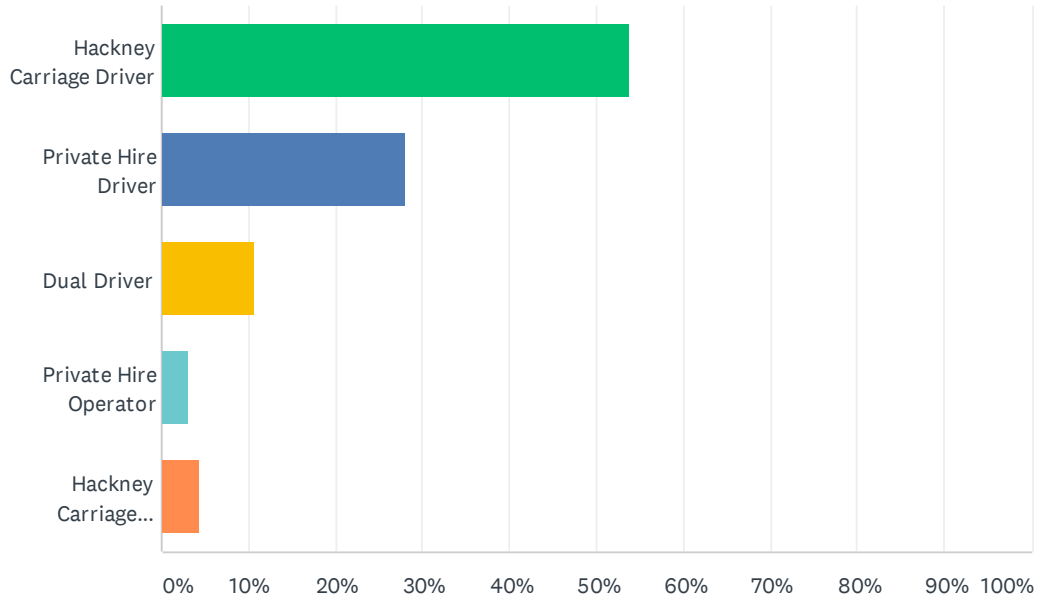


Q1 Which of the following best describes you?

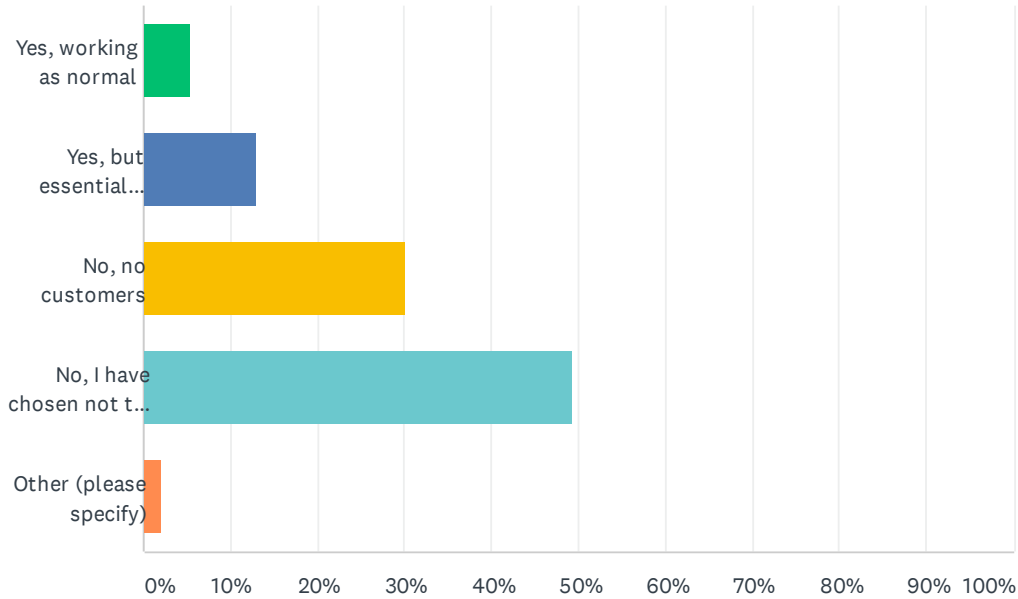
Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Hackney Carriage Driver	53.76%	50
Private Hire Driver	27.96%	26
Dual Driver	10.75%	10
Private Hire Operator	3.23%	3
Hackney Carriage Business Owner	4.30%	4
TOTAL		93

Q2 Have you been working during the Covid-19 restrictions?

Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, working as normal	5.38%	5
Yes, but essential journeys only (key workers, vulnerable people, etc)	12.90%	12
No, no customers	30.11%	28
No, I have chosen not to work due to Government advice	49.46%	46
Other (please specify)	2.15%	2
TOTAL		93

#	OTHER (PLEASE SPECIFY)	DATE
1	Chose not to work and followed government guidelines but also a day later the taxi office shut	4/30/2020 10:31 AM
2	Due to government advice and no customers	4/30/2020 10:21 AM

Q3 Please describe the impact Covid-19 has had on your income

Answered: 93 Skipped: 0

NHDC Hackney Carriage and Private Hire Survey

#	RESPONSES	DATE
1	Very bed	5/15/2020 4:37 PM
2	N/a	5/11/2020 8:36 PM
3	No income at all	5/11/2020 1:17 PM
4	No income	5/10/2020 8:16 PM
5	No income	5/6/2020 4:47 PM
6	No income.	5/6/2020 1:00 PM
7	Extensive	5/3/2020 11:41 PM
8	No work, no income.	5/2/2020 1:24 PM
9	Zero income	5/2/2020 8:45 AM
10	I am not working so I currently have no income.	5/1/2020 9:11 PM
11	Had a big impact on my family. No income at all since March 2020	5/1/2020 8:51 PM
12	mostly account business ,all travel suspended so zero income	5/1/2020 6:56 PM
13	Zero income whatsoever for two months	5/1/2020 6:01 PM
14	I had no work from March. I run my family with tax credits. I also struggle with paying bill.	5/1/2020 2:03 PM
15	Only do part time all ok	5/1/2020 12:52 PM
16	I have been left out of work which in result means I have not been earning for the past 6 weeks	5/1/2020 12:05 PM
17	I am the only earner in the household and since taking government advice to cease trading there has been no wage coming in. In turn I am still having to ya out for Taxi plate charges, station badge charges and full insurance.	5/1/2020 11:25 AM
18	no income	5/1/2020 11:16 AM
19	My income has completed stopped	5/1/2020 10:19 AM
20	Totally changed our way of living but still feel lucky that we still have the opportunity to work	5/1/2020 7:57 AM
21	Destrói my business.	5/1/2020 12:21 AM
22	No income	4/30/2020 11:21 PM
23	Not worked at all. So no money coming in.	4/30/2020 9:57 PM
24	No income and fear of virus.	4/30/2020 9:25 PM
25	No income	4/30/2020 8:04 PM
26	I have completely stopped working therefore i have had no income during this time. This has affected my ability to pay my insurance, rent and ongoing bills.	4/30/2020 7:49 PM
27	I did not work since the lockdown started and borrow money from wife for daily use and direct debts.	4/30/2020 7:33 PM
28	I didn't work since lockdown started I borrow some money from my friends	4/30/2020 7:33 PM
29	Full impact as am now into my 7th week withoutworking	4/30/2020 6:50 PM
30	Impact on income is minimal as ongoing HCC school run has switched to key school run and taxi operator has waived rental fees due to lack or rank work etc	4/30/2020 6:01 PM
31	The income dropped about 80-90%	4/30/2020 5:44 PM
32	I earn hand to mouth as i have a mortgage and young children i have have had to borrow money from friends and family to pay for my taxi insurance and Direct debit's for the car and other living expenses really struggling. i am looking to change my career as their no money left in Taxi the fares have Come down from £3.40 to £3.10 no other job this would happen imagine working at McDonalds and getting paid £8.40 an hour then they drop it to £8.00 for over three	4/30/2020 5:20 PM

NHDC Hackney Carriage and Private Hire Survey

years anyway in the Taxi Trade there's far too many TAXI'S vehicle i struggle to take £50 a shift where i used to be able to take £100 a shift after fuel and we got Uber hanging around definitely a dieing trade. And Not Once in 10 years the council ever popped out to check the vehicle or even check if i have a badge to work as a taxi driver so much anger is going on as we as Labour take a hit and council employees don't do there bit.

