

# Tunbridge Wells Hackney Carriage Mystery Shopper Survey

August 2019

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## 1.1 Background

A mystery shopper survey was commissioned as part of the Tunbridge Wells 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..

## 1.2 Mystery shopper surveys

A series of test purchases were undertaken over two days, from the 25<sup>th</sup> to the 26<sup>th</sup> of June 2019. The surveys involved:

- Solo able bodied hires of licensed vehicles
- Wheelchair user test purchases
- Attempts to hire private hire vehicles without pre-booking
- Hire of licensed vehicles by a guide dog user

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 Tunbridge Wells, there are two ranks in effective operation for the majority of the time. This feature presented some additional logistical challenges. Consequently, the surveyors alternated between able bodied test purchases and wheelchair user test purchases, to mitigate the risk of discovery.

## 1.3 Wheelchair user test purchases

The wheelchair user test purchases were each undertaken by two surveyors, one of whom was in a wheelchair. For each test purchase, using a wheelchair accessible licensed vehicle, the driver was asked to board the passenger, whilst the passenger remained in the wheelchair. Both Hackney Carriages and private hire vehicles were used. Wheelchair accessible Hackney Carriages were relatively rare on the ranks. There were no occasions when a wheelchair accessible Hackney Carriage was present on the rank, when a wheelchair user hire was undertaken. Drivers of both Hackney Carriages and private hire vehicles engaged for wheelchair hires, were generally helpful. Normally, the driver would assist with storing the wheelchair which was collapsed for the journey. On one occasion a Hackney Carriage (plate no. XXX), was hired by the test purchasers from the rank at the Railway Station (Mount Pleasant Road). When the vehicle was approached by the test purchasers, the driver ignored the approach and didn't get out of the vehicle to offer any assistance with boarding the wheelchair. The driver didn't engage at all with the surveyors,

but they opened the rear door and proceeded to board. The wheelchair user got out of the wheelchair and boarded the vehicle. The non wheelchair user folded up the wheelchair and placed it in the vehicle before boarding. The driver didn't offer any help when the destination was reached and didn't even tell the passengers what the fare was. The passengers read the fare off the meter and offered payment. The passengers had to disembark, unload the wheelchair and assemble the wheelchair whilst the driver sat in the vehicle.

When private hire companies were contacted, they didn't have any wheelchair accessible vehicles available for immediate hire. There was never any information offered regarding potential delayed availability.

For the test purchases, a collapsible wheelchair was used and the wheelchair user was able to move out of the chair and into the rear of the licensed vehicle, when required. However, if the wheelchair was not collapsible or the user could not get out of the wheelchair then they would have faced serious difficulties with obtaining a wheelchair accessible vehicle for immediate hire. There were some private hire operators who offered wheelchair accessible vehicles. However, these were not available on the occasions when the bookings were attempted. It appears that it is possible to book a wheelchair accessible vehicle in advance, but there are not enough in operation to be readily available for immediate hire.

No advance booked hires of wheelchair accessible vehicles were undertaken.

#### **1.4 Guide dog test purchases**

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. The guide dog test purchases were made over a period of several hours. Therefore, in order to mitigate the risk of discovery at taxi ranks, most of the hires were undertaken with private hire operators. When a private hire booking was made for immediate travel, all but one of the operators were informed that the passenger was blind and would require the driver to draw attention to their presence upon arrival. All drivers managed to make their presence known voluntarily and all drivers assisted with boarding the guide dog and passenger. One driver asked if the dog could travel in the boot of the estate car. The passenger agreed to this. On all other hires, the dog and passenger travelled in the front passenger seat of the vehicle, with the dog in the front footwell, next to the passenger.

One of the private hire bookings was from Sainsbury's to Nuffield Hospital, Kingswood Road. A Hackney Carriage XXX was dispatched to service the booking. The fare charged was £11.00. This seemed high. Unfortunately, the passenger was not able to see if the taximeter was used for the journey and the observer, who followed the passenger and guide dog, was not able to see if a meter was used. The next journey, from the Nuffield Hospital to Pantiles, cost £5.80. This journey was also serviced by a Hackney Carriage (XXX). The cost from Nuffield Hospital to Pantiles was in line with expectations, whereas the cost of the journey from Sainsbury's to the Nuffield Hospital was significantly more than expected.

