

Q1: Have you used a taxi in the last 3 months in the West Suffolk area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes	86	59%	19	38%	105	54%	97	60%	30	60%	127	60%	232	57%
No	59	41%	31	62%	90	46%	66	40%	20	40%	86	40%	176	43%
Total	145	100%	50	100%	195	100%	163	100%	50	100%	213	100%	408	100%

Q2: How often do you use a taxi within this area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
3 OR MORE TIMES WEEKLY	5	3%	1	2%	6	3%	7	5%	0	0%	7	3%	13	3%
ONCE OR TWICE WEEKLY	11	8%	2	4%	13	7%	20	14%	2	1%	22	10%	35	9%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	15	10%	0	0%	15	8%	8	6%	5	3%	13	6%	28	7%
ONCE OR TWICE MONTHLY	29	20%	12	24%	41	21%	34	23%	15	10%	49	23%	90	22%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	34	23%	6	12%	40	21%	21	14%	1	1%	22	10%	62	15%
ONCE OR TWICE YEARLY	32	22%	28	56%	60	31%	48	33%	11	8%	59	28%	119	29%
NEVER	19	13%	1	2%	20	10%	25	17%	16	11%	41	19%	61	15%
Total	145	100%	50	100%	195	100%	163	112%	50	34%	213	100%	408	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1
Once or twice yearly	0.01

Resulting estimate of trips per person per month	1.6	0.9	1.5	1.8	0.7	1.5	1.5
---	------------	------------	------------	------------	------------	------------	------------

Q3a. How do you normally get a taxi within this area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
TELEPHONE	87	54%	42	74%	129	59%	115	49%	27	49%	142	49%	271	53%
AT A RANK	67	42%	13	23%	80	37%	74	31%	12	22%	86	29%	166	33%
FREEPHONE	1	1%	0	0%	1	0%	19	8%	5	9%	24	8%	25	5%
AN APP	1	1%	1	2%	2	1%	18	8%	4	7%	22	8%	24	5%
HAILING ON STREET	4	3%	1	2%	5	2%	10	4%	0	0%	10	3%	15	3%
OTHER	0	0%	0	0%	0	0%	1	0%	7	13%	8	3%	8	2%
Total	160	100%	57	100%	217	100%	237	100%	55	100%	292	100%	509	100%

Q3b. If you indicated 'Other', please tell us more?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
NEVER USE									6	100%	6	86%	6	86%
PRE-BOOKED							1	100%			1	14%	1	14%
Total							1	100%	6	100%	7	86%	7	100%

Q4: If you book a taxi by phone, which 3 companies do you call most often?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
A1 CARS			1	2%	1	1%	89	39%			89	28%	90	20%
NEWTAX	69	77%			69	50%							69	15%
GETAWAY CARS							59	26%			59	19%	59	13%
M&L TAXIS			30	64%	30	22%	2	1%			2	1%	32	7%
STAR CARS	4	4%			4	3%	1	0%	26	31%	27	9%	31	7%
PRIDE CARS							2	1%	24	28%	26	8%	26	6%
CROWN CARS							25	11%			25	8%	25	6%
UBER			1	2%	1	1%	15	7%	9	11%	24	8%	25	6%
CARS DIRECT									13	15%	13	4%	13	3%
HAVERHILL AIRPORT TAXIS									9	11%	9	3%	9	2%
JENNYS TAXIS							8	4%			8	3%	8	2%
BRITANNIA CABS	6	7%			6	4%							6	1%
PHOENIX CABS	2	2%	3	6%	5	4%							5	1%
S&T TAXIS			5	11%	5	4%							5	1%
ABBEY TAXIS							2	1%	1	1%	3	1%	3	1%
CELEBRITY TAXIS							3	1%			3	1%	3	1%
PANTHER	3	3%			3	2%							3	1%
TOWN AND COUNTRY TAXIS			3	6%	3	2%							3	1%
ANGLIA TAXIS	2	2%			2	1%							2	0%
ANNEYS TAXIS							2	1%			2	1%	2	0%
BURY TAXI CO	2	2%			2	1%							2	0%
FOXY TAXIS							2	1%			2	1%	2	0%
661 951	1	1%			1	1%							1	0%
HARRYS TAXIS							2	1%			2	1%	2	0%
SCORPIO CARS									2	2%	2	1%	2	0%
STYLE TAXIS			2	4%	2	1%							2	0%
AVON							1	0%			1	0%	1	0%
BOBS TAXIS							1	0%			1	0%	1	0%
BRANDON TAXIS							1	0%			1	0%	1	0%
BUMPER							1	0%			1	0%	1	0%
CALL A CAR									1	1%	1	0%	1	0%
EAST ANGLIA AIRPORT TAXIS			1	2%	1	1%							1	0%
HOSPITAL TAXIS							1	0%			1	0%	1	0%
KAD TAXIS							1	0%			1	0%	1	0%
LADYBIRD TAXIS							1	0%			1	0%	1	0%
NEWMARKET STATION TAXIS							1	0%			1	0%	1	0%
WAGS CABS			1	2%	1	1%							1	0%
WEST SUFFOLK	1	1%			1	1%							1	0%
BURY TRAVEL							1	0%			1	0%	1	0%
CARTERS TAXIS							1	0%			1	0%	1	0%
CLARKS TAXIS							1	0%			1	0%	1	0%