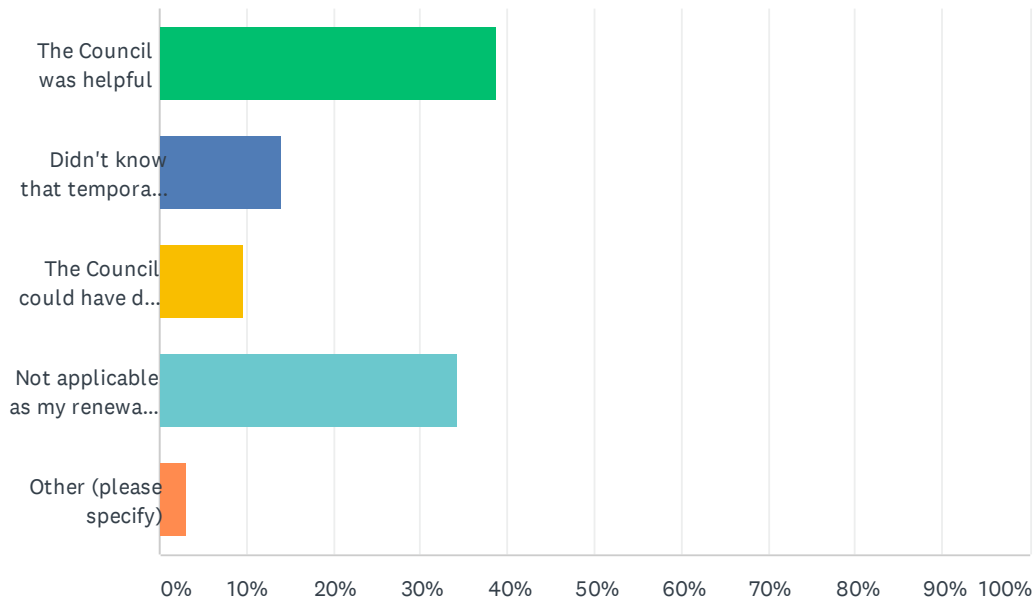
33	Very slow but of course that is to be expected with this Pandemic	4/30/2020 4:43 PM
34	Zero income	4/30/2020 4:35 PM
35	75precent loss	4/30/2020 4:27 PM
36	I have no incine during the covid 19	4/30/2020 4:08 PM
37	No work no income..but still have to pay for plate renewal cost. Plate time lost . exct: would very much help if there was some discount on all fees	4/30/2020 3:59 PM
38	Major impact	4/30/2020 2:24 PM
39	No income whatsoever	4/30/2020 2:12 PM
40	no income	4/30/2020 1:53 PM
41	No income very hard	4/30/2020 1:48 PM
42	Now have zero income!	4/30/2020 1:23 PM
43	I had no income at all, srugling to pay bills and rent,top of this car expenses.	4/30/2020 12:48 PM
44	My last day of work was 9th of March because I had cold and flue. Since then I am staying home without any work.	4/30/2020 12:42 PM
45	I have not been working so have no income and I am a new driver who only started working easter last year 2019.	4/30/2020 12:32 PM
46	Because of Covid-19 I don't work and this means i don't get any income.	4/30/2020 12:28 PM
47	No income whatsoever since end of March	4/30/2020 12:23 PM
48	No work means no salary	4/30/2020 12:20 PM
49	My income has been decimated, I tried to continue working during March but since the lockdown there has been no work.	4/30/2020 12:18 PM
50	Zero income since Government introduced Lockdown about 5 weeks ago.	4/30/2020 12:12 PM
51	Devastating! I have 2 small children and have been a Taxi driver for almost 20 years this was my only source of income, I now worry everyday how I will support my family, government assistance does not come until June !	4/30/2020 12:02 PM
52	I am not working since 16 th of March. So there for I am not earning any money.	4/30/2020 12:00 PM
53	I am not driving because there's no customer, so there's no income coming in. We are struggling and we are surviving on my wife's wages, which is not much.	4/30/2020 11:49 AM
54	On Universal Credit	4/30/2020 11:49 AM
55	Drastically reduced lost my car due to not having the money or help in time after being told to self isolate after developing symptoms	4/30/2020 11:42 AM
56	we have no income from the taxi business and are claiming universal credit.	4/30/2020 11:38 AM
57	I don't have any income at this time	4/30/2020 11:37 AM
58	90 % down	4/30/2020 11:32 AM
59	It's that bad that I'm thinking I mite have to sell up .	4/30/2020 11:31 AM
60	Down by 80 to 90%	4/30/2020 11:31 AM
61	No income at all	4/30/2020 11:28 AM
62	Devistating	4/30/2020 11:28 AM

