands free)	No	No	No	No
Was the taxi meter properly illuminated and clearly visible	Yes	Yes	Yes	Yes
Was a taxi fares table visible	Yes	Yes	Yes	Yes
	Took me to the wrong macdonalds Not confirmed address when I got in the taxi started the meter again when we got to the			
Other comments	wrong macdonalds and ended up charging me more.		Driver was a bit grumpy about the short distance to the destination.	



Maidstone	Solo mystery shopper	Solo mystery shopper	Solo mystery shopper	Solo mystery shopper
Surveyor	L	R	R	L
Date	24/06/2019	24/06/2019	24/06/2019	24/06/2019
Time of boarding or start waiting	11:49	12:02	12:15	12:19
Origin location	Maidstone West Station	High street rank (Lush)	Odeon cinema	High Street rank (Lush)
Destination location	Nando's	Odeon cinema	Pizza hut high street	Odeon cinema
Rank hire or Flag down?	Private Hire - call	Rank hire		Rank hire
If rank hire, was a Hackney Carriage immediately		Rank hire		N
available?		kank nire		Yes
If rank hire and No Hackneys immediately available, how		n/a		
long did the surveyor wait?		n/a		
If flagged, when did the surveyor <b>start</b> trying to flag down		- (-		
a Hackney Carriage		n/a		
If flagged, when did the surveyor stop trying to flag down				
a Hackney Carriage, either to give up or because one was		n/a		
hired.				
If Private Hire, how long a wait was quoted?	5/10 minutes	n/a	10 mins	
If Private hire, how long a wait was actually experienced	3 minutes	n/a	5 mins	
before the vehicle arrived?	Similates		5 111115	
If a Private Hire, was a meter fitted?	No	n/a	Yes	
If a Private Hire, with a meter, was the meter used?		n/a	Yes	
Licensed Vehicles Plate No.	P658 Tonbridge	H5	H30	H24
Driver Badge No.		No visable	No visable	
Number of passengers	1	1.00	1	1
Was meter started only when the vehicle was ready to		Yes	Yes	Yes
set off and Not before?				
Tarrif No.		1.00	1	1
Fare shown at start of journey		2.80	£2.80	£2.70
Extras on meter?				
Fare shown on arrival at the destination	£4 - on phone	3.40	£2.80	£3.20
Was the meter stopped on arrival at the destination?	Yes	Yes	Yes	Yes
What was the fare charged?	£4.00	£3.40	£2.80	£3.20
Did the driver repeat or confirm the destination	Yes	Yes	Yes	Yes
Did driver communicate in a way traveller could	Yes	Yes	Yes	Yes
understand				
How Good was the driver's general level of	Good	Good	Good	Good
communication (spOken English)				
Politeness of driver	Good	Standard	Good	Good
What level of assistance was the assessor given when				
boarding & alighting the taxi (wheelchair, luggage,	None			None
shopping etc)				
Assessment of the level of helpfulness s of driver	Good	Standard	Good	Good
Did the customer feel safe during the journey (if Not why	Yes	Yes	Yes	Yes
Not?)				
Did the customer feel comfortable during the journey (if	Yes	Yes	Yes	Yes
Not why Not?)				
Ease of boarding and alighting from the vehicle	Good	Good	Good	Good
Describe the driver's Standard of driving (eg considerate	Good	Good	Good	Good
to other road users, appropriate speed etc)				
Cleanliness of taxi (general condition inside and outside	Good	clean	clean	Good
- did the vehicle smell of cigarette smOke etc)	Count doub			No. 2
Was the driver clean and tidy in appearance	Smart dress	Smart dress	Yes	Yes
Was the driver's badge clearly displayed	No	No visable	No	No
Was the vehicle licence plate clearly displayed	Yes	Yes	Yes	Yes
Did the driver use mobile phone during journey (other	No	No	No	No
than hands free)	1			
Was the taxi meter properly illuminated and clearly	No	Yes	Yes	Yes
visible	N -	V	y	W
Was a taxi fares table visible	No	Yes	Yes	Yes
	Driver was on phone call when I arrived at			
	car, he then hung up as I was getting in.			
	Phone was on the passenger chair and at			
	the end of journey he used phone to check			
	fare to charge. I would guess the meter was			
014	on phone but could Not be seen from rear	147 1		Conductory and the state of the
Other comments	seat	Went most direct route.	Called Saphire taxis to boOk the hire.	Good chatty, medium length grey hair guy



Maidstone	Solo mystery shopper	Solo mystery shopper	Solo mystery shopper	Solo mystery shopper
urveyor	L	R	I	R
Date	24/06/2019	24/06/2019	24/06/2019	24/06/2019
ïme of boarding or start waiting	12:26	12:30	12:30	12:39
Drigin location	Odeon cinema	High Street	Maidstone East	Odeon Cinema
Destination location	Nandos	Odeon Cinema	Nandos	Pizza hut high street
Rank hire or Flag down?	Private hire - call	Rank Hire	Rank hire	
f rank hire, was a Hackney Carriage immediately	invate line dan			
vailable?		Rank Hire	No	
f rank hire and No Hackneys immediately available, how				
ong did the surveyor wait?			3 minutes	
f flagged, when did the surveyor <b>start</b> trying to flag down				
Hackney Carriage				
f flagged, when did the surveyor <b>stop</b> trying to flag down				
Hackney Carriage, either to give up or because one was				
ired.				
