



Údarás Náisiúnta Iompair
National Transport Authority

Covid Impact Research **Wave 3** - Taxi Drivers

Quantitative Survey
May/June 2021

Data gathered during period of further
easing of Government restrictions in
line with rollout of vaccination
programme





Introduction

Introduction

- This report details the findings of a representative survey of taxi drivers in Ireland.
- This is the third iteration of this study, and was, as previously, undertaken by telephone, with a randomly selected list of drivers provided by the NTA for interview.
- A survey of taxi consumers has been undertaken online in tandem, covering a similar topic and aimed at understanding the impact Covid-19 has had on taxi usage and attitudes towards the safety of using taxis during the Covid pandemic.
- Where possible, findings have been compared with that of previous waves of this study, and with previous iterations of the NTA Taxi Fare Review study.



Objectives

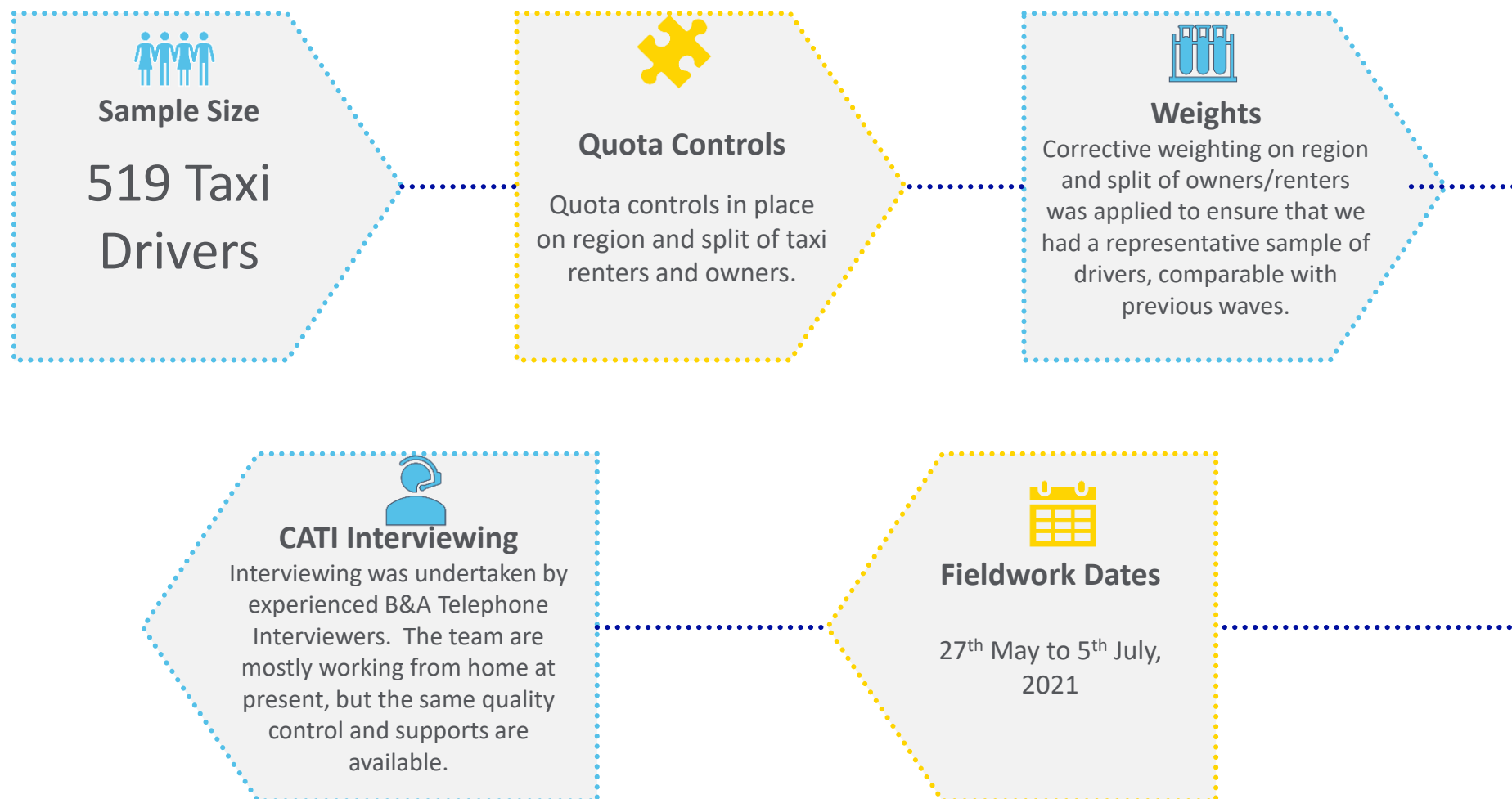
- This research aimed to understand:
 - ❖ The impact Covid is having on taxi drivers
 - ❖ The Covid safety measures drivers have introduced in their vehicles
 - ❖ Incidence of and openness to the use of cashless payments in taxis
- The core objective of this survey was to answer the question below:

What impact has Covid-19 had on taxi drivers and the future of the industry and how has the situation changed since our previous survey in March 2021?



Methodology

A representative survey of taxi drivers in Ireland.





The report in a nutshell:

- Marginal improvements are evident
- Hospitality key to the success of the sector.

Research Timeline



March 2020

Government close schools on Friday 13th with a view to opening on 29th March....

Apr/May 2020

Office workers work from home while parents continue home schooling. Restaurants, pubs and non-essential retail outlets remained closed

June 2020

Government's roadmap to reopening the country is underway: shopping centres & restaurants reopen under strict guidelines.

July 2020

Personal services, such as hairdressers and barbers, and creches open once again, and some employees return to the office.

August 2020

Preparations underway for the return to school. Some slight sense of normality with more people dining out, etc.

September 2020

Children go back to school. Government announce new 5 Level plan, later moving Donegal & Dublin into Level 3.



Oct-Nov 2020

Moved to Level 3 restrictions, with only outdoor dining allowed for restaurants/bars, etc. Then, on 21st October, the country is moved to Level 5 for 6 weeks (until 1st Dec) as all non-essential retail and restaurants close.