CLM TAXIS							1	0%					1	0%	1	0%
GOLDSTAR							1	0%					1	0%	1	0%
PAULS TAXIS							1	0%					1	0%	1	0%
PERRYS TAXIS							1	0%					1	0%	1	0%
5 STAR							1	0%					1	0%	1	0%
Newmarket based operator																
Bury based operator																
Haverhill based operator																
Total	90	100%	47	100%	137	100%	228	100%	85	100%	313	100%	450	100%		

Q5. If you used an app or website, please tell us which one?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
UBER	1	33%	1	100%	2	50%	16	48%	8	73%	24	55%	26	54%
A1 CARS	0	0%	0	0%	0	0%	8	24%	0	0%	8	18%	8	17%
GOOGLE	2	67%	0	0%	2	50%	0	0%	0	0%	0	0%	2	4%
STAR TRAVEL	0	0%	0	0%	0	0%	0	0%	1	9%	1	2%	1	2%
PRIDE CARS	0	0%	0	0%	0	0%	0	0%	1	9%	1	2%	1	2%
UBER / PRIDE CARS	0	0%	0	0%	0	0%	0	0%	1	9%	1	2%	1	2%
UBER / A1 CARS	0	0%	0	0%	0	0%	9	27%	0	0%	9	20%	9	19%
Total	3	100%	1	100%	4	100%	33	100%	11	100%	44	100%	48	100%

Q6. How often do you use a hackney carriage in the West Suffolk Council area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
3 OR MORE TIMES WEEKLY	4	3%	2	4%	6	3%	1	1%	0	0%	1	1%	7	2%
ONCE OR TWICE WEEKLY	12	9%	1	2%	13	7%	10	7%	0	0%	10	5%	23	6%
LESS THAN 1 WEEKLY, MORE THAN 2 MONTHLY	12	9%	1	2%	13	7%	3	2%	1	2%	4	2%	17	5%
ONCE OR TWICE MONTHLY	26	20%	9	18%	35	19%	17	12%	9	19%	26	14%	61	16%
LESS THAN 1 MONTHLY, MORE THAN 2 YEARLY	22	17%	4	8%	26	14%	15	10%	4	8%	19	10%	45	12%
ONCE OR TWICE YEARLY	25	19%	15	31%	40	22%	40	28%	11	23%	51	27%	91	24%
I can't remember when I last used a hackney carriage	29	22%	4	8%	33	18%	38	26%	22	46%	60	31%	93	25%
I can't remember seeing a hackney carriage in the area	1	1%	13	27%	14	8%	20	14%	1	2%	21	11%	35	9%
Total	131	100%	49	100%	180	100%	144	100%	48	100%	192	100%	372	100%

3 or more times a week	20
once or twice a week	4
less than 1/week, but more than 2/month	2
once or twice a month	1
less than 1/month, but more than 2/year	1
once or twice yearly	0.01

Resulting estimate of trips per person per month	0.2	0.3	0.2	0.2	0.2	0.2	0.2
% that hcv trips are of lv total=	11%	32%	14%	14%	32%	16%	15%