f Private Hire, how long a wait was quoted?	7/8 minutes	-		5 mins
f Private hire, how long a wait was actually experienced	10 minutes			3 mins
efore the vehicle arrived?				
a Private Hire, was a meter fitted?	Yes			No
a Private Hire, with a meter, was the meter used?	Yes			
censed Vehicles Plate No.	P190	H40	H47	P526 Yellow Plate (out of area)
	Lanyard around neck but could not see	N. Sala		
Driver Badge No.	badge	No visable		No visable
lumber of passengers	1	1.00	1	1.00
Vas meter started only when the vehicle was ready to				
et off and Not before?	Yes	Yes	Yes	
arrif No.	1	1.00	1	
are shown at start of journey	£2.80	2.80	£2.80	Non
	£2.80	2.80	E2.80	NUI
xtras on meter?	cr. 00	2.22	c2.00	5.40
are shown on arrival at the destination	£5.00	3.20	£3.80	5.10
Vas the meter stopped on arrival at the destination?	Yes	Yes		
Vhat was the fare charged?	£5.00	£3.20	£4.00	£5.10
id the driver repeat or confirm the destination	Yes	Yes	Yes	Yes
Did driver communicate in a way traveller could	Yes	Yes	Yes	Yes
nderstand	105	103	105	105
low Good was the driver's general level of	Good	Ok	Good	Good
ommunication (spOken English)	9000	- OK	9000	6000
oliteness of driver	Good	Standard	Good	Good
What level of assistance was the assessor given when				
ooarding & alighting the taxi (wheelchair, luggage,	None		Good	
hopping etc)				
Assessment of the level of helpfulness s of driver	Good	Standard	Good	Very
Did the customer feel safe during the journey (if Not why	6000	Standard	6000	very
lot?)	Yes	Yes	Yes	Yes
		+		
Did the customer feel comfortable during the journey (if	Yes	Yes	Yes	Yes
lot why Not?)	<b>6</b>	<b>2</b>	01	
ase of boarding and alighting from the vehicle	Good	Good	Good	Very
Describe the driver's Standard of driving (eg considerate	Good	Good	Good	Good
o other road users, appropriate speed etc)				
Cleanliness of taxi (general condition inside and outside	Good	clean	Good	Clean
did the vehicle smell of cigarette smOke etc)				ciean
Vas the driver clean and tidy in appearance	Casual shirt	Smart dress	Yes	Yes
Vas the driver's badge clearly displayed	No	No visable	No	No
/as the vehicle licence plate clearly displayed	Yes	Yes	Yes	Yes
id the driver use mobile phone during journey (other				
han hands free)	No	No	No	No
Vas the taxi meter properly illuminated and clearly				
sible	Yes	Yes	Yes	1
Vas a taxi fares table visible	No	Yes	Yes	
Vas a taxi rares table visible	NU	105	105	1
	Called Sapphire cabs 12:24, didn't have	1		1
	anything for 30 mins. Called Cavalier cabs			1
			Walk to town control LoOk for private him	
	12:26. Guy with medium length grey/black		Walk to town centre. LoOk for private hire	Called Appollo taxi to book hire. The
	hair, glasses. Company badge on side of car,	·	to book without pre-booking 12:10. H39 first	
	silver people carrier. Lanyard around neck -		in queue. Walk to Maidstone East, No taxis	plate, which was yellow. Could Not se
Other comments	with driver badge?	1	on rank 12:27. GX55 FMG	which licensing authority.



Maidstone	Solo mystery shopper	Wheelchair user hire	Wheelchair user hire	Wheelchair user hire
Surveyor	IM	LM	LM	LM
Date	24/06/2019	24/06/2019	24/06/2019	24/06/2019
Time of boarding or start waiting	12:42	13:14	13:28	14:23
Origin location	High Street (Lush)	High Street (Lush)	Travelodge	High Street (Lush)
Destination location Rank hire or Flag down?	Travelodge	Travelodge Rank hire	Nandos Private hire - call	Odeon cinema Rank hire
If rank hire, was a Hackney Carriage immediately			Private hire - call	
available?		Yes		Yes
If rank hire and No Hackneys immediately available, how				
long did the surveyor wait?				
If flagged, when did the surveyor <b>start</b> trying to flag down				
a Hackney Carriage				
If flagged, when did the surveyor <b>stop</b> trying to flag down a Hackney Carriage, either to give up or because one was				
hired.				
If Private Hire, how long a wait was quoted?			25 minutes	
If Private hire, how long a wait was actually experienced				
before the vehicle arrived?			31 minutes	
If a Private Hire, was a meter fitted?			No	
If a Private Hire, with a meter, was the meter used?				
Licensed Vehicles Plate No.	H38	H34	P113	H43
Driver Badge No.	1	2	2	2
Number of passengers Was meter started only when the vehicle was ready to	1	2	2	2
set off and Not before?	Yes	Yes	Yes	Yes
Tarrif No.	1	1		1
Fare shown at start of journey	£2.80	£2.70	£2.80	£2.70
Extras on meter?				