December 2020

Non-essential retail outlets & services (e.g. hairdressers) opened on 1st Dec, but on 24th country moved back into Level 5: all restaurants, bars & non-essential retail outlets/ services closed once again.

Jan-Mar 2021

High case numbers leads to extended Level 5 lockdown for Q1 2021, with all restaurants restricted to delivery and non-essential retail/services closed. Schools partially reopened in March for the youngest and oldest children.

Apr-May 2021

All children back to school and some restrictions eased. Outdoor meet ups permitted in small groups, but hospitality remained closed and working from home encouraged. Non-essential retail back as well as professional services (e.g. hairdressers, etc.)

June 2021

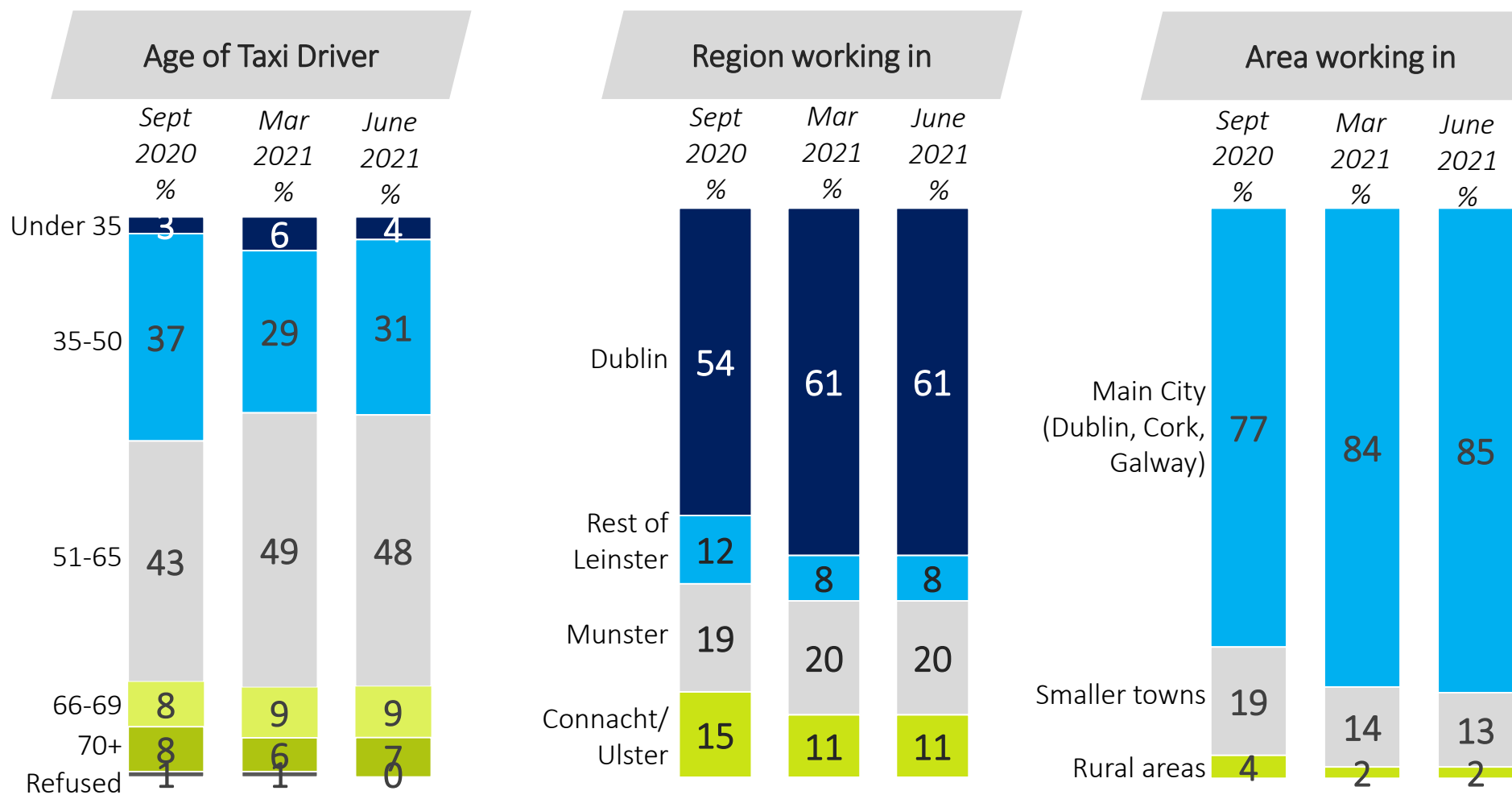
Outdoor dining re-opened. Test events being rolled out and vaccine programme opened up to under 50s.