Q7a. Which ranks are you aware of within the West Suffolk Council area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
CORNHILL BURY ST EDMUNDS	1	1%	1	2%	2	1%	110	74%			110	68%	112	35%
HIGH STREET NEWMARKET	109	99%			109	70%							109	34%
MILDENHALL BUS STATION			43	96%	43	28%							43	14%
TRAIN STATION BURY ST EDMUNDS			1	2%	1	1%	24	16%			24	15%	25	8%
HIGH STREET HAVERHILL									11	92%	11	7%	11	3%
CENTRAL BURY ST EDMUNDS							4	3%			4	2%	4	1%
BURY ST EDMUNDS							2	1%	1	8%	3	2%	3	1%
GUILDHALL STREET BURY ST EDMUNDS							3	2%			3	2%	3	1%
HAVERHILL							1	1%			1	1%	1	0%
KIND EDWARD VI SCHOOL BURY ST EDMUNDS							1	1%			1	1%	1	0%
NEWMARKET							1	1%			1	1%	1	0%
WEST SUFFOLK HOSPITAL							1	1%			1	1%	1	0%
WOOLHALL STREET BURY ST EDMUNDS							1	1%			1	1%	1	0%
MILDENHALL							1	1%			1	1%	1	0%
Total	110	100%	45	100%	155	100%	149	100%	12	100%	161	100%	316	100%

Q7b. If you are aware of a rank in the West Suffolk Council area, please tell us if you use it?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Use	65	59%	13	29%	78	50%	88	59%	8	67%	96	60%	174	55%
Don't Use	45	41%	32	71%	77	50%	61	41%	4	33%	65	40%	142	45%
Total	110	100%	45	100%	155	100%	149	100%	12	100%	161	100%	316	100%

Q8. If you would not use a rank for a specific reason, please tell us why?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
PREFER TO BOOK BY PHONE					0		1	5%	5	63%	6	21%	6	20%
NOT ENOUGH VEHICLES AVAILABLE					0		5	25%			5	17%	5	17%
EASE OF CALLING TO BE PICKED UP					0		4	20%			4	14%	4	13%
DRIVE OWN CAR					0		2	10%	1	13%	3	10%	3	10%
MORE EXPENSIVE THAN PRIVATE HIRE					0		3	15%			3	10%	3	10%
ALL TAXIS ARE EXPENSIVE					0		1	5%	1	13%	2	7%	2	7%
PREFER TO USE PUBLIC TRANSPORT / WALK / CYCLE					0		2	10%			2	7%	2	7%
FARES VARY FOR THE SAME JOURNEY	1	100%			1	100%							1	3%
NO RANK TELEPHONE					0		1	5%			1	3%	1	3%
NOT EASILY ACCESSIBLE					0				1	13%	1	3%	1	3%
TOO LONG A WAIT					0		1	5%			1	3%	1	3%
USES DISABILITY SCOOTER OFTEN					0		1	5%			1	3%	1	3%
Total	1	100%	0	0%	1	100%	20	100%	8	100%	29	100%	30	100%

Q9a. For your most recent trip by taxi, how would you rate the Standard of Vehicle Cleanliness?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Average	11	9%	4	8%	15	9%	0	0%	0	0%	0	0%	15	5%
Good	55	45%	8	16%	63	37%	35	30%	15	68%	50	36%	113	36%
Very good	57	46%	37	76%	94	55%	82	70%	7	32%	89	64%	183	59%
Total	123	100%	49	100%	172	100%	117	100%	22	100%	139	100%	311	100%

Q9b. For your most recent trip by taxi, how would you rate the State of Vehicle Repair?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	0	0%	0	0%	0	0%	1	1%	0	0%	1	1%	1	0%
Poor	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Average	11	9%	4	8%	15	9%	1	1%	0	0%	1	1%	16	5%
Good	52	42%	8	16%	60	35%	34	29%	14	64%	48	35%	108	35%
Very good	60	49%	37	76%	97	56%	81	69%	8	36%	89	64%	186	60%
Total	123	100%	49	100%	172	100%	117	100%	22	100%	139	100%	311	100%

Q9c. For your most recent trip by taxi, how would you rate the State of Driver Behaviour?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	1	1%	0	0%	1	1%	2	2%	0	0%	2	1%	3	1%
Average	14	11%	4	8%	18	10%	2	2%	1	5%	3	2%	21	7%
Good	52	42%	8	16%	60	35%	34	29%	13	59%	47	34%	107	34%
Very good	56	46%	37	76%	93	54%	79	68%	8	36%	87	63%	180	58%
Total	123	100%	49	100%	172	100%	117	100%	22	100%	139	100%	311	100%