Fare shown on arrival at the destination	£3.20	£3.70	£3.60	£3.20
Was the meter stopped on arrival at the destination?	Yes	Yes	Yes	Yes
What was the fare charged? Did the driver repeat or confirm the destination	£3.20	£3.70	£3.60	£3.20 Yes - see comments
Did driver communicate in a way traveller could	Yes	Yes	Yes	res - see comments
understand	Yes	Yes	Yes	Yes
How Good was the driver's general level of				
communication (spOken English)	Good	Good	Good	Good
Politeness of driver	Good	Good	Good	Good
What level of assistance was the assessor given when		Clipped wheelchair in and wheeled up		
boarding & alighting the taxi (wheelchair, luggage,	Good	ramp	Helped put W/C in boot	Little
shopping etc) Assessment of the level of helpfulness s of driver	Good	Good	Good	Poor
Did the customer feel safe during the journey (if Not why				
Not?)	Yes	Yes	Yes	Average - Not clipped in
Did the customer feel comfortable during the journey (if	Yes	Yes	Yes	Yes - other than Not being clipped in
Not why Not?)				
Ease of boarding and alighting from the vehicle	Good	Good	Good	Good
Describe the driver's Standard of driving (eg considerate	Good	Good	Good	Fast driving, quick stopping
to other road users, appropriate speed etc)				
Cleanliness of taxi (general condition inside and outside - did the vehicle smell of cigarette smOke etc)	Good	Good	Good	Good
Was the driver clean and tidy in appearance	Yes	Yes	Smart dress	Casual dress
Was the driver's badge clearly displayed	No	Lanyard around neck but badge Not visable	No	No
Was the vehicle licence plate clearly displayed	Yes	Yes	Yes	Yes
Did the driver use mobile phone during journey (other	No	No	No	No
than hands free)	-	-		
Was the taxi meter properly illuminated and clearly visible	Yes	Yes	Yes	Yes
Was a taxi fares table visible	Yes	Yes	No	Yes
	105	103	110	105
Other comments	GX59 HBK	W/C hire. Non W/C car	W/C hire. Called Maidstone taxis 13:23, said it was a 25 minute wait, No W/C cars, decided to try elsewhere. Called Sapphire 13:28, No W/C cars. CV16 CWF. No radio. Non W/C car	W/C hire. Driver made a comment when we asked to take us to Odeon that it was just down the road - implying we could have walked/got there outwith tak. Driver didh'r offer to push up ramp and didh't put ramp out for ounloading - he wheeled me out reverse steeply out of car and onto pavement. W/C accessible vehicle.
				-

Maidstone	Wheelchair user hire	Wheelchair user hire	Guide dog hire	Guide dog hire
Surveyor				
Date	24/06/2019	24/06/2019	24/06/2019	24/06/2019
Time of boarding or start waiting	14:32	15:14	16:19	16:44
Origin location	Odeon cinema	Maidstone East Station rank	King Street	Asda Living
Destination location	Maidstone East Station	Burdock Court	Travelodge	Nandos
Rank hire or Flag down?	Private Hire - call	Rank hire	Rank hire	Private hire
If rank hire, was a Hackney Carriage immediately	Thrute Three can		numeric .	i indecine
available?		Yes		
If rank hire and No Hackneys immediately available, how				
long did the surveyor wait?				
If flagged, when did the surveyor start trying to flag down				
a Hackney Carriage				
If flagged, when did the surveyor <b>stop</b> trying to flag down				
a Hackney Carriage, either to give up or because one was				
hired.				
If Private Hire, how long a wait was quoted?	20 minutes			15 minutes
If Private hire, how long a wait was actually experienced				
before the vehicle arrived?	21 minutes			5 minutes
If a Private Hire, was a meter fitted?	No			
If a Private Hire, with a meter, was the meter used?				
Licensed Vehicles Plate No.	P188	H28	H26	P112
Driver Badge No.	. 100			
Number of passengers	2	2	1	1
Was meter started only when the vehicle was ready to				
set off and Not before?	Yes	Yes	Yes	
Tarrif No.				
Fare shown at start of journey		£2.80		
Extras on meter?				