Profile of Sample

Profile of taxi drivers interviewed

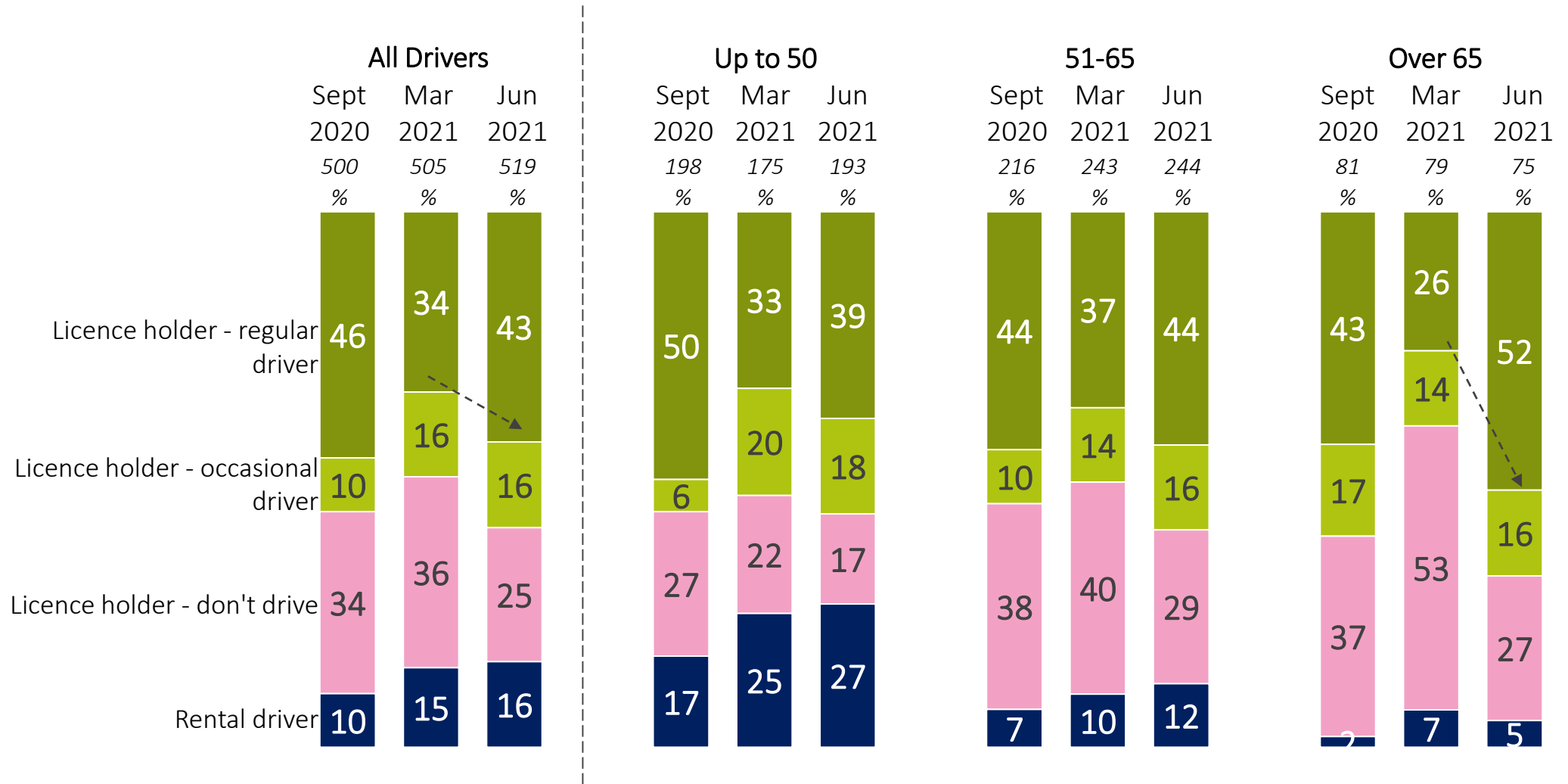
Base: 519 taxi drivers



Similar profile of drivers interviewed this wave in terms of age, region and area working in.

Status of employment

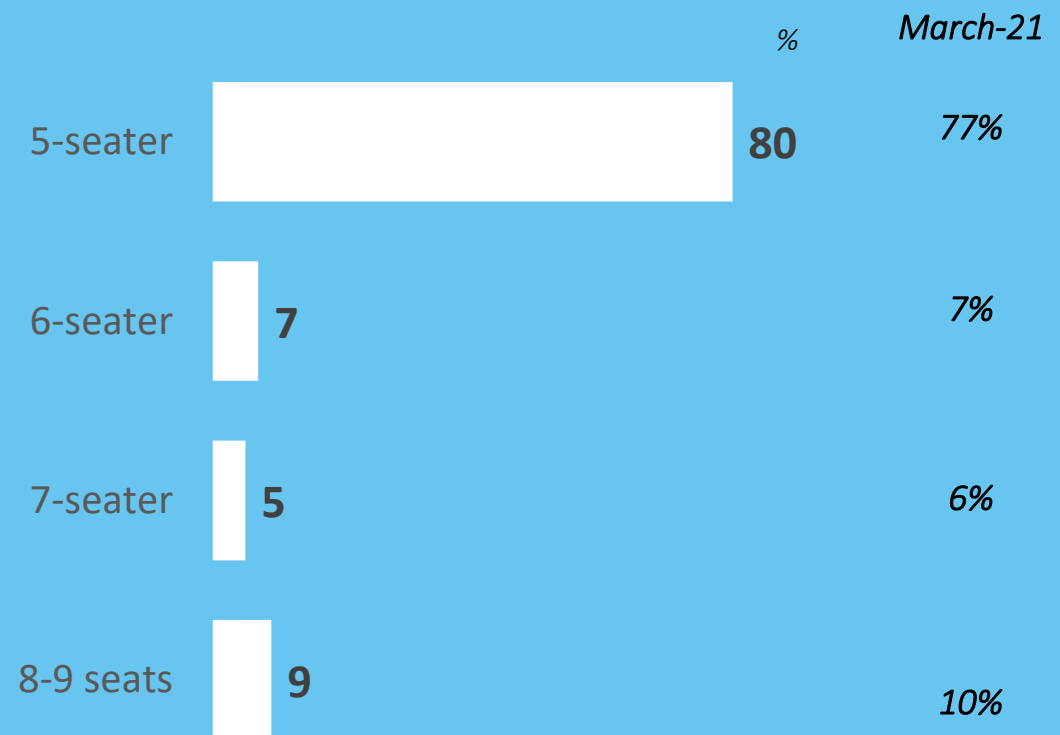
Base: 519 taxi drivers



Increase in proportion of drivers who indicate they are regular drivers now, particularly among the over 65s: 52% now regular drivers, while fewer drivers in this age demographic are not driving at present (from 53% to 27% this wave).