There were no refusals to carry the guide dog and no hesitation by drivers. All drivers were helpful and provided assistance where desired.

## 1.5 Solo passenger test purchases

A series of solo passenger test purchases were made at different times of day. Journeys were short distance journeys, designed to test acceptance of minimum or close to minimum fares, by drivers. Both Hackney Carriage hires from the ranks and pre-booked hires with private hire operators were made. It became apparent that only the larger private hire operators had the capacity to fulfil pre-booked hires for immediate travel. Several smaller operators were tried at various times, to test availability. However, they were rarely able to provide vehicles within a short period of time.

One Hackney Carriage appeared to have used the wrong tariff on the meter for the sampled hire. On 25<sup>th</sup> June at 17:24 Hackney Carriage HXX was approached to go from the Station, Vale Road side rank, to Bills Restaurant on Lime Hill Road. The driver set off and the starting fare was £4.80. There was a single passenger and travel was on a week day. On the meter the number 4 was showing where the tariff number may otherwise be showing. The meter was still showing the same fare of £4.80 when the vehicle arrived at the destination.

A total of twenty eight test purchases were made over the two days. 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.

## 1.6 Non pre-booked private hire test purchases

Private hire vehicles may not be hired without pre-booking through an operator. However, there have been accusations that some private hire vehicles will accept fares, without pre-booking. Throughout the test purchase campaign, the surveyors were on the lookout for private hire vehicles waiting at the roadside or in car parks. When a suitable vehicle was spotted, it was approached and the driver asked to take the surveyor to a location within Tunbridge Wells, but more than 10 minutes walk away. There were relatively few private hire vehicles seen waiting around. At times, the surveyors spent time specifically looking for such waiting vehicles, including touring in a car, to check a wide range of locations. However, the availability of waiting private hire cars was low. There were three occasions when private hire cars were waiting at the roadside, long enough to be approached. One of the occasions occurred on Tuesday 25<sup>th</sup> June at 17:58. A private hire car (XXX) was waiting on Mount Pleasant Avenue and was approached. The driver was asked to go to Pizza Express on the High Street. Initially the driver offered directions to go to the restaurant. Then, when it was explained that the surveyor wanted to hire the vehicle to go there, the driver explained that the vehicle had to be booked through the office. The surveyor then called the office and booked the trip. Once the booking arrived on the driver's phone app, he took the surveyor to Pizza Express. Later on the 25<sup>th</sup> of June, two more private hire cars were spotted waiting at 23:32 (XXX) and 23:45 (Tonbridge and Malling XXX). Both vehicles were approached and

both stated that they couldn't be hired without the passenger phoning the office first to make a booking.

No other private hire vehicles were spotted waiting in a location where they could be approached.