Fare shown on arrival at the destination	£4.50	£8.20		
Was the meter stopped on arrival at the destination?	Yes	Yes		
What was the fare charged?	£4.50	£8.20	£3.80	£3.10
Did the driver repeat or confirm the destination	Yes	Yes, asked for address multiple times	Yes	Yes
Did driver communicate in a way traveller could				
understand	Yes	Yes	Yes	Yes
How Good was the driver's general level of				
communication (spOken English)	Good	Good	Good	Good
Politeness of driver	Good	Good	Good	Good
What level of assistance was the assessor given when	0000	0000	0000	0000
boarding & alighting the taxi (wheelchair, luggage,	Helped load W/C in boot	Good	Good	Good
shopping etc)	neipea load tiye in boot	0000	0000	0000
Assessment of the level of helpfulness s of driver	Good	Good	Good	Good
Did the customer feel safe during the journey (if Not why				
Not?)	Yes	Yes	Yes	Yes
Did the customer feel comfortable during the journey (if				
Not why Not?)	Yes	Yes	Yes	Yes
Ease of boarding and alighting from the vehicle	Good	Good	Good	Good
Describe the driver's Standard of driving (eg considerate				
to other road users, appropriate speed etc)	Good	Good	Good	Good
Cleanliness of taxi (general condition inside and outside				
- did the vehicle smell of cigarette smOke etc)	Good	Good	Good	Good
Was the driver clean and tidy in appearance	Smart dress	Smart dress	Smart dress	Yes
Was the driver's badge clearly displayed	No	No		
Was the vehicle licence plate clearly displayed	Yes	Yes	Yes	Yes
Did the driver use mobile phone during journey (other				
than hands free)	No	No	No	No
Was the taxi meter properly illuminated and clearly				
visible	No - phone meter on driver window side	Yes		
Was a taxi fares table visible	No	Yes		
		105		
		W/C hire. Driver didn't really know what he		
		was doing regarding the wheelchair. Other		
		driver at the rank had to tell driver to move		
		to higher pavement area for easier		
	W/C hire. Called Streamline 14:29, No taxis			
	until 4pm. Called Maidstone taxis 14:32,	wheelchair round in car to face backwards		
	didn't ask for name, they didn't have any	but wasn't enough room to manouver.		Called Express cabs 16:39. Told operator
				passenger was blind. 15 minute wait
	W/C vehicles. Male with black, short hair,	Male, short black hair, balding, short		
	slightly coloures, short beard/stubble.	stubble. W/C accessible vehicle.		quoted. Driver got out when taxi arrived
Other comments			Guide dog. No issues	



integrandIMMMMMMMbabaQM02199QM02199QM02199<	Maidstone	Guide dog hire	Guide dog hire	Guide dog hire	Guide dog hire
Inter of social year wantag1850123418371837Disc of social year wantagPremer hanCovers, forg StreetMidditer WatagDestination of social year wantagPremer hanCovers, forg StreetMidditer WatagData har of rag down?Premer hanRate handRate handRate handData har of rag down?Premer handRate handRate handRate handRate handData hand to factory interpret handPremer handRate handRate handRate handRate handPremer handPremer handRate handRate handRate handRate handRate handRate hand to Rate hand to Rate handPremer handRate handRate handRate handRate handRate hand to Rate hand to Rate handPremer handRate handRate handRate handRate handRate hand to Rate hand to Rate handPremer handRate handRate handRate handRate handRate hand to Rate hand to Rate hand to Rate handPremer handRate handRate handRate handRate hand to Rate hand to Rate handPremer handRate handRate handRate handRate handRate hand to Rate hand to Rate handPremer handRate handRate handRate handRate handRate hand to Rate hand to Rate handPremer handRate handRate handRate handRate handRate hand to Rate hand to Rate hand to Rate handPremer handRate handRate handRate handRate hand to Rate ha					IM
Digin logingNeederPremerationOrganizationMedia controlMedia controlBestination controlProtect haveProtect haveResult haveResult haveBestination controlProtect haveProtect haveResult haveResult haveIf have have have have have have have have	Date	24/06/2019	24/06/2019	24/06/2019	24/06/2019
Declaration classionPremier invCreams. Surg Nate 4Miller & CatterPremier invIrank hur or Rg downPrivate inveRuthwordRuthwordRuthwordIrank hur or Rg downPrivate inveRuthwordRuthwordRuthwordIrank hur or Rg downIrank hur or Rg downNesNesNesIrank hur or Rg downIrank hur or Rg downIrank hur or Rg downNesNesIrank hur or Rg downIrank hur or Rg downIrank hur or Rg downNesNesIrank hur or Rg downIrank hur or Rg downIrank hur or Rg downNesNesIrank hur or Rg down hur downIrank hur or Rg downIrank hur or Rg downNesNesIrank hur or Rg down hur down hur downIrank hur or Rg downIrank hur or Rg downNesNesIrank hur or Rg down hur down hur downIrank hur or Rg down hur down hur downIrank hur or Rg downIrank hur or Rg downIrank hur or Rg downNesIrank hur or Rg down hur dow	Time of boarding or start waiting	16:55	17:24	18:17	18:35
Inter Name         Protective         Protective         Rethure         Rethure         Rethure           Inter Name, was able of the astrony stander, was         Inter Name, was able of the astrony stander, was         Yes         Yes           Inter Name, was able of the astrony stander, was         Inter Name, was able of the astrony stander, was         Inter Name, was able of the astrony stander, was         Yes           If Raged, when did the survey stander, was         Inter Name, was able of the astrony stander, was         Inter Name, was able of the astrony stander, was         Inter Name, was able of the astrony stander, was           If Raged, when did the survey stander, was         Inter Name, was able of the astrony stander, was         Inter Name, was able of the astrony stander, was         Inter Name, was able of the Astrony stander, was able	Origin location	Nandos	Premier Inn	King Street	Maidstone West
Trank Nervo as Tablery Carriage investitativy and blo hove out of the shore out of th	Destination location	Premier Inn	Creams, King Street	Miller & Carter	Premier Inn
Instance         Inst.         Inst. <thinst.< th="">         Inst.         Inst.         &lt;</thinst.<>	Rank hire or Flag down?	Private hire	Private hire	Rank hire	Rank hire
frank the and No lakanes immediately waitable, non and the survey ratif trying for gas own tracker (arring end) to survey ratif trying for gas own tracker (arring end) to survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of the survey ratif trying for gas own trying end of trying end of trying trying end of trying end of trying end of trying trying end of trying end of trying end of trying end of trying trying end of trying end of t	If rank hire, was a Hackney Carriage immediately available?			Yes	Yes