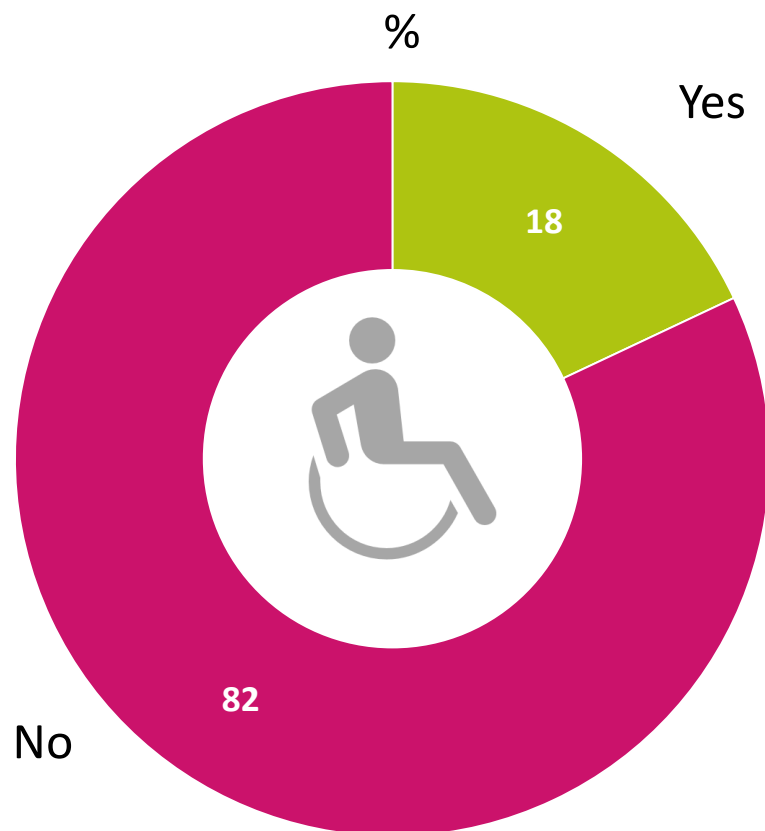


Little difference noted since March 2021, with 2 in 5 (80%) operating a 5-seater vehicle.

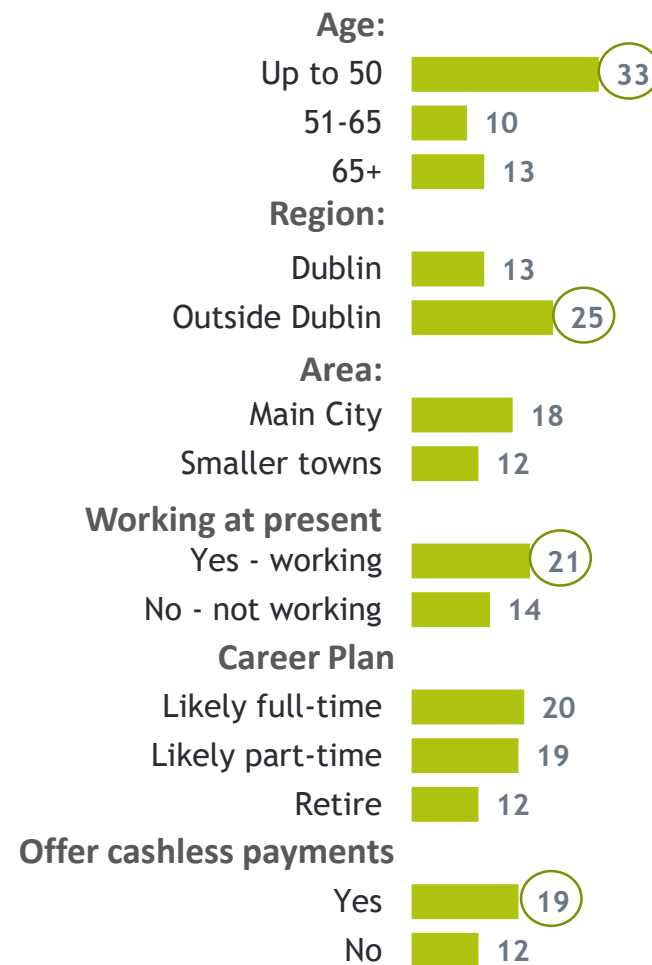


Wheelchair Accessible Taxi (WAT)

Base: 414 licenced taxi drivers



Any Yes %



Licensed drivers under the age of 50 are most inclined to be driving a WAT, while incidence of wheelchair accessible taxis are higher outside Dublin, among those working and among those offering cashless payments also.



15* years remains the average length of time taxi drivers have been working.

	Sep 2020 %	Mar 2021 %	Jun 2021 %
Less than 6 years	19	20	18
From 6 to 13 years	19	22	19
From 13 to 16 years	20	16	16
From 16 to 21 years	20	19	25
21 years or more	20	22	21