## **1.7 Detailed survey results**

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

## Solo Mystery Shopper Survey Results

Mystery shopper hires				
Tunbridge Wells	WHEELCHAIR USER HIRE	Solo Mystery Shopper	WHEELCHAIR USER HIRE	WHEELCHAIR USER HIRE
Surveyor	L	I	L	L
Date	25/06/2019	25/06/2019	25/06/2019	25/06/2019
Time of boarding or start waiting	13:39	14:21	14:24	14:40
Origin location	Station rank (upperside)	Sainsbury's	RVP Shopping centre	Station rank (lowerside)
Destination location	Bill's restaurant	Opera House	The Black Pig	Ask Italian
Rank hire or Flag down?	Rank hire	Private hire	Private Hire - call	Rank hire
If rank hire, was a Hackney Carriage immediately available?	Yes			No
If rank hire and No Hackneys immediately available, how long did the surveyor wait?				3 minutes
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 someone Now	
If Private hire, how long a wait was actually experienced before the vehicle arrived?		9 minutes	26 minutes	
If a Private Hire, was a meter fitted?		No	Yes	
If a Private Hire, with a meter, was the meter used?		No	Yes	
Licensed Vehicles Plate No.	XXX	XXX	XXX	XXX
Driver Badge No.				
Number of passengers	2	1	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	Yes		£4.00	£4.00
Extras on meter?				
Fare shown on arrival at the destination	£4.00		£4.60	£4.00
Was the meter stopped on arrival at the destination?	Yes		Yes	Yes
What was the fare charged?	£4.00	£4.00	£4.60	£4.00
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	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	Casual dress	Yes	Smart dressed	Smart dress
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, mirror meter	Yes	Yes, partly hidden by sun visor	Yes
Was a taxi fares table visible	Yes	No	No	Yes
Other comments	W/C journey. No W/C cars on rank. Dark skin, male, greying short hair. No radio on. Non W/C accessible vehicle	Used Sainsbury's freephone to call streamline, gave name. Tunbridge & Malling registered car. XXXXXXXX, Citroen, grey. App on phone used. Following drop off, looking for waiting private hire vehicles to approach, until 16:35	W/C journey. Called taxi in Tunbridge Wells 13:57, they said it'd be 30 minutes so tried elsewhere. Called Tunbridge Wells reliable taxi 13:58, sending someone Now. No radio on. Apologised for delay. Dark skin male, medium/short black hair. Driver badge on lanyard rolled up in middle armrest area. Non W/C car	W/C journey. Older white male, grey hair, moustache, glasses. Driver badge hanging at dash but covered by police bdtage?! Couldn't read driver badge. Non W/C car



Mystery shopper hires				
Tunbridge Wells	WHEELCHAIR USER HIRE	Solo Mystery Shopper	Solo Mystery Shopper	Solo Mystery Shopper
Surveyor	L	R	L	I
Date	25/06/2019	25/06/2019	25/06/2019	25/06/2019
Time of boarding or start waiting	14:54	15:14	15:30	16:35
Origin location	Ask Italian	Sainsburys	Sainsbury's	Station Rank (Vale Road)
Destination location	Sainsbury's	Prezzo Pizza	Opera House Weatherspoons	Homebase
Rank hire or Flag down?	Private hire - call	Private hire Tunbridge wells taxi line	Private hire - call	Rank 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?	10 minutes	20 min wait	20 minutes	
If Private hire, how long a wait was actually experienced before the vehicle arrived?	7 minutes	16 min wait	18 minutes	
If a Private Hire, was a meter fitted?	Yes	Yes	No	
If a Private Hire, with a meter, was the meter used?	Yes	Yes		
Licensed Vehicles Plate No.	XXX	XXX	XXX	XXX
Driver Badge No.		Not visible		XXX
Number of passengers	2	1	1	1
Was meter started only when the vehicle was ready to set off and Not before?	Yes	Yes	Couldn't see a meter	Yes
Tariff No.	1	4		1
Fare shown at start of journey	£4.00	£4.80	No meter seen	£4.00
Extras on meter?				
Fare shown on arrival at the destination	£4.80	£5.00	Asked for £5	£4.00
Was the meter stopped on arrival at the destination?	Yes	Yes		Yes
What was the fare charged?	£5.00	£5.00	£5.00	£4.00
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)	Good	Non needed	Good	Good
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	Very easy	Good	Good
Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)	Good	Normal	Good	Good
Cleanliness of taxi (general condition inside and outside -did the vehicle smell of cigarette smoke etc)	Good	clean	Good	Good
Was the driver clean and tidy in appearance	Yes	Yes	Casula dress	Yes
Was the driver's badge clearly displayed	Yes	Couldn't see one	No	On mirror
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, under radio	Yes	No	Yes
Was a taxi fares table visible	No	No	No	Yes
Other comments	W/C journey. Called Tunbridge Wells Express Cars 13:47. Male with foreign accent answering phone, very difficult to understand. Dark skin male, short black hair. No radio on. Non W/C car		Called taxi in Tunbridge Wells 15:12. Radio on. Young male, medium dark skin, medium length black hair. Lanyard around neck - couldn't see driver badge. Took phone call on hands free while in car for another booking/journey. Dropped at bus stop outside pedestrian zone, pointed towards pub and said I could walk there. Black Mercedes. Non W/C car	Driver badgeXXX.