Q9d. For your most recent trip by taxi, how would you rate the State of Driver Appearance?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Poor	1	1%	0	0%	1	1%	2	2%	0	0%	2	1%	3	1%
Average	14	11%	4	8%	18	10%	0	0%	2	9%	2	1%	20	6%
Good	52	42%	8	16%	60	35%	35	30%	11	50%	46	33%	106	34%
Very good	56	46%	37	76%	93	54%	80	68%	9	41%	89	64%	182	59%
Total	123	100%	49	100%	172	100%	117	100%	22	100%	139	100%	311	100%

Q9e. For your most recent trip by taxi, how would you rate the Standard of Driver Hygiene?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	1	1%	0	0%	1	1%	0	0%	0	0%	0	0%	1	0%
Poor	1	1%	0	0%	1	1%	0	0%	0	0%	0	0%	1	0%
Average	11	9%	4	8%	15	9%	1	1%	0	0%	1	1%	16	5%
Good	56	46%	8	16%	64	37%	38	32%	11	50%	49	35%	113	36%
Very good	54	44%	37	76%	91	53%	78	67%	11	50%	89	64%	180	58%
Total	123	100%	49	100%	172	100%	117	100%	22	100%	139	100%	311	100%

Q9f. For your most recent trip by taxi, how would you rate the Standard of Driver Professionalism?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	0	0%	0	0%	0	0%	1	1%	0	0%	1	1%	1	0%
Poor	1	1%	0	0%	1	1%	0	0%	0	0%	0	0%	1	0%
Average	12	10%	4	8%	16	9%	5	4%	1	5%	6	4%	22	7%
Good	55	45%	8	16%	63	37%	32	27%	12	55%	44	32%	107	34%
Very good	55	45%	37	76%	92	53%	79	68%	9	41%	88	63%	180	58%
Total	123	100%	49	100%	172	100%	117	100%	22	100%	139	100%	311	100%

Q9g. For your most recent trip by taxi, how would you rate the Standard of Driver Knowledge of the Area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	0	0%	0	0%	0	0%	1	1%	0	0%	1	1%	1	0%
Poor	0	0%	0	0%	0	0%	1	1%	0	0%	1	1%	1	0%
Average	13	11%	4	8%	17	10%	9	8%	2	9%	11	8%	28	9%
Good	49	40%	8	16%	57	33%	30	26%	16	73%	46	33%	103	33%
Very good	61	50%	37	76%	98	57%	76	65%	4	18%	80	58%	178	57%
Total	123	100%	49	100%	172	100%	117	100%	22	100%	139	100%	311	100%

Q9h. For your most recent trip by taxi, how would you rate the Price?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	2	2%	0	0%	2	1%	1	1%	0	0%	1	1%	3	1%
Poor	2	2%	0	0%	2	1%	2	2%	0	0%	2	1%	4	1%
Average	33	27%	4	8%	37	22%	19	16%	3	14%	22	16%	59	19%
Good	44	36%	8	16%	52	30%	33	28%	13	59%	46	33%	98	32%
Very good	42	34%	37	76%	79	46%	62	53%	6	27%	68	49%	147	47%
Total	123	100%	49	100%	172	100%	117	100%	22	100%	139	100%	311	100%

Q9i. For your most recent trip by taxi, how would you rate any 'Other'?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Very poor	1	100%			1	100%	1	25%			1	25%	2	40%
Poor							3	75%			3	75%	3	60%
Average													0	0%
Good													0	0%
Very good													0	0%
Total	1	100%			1	100%	4	100%			4	100%	5	100%

Q9. If you indicated 'Other', please tell us more?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
CIRCUITOUS ROUTE TAKEN							3	75%			3	75%	3	60%
DRIVER BODY ODOUR	1	100%			1	100%							1	20%
DRIVING							1	25%			1	25%	1	20%
Total	1	100%	0	0%	1	100%	4	100%	0	0%	4	100%	5	100%