*Mean



**Impact of Covid-19
on income**

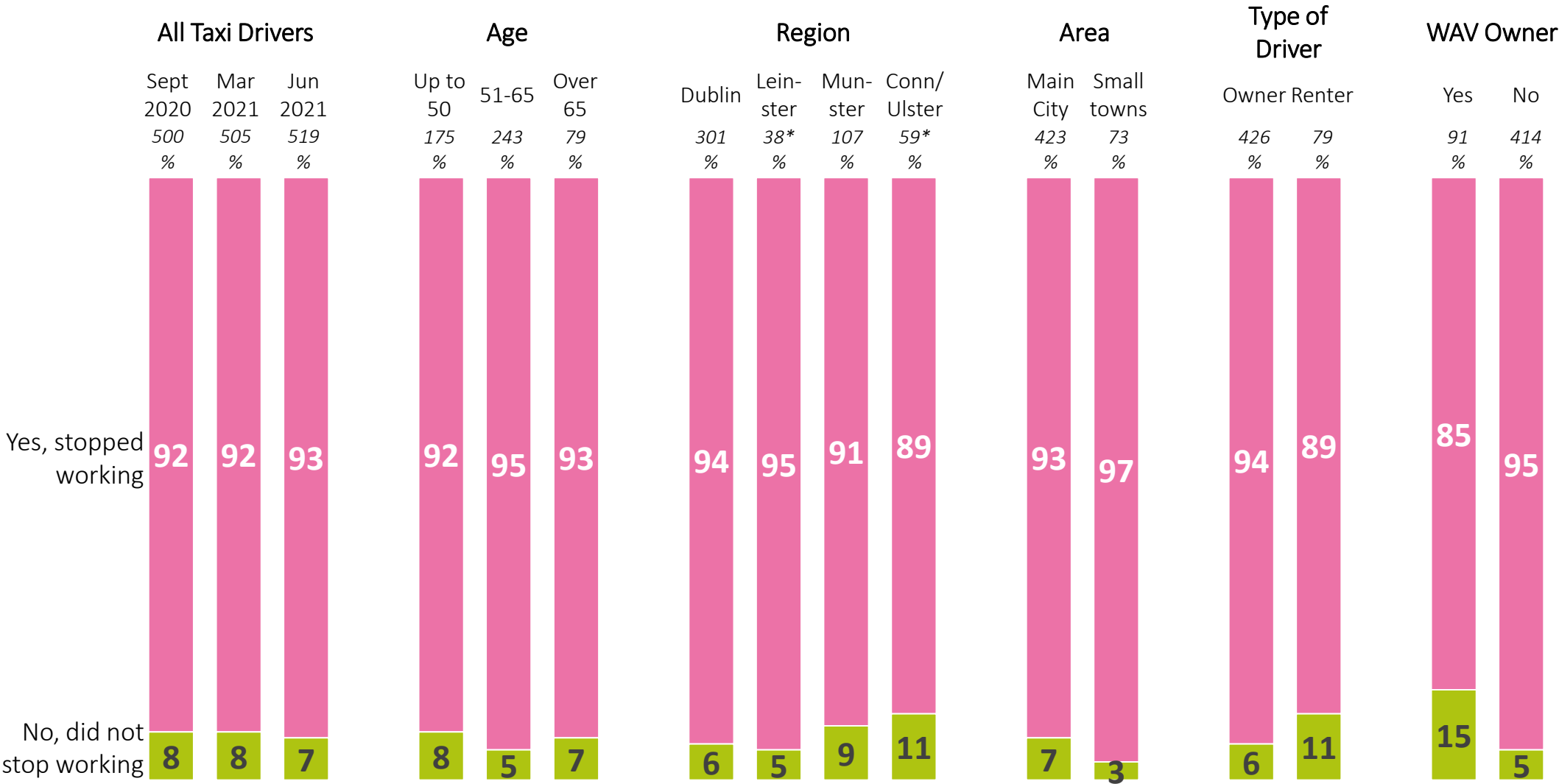


CLOSED
COVID-19

Overall, the vast majority (93%) have stopped working at some point since the Covid restrictions were introduced, with a marginally higher incidence in smaller towns, among those who own their taxi and among those who are not driving a WAT.

Incidence of stopping work due to pandemic

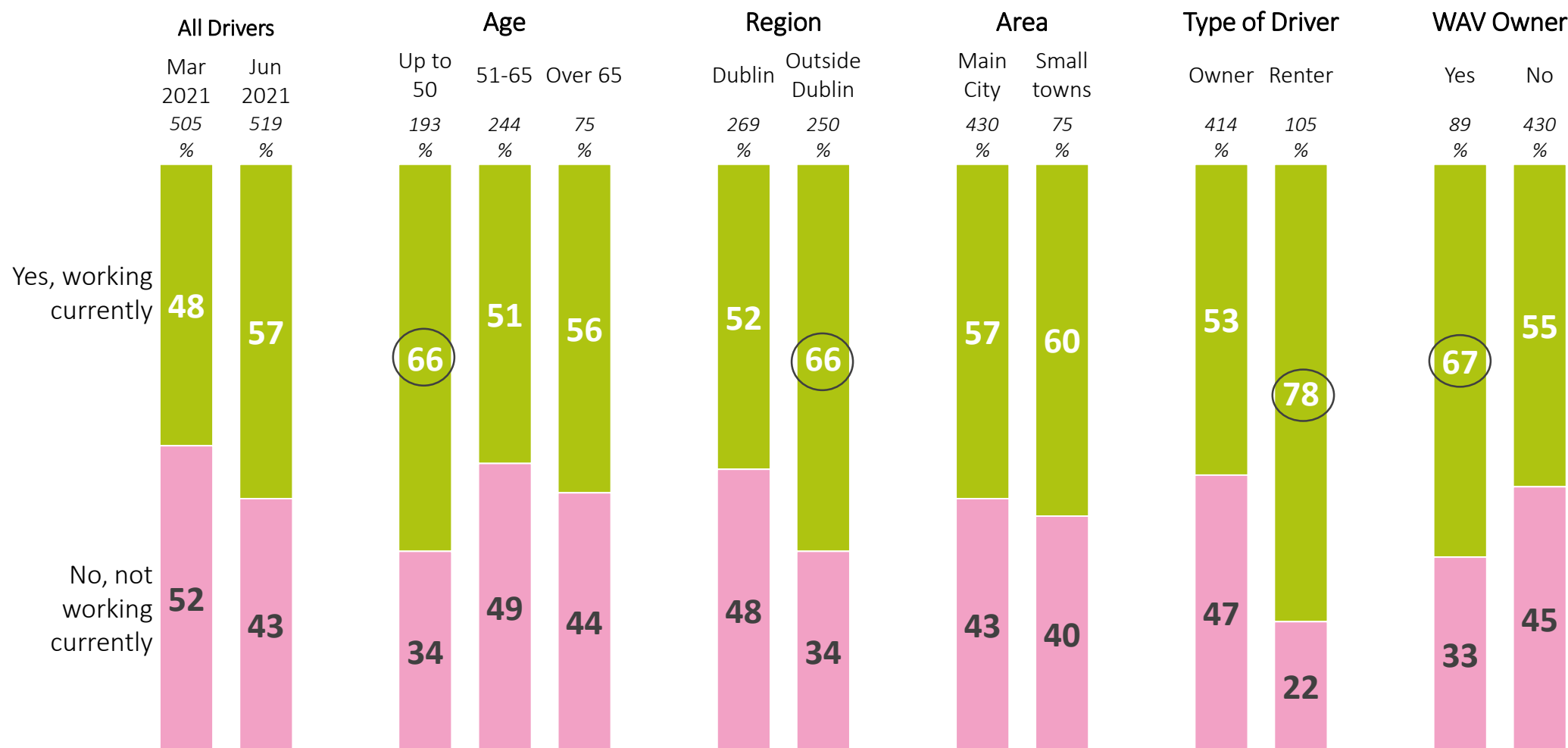
Base: 519 taxi drivers



93% of taxi drivers have stopped working at some point due to the pandemic: higher incidence in smaller towns, among those who own their taxi and among those who are not driving a WAT.