NHDC Hackney Carriage and Private Hire Survey

63	No income. Wife still has she working food market. Managing with difficulty.	4/30/2020 11:25 AM
64	I have no income from March till now	4/30/2020 11:25 AM
65	No income	4/30/2020 11:19 AM
66	No income and because we are a limited company we are unable to get financial aid so relying on savings.	4/30/2020 11:18 AM
67	income is down to almost zero	4/30/2020 11:08 AM
68	Lost have of my income	4/30/2020 10:59 AM
69	Not good	4/30/2020 10:55 AM
70	I have not worked since 20th March, I have not received any money since then. Waiting to apply for the Government self employment support grant	4/30/2020 10:54 AM
71	Approx 98% drop. One customer on 3 x £7 fares per week.	4/30/2020 10:48 AM
72	It had a big impact my income dropped by over half.	4/30/2020 10:47 AM
73	Desperate	4/30/2020 10:40 AM
74	Has bought my earnings to zero and having to rely on savings	4/30/2020 10:38 AM
75	I have not been working due covid-19,	4/30/2020 10:38 AM
76	Total collapse - airport and event transfers all cancelled	4/30/2020 10:34 AM
77	I've had no income since the lockdown.	4/30/2020 10:32 AM
78	No income because of lack of work so decided to take government advice seeing as their is no screen between us and customers like the black cabs	4/30/2020 10:31 AM
79	Had a massive impact. Currently claiming universal credit. 2 weeks prior to lockdown my income greatly fell by about 50%.	4/30/2020 10:31 AM
80	Struggling massively	4/30/2020 10:31 AM
81	No customers No station customers Income down by 95%!!	4/30/2020 10:30 AM
82	I have no income at the moment as I'm not working	4/30/2020 10:29 AM
83	100% effected. Because I only do Business Executive Airport Transfers I have lost all work until airlines start flying again.	4/30/2020 10:29 AM
84	No income	4/30/2020 10:29 AM
85	No income what so ever I have had to pay £990 for insurance on a vehicle that is not earning any money Plus I have a car due for plating in June so I will not be able to pay for that so I will have to sell the car as I'm getting no money coming in	4/30/2020 10:27 AM
86	Has had a real impact as not many people getting in taxis so earnings are down alot	4/30/2020 10:24 AM
87	I have no income coming in at all I'm waiting for the selfie employed from the government scheme	4/30/2020 10:21 AM
88	Income is zero	4/30/2020 10:19 AM
89	I have zero income since the lockdown	4/30/2020 10:18 AM
90	Decimated.	4/30/2020 10:18 AM
91	Iv lost all my income during this Covid-19 situation	4/30/2020 10:18 AM
92	Devastated income. Earnings have been £0 since lockdown	4/30/2020 10:17 AM
93	Totally stopped all I come	4/30/2020 10:16 AM

Q4 What do you think about the temporary measures the Council introduced to ensure that badges and plates could still be renewed?