Mystery shopper hires				
Tunbridge Wells	Solo Mystery Shopper	Solo Mystery Shopper	Solo Mystery Shopper	Solo Mystery Shopper
Surveyor	R	L	R	L
Date	25/06/2019	25/06/2019	25/06/2019	25/06/2019
Time of boarding or start waiting	16:36	16:38	16:45	17:02
Origin location	Station high level	Station rank (Upperside)	Bills restaurnt	Ask Italian
Destination location	Bills restaurant	Ask Italian	2 Grove Ave	Pizza Express
Rank hire or Flag down?	rank hire	Rank hire	private hire	Private Hire - call
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 <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?				10/15 minutes
If Private hire, how long a wait was actually experienced before the vehicle arrived?				13 minutes
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.	XXX	XXX	XXX	
Driver Badge No.	Not visable		Not visable	
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	
Tariff No.	1	1	4	
Fare shown at start of journey	£4.00	£4.00	£4.80	
Extras on meter?				
Fare shown on arrival at the destination	£4.00		£4.80	£4.40
Was the meter stopped on arrival at the destination?	Yes	£4	Yes	Yes
What was the fare charged?	£4.00	£4.00	£4.80	£4.40
Did the driver repeat or confirm the destination	No	Yes - see comments	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	Very good	Good
Politeness of driver	Standard	Good	Standard	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Non needed	Good	Non needed	Good
Assessment of the level of helpfulness of driver	Standard	Good	Very 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	Very easy	Good	Very good	Good
Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)	Yes	Good	Yes	Good
Cleanliness of taxi (general condition inside and outside - did the vehicle smell of cigarette smoke etc)	clean	Good	clean	Good
Was the driver clean and tidy in appearance	Yes	Casual dress	Yes	Smart dress
Was the driver's badge clearly displayed	Couldn't see one	No	Couldn't see one	No
Was the vehicle licence plate clearly displayed	Yes	Yes	Yes	Outside rear
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 - above rear view mirror	Yes	No
Was a taxi fares table visible		Yes		No
Other comments	Dropped me at the top of the high street as he said there was No way to get closer even though there is a street that goes right past the reseraunt Non W/C car	Asked driver to take me to Ask Italian, he commented saying it's just up there past the lights, hinting I could walk. He then drove off before I had settled into the vehicle. Medium dark skin male, short black hair. No radio on.		Called Tunbridge Wells taxi line 16:49, No name asked for. Medium dark skin male, middle aged, grey/back short hair. Slight body odour when I leant forward for change. Estimated that meter on phone app, but Not clear. XXX. Non W/C car