Who is working currently?

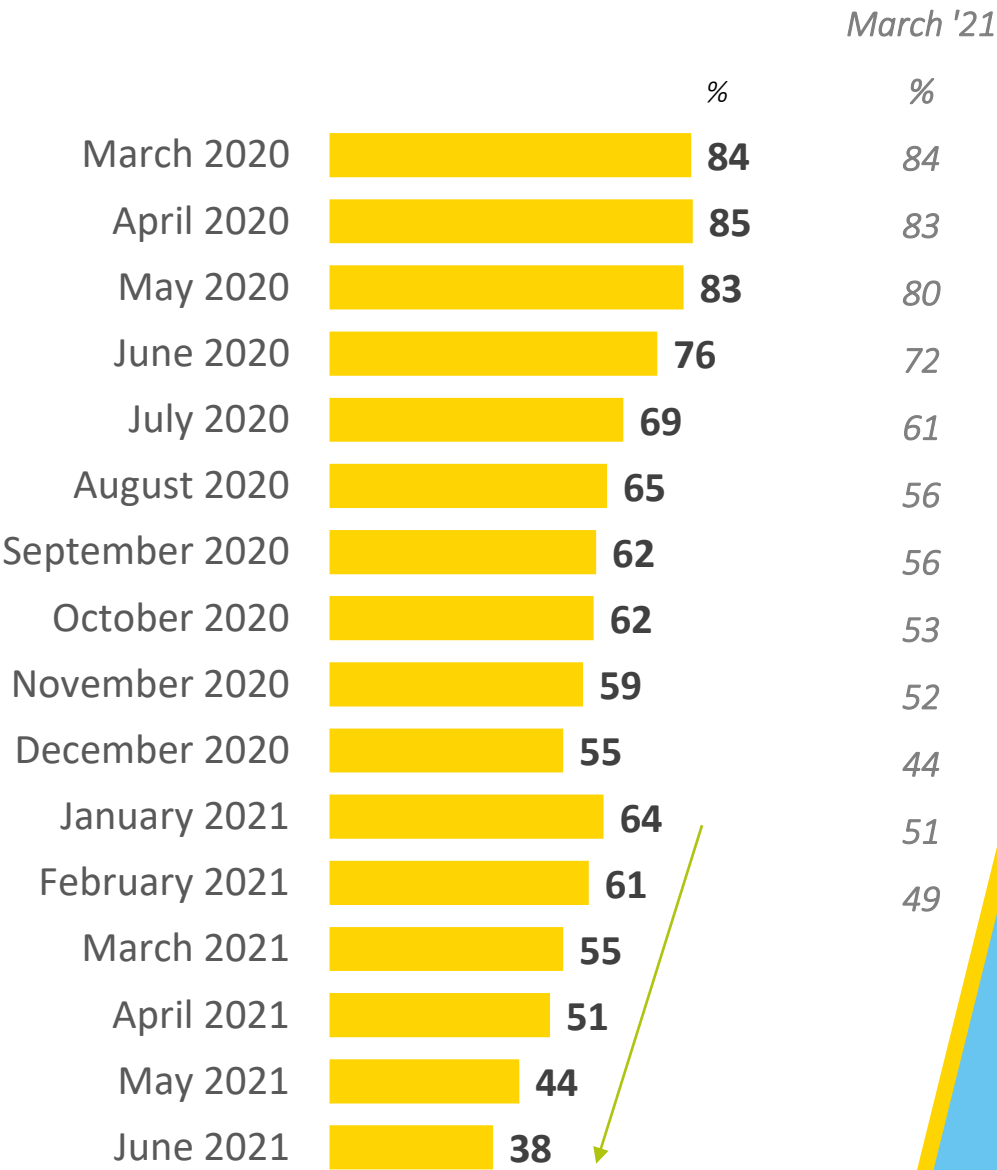
Base: 519 taxi drivers



Almost 3 in 5 taxi drivers are working now (+9% pts vs March 2021): higher among under 50s, those outside Dublin, those renting their vehicle and among those who are driving a WAT.

Months not working

Base: 519 taxi drivers



A steady decline in the proportion not working since January 2021: from 64% of all drivers not working down to 38% not working in June 2021.