Answered: 93 Skipped: 0

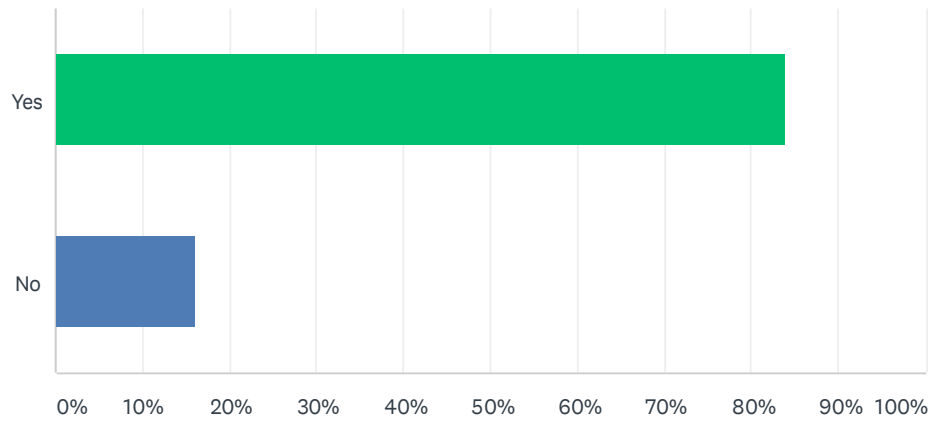


ANSWER CHOICES	RESPONSES
The Council was helpful	38.71% 36
Didn't know that temporary measures were available	13.98% 13
The Council could have done more to help	9.68% 9
Not applicable as my renewals are not due yet	34.41% 32
Other (please specify)	3.23% 3
TOTAL	93

#	OTHER (PLEASE SPECIFY)	DATE
1	Should extend the length of badges and plates for at least 3 months	5/6/2020 1:00 PM
2	Mine was due so no idea	4/30/2020 11:19 AM
3	Absolutely brilliant. This has been the easiest it has ever been to renew my plate in over 20 years of driving a taxi in nhdc. I hope you keep everything the way it is now.	4/30/2020 10:32 AM

Q5 Are you aware of the financial help offered by the Government for small businesses and the self-employed?

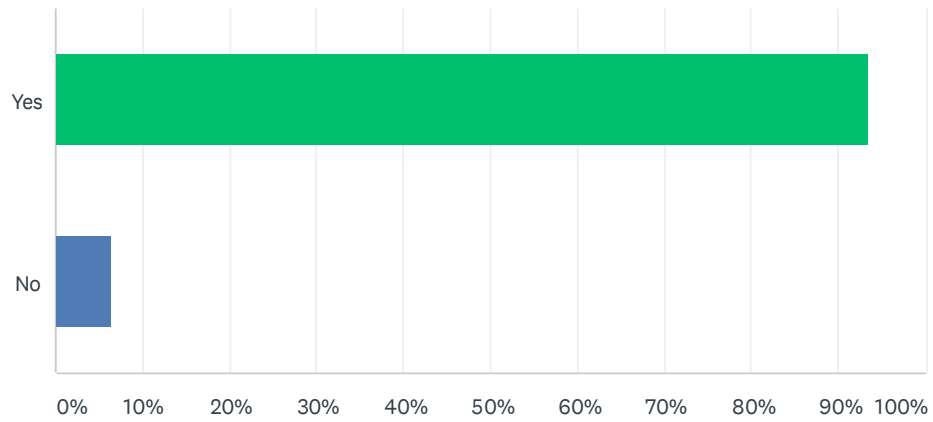
Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.87%	78
No	16.13%	15
TOTAL		93

Q6 Would you like the Council to have a dedicated web page for Covid-19 advice for taxi drivers and information about Government financial help?

Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	93.55%	87
No	6.45%	6
TOTAL		93

Q7 Is there anything else you think the Council should be doing to help taxi licence holders during the current lockdown ?