If lingset, when did the survey rate trying to fing down         Image: survey rate trying to fing down         Image: survey rate trying to fing down           If lingset, when did the survey rate trying to fing down         Image: survey rate trying to fing down         Image: survey rate trying to fing down           If lingset, when did the survey rate trying to fing down         Image: survey rate trying to fing down         Image: survey rate trying to fing down           If rate trying the rate trying to fing down         Image: survey rate trying to fing down         Image: survey rate trying trying to fing down           If a finite trying the rate trying to fing down         Image: survey rate trying tryin	If rank hire and No Hackneys immediately available, how				
tacking confige         Index of the structure of the survey stop tracting layors         Index of the structure of the survey stop tracting layors           I flogded, which differs over one survey stop tracting layors         Definition of the survey stop tracting layors         Index of the survey stop tracting layors           I flogded, which differs         Definition of the survey stop tracting layors         Index of the survey stop tracting layors         Index of the survey stop tracting layors           I flogded, which differs         Definition of the survey stop tracting layors         Index of the survey stop tracting layors         Index of the survey stop tracting layors           I flogded, which differs         PSOB         Hellow stop tracting layors         Index of the survey stop tracting layors           I flogded, which differs         Index of the survey stop tracting layors         Index of the survey stop tracting layors         Index of the survey stop tracting layors           I flogded, which differs         Index of the survey stop tracting layors         Index of the survey stop tracting layors         Index of the survey stop tracting layors           I flogded, which differs         Index of the survey stop tracting layors         Index of the survey stop tracting layors         Index of the survey stop tracting layors           I flogded, which differs         Index of the survey stop tracting layors         Index of the survey stop tracting layors         Index of the survey stop tracting layors					
stading Currings, either to give up or beause or ways fire the too long and tass sources? Prove the the fore and and sources? Prove the the sources and the sources of t					
If howse thic, how long wart was quote?         Didn's ayr         Didn's ayr <thdidn's ayr<="" th="">         Didn's ayr         Didn's</thdidn's>	a Hackney Carriage, either to give up or because one was				
If Private Intry, thorp a ward ward schull y experience         Image: schull a schull y experience         Image: schull y experience         Image		Didn't say	10 minutes		
before the which a raiter of a system of the		Diancialy	10 minutes		
If a Private Hie, was an eter fitted?         Inclusion         <					
if a Private Priva         Mathematical and PSDS         Mathematical And PSDSDS         Mathematical And PSDSDS					
Licensed vehicle State No. P203 P203 P200 P480 P490 P490 P490 P490 P490 P490 P490 P49					
biner dage bo. Muse refer started only when the vehicle was ready to stord and Not before? Far fi No. Far fi N		P203	P190	H48	H17
Number of passengers         1         1         1         1         1           set off and Not before?         Image: And Not before?         Image: And Not before?         Image: And Not before?         Image: And Not before?           fare shown at start of journey         Image: And Not before?         Image: And Not before?         Image: And Not before?           fare shown at start of journey         Image: And Not before?         Image: And Not before?         Image: And Not before?           fare shown at start of journey         Image: And Not before?         Image: And Not before?         Image: And Not before?           fare shown arrival at the destination         Image: And Not before?         Image: And Not before?         Image: And Not before?           what was the fare charged?         EA00         EA00         EA00         EA00         EA00           Did driver communicate in awy traveller could medistration         Yes         Yes         Yes         E           Did driver communicate in awy traveller could medistration         Yes         Yes         Good		. 205			
Was meter started only when the vehicle was ready on start floorImage: start of ourseyImage: start ourseyIm		1	1	1	1
set off and hot before? Intervent of a set of a		-	-	-	-
Fart No.         Image: Second static of journey         Image: Second staticof journey         Image: Second static of journey	set off and Not before?				
Extrason mater?         Image: Control of the stream of the destination         Image: Control of the destination					
Fare shown on arrival at the destination         Image: constraint of	Fare shown at start of journey				
Was the neter stopped on arrival at the destination?					
What was the fare charged?         £4.00         £4.00         £4.00         £4.00         £4.00         £4.00           Did the driver repeat or confirm the distination         Yes         Yes         Yes         Yes         Yes         E           Did driver communicate in a way traveller could         Yes         Yes         Yes         E         E           Did driver communicate in a way traveller could         Yes         Yes         Yes         E           Inderstand         Good         Go	Fare shown on arrival at the destination				
Did the driver repeat or confirm the destination         Yes         Yes         Yes         Yes           Did driver communication in a way traveller ould understand         Yes         Yes         Yes         E           How Good was the driver's general level of communication (by Gohen English)         Good         Good <td< td=""><td>Was the meter stopped on arrival at the destination?</td><td></td><td></td><td></td><td></td></td<>	Was the meter stopped on arrival at the destination?				