When stopped working

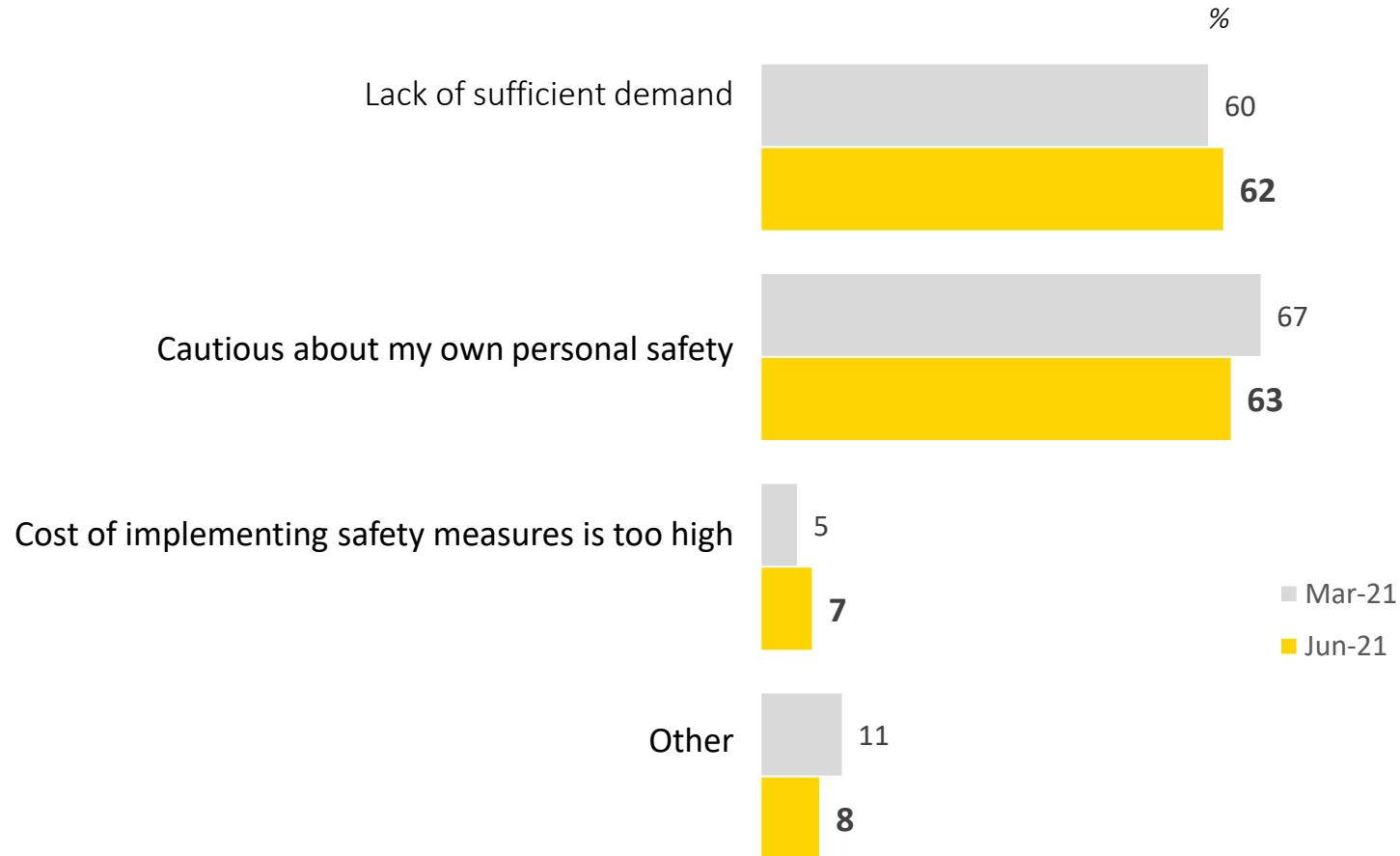
Base: 481 taxi drivers who stopped working at some point in past year

	All Drivers	Age			Region		Area		Type of Driver		WAT?	
		Under 50	51-65	Over 65	Dublin	Outside Dublin	Mainly cities	Smaller towns	Owner	Renter	Yes	No
Base:	481	178	230	69	252	229	397	72	387	94	76	405
	%	%	%	%	%	%	%	%	%	%	%	%
March 2020	91	92	88	95	91	90	90	93	92	81	92	90
April 2020	91	90	90	94	92	89	90	95	93	80	93	91
May 2020	89	86	89	93	90	87	88	92	91	78	92	88
June 2020	82	77	83	88	85	77	81	87	84	69	72	84
July 2020	74	66	77	80	78	66	74	69	77	54	62	75
August 2020	69	58	74	80	74	62	71	60	75	38	60	71
September 2020	67	56	72	71	71	60	68	58	72	39	57	68
October 2020	66	56	71	70	71	59	67	61	71	38	56	68
November 2020	64	54	69	65	67	58	64	59	68	38	56	65
December 2020	59	48	63	67	63	52	59	53	63	35	55	59
January 2021	69	61	73	71	72	64	69	60	73	46	69	69
February 2021	65	58	67	71	69	59	66	57	69	42	63	65
March 2021	58	51	61	64	62	52	60	49	63	36	57	59
April 2021	55	47	59	59	61	46	56	50	59	32	53	56
May 2021	48	38	52	51	54	38	48	42	51	29	44	48
June 2021	41	31	47	41	46	33	42	32	45	20	37	42

Among those who stopped working, older taxi drivers and those who own their vehicles appear to have stopped working for longer.