Answered: 93 Skipped: 0

NHDC Hackney Carriage and Private Hire Survey

#	RESPONSES	DATE
1	Nothing	5/15/2020 4:37 PM
2	N/a	5/11/2020 8:36 PM
3	Put plans in action to extend licences plates insurance and station badges for everyone that has not been able to work.	5/11/2020 1:17 PM
4	No	5/10/2020 8:16 PM
5	Make considerations on licensing fees due to reduced work. Provide cleaning and safety measures for working drivers, so can get back on the road.	5/6/2020 4:47 PM
6	Please extend our taxi plate and badges for at least three months.	5/6/2020 1:00 PM
7	Offer some financial support	5/3/2020 11:41 PM
8	Keep us up to date.	5/2/2020 1:24 PM
9	Advise on how to get back to work	5/2/2020 8:45 AM
10	Is there any financial help/grant available from council during the lockdown period for the taxi driver.	5/1/2020 9:11 PM
11	More support regarding expenditures like taxi insurance.	5/1/2020 8:51 PM
12	freezing licensing or extend current plates,vehicles are grounded	5/1/2020 6:56 PM
13	Introduce emergency benefits	5/1/2020 6:01 PM
14	Maybe	5/1/2020 2:03 PM
15	No doing OK thanks	5/1/2020 12:52 PM
16	Reduced fees on plate renewals in 2020	5/1/2020 12:05 PM
17	The plate charges should be either refunded or extended onto next years charge	5/1/2020 11:25 AM
18	extend all type of licenses for a year free of charge	5/1/2020 11:16 AM
19	Advise them as soon as possible what is the procedures for returning to work	5/1/2020 10:19 AM
20	Happy with the information you gave us but would like more guidelines how to keep customers save an as well as myself	5/1/2020 7:57 AM
21	Don't know.	5/1/2020 12:21 AM
22	No	4/30/2020 11:21 PM
23	Don't know.	4/30/2020 9:57 PM
24	Guidance on how to we can manage.	4/30/2020 9:25 PM
25	Council should reduce renew fees	4/30/2020 8:04 PM
26	They should offer some sort of support/grant to support us during this time	4/30/2020 7:49 PM
27	Yes I want that council should facilitate the drivers regarding government support.	4/30/2020 7:33 PM
28	Yes want that council should facilitate the driver gormint spot	4/30/2020 7:33 PM
29	No	4/30/2020 6:50 PM
30	PPE and sanitiser are very difficult to obtain.	4/30/2020 6:01 PM
31	Maybe having a web page where renewal documents can be uploaded instead of emailed	4/30/2020 5:44 PM
32	Yes refund three months of Taxis Licence fee and Badge fees as we keep getting out of pocket even when the council Decides to put the taxi fares down we pay for our meter calibration fee and out time to see John who make a killing one man Calibrating all of north herts taxi his definitely on commission from the council its nice to go for a drink with the Licensing council boses.	4/30/2020 5:20 PM

