

Questionnaire for Roof Signs on Private Hire Vehicles

Opening text

Private Hire Vehicles licensed in Harlow have a condition to display a roof sign. This short survey is being used to consider the benefits of displaying a roof sign. A private hire vehicle is one that can be booked through a private hire operator, an operator is often referred to as a 'cab' or 'minicab' company.

1. Are you a Harlow resident or live within 3 miles of Harlow?
Yes / No
2. When you see a roof sign on a licensed vehicle, do you associate the roof sign with being able to get straight into that vehicle and be taken to your destination?
Yes a roof sign means available for hire as long as no other passengers inside / No / Don't know
3. Have you prebooked a private hire vehicle through an operator to take you somewhere in the last 5 years?
Yes / No
4. How often would you say you book a private hire vehicle through an operator?
Never / rarely / once every 6 months / once every 2 months / once a month / once a week / more than once a week
5. When you prebook a journey in advance, do you receive communication from the private hire operator informing you of the vehicle details?
Yes / No / n/a
Comments box
6. Do you check the registration of the private hire vehicle before getting into it?
Yes all the time / often / sometimes / Never / n/a
Comments box
7. When you book a private hire vehicle, does it help to identify the vehicle at your pickup point using the roof sign?
Yes when it has one / No, makes little difference as prebooked / n/a
8. Please provide any comments and views on whether a private hire vehicle licensed in Harlow should display a roof sign.
Comment box
9. Are you a licensed private hire driver?
Y / N
Comments box for licence number
10. Are you a licensed hackney carriage driver?
Y / N

Comments box for licence number

11. Full Name
12. Date
13. In case we need to contact you, please provide an email address, please leave blank if you do not wish to be contacted.