

# Maidstone Hackney Carriage Mystery Shopper Survey

August 2019

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## 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	I	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 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 start 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 before the vehicle arrived?				Immediately available
If a Private Hire, was a meter fitted?				Yes
If a Private Hire, with a meter, was the meter used?				Yes
Licensed Vehicles Plate No.	H45	H13	H39	P268
Driver Badge No.	No visible			No visible
Number of passengers	1	1	1	1
Was meter started only when the vehicle was ready to 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 boarding & alighting the taxi (wheelchair, luggage, shopping etc)		None	Good	
Assessment of the level of helpfulness 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 – did the vehicle smell of cigarette smoke etc)	Clean	Good	Good	clean
Was the driver clean and tidy in appearance	Yes	Smart dress	Yes	Yes
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 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
Other comments	Took me to the wrong macdonalds Not confirmed address when I got in the taxi started the meter again when we got to the 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 available?		Rank hire		Yes
If rank hire and No Hackneys immediately available, how 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 <b>stop</b> trying to flag down a Hackney Carriage, either to give up or because one was hired.		n/a		
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 before the vehicle arrived?	3 minutes	n/a	5 mins	
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 visible	No visible	
Number of passengers	1	1.00	1	1
Was meter started only when the vehicle was ready to set off and Not before?		Yes	Yes	Yes
Tariff 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 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	Standard	Good	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	None			None
Assessment of the level of helpfulness of driver	Good	Standard	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	clean	clean	Good
Was the driver clean and tidy in appearance	Smart dress	Smart dress	Yes	Yes
Was the driver's badge clearly displayed	No	No visible	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	Yes	Yes	Yes
Was a taxi fares table visible	No	Yes	Yes	Yes
Other comments	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 on phone but could Not be seen from rear 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
Surveyor	L	R	I	R
Date	24/06/2019	24/06/2019	24/06/2019	24/06/2019
Time of boarding or start waiting	12:26	12:30	12:30	12:39
Origin 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	
If rank hire, was a Hackney Carriage immediately available?		Rank Hire	No	
If rank hire and No Hackneys immediately available, how long did the surveyor wait?			3 minutes	
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?	7/8 minutes			5 mins
If Private hire, how long a wait was actually experienced before the vehicle arrived?	10 minutes			3 mins
If a Private Hire, was a meter fitted?	Yes			No
If a Private Hire, with a meter, was the meter used?	Yes			
Licensed Vehicles Plate No.	P190	H40	H47	P526 Yellow Plate (out of area)
Driver Badge No.	Lanyard around neck but could not see badge	No visible		No visible
Number of passengers	1	1.00	1	1.00
Was meter started only when the vehicle was ready to set off and Not before?	Yes	Yes	Yes	
Tariff No.	1	1.00	1	
Fare shown at start of journey	£2.80	2.80	£2.80	Non
Extras on meter?				
Fare shown on arrival at the destination	£5.00	3.20	£3.80	5.10
Was the meter stopped on arrival at the destination?	Yes	Yes		
What was the fare charged?	£5.00	£3.20	£4.00	£5.10
Did the driver repeat or confirm the destination	Yes	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)	Good	Ok	Good	Good
Polliteness of driver	Good	Standard	Good	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	None		Good	
Assessment of the level of helpfulness of driver	Good	Standard	Good	Very
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	Very
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	clean	Good	Clean
Was the driver clean and tidy in appearance	Casual shirt	Smart dress	Yes	Yes
Was the driver's badge clearly displayed	No	No visible	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	Yes	Yes	Yes	
Was a taxi fares table visible	No	Yes	Yes	
Other comments	Called Sapphire cabs 12:24, didn't have anything for 30mins. Called Cavalier cabs 12:26. Guy with medium length grey/black hair, glasses. Company badge on side of car, silver people carrier. Lanyard around neck - with driver badge?		Walk to town centre. LoOk for private hire to book without pre-booking 12:10. H39 first in queue. Walk to Maidstone East, No taxis on rank 12:27. GX55 FMG	Called Appollo taxi to book hire. The vehicle had an out of area private hire plate, which was yellow. Could Not see 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	Travelodge	Travelodge	Nandos	Odeon cinema
Rank hire or Flag down?		Rank hire	Private hire - call	Rank hire
If rank hire, was a Hackney Carriage immediately available?		Yes		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 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?			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.				
Number of passengers	1	2	2	2
Was meter started only when the vehicle was ready to set off and Not before?	Yes	Yes	Yes	Yes
Tariff 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?	£3.20	£3.70	£3.60	£3.20
Did the driver repeat or confirm the destination	Yes	Yes	Yes	Yes - see comments
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
Polliteness of driver	Good	Good	Good	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Good	Clipped wheelchair in and wheeled up ramp	Helped put W/C in boot	Little
Assessment of the level of helpfulness 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 Not why Not?)	Yes	Yes	Yes	Yes - other than Not being clipped in
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	Fast driving, quick stopping
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 visible	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	Yes	Yes	Yes	Yes
Was a taxi fares table visible	Yes	Yes	No	Yes
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 taxi. Driver didn't offer to push up ramp and didn't put ramp out for unloading - he wheeled me out reverse steeply out of car and onto pavement. W/C accessible vehicle. Wheelchair was not secured.