Q10. For any aspects of your journey by taxi you rated poor or very poor, please provide further details?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
TOO EXPENSIVE	4	67%			4	67%	1	25%			1	25%	5	50%
AREA KNOWLEDGE							1	25%			1	25%	1	10%
DRIVER EATING LUNCH	1	17%			1	17%							1	10%
DRIVER REFUSED ASSISTANCE DOG							1	25%			1	25%	1	10%
DRIVER WENT THROUGH A RED LIGHT							1	25%			1	25%	1	10%
FARES VARY FOR THE SAME JOURNEY	1	17%			1	17%							1	10%
Total	6	100%	0	0%	6	100%	4	100%	0	0%	4	100%	10	100%

Q11a. What would encourage you to use hackney carriages or use them more often?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Better Vehicle	4	4%	2	4%	6	4%	24	14%	24	60%	48	23%	54	15%
More hackney carriages I could phone for	66	63%	42	91%	108	72%	69	42%	2	5%	71	34%	179	50%
Better Drivers	3	3%	0	0%	3	2%	9	5%	3	8%	12	6%	15	4%
More hackney carriages I could hail or get at a rank	1	1%	2	4%	3	2%	17	10%	1	3%	18	9%	21	6%
Other	31	30%	0	0%	31	21%	47	28%	10	25%	57	28%	88	25%
Total	105	100%	46	100%	151	100%	166	100%	40	100%	206	100%	357	100%

Q11b. If you indicated 'Other' to Q11a, please provide further details?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
CHEAPER FARES	23	77%			23	77%	29	62%	10	100%	39	68%	62	71%
NOTHING	3	10%			3	10%	7	15%			7	12%	10	11%
CONVENIENCE							4	9%			4	7%	4	5%
CARD PAYMENTS							1	2%			1	2%	1	1%
LIVING FURTHER AWAY							1	2%			1	2%	1	1%
MORE PROFESSIONAL APPEARANCE							1	2%			1	2%	1	1%
MORE VEHICLES - RUSH HOUR							1	2%			1	2%	1	1%
NOT HAVING OWN CAR							1	2%			1	2%	1	1%
OLD AGE - IMOBILITY	1	3%			1	3%							1	1%
PHONE ON THE RANK							1	2%			1	2%	1	1%
POOR HEALTH	1	3%			1	3%							1	1%
RELIABILITY	1	3%			1	3%							1	1%
ROOM FOR LARGE UNFOLDING TROLLEY	1	3%			1	3%							1	1%
SMALLER VEHICLES / CHEAPER FARES							1	2%			1	2%	1	1%
Total	30	100%	0	0%	30	100%	47	100%	10	100%	57	100%	87	100%

Q12a. Do you, or anyone you know, need an adapted licensed vehicle?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
No	125	93%	47	94%	172	93%	121	77%	42	84%	163	79%	335	86%
Yes - WAV			2	4%	2	1%	7	4%	0	0%	7	3%	9	2%
someone I know WAV	6	4%	1	2%	7	4%	20	13%	7	14%	27	13%	34	9%
Yes, but not WAV			0	0%	0	0%	1	1%	0	0%	1	0%	1	0%
Someone I know, but not WAV	3	2%	0	0%	3	2%	8	5%	1	2%	9	4%	12	3%
Other			0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total	134	100%	50	100%	184	100%	157	100%	50	100%	207	100%	391	100%

Q13a. Have you ever given up waiting or made alternative arrangements for an HC, at a rank in the West Suffolk Council area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes	6	5%	1	2%	7	4%	16	11%	0	0%	16	8%	23	6%
No	122	95%	44	98%	166	96%	135	89%	50	100%	185	92%	351	94%
Total	128	100%	45	100%	173	100%	151	100%	50	100%	201	100%	374	100%
True latent demand values=	1.04		1.02		1.04		1.10		1.00		1.08		1.06	

Q13b. If you indicated 'YES' to Q13a, please tell us where?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
CORNHILL BURY ST EDMUNDS							10	71%			10	71%	10	48%
NEWMARKET - RACING DAYS	4	67%			4	57%							4	19%
HIGH STREET NEWMARKET	2	33%			2	29%							2	10%
TRAIN STATION BURY ST EDMUNDS							1	7%			1	7%	1	5%
TRAIN STATION / CORNHILL BURY ST EDMUNDS							1	7%			1	7%	1	5%
ALDI BURY ST EDMUNDS							1	7%			1	7%	1	5%
BURY ST EDMUNDS							1	7%			1	7%	1	5%
MILDENHALL			1	100%	1	14%							1	5%
Total	6	100%	1	100%	7	100%	14	100%	0	0%	14	100%	21	100%