Mystery shopper hires				
Tunbridge Wells	Solo Mystery Shopper	Solo Mystery Shopper	Solo Mystery Shopper	Solo Mystery Shopper
Surveyor	R	I	R	I
Date	25/06/2019	25/06/2019	25/06/2019	25/06/2019
Time of boarding or start waiting	17:10	17:24	17:31	17:58
Origin location	Station high level	Vale Road	travel lodge	Mount Pleasant Avenue North
Destination location	Travel lodge	Bills restaurant	black horse pub	Pizza Express, High Street
Rank hire or Flag down?	rank hire	Rank hire	private hire	Flag down
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				17:57
If flagged, when did the surveyor stop trying to flag down a Hackney Carriage, either to give up or because one was hired.				17:58
If Private Hire, how long a wait was quoted?			5 mins	
If Private hire, how long a wait was actually experienced before the vehicle arrived?			3 mins	
If a Private Hire, was a meter fitted?			No	
If a Private Hire, with a meter, was the meter used?				
Licensed Vehicles Plate No.	XXX	XXX	XXX	XXX
Driver Badge No.	Not visible		Not 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		
Tariff No.	1	T4		
Fare shown at start of journey	£4.00	£4.80		
Extras on meter?				
Fare shown on arrival at the destination	£4.20	£4.80	£4.80	
Was the meter stopped on arrival at the destination?	Yes	Yes	Yes	
What was the fare charged?	£4.20	£5.00	£4.80	£5.00
Did the driver repeat or confirm the destination	Yes	Yes	No	Yes
Did driver communicate in a way traveller could understand	Yes	Good	Yes	Yes
How good was the driver's general level of communication (spoken English)	Good	Good	Good	Good
Polliteness of driver	Standard	Good	Standard	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Non needed	Good	Non needed	Good
Assessment of the level of helpfulness of driver	Standard	Good	Standard	Good
Did the customer feel safe during the journey (if Not why Not?)	No he was speeding the whole way	Yes	Yes	Yes
Did the customer feel comfortable during the journey (if Not why Not?)	was stopping Very fast from speeding	Yes	Yes	Yes
Ease of boarding and alighting from the vehicle	Very easy	Good	easy	Good
Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)	Didn't cut anyone off but was speeding	Good	Good	Good
Cleanliness of taxi (general condition inside and outside - did the vehicle smell of cigarette smoke etc)	clean	Good	Clean	Good
Was the driver clean and tidy in appearance	Yes	Yes	Yes	Yes
Was the driver's badge clearly displayed	Couldn't see one	No	Not visible	Yes
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	Shown but had plastic cover on so hard to see	Yes	n/a	No
Was a taxi fares table visible	No	Yes	No	No
Other comments		Prior to this hire, approached taxi XXX 17:10 on Vale Road rank, said they were waiting on a booking. Later, once the XXX taxi had gone, hired taxi XXX. Asked to go to Bills on Lime Hill Road. Driver happy to accept. Meter appeared to show Tariff 4. Starting fare £4.80. Took right to door of Bills. Asked for £4.80 fare		Car waiting on Mount Pleasant Avenue North. Approached car and driver said I had to call office to book taxi. So I called the office and they assigned the booking to this vehicle. Phone number 676768. Couldn't see fare on app on phone.

Mystery shopper hires	Solo Mystery Shopper	Solo Mystery Shopper	Solo Mystery Shopper	WHEELCHAIR USER HIRE
Tunbridge Wells				
Surveyor	R	L	R	L
Date	25/06/2019	25/06/2019	25/06/2019	26/06/2019
Time of boarding or start waiting	23:35	23:44	23:32	09:35
Origin location	Station	Station rank (Upperside)	Half way up high street outside chip shop	Station rank (Upperside)
Destination location	Smith and western	Smith & Western		Bill's restaurant
Rank hire or Flag down?	rank hire	Rank hire		Rank hire
If rank hire, was a Hackney Carriage immediately available?	Yes	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?				
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.	XXX	XXX		XXX
Driver Badge No.	Not visible			
Number of passengers	1	1		2
Was meter started only when the vehicle was ready to set off and Not before?	Yes	Yes		Yes
Tariff No.	2	2		1
Fare shown at start of journey	£6.00	£6.00		£4.00
Extras on meter?				
Fare shown on arrival at the destination	£6.00	£6.00		£4.20
Was the meter stopped on arrival at the destination?	Yes	Yes		Yes
What was the fare charged?	£6.00	£6.00		£4.20
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
Politeness of driver	Standard	Good		Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Non needed	Good		Good
Assessment of the level of helpfulness of driver	Standard	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
Ease of boarding and alighting from the vehicle	Very	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)	Clean	Good		Good
Was the driver clean and tidy in appearance	Yes	Casual dress		Smart dress
Was the driver's badge clearly displayed	Not visible	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 - under rear view mirror		Yes
Was a taxi fares table visible	No	Yes		Yes
Other comments		No radio on. Driver wearing seatbelt clipped in behind back. Non W/C car	Attempted to hire two waiting private hire vehicles. Both vehicles had been waiting for several minutes. First vehicle approached 23:32, Licence XXX, Reg XXX. Driver refused and said I would need to book with the office. 23:45, The second vehicle approached was a Tonbridge and Malling vehicle XXX license, Reg: XXX. Driver refused, stating that he could only be booked through the office.	W/C journey. White middle aged male, short brown hair. Mercedes. Wheelchair in boot. Non W/C car