NHDC Hackney Carriage and Private Hire Survey

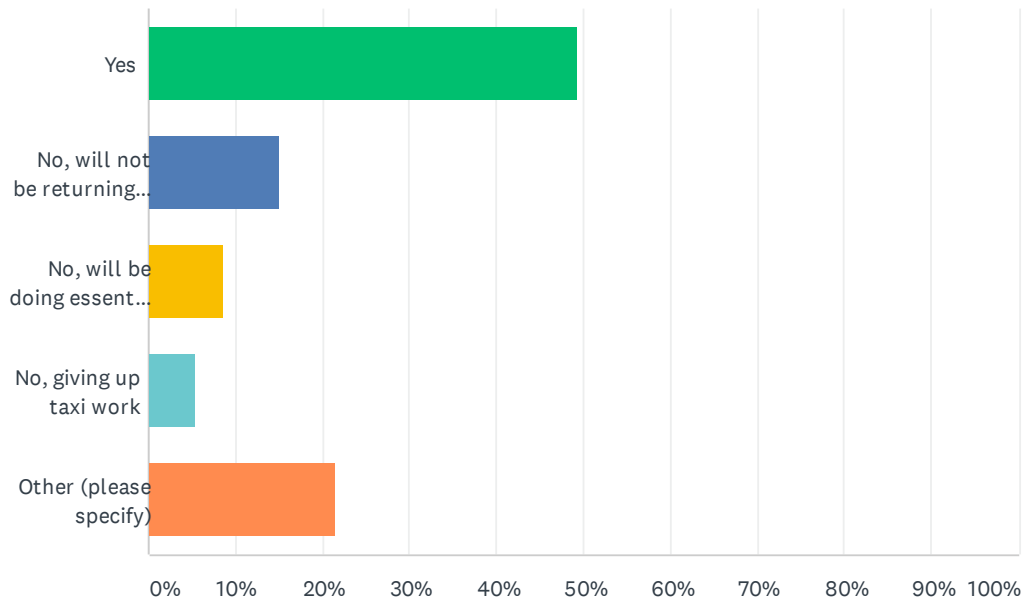
33	There is not a lot anyone can do at the moment	4/30/2020 4:43 PM
34	Give us opportunity of using Uber/Other Taxi app	4/30/2020 4:35 PM
35	No	4/30/2020 4:27 PM
36	No	4/30/2020 4:08 PM
37	A lot of time lost on the plate renewals because of no work...some discount on fees would help a lot	4/30/2020 3:59 PM
38	Provide financial support and hardship grants	4/30/2020 2:24 PM
39	Are we "KEY" workers? How on earth are we supposed to maintain "Social distancing" ?	4/30/2020 2:12 PM
40	people who are waiting for renewal of visas should get the temporary renewed licence	4/30/2020 1:53 PM
41	yes It would be better if council could allow only two passengers until we have vacine for cornovairus	4/30/2020 1:48 PM
42	Not sure	4/30/2020 1:23 PM
43	I think you should reduce badge and plate renewal price	4/30/2020 12:48 PM
44	Yes I think council might return us all some money as we are not working for the pandamec.	4/30/2020 12:42 PM
45	Help new drivers like me ,who do not have previous records on income relating to as a taxi driver. Also help in getting a rebate from Saba regarding our taxi permits if we have not been working at the taxi rank, train stations.	4/30/2020 12:32 PM
46	Council should give discount on plate fees ,licensing fees and station permit fees.	4/30/2020 12:28 PM
47	No	4/30/2020 12:23 PM
48	Just pleased with the current flexibility	4/30/2020 12:20 PM
49	It would be of help if the council considered a refund on the cost of plates and badges during the period of lockdown.	4/30/2020 12:18 PM
50	Reviewing NHDC renewal rates and reviewing insurance requirements.	4/30/2020 12:12 PM
51	I believe ALL Taxi/Plate/badges Licenses should all be extended by at least 3 months, similar to how the government have extended all MOTs automatically for 6 months. To the best of my Knowledge MOST drivers are no longer able to work due to the coronavirus crisis so are unable to even earn the licencing fees. I believe an automatic extension of all plates and badges should at least be considered as these are unprecedented times.	4/30/2020 12:02 PM
52	Would helpful extend our permits and licences please	4/30/2020 12:00 PM
53	Assist us with getting government help.	4/30/2020 11:49 AM
54	N/A	4/30/2020 11:49 AM
55	Offering free sanitizer masks and disinfectant car sprays	4/30/2020 11:42 AM
56	no	4/30/2020 11:38 AM
57	Don't know	4/30/2020 11:37 AM
58	N/A	4/30/2020 11:32 AM
59	I don't think any one can do more until lockdown is over thank u	4/30/2020 11:31 AM
60	Yes.. half price for the plates next year 2021.	4/30/2020 11:31 AM
61	No	4/30/2020 11:28 AM
62	No	4/30/2020 11:28 AM
63	More guidance for taxi drivers. Whether we should work or not work. Rather than leaving to the individual drivers	4/30/2020 11:25 AM
64	It will be good for everyone If the council reduced the price for the Plates	4/30/2020 11:25 AM