Q14a. Have you ever given up waiting or made alternative arrangements for an HC, by hailing on street in the West Suffolk Council area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes	9	7%	2	4%	11	6%	7	5%	1	2%	8	4%	19	5%
No	119	93%	43	96%	162	94%	142	95%	49	98%	191	96%	353	95%
Total	128	100%	45	100%	173	100%	149	100%	50	100%	199	100%	372	100%
True hailing latent demand values=	1.06		1.04		1.06		1.04		1.02		1.04		1.05	
True combined latent demand values=	1.10		1.06		1.09		1.14		1.02		1.11		1.10	

Q14b. If you indicated 'YES' to Q14a, please tell us where?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
NEWMARKET - RACING DAYS	4	44%			4	40%							4	22%
BURY ST EDMUNDS - TOWN CENTRE							2	33%	1	50%	3	38%	3	17%
NEWMARKET - FROM HOME	3	33%			3	30%							3	17%
NEWMARKET - HIGH STREET	2	22%			2	20%							2	11%
BURY ST EDMUNDS							1	17%			1	13%	1	6%
BURY ST EDMUNDS - CORNHILL							1	17%			1	13%	1	6%
BURY ST EDMUNDS - SCHOOL							1	17%			1	13%	1	6%
BURY ST EDMUNDS - TRAIN STATION							1	17%			1	13%	1	6%
MILDENHALL - FRIENDS HOME			1	100%	1	10%							1	6%
WEST SUFFOLK HOSPITAL									1	50%	1	13%	1	6%
Total	9	100%	1	100%	10	100%	6	100%	2	100%	8	100%	18	100%

Q15. Do you feel there are enough hackney carriages in the West Suffolk? Area over night (19:00 - 07:00)?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes	112	93%	18	38%	130	78%	71	65%	34	71%	105	67%	235	73%
No	8	7%	29	62%	37	22%	38	35%	14	29%	52	33%	89	27%
Total	120	100%	47	100%	167	100%	109	100%	48	100%	157	100%	324	100%

Q16. Do you feel safe using taxis during the day (before 6pm)?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes	121	99%	49	100%	170	99%	138	100%	49	100%	187	100%	357	100%
No	1	1%	0	0%	1	1%	0	0%	0	0%	0	0%	1	0%
Total	122	100%	49	100%	171	100%	138	100%	49	100%	187	100%	358	100%

Q17. Do you feel safe using taxis at night (after 6pm)?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes	116	96%	48	98%	164	96%	126	99%	49	100%	175	98%	339	97%
No	5	4%	1	2%	6	4%	4	3%	0	0%	4	2%	10	3%
Total	121	100%	49	100%	170	100%	130	102%	49	100%	179	100%	349	100%

Q18. If you do not feel safe using taxis, what would make you feel safer?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
MORE FEMALE DRIVERS	1	50%			1	50%	4	67%			4	67%	5	63%
ABILITY TO VERIFY DRIVERS ID FOR SECURITY AT NIGHT					0		2	33%			2	33%	2	25%
DRIVERS NOT TAKING CIRCUITOUS ROUTES	1	50%			1	50%							1	13%
Total	2	100%	0	0%	2	100%	6	100%	0	0%	6	100%	8	100%

Q19a. How do you rate local hackney carriage fares?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Expensive	52	42%	30	60%	82	47%	35	22%	20	40%	55	26%	137	36%
Fair	63	50%	11	22%	74	42%	62	39%	18	36%	80	38%	154	40%
Cheap	0	0%	0	0%	0	0%	3	2%	0	0%	3	1%	3	1%
Don't have an opinion	8	6%	9	18%	17	10%	56	35%	12	24%	68	33%	85	22%
Other	2	2%	0	0%	2	1%	2	1%	0	0%	2	1%	4	1%
Total	125	100%	50	100%	175	100%	158	100%	50	100%	208	100%	383	100%

Q19b. If you indicated 'Other' to Q19a, please tell us more?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
DON'T USE	2	100%			2	100%							2	50%
HIGHER UP FRONT FEE - LOWER MILE FEE							1	50%			1	50%	1	25%
PRICES VARY							1	50%			1	50%	1	25%
Total	2	100%	0	0%	2	100%	2	100%	0	0%	2	100%	4	100%