Mystery shopper hires				
Tunbridge Wells	WHEELCHAIR USER HIRE	GUIDE DOG USER HIRE	WHEELCHAIR USER HIRE	GUIDE DOG USER HIRE
Surveyor	L	I	L	I
Date	26/06/2019	26/06/2019	26/06/2019	26/06/2019
Time of boarding or start waiting	09:57	10:00	10:14	10:29
Origin location	Bill's Restaurant	Station (Mount Pleasant Road Side)	Station (Mount Pleasant Road side)	Station (Vale Road Side)
Destination location	Station	Sainsburys	Sainsbury's	Sainsburys
Rank hire or Flag down?	Private Hire - call	Rank hire	Rank hire	Rank hire
If rank hire, was a Hackney Carriage immediately available?		Yes	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?	5/10 minutes			
If Private hire, how long a wait was actually experienced before the vehicle arrived?	12 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.	XXX	XXX	XXX	XXX
Driver Badge No.				
Number of passengers	2	1	2	1
Was meter started only when the vehicle was ready to set off and Not before?			Yes	
Tariff No.			1	
Fare shown at start of journey			£4.00	
Extras on meter?				
Fare shown on arrival at the destination			£4.00	
Was the meter stopped on arrival at the destination?			Yes	
What was the fare charged?	£4.00	£4.00	£4.00	£4.00
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
Patience 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	Poor	Good
Assessment of the level of helpfulness of driver	Good	Good	Poor	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	Poor	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	Casual dress	Yes	Smart dress - suit	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	No		Yes	
Was a taxi fares table visible	No		Yes	
Other comments	W/C journey. Called Walkers cars 09:45. No meter to be seen, driver asked for £4 on arrival. No radio on. Dark skin male, medium/short black hair. Non W/C car	Guide dog user hire. Driver helped the guide dog user into vehicle. Driver helped passenger and dog out of the vehicle at the destination.	The driver didn't acknowledge our presence. Driver didn't say anything. Had to get out of wheelchair and get into car. The non wheelchair user passenger collapsed the wheelchair and put it into the back of the vehicle, next to the passengers, before boarding. Driver was medium dark skin male, short black hair, short black beard. Driver didn't announce how much end fare was, handed him £10 and he gave change back.	Guide dog user hire. Driver helped the guide dog user into vehicle. Driver helped passenger and dog out of the vehicle at the destination.

Mystery shopper hires				
Tunbridge Wells	GUIDE DOG USER HIRE	Solo Mystery Shopper	WHEELCHAIR USER HIRE	GUIDE DOG USER HIRE
Surveyor	I	R	L	I
Date	26/06/2019	26/06/2019	26/06/2019	26/06/2019
Time of boarding or start waiting	10:35	10:35	10:42	11:13
Origin location	Sainsburys	Sainburys	Sainsbury's	Nuffield Hospital
Destination location	Nuffield Hospital	Train Station	Station	Pantiles
Rank hire or Flag down?	Private hire	Private hire	Private hire - call	Private hire
If rank hire, was a Hackney Carriage immediately available?				
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?			Send one right away	
If Private hire, how long a wait was actually experienced before the vehicle arrived?		7 mins	10 minutes	
If a Private Hire, was a meter fitted?		No	Yes	
If a Private Hire, with a meter, was the meter used?		n/a	Yes	
Licensed Vehicles Plate No.	XXX	XXX	XXX	XXX
Driver Badge No.		Not visable		
Number of passengers	1	1	2	1
Was meter started only when the vehicle was ready to set off and Not before?		Yes	Yes	
Tarrif No.			1	
Fare shown at start of journey				
Extras on meter?				
Fare shown on arrival at the destination		£4.00	£4.00	
Was the meter stopped on arrival at the destination?		Yes	Yes	
What was the fare charged?	£11.00	£4.00	£4.00	£5.80
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
Polliteness of driver	Good	Standard	Good	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Good	Non needed	Good	Good
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	Very	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	Good	Good
Was the driver clean and tidy in appearance	Yes	Yes	Smart dress	Yes
Was the driver's badge clearly displayed	No	Not visable	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		n/a	Yes	
Was a taxi fares table visible			No	
Other comments	Call T W Express 10:35. Text confirmation. Ford Focus, XXX		W/C journey. Called Tunbridge Wells taxi line 10:32. Mirror meter. Radio on. Slightly dark complexion male, balding, short stubble beard. W/C in boot. Toyota Purple XXX. Non W/C car	Reliable taxis