Maidstone	Wheelchair user hire	Wheelchair user hire	Guide dog hire	Guide dog hire
Surveyor	L	L	I	I
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 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 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?	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.				
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	
Tarif 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 boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Helped load W/C in boot	Good	Good	Good
Assessment of the level of helpfulness 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		
Other comments	W/C hire. Called Streamline 14:29, No taxis until 4pm. Called Maidstone taxis 14:32, didn't ask for name, they didn't have any W/C vehicles. Male with black, short hair, slightly coloured, short beard/stubble. Silver Hyundai. Non W/C car. Wheelchair placed in boot by driver.	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 boarding with ramp. Tried to turn wheelchair round in car to face backwards but wasn't enough room to manoeuvre. Male, short black hair, balding, short stubble. W/C accessible vehicle. Wheelchair was properly secured, after a while.	Guide dog. No issues	Called Express cabs 16:39. Told operator passenger was blind. 15 minute wait quoted. Driver got out when taxi arrived and got passenger. Dog threw driver a little, but was Ok. GN66 VCT

Maidstone	Guide dog hire	Guide dog hire	Guide dog hire	Guide dog hire
Surveyor	IM	IM	IM	IM
Date	24/06/2019	24/06/2019	24/06/2019	24/06/2019
Time of boarding or start waiting	16:55	17:24	18:17	18:35
Origin location	Nandos	Premier Inn	King Street	Maidstone West
Destination location	Premier Inn	Creams, King Street	Miller & Carter	Premier Inn
Rank hire or Flag down?	Private hire	Private hire	Rank hire	Rank hire
If rank hire, was a Hackney Carriage immediately available?			Yes	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 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?	Didn't say	10 minutes		
If Private hire, how long a wait was actually experienced before the vehicle arrived?				
If a Private Hire, was a meter fitted?				
If a Private Hire, with a meter, was the meter used?				
Licensed Vehicles Plate No.	P203	P190	H48	H17
Driver Badge No.				
Number of passengers	1	1	1	1
Was meter started only when the vehicle was ready to set off and Not before?				
Tariff No.				
Fare shown at start of journey				
Extras on meter?				
Fare shown on arrival at the destination				
Was the meter stopped on arrival at the destination?				
What was the fare charged?	£4.00	£4.00	£4.80	£4.70
Did the driver repeat or confirm the destination	Yes	Yes	Yes	Yes
Did driver communicate in a way traveller could understand	Yes	Yes	Yes	E
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 boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Good	Good	Good	Good
Assessment of the level of helpfulness 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	Yes	Yes	Smart dress	Yes
Was the driver's badge clearly displayed				
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				
Was a taxi fares table visible				
Other comments	Guide dog. Sapphire cabs, didn't quote how long. GL17 DLJ	Guide dog. Cavalier cabs. Driver waiting in vehicle, then got out and asked if passenger was for pick up. No problems. SF14 FBZ	Guide dog. GX07 CNE. Helpful driver, no issues.	Guide dog. SF68 JFK. Helpful driver, no 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?	Private 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 start 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?	Sending one immediately		Just finishing another job and driver would be right there
If Private hire, how long a wait was actually experienced 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 set off and Not before?	Yes	Yes	Yes
Tariff No.	1	1	1
Fare shown at start of journey	£2.70	£2.80	£2.70
Extras on meter?			
Fare shown on arrival at the destination	£7.30	£3.40	£7.30
Was the meter stopped on arrival at the destination?	Yes	No	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 communication (spoken English)	Good	Good	Good
Polliteness of driver	Good	Good	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Good, helped load wheelchair into boot	Average	Good
Assessment of the level of helpfulness 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 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 to other road users, appropriate speed etc)	Good	Good	Good
Cleanliness of taxi (general condition inside and outside - did the vehicle smell of cigarette smoke etc)	Good	Good	Good
Was the driver clean and tidy in appearance	Smart dress	Casual dress	Smart dress
Was the driver's badge clearly displayed	No	No	No
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	Yes	Yes	Yes
Was a taxi fares table visible	No	Yes	Yes
Other comments	W/C hire. Called United cars 19:40, said they had nothing until 10pm. Called Express cabs 19:43. Male, short black hair. Radio Not on. Non W/C car	W/C hire. Driver asked/shouted from car if we needed ramp, replied yes. No radio on. Male, glasses, short brown hair. Didn't stop meter when we arrived but price didn't change and he charged same amount as when we arrived/W/C accessible vehicle. Wheelchair properly secured.	W/C hire. Called Express 20:39, asked for wheelchair car, they said it was just finishing another job and will be right there. Driver wheeled me up the ramp and clipped me in. W/C accessible