Q20. If you had the choice of an electric powered hackney carriage, would you use one?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
NO PREFERENCE	55	46%	35	70%	90	53%	97	61%	39	78%	136	65%	226	60%
YES, ONLY IF IT DID NOT COST ANYMORE	63	53%	15	30%	78	46%	52	33%	11	22%	63	30%	141	37%
YES, AND WOULD PAY 10% MORE FARE	1	1%	0	0%	1	1%	9	6%	0	0%	9	4%	10	3%
Total	119	100%	50	100%	169	100%	158	100%	50	100%	208	100%	377	100%

Q21. Should all West Suffolk hackney carriages be a specific livery, ie. one colour or colours, such as the current Newmarket and Mildenhall vehicles?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes	84	77%	9	18%	93	59%	37	25%	11	22%	48	24%	141	40%
No	25	23%	40	82%	65	41%	111	75%	39	78%	150	76%	215	60%
Total	109	100%	49	100%	158	100%	148	100%	50	100%	198	100%	356	100%

Q22. If yes, what sort of livery?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
BLACK / YELLOW	23	51%	2	22%	25	46%	3	9%	1	14%	4	10%	29	31%
BLACK	3	7%	2	22%	5	9%	6	18%			6	15%	11	12%
BLACK / WHITE	10	22%			10	19%							10	11%
YELLOW	2	4%	3	33%	5	9%	5	15%			5	12%	10	11%
DON'T KNOW	6	13%			6	11%	1	3%			1	2%	7	7%
SOMETHING DISITINCT	1	2%			1	2%	3	9%	1	14%	4	10%	5	5%
SIMILAR TO NEWMARKET LIVERY							1	3%	3	43%	4	10%	4	4%
WHITE			2	22%	2	4%							2	2%
BLACK - LIKE LONDON CABS							1	3%			1	2%	1	1%
BLUE							1	3%			1	2%	1	1%
BLUE / WHITE							1	3%			1	2%	1	1%
BLUE / YELLOW							1	3%			1	2%	1	1%
BRIGHT LIVERY							1	3%			1	2%	1	1%
GREEN							1	3%			1	2%	1	1%
NO PREFERENCE							1	3%			1	2%	1	1%
PINK							1	3%			1	2%	1	1%
RED							1	3%			1	2%	1	1%
SILVER							1	3%			1	2%	1	1%
SIMILAR TO MILDENHALL LIVERY									1	14%	1	2%	1	1%
SIMPLE AND CLEAR									1	14%	1	2%	1	1%
STRIPES							1	3%			1	2%	1	1%
WHITE / BLUE / GREEN							1	3%			1	2%	1	1%
WHITE / GREEN							1	3%			1	2%	1	1%
WHITE / YELLOW							1	3%			1	2%	1	1%
WHITE WITH SIGN							1	3%			1	2%	1	1%
Total	45	100%	9	100%	54	100%	34	100%	7	100%	41	100%	95	100%

Q23a. Hackney carriages may provide facilities to pay the fares by credit or debit card. How do you feel about that??	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
I WOULD STILL PAY IN CASH	47	41%	32	64%	79	48%	46	34%	0	0%	46	26%	125	36%
WOULD BE HAPPY AS LONG AS NO SURCHARGE	50	43%	15	30%	65	39%	77	57%	44	96%	121	67%	186	54%
WOULD USE FOR EVERY JOURNEY	18	16%	3	6%	21	13%	6	4%	1	2%	7	4%	28	8%
OTHER	1	1%	0	0%	1	1%	5	4%	1	2%	6	3%	7	2%
Total	116	100%	50	100%	166	100%	134	100%	46	100%	180	100%	346	100%

Q23b. IF YOU INDICATED 'OTHER', PLEASE TELL US MORE?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
DON'T KNOW							3	60%	1	100%	4	67%	4	57%
GOOD IDEA							2	40%			2	33%	2	29%
I DO NOT USE	1	100%			1	100%					0	0%	1	14%
Total	1	100%	0	0%	1	100%	5	100%	1	100%	6	100%	7	100%

Q24. Do you have regular access to a car?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
YES	72	57%	40	80%	112	63%	113	72%	29	59%	142	69%	254	66%
NO	55	43%	10	20%	65	37%	45	28%	20	41%	65	31%	130	34%
Total	127	100%	50	100%	177	100%	158	100%	49	100%	207	100%	384	100%