Mystery shopper hires			
Tunbridge Wells	GUIDE DOG USER HIRE	GUIDE DOG USER HIRE	GUIDE DOG USER HIRE
Surveyor	I	I	I
Date	26/06/2019	26/06/2019	26/06/2019
Time of boarding or start waiting	12:19	13:01	13:14
Origin location	Pantiles	Station	Nuffield Hospital
Destination location	Sainsburys	Nuffield Hospital	3 Gibbets
Rank hire or Flag down?	Private 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 <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?			10 minutes
If Private hire, how long a wait was actually experienced before the vehicle arrived?			10 minutes
If a Private Hire, was a meter fitted?			
If a Private Hire, with a meter, was the meter used?			
Licensed Vehicles Plate No.	XXX	XXX	XXX
Driver Badge No.			
Number of passengers	1	1	1
Was meter started only when the vehicle was ready to set off and Not before?			
Tarrif 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?	£6.00	£5.00	£8.50
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
Politeness of driver	Good	Good	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Good	Good	Good
Assessment of the level of helpfulness of driver	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
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	Yes	Yes	Yes
Was the driver's badge clearly displayed	No	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			
Was a taxi fares table visible			
Other comments	Taxi line		Called Premier cars 13:14, didn't have anything available. Called Taxi in Tunbridge Wells, didn't mention passenger was blind. Moved to help, No issues. XXX.

Mystery shopper hires		
Tunbridge Wells	Solo Mystery Shopper	Solo Mystery Shopper
Surveyor	R	L
Date	26/06/2019	26/06/2019
Time of boarding or start waiting	13:34	13:52
Origin location	Station	Ask Italian
Destination location	Sainburys	Sainsbury's
Rank hire or Flag down?	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		
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
If Private hire, how long a wait was actually experienced before the vehicle arrived?		19 minutes
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.	XXX	XXX
Driver Badge No.	Not visible	
Number of passengers	1	1
Was meter started only when the vehicle was ready to set off and Not before?	Yes	Yes
Tariff No.	1	1
Fare shown at start of journey	4	£4.00
Extras on meter?		
Fare shown on arrival at the destination	£4.00	£5.00
Was the meter stopped on arrival at the destination?	Yes	Yes
What was the fare charged?	£4.00	£5.00
Did the driver repeat or confirm the destination	Yes	Yes
Did driver communicate in a way traveller could understand	Yes	Yes
How Good was the driver's general level of communication (spoken English)	Great	Good
Politeness of driver	Standard	Good
What level of assistance was the assessor given when boarding & alighting the taxi (wheelchair, luggage, shopping etc)	Non needed	Good
Assessment of the level of helpfulness of driver	Standard	Good
Did the customer feel safe during the journey (if Not why Not?)	Yes	Yes
Did the customer feel comfortable during the journey (if Not why Not?)	Yes	Yes
Ease of boarding and alighting from the vehicle	Very	Good
Describe the driver's Standard of driving (eg considerate to other road users, appropriate speed etc)	Good	Good
Cleanliness of taxi (general condition inside and outside – did the vehicle smell of cigarette smoke etc)	Clean	Good
Was the driver clean and tidy in appearance	Yes	Casual dress
Was the driver's badge clearly displayed	Not visible	No
Was the vehicle licence plate clearly displayed	Yes	Yes
Did the driver use mobile phone during journey (other than hands free)	No	No
Was the taxi meter properly illuminated and clearly visible	Yes	Yes
Was a taxi fares table visible	No	Yes
Other comments	Seatbelt on after she started to drive	Called Premier cars 13:30, didn't have any cars this afternoon. Called taxi in Tunbridge Wells 13:33, asked for name. Meter about radio. Driver badge (?) hanging from lanyard and wedged in air vent at dash. Slightly dark complexion male, medium length black hair, late 20s/30. Non W/C car