Did diver communicate in a way traveller could understand     Yes     Yes     F       Now Good was the driver's general level of communication (spOken English)     Good     Good     Good     Good     Good       Dilteness of driver     Good     Good     Good     Good     Good     Good       Mast level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, indepping etc)     Good     Good     Good     Good       Assessment of the level of helpfulness of driver     Good     Good     Good     Good       Oth the used of helpfulness of driver     Good     Good     Good     Good       Oth the used of helpfulness of driver     Good     Good     Good     Good       Not?)     Yes     Yes     Yes     Yes     Yes       Did the customer feel comfortable during the journey (if Not why Not?)     Yes     Yes     Yes     Yes       Did the customer feel comfortable during the journey (if Not why Not?)     Yes     Yes     Yes     Yes       Did the customer feel comfortable during the journey (if Not why Not?)     Yes     Yes     Yes     Yes       Did the customer feel comfortable during the journey (if Not why Not?)     Yes     Yes     Yes     Yes       Octother driver yes appropriate speed etc)     Good     Good     Good     Good	What was the fare charged?	£4.00	£4.00	£4.80	£4.70
understandYesYesGood <t< td=""><td>Did the driver repeat or confirm the destination</td><td>Yes</td><td>Yes</td><td>Yes</td><td>Yes</td></t<>	Did the driver repeat or confirm the destination	Yes	Yes	Yes	Yes
How Good was the driver's general level of communication (spOken English)         Good         Good <thgood< th=""> <thgood< th="">         Good         <t< td=""><td>Did driver communicate in a way traveller could understand</td><td>Yes</td><td>Yes</td><td>Yes</td><td>E</td></t<></thgood<></thgood<>	Did driver communicate in a way traveller could understand	Yes	Yes	Yes	E
communication (spOken English)GoodGoodGoodGoodGoodPoliteness of driverGoodGoodGoodGoodGoodboarding & alighting the taxi (wheelchair, luggge, shopping etc)GoodGoodGoodGoodGoodSeessment of the level of helpfulness s of driverGoodGoodGoodGoodGoodGoodDid the customer feel safe during the journey (if tox twh yot?)YesYesYesYesYesYesDid the customer feel comfortable during the journey (if tox twh yot?)YesYesYesYesYesYesDid the customer feel comfortable during the journey (if tox twh yot?)Good					
Politenss of driver         Good         Good <thgood< th="">         Good         Good<td></td><td>Good</td><td>Good</td><td>Good</td><td>Good</td></thgood<>		Good	Good	Good	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)     Good     Good     Good     Good       Assessment of the level of helpfulness of driver     Good     Good     Good     Good       Assessment of the level of helpfulness of driver bid the customer feel safe during the journey (iff Not why Not?)     Yes     Yes     Yes     Yes       Did the customer feel comfortable during the journey (iff Not why Not?)     Yes     Yes     Yes     Yes       Sace of boarding and alighting from the vehicle     Good     Good     Good     Good       Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)     Good     Good     Good     Good       Cleanlines of taxi (general condition inside and outside -did the vehicle smell of garette smoke etc)     Yes     Yes     Yes     Yes       Was the driver's badge clearly displayed     Yes     Yes     Yes     Yes       Was the driver is badge clearly displayed     Yes     Yes     Yes     Yes       Was the driver use mobile phone during journey (other than hands free)     No     No     No     No       Was taxi fares table visible     Gould dog. Cavalier cabs. Driver waiting in     Gould dog. Cavalier cabs. Driver waiting in		Good	Good	Good	Good
boarding & alighting the taxi (wheelchair, luggage, shopping etc)     Good     Good     Good     Good       shopping etc)     Good     Good     Good     Good       Did the customer feel safe during the journey (if Not why Not?)     Yes     Yes     Yes     Yes       Did the customer feel confortable during the journey (if Not why Not?)     Yes     Yes     Yes     Yes       Did the customer feel confortable during the journey (if Not why Not?)     Yes     Yes     Yes     Yes       Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)     Good     Good     Good       Cleanliness of taxi (general condition inside and outside rol driver's badge clearly displayed     Good     Good     Good       Was the driver clean and tidy in appearance     Yes     Yes     Yes     Yes       Was the driver should and yes     Yes     Yes     Yes     Yes       Did the vustome feel condrive target smoke etc)     No     No     No     No       Was the driver should and tidy in appearance     Yes     Yes     Yes     Yes       Uit the whiche licence plate clearly displayed     Yes     Yes     Yes       Was the driver should end yes     No     No     No     No       Was the taxi meter properly illuminated and clearly visible     Kee taxi fores table visib					
Assessment of the level of helpfulness s of driver       Good       Good       Good       Good         Assessment of the level of helpfulness s of driver       Good       Yes       <	boarding & alighting the taxi (wheelchair, luggage,	Good	Good	Good	Good
Did the customer feel safe during the journey (if Not why Not?)     Yes     Yes     Yes       Did the customer feel comfortable during the journey (if Not why Not?)     Yes     Yes     Yes     Yes       State of boarding and alighting from the vehicle     Good     Good     Good     Good       Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)     Good     Good     Good     Good       Cleanliness of tax (general condition inside and outside adid the vehicle smell of cigaretes mOke etc)     Good     Good     Good     Good       Was the driver clean and tidy in appearance     Yes     Yes     Yes     Yes       Was the driver standard vehicle     Good     Yes     Yes       Did the customer feel condrive standard vehicle     No     Smart dress     Yes       Was the driver clean and tidy in appearance     Yes     Yes     Yes     Yes       Was the driver clean and tidy in appearance     Yes     Yes     Yes     Yes       Did the driver standard vehicle     Yes     Yes     Yes     Yes       Did the driver use mobile phone during journey (other than hands free)     No     No     No     No       Was the taxi meter properly illuminated and dearly visible     Yes     Yes     Yes     Yes       Was taxi fares table visible     Good custof		Good	Good	Good	Good
Not?)     Yes     Yes     Yes       Did the customer feel confortable during the journey (if Not why Not?)     Yes     Yes     Yes       Ease of boarding and alighting from the vehicle     Good     Good     Good     Good       Describe the driver's Standard of driving (eg considerate conterr coal users, appropriate speed etc)     Good     Good     Good     Good       Cleanliness of taxi (general condition inside and outside edid the vehicle smell of cigarette smOke etc)     Good     Good     Good     Good       Was the driver's badge clearly displayed     Good     Good     Good     Good     Good       Was the driver is bable during journey (other than hands free)     No     No     No     No       Was the taxi meter properly illuminated and clearly visible     Guide dog. Cavalier cabs. Driver waiting in     Guide dog. Cavalier cabs. Driver waiting in					