Q25a. Do you think that people in the West Suffolk area who have disabilities get a good service from hackney carriage vehicles and drivers?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes, they do	57	52%	12	86%	69	56%	93	79%	42	86%	135	81%	204	70%
No, they don't	8	7%	1	7%	9	7%	4	3%	0	0%	4	2%	13	4%
Other	45	41%	1	7%	46	37%	21	18%	7	14%	28	17%	74	25%
Total	110	100%	14	100%	124	100%	118	100%	49	100%	167	100%	291	100%

Q25b. If you indicated 'NO', please tell us more?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
TOO FEW WAV	4	67%			4	57%							4	44%
TOO FEW CARS			1	100%	1	14%	1	50%			1	50%	2	22%
BETTER FACILITIES NEEDED	1	17%			1	14%							1	11%
DISABILITY TRAINING NEEDS IMPROVING							1	50%			1	50%	1	11%
ISSUES WITH ACCESS	1	17%			1	14%							1	11%
Total	6	100%	1	100%	7	100%	2	100%	0	0%	2	100%	9	100%

Q25c. If you indicated 'other', please tell us more?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
DONT KNOW	44	100%	1	100%	45	100%	21	100%	7	33%	28	133%	73	100%
Total	44	100%	1	100%	45	100%	21	100%	7	33%	28	133%	73	100%

Q26a. Do you live in the West Suffolk Council area?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
Yes	126	88%	43	86%	169	87%	125	77%	39	78%	164	77%	333	82%
No	18	13%	7	14%	25	13%	37	23%	11	22%	48	23%	73	18%
Total	144	100%	50	100%	194	100%	162	100%	50	100%	212	100%	406	100%

Q26b: If you do not live in the area, please provide the first half of your postcode?	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk	
IP28	2	11%	3	43%	5	20%	9	24%			9	19%	14	19%
CB10	1	6%			1	4%			9	82%	9	19%	10	14%
CB8	4	22%			4	16%	1	3%			1	2%	5	7%
IP31							5	14%			5	10%	5	7%
IP6							5	14%			5	10%	5	7%
IP32			1	14%	1	4%	3	8%			3	6%	4	5%
CB9							3	8%			3	6%	3	4%
CO10	3	17%			3	12%							3	4%
IP14							3	8%			3	6%	3	4%
IP27	1	6%	2	29%	3	12%							3	4%
CB11									2	18%	2	4%	2	3%
IP33	1	6%			1	4%	1	3%			1	2%	2	3%
CB1	1	6%			1	4%							1	1%
CB2							1	3%			1	2%	1	1%
CB21	1	6%			1	4%							1	1%
CB25	1	6%			1	4%							1	1%
CB7	1	6%			1	4%							1	1%
CM2	1	6%			1	4%							1	1%
CM20							1	3%			1	2%	1	1%
CR0	1	6%			1	4%							1	1%
IP24							1	3%			1	2%	1	1%
IP26							1	3%			1	2%	1	1%
IP29							1	3%			1	2%	1	1%
NEWMARKET							1	3%			1	2%	1	1%
NR7			1	14%	1	4%							1	1%
OX3							1	3%			1	2%	1	1%
Total	18	100%	7	100%	25	100%	37	100%	11	100%	48	100%	73	100%

Q27. GENDER	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk		Census	
1. Male	69	48%	23	46%	92	47%	77	47.2%	32	64.0%	109	51%	201	49%	50%	LESS
2. Female	75	52%	27	54%	102	53%	86	52.8%	18	36.0%	104	49%	206	51%	50%	MORE
Total	144	100%	50	100%	194	100%	163	100%	50	100%	213	100%	407	100%		

Q28. AGE	Newmarket		Mildenhall		Zone A		Bury St Edmunds		Haverhill		Zone B		West Suffolk		Census	
1. Under 30	19	13%	2	4%	21	11%	26	16.0%	4	8.0%	30	14%	51	13%	21%	LESS
2. 31 - 55	60	42%	22	44%	82	42%	56	34.4%	28	56.0%	84	39%	166	41%	38%	MORE
3. Over 55	65	45%	26	52%	91	47%	81	49.7%	18	36.0%	99	46%	190	47%	41%	MORE
Total	144	100%	50	100%	194	100%	163	100%	50	100%	213	100%	407	100%		