NHDC Hackney Carriage and Private Hire Survey

65	Partial refund for licenses or extended licenses due to not being able to work I'm still paying for it	4/30/2020 11:19 AM
66	Look at each situation individually and assess the future of the individual	4/30/2020 11:18 AM
67	auto link to gov site for grants	4/30/2020 11:08 AM
68	Try to help taxi drivers financially themselves.	4/30/2020 10:59 AM
69	No	4/30/2020 10:55 AM
70	Nothing I can think of at this time	4/30/2020 10:54 AM
71	I think the Council has done as much as it can, given the almost impossible circumstances. It's been good to receive emails with support details, as it does show we haven't been forgotten!	4/30/2020 10:48 AM
72	Maybe adjust the rate on meter	4/30/2020 10:47 AM
73	Yes	4/30/2020 10:40 AM
74	Are the council able to bring in temporary measures to only allow passengers to sit in the back, also to have drivers fit temporary screens to separate the front of the car from the back.	4/30/2020 10:38 AM
75	I hope everything get back to normal	4/30/2020 10:38 AM
76	No charge for the months we cannot trade	4/30/2020 10:34 AM
77	No.	4/30/2020 10:32 AM
78	Just to keep us informed on current situation	4/30/2020 10:31 AM
79	Not sure what you can do to be honest	4/30/2020 10:31 AM
80	Help us financially	4/30/2020 10:31 AM
81	Your help is limited, unless there is a meter increase!	4/30/2020 10:30 AM
82	The council could have helped with the fees for renewal of plates	4/30/2020 10:29 AM
83	Financial grant would be good.	4/30/2020 10:29 AM
84	Yes extend the expiry dates of all Hackney/private hire plates for three months minimum to help drivers who are unable to work due to safe social distancing measures being enforced by the government.	4/30/2020 10:29 AM
85	Yes suspend licensing and badge renewals till this is over so we don't have to spend money we don't have	4/30/2020 10:27 AM
86	Offer some kind of refund on plates or a discount when renewal come up	4/30/2020 10:24 AM
87	Let us know what is available for us so we can provide for our families	4/30/2020 10:21 AM
88	Stop sending emails asking for money! Extend current badges as neither I nor my car will have worked for at least 3 months. Be more sympathetic. And answer emails.	4/30/2020 10:19 AM
89	don't know	4/30/2020 10:18 AM
90	Why are you still allowing uber to operate? It's like a double whammy. The council now need to support its drivers .not uber drivers out of town	4/30/2020 10:18 AM
91	Keeping us informed of all changes	4/30/2020 10:18 AM
92	No	4/30/2020 10:17 AM
93	No	4/30/2020 10:16 AM

Q8 When the lockdown restrictions are removed will you be returning to working as normal?

Answered: 93 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	49.46%	46
No, will not be returning to work until a vaccine is available	15.05%	14
No, will be doing essential journeys only	8.60%	8
No, giving up taxi work	5.38%	5
Other (please specify)	21.51%	20
TOTAL		93

NHDC Hackney Carriage and Private Hire Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	But I would like to know what PPE will be expected	5/1/2020 10:19 AM
2	Depends on level of unlock	4/30/2020 6:01 PM
3	I will only return when there is enough work to earn a wage	4/30/2020 2:12 PM
4	only if I will get renewed taxi licence	4/30/2020 1:53 PM
5	Currently shielding due to being High Risk	4/30/2020 1:23 PM
6	Not sure yet	4/30/2020 12:23 PM
7	Considering my options	4/30/2020 12:18 PM
8	cannot say at present	4/30/2020 12:12 PM
9	I will have no choice but to work but will be concerned if there is no vaccine and may reconsider working.	4/30/2020 12:02 PM
10	Not until I can get enough money for a car again and recover financially	4/30/2020 11:42 AM
11	returning to work with a pvc screen between the passengers and myself.	4/30/2020 11:38 AM
12	Yes. But as we will be in a recession. It will be hard out there to make a living. So any help from the council would be great appreciated.	4/30/2020 11:31 AM
13	Will assess the future as and when the crisis subsides	4/30/2020 11:18 AM
14	Very difficult to say, as it depends on so many variables. If testing is good enough that I can be reasonably sure that there is minimal risk from regular customers, then I'll resume - otherwise will have to wait for vaccine.	4/30/2020 10:48 AM
15	Yes but maybe just my school contract and a few regulars until a vaccine or cure is found or unless a ppe screen is going to be allowed to be fitted to the vehicles	4/30/2020 10:38 AM
16	Subject to bookings returning and ability to cover overheads	4/30/2020 10:34 AM
17	If the restrictions continue for more than two months I wont have a business	4/30/2020 10:29 AM
18	Will await for news as to when it will be safe for drivers to resume driving	4/30/2020 10:29 AM
19	Only if I can find any work as getting no help from anyone as yet	4/30/2020 10:27 AM
20	I have no money to renew my badge nor licence so I have no choice but to give up.	4/30/2020 10:19 AM