Not why Not?)     Yes     Yes     Yes       Sase of boarding and alighting from the vehicle     Good     Good     Good       Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)     Good     Good     Good       Cleanliness of tax (general condition inside and outside aid the vehicle smell of agarette smOke etc)     Good     Good     Good       Cleanliness of tax (general condition inside and outside aid the vehicle smell of agarette smOke etc)     Good     Good     Good       Was the driver clean and tidy in appearance     Yes     Yes     Smart dress     Yes       Was the driver shade clearly displayed     Yes     Yes     Yes       Was the vehicle licence plate clearly displayed     Yes     Yes     Yes       Did the driver use mobile phone during journey (other than hands free)     No     No     No       Was the taxi meter properly illuminated and clearly visible     Goid deg. Cavalier cabs. Driver waiting in     Goid deg. Cavalier cabs. Driver waiting in	Not?)	Yes	Yes	Yes	Yes
Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)     Good     Good     Good       Cleanliness of taxi (general condition inside and outside drid the vehicle smell of garette smOke etc)     Good     Good     Good     Good       Vas the driver clean and tidy in appearance     Yes     Yes     Smart dress     Yes       Was the driver clean and tidy in appearance     Yes     Yes     Yes       Was the driver clean and tidy in appearance     Yes     Yes     Yes       Was the driver clean and tidy in appearance     Yes     Yes     Yes       Was the driver clean and tidy in appearance     Yes     Yes     Yes       Was the driver use mobile phone during journey (other than hands free)     No     No     No     No       Was the tax in dres table visible     Good     Good     Good     Good     Good       Was the tax in fares table visible     Good     Good     Good     Good     Good	Did the customer feel comfortable during the journey (if Not why Not?)	Yes	Yes	Yes	Yes
to other road users, appropriate speed etc)     Good     Good     Good     Good       Cleanliness of tax (general condition inside and outside - did the vericle smell of garente smOke etc)     Good     Good     Good     Good       Was the driver clean and tidy in appearance     Yes     Yes     Smart dress     Yes       Was the driver's badge clearly displayed     Yes     Yes     Yes       Was the driver use mobile phone during journey (other than hands free)     No     No     No       Was the tax in eter properly illuminated and clearly visible     No     No     No       Was ta tax i fares table visible     Good clear during journey (other than hands free)     Good clear during journey (other than hands free)     No     No       Was the tax in eter properly illuminated and clearly visible     Good clear during journey (other than hands free)     Good clear during journey (other than hands free)     Good clear during journey (other than hands free)     No       Was the tax in eter properly illuminated and clearly visible     Good clear during journey (other than hands free)     No     No	Ease of boarding and alighting from the vehicle	Good	Good	Good	Good
Cleanliness of taxi (general condition inside and outside d d the vehicle smell of garette smOke etc)     Good     Good     Good       4 d the vehicle smell of garette smOke etc)     Good     Good     Good     Good       Was the diver clean and tidly in appearance     Yes     Yes     Smatt dress     Yes       Was the diver s badge clearly displayed     Yes     Yes     Yes     Yes       Was the vehicle licence plate clearly displayed     Yes     Yes     Yes       Oit the driver use mobile phone during journey (other than hands free)     No     No     No       Was the taxi meter properly illuminated and clearly visible     Good     Goid dog. Cavalier cabs. Driver waiting in     Good	Describe the driver's Standard of driving (eg considerate	Good	Good	Good	Good
-did the vehicle smell of cigarette smOke etc)     Good     Good     Good     Good       Was the driver clean and tidy in appearance     Yes     Yes     Yes       Was the driver shadge clearly displayed     Yes     Yes     Yes       Was the vehicle licence plate clearly displayed     Yes     Yes     Yes       Did the driver vase mobile phone during journey (other than hands free)     No     No     No       Was the tark reproperly illuminated and clearly visible     Image: State state in the properly illuminated and clearly visible     Guide dog. Cavalier cabs. Driver waiting in     Image: State state state in the properly illuminated and clearly visible					
Was the driver clean and tidy in appearance     Yes     Smart dress     Yes       Was the driver's badge clearly displayed           Was the driver's badge clearly displayed     Yes     Yes     Yes       Did the driver use mobile phone during journey (other than hands free)     No     No     No       Was the taxi meter properly illuminated and clearly visible           Was ta taxi fares table visible            Guide dog. Cavalier cabs. Driver waiting in     Cavalier cabs. Driver waiting in		Good	Good	Good	Good
Was the vehicle licence plate clearly displayed     Yes     Yes     Yes       Did the driver use mobile phone during journey (other than hands free)     No     No     No       Was the taxim meter properly illuminated and clearly visible     Compared to the second to the	Was the driver clean and tidy in appearance	Yes	Yes	Smart dress	Yes
Was the vehicle licence plate clearly displayed     Yes     Yes     Yes       Did the driver use mobile phone during journey (other than hands free)     No     No     No       Was the taxim meter properly illuminated and clearly visible     Compared to the second to the	Was the driver's badge clearly displayed				
NO     NO     NO     NO       Was the taxi meter properly illuminated and clearly visible     Image: Care of the second sec	Was the vehicle licence plate clearly displayed	Yes	Yes	Yes	Yes
Was the taxi meter properly illuminated and clearly       Image: stable visible       Image: stable visible         Was a taxi fares table visible       Image: stable visible       Image: stable visible         Guide dog. Cavalier cabs. Driver waiting in       Image: stable visible       Image: stable visible	Did the driver use mobile phone during journey (other than hands free)	No	No	No	No
Was a taxi fares table visible     Image: Carability of the second	Was the taxi meter properly illuminated and clearly				
Guide dog. Cavalier cabs. Driver waiting in					
	was a taxi fares table visible				
Guide dog. Sapphire cabs, didn't quote how vehicle, then got out and asked if passenger Guide dog. GX07 CNE. Helpful driver, no Guide dog. SF68 JFK. Helpful driver, no		Guide dog. Sapphire cabs, didn't quote how	vehcile, then got out and asked if passenger	Guide dog. GX07 CNE. Helpful driver, no	Guide dog. SF68 JFK. Helpful driver, no
Other comments long. GL17 DL was for pick up. No problems. SF14 FBZ issues. issues. issues.	Other comments	Iong. GL17 DLI	was for pick up. No problems. SF14 FBZ	issues.	issues.



Maidstone	Wheelchair user hire	Wheelchair user hire	Wheelchair user hire
Surveyor	L	L	L
Date	24/06/2019	24/06/2019	24/06/2019
Time of boarding or start waiting	19:55	20:28	20:51
Origin location	St. Andrews Park	High Street rank	Odeon cinema
Destination location	Nando's	Odeon cinema	St. Andrews Apartments
Rank hire or Flag down?	Priavte hire - call	Rank hire	Private hire - call
If rank hire, was a Hackney Carriage immediately available?		Yes	
If rank hire and No Hackneys immediately available, how			
long did the surveyor wait?			
If flagged, when did the surveyor <b>start</b> trying to flag down a Hackney Carriage			
a nackney Carriage If flagged, when did the surveyor <b>stop</b> trying to flag down			
a Hackney Carriage, either to give up or because one was			
hired.			
			Just finishing aNother job and driver woul
If Private Hire, how long a wait was quoted?	Sending one immediately		be right there
If Private hire, how long a wait was actually experienced	12 minutes		12 minutes
before the vehicle arrived?	12 Minutes		12 minutes
If a Private Hire, was a meter fitted?	Yes, mirror meter		No
If a Private Hire, with a meter, was the meter used?	Yes		
Licensed Vehicles Plate No.	P676 Tonbridge	H6	H34
Driver Badge No.	-	-	-
Number of passengers	2	2	2
Was meter started only when the vehicle was ready to	Yes	Yes	Yes
set off and Not before?			
Tarrif No. Fare shown at start of journey	1 £2.70	1 £2.80	1 £2.70
Extras on meter?	E2.70	E2.80	E2.70
Fare shown on arrival at the destination	£7.30	£3.40	£7.30
Was the meter stopped on arrival at the destination?	Yes	Ne	Yes
What was the fare charged?	£7.30	£3.40	£7.30
Did the driver repeat or confirm the destination	Yes	Yes	Yes
Did driver communicate in a way traveller could			
understand	Yes	Yes	Yes
How Good was the driver's general level of	Good	Good	Good
communication (spOken English)			
Politeness of driver	Good	Good	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage,	Good, helped load wheelchair into boot	Average	Good
shopping etc)	Good, helped load wheelchail htto boot	Average	6000
Assessment of the level of helpfulness s of driver	Good	Average	Good
Did the customer feel safe during the journey (if Not why			
Not?)	Yes	Yes	Yes
Did the customer feel comfortable during the journey (if	Ver	Ver	N
Not why Not?)	Yes	Yes	Yes
Ease of boarding and alighting from the vehicle	Good	Good	Good
Describe the driver's Standard of driving (eg considerate	Good	Good	Good
to other road users, appropriate speed etc)	0000	0000	0000
Cleanliness of taxi (general condition inside and outside	Good	Good	Good
- did the vehicle smell of cigarette smOke etc)			
Was the driver clean and tidy in appearance	Smart dress	Casual dress	Smart dress No
Was the driver's badge clearly displayed Was the vehicle licence plate clearly displayed	No Yes	No Yes	Yes
Was the vehicle licence plate clearly displayed Did the driver use mobile phone during journey (other			
than hands free)	No	No	No
Was the taxi meter properly illuminated and clearly			
visible	Yes	Yes	Yes
Was a taxi fares table visible	No	Yes	Yes
	W/C hire. Called United cars 19:40, said they had nothing until 10pm. Called Express cabs	W/C hire. Driver asked/shouted from car if we needed ramp, replied yes. No raido on. Male, glasses, short brown hair. Didn't stop meter when we arrived but price didn't change and he charged same amount as	W/Chire. Called Express 20:39, asked for wheelchair car, they said it was just finishing andther job and will be right
	19:43. Male, short black hair. Radio Not on.	when we arrived/ W/C accessible vehicle.	there. Driver wheeled me up the ramp an