Why stopped working

Base: 463 taxi drivers who stopped working at some points this year



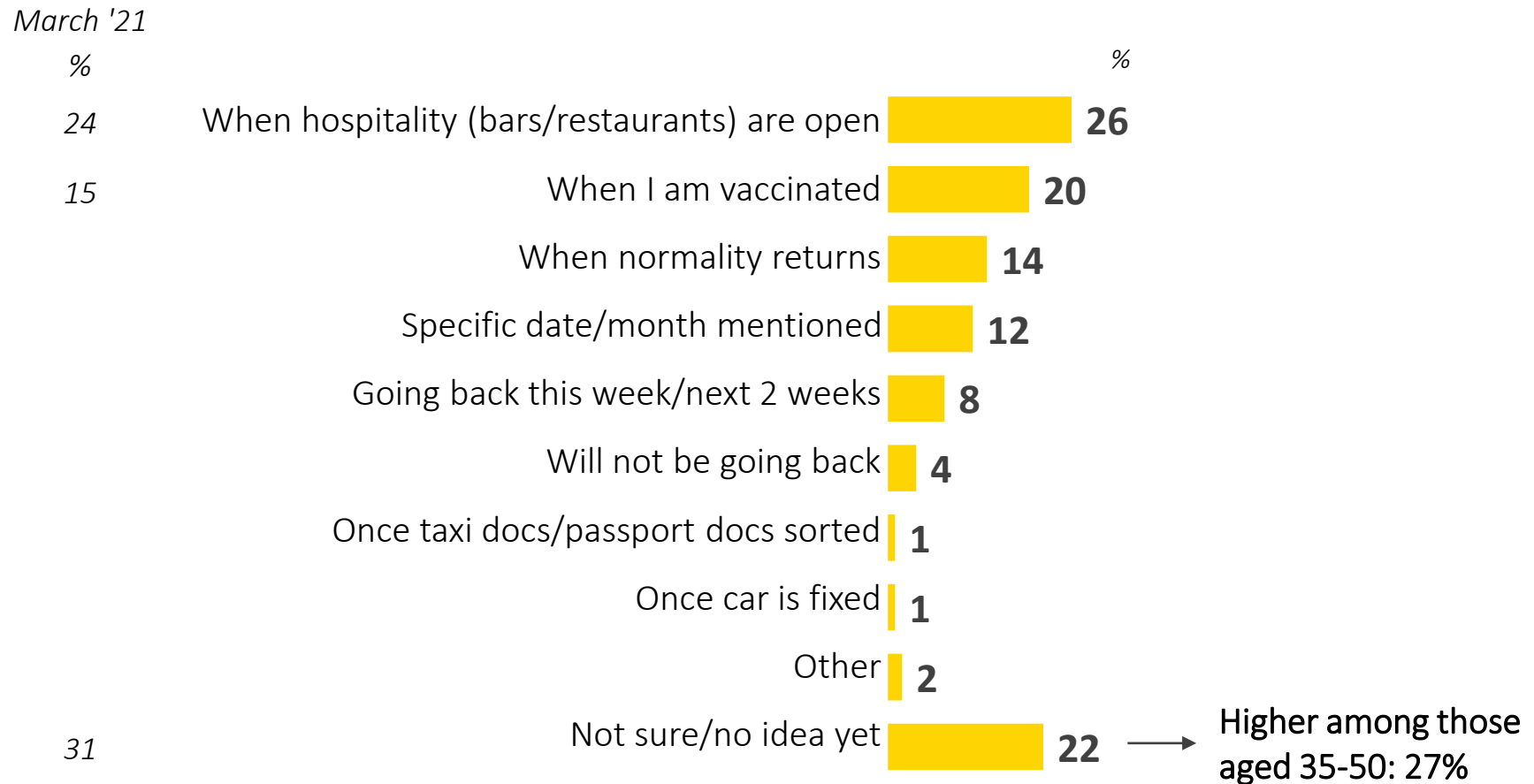
The majority of respondents who stopped working did so because of a lack of demand and/or caution for their own safety, with little change noted since March 2021.



In September 2020, 60% of those not working had no idea when they would be going back, this time that figure is down to 22%. That said, there remains some uncertainty as regards timelines...

When plan on returning to work

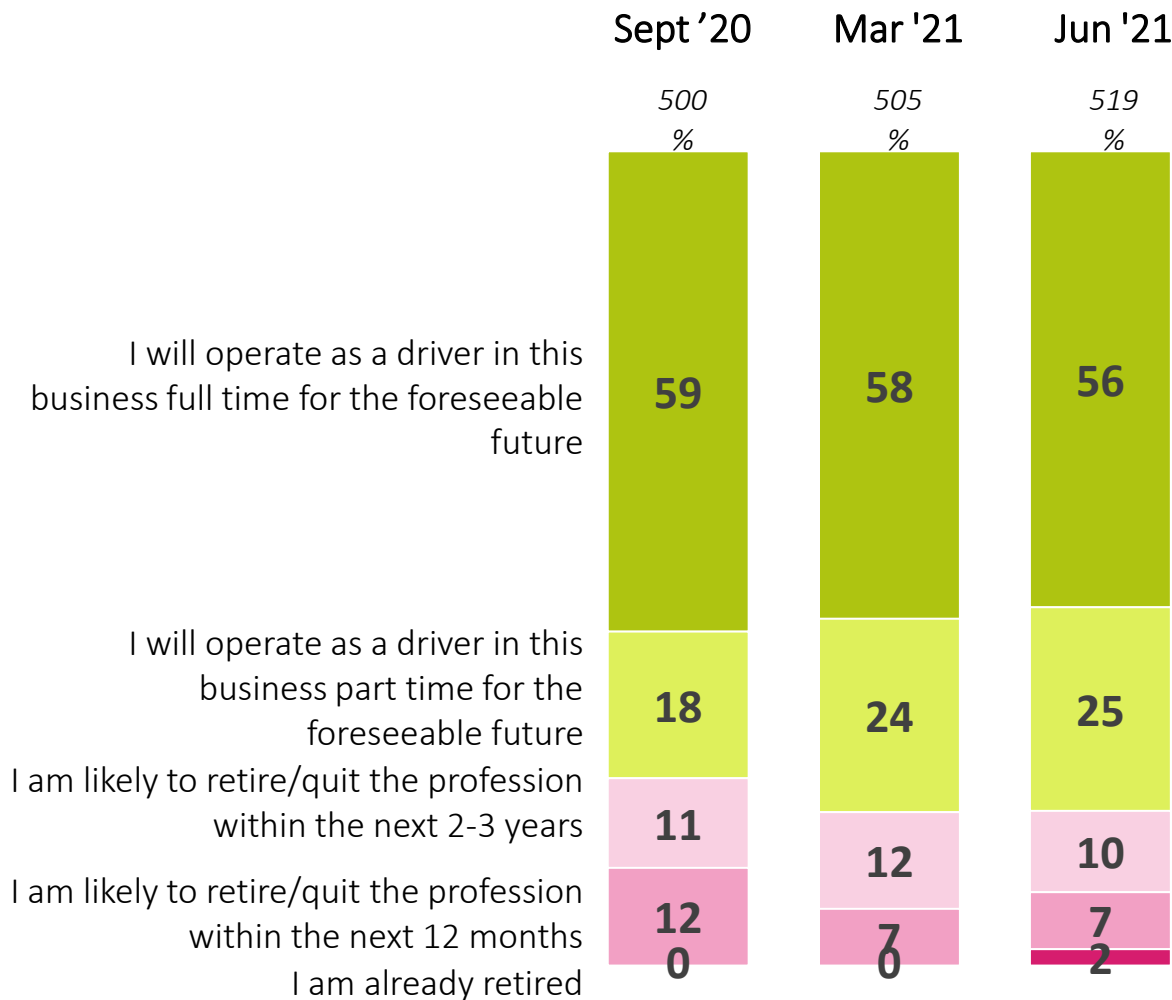
Base: 211 taxi drivers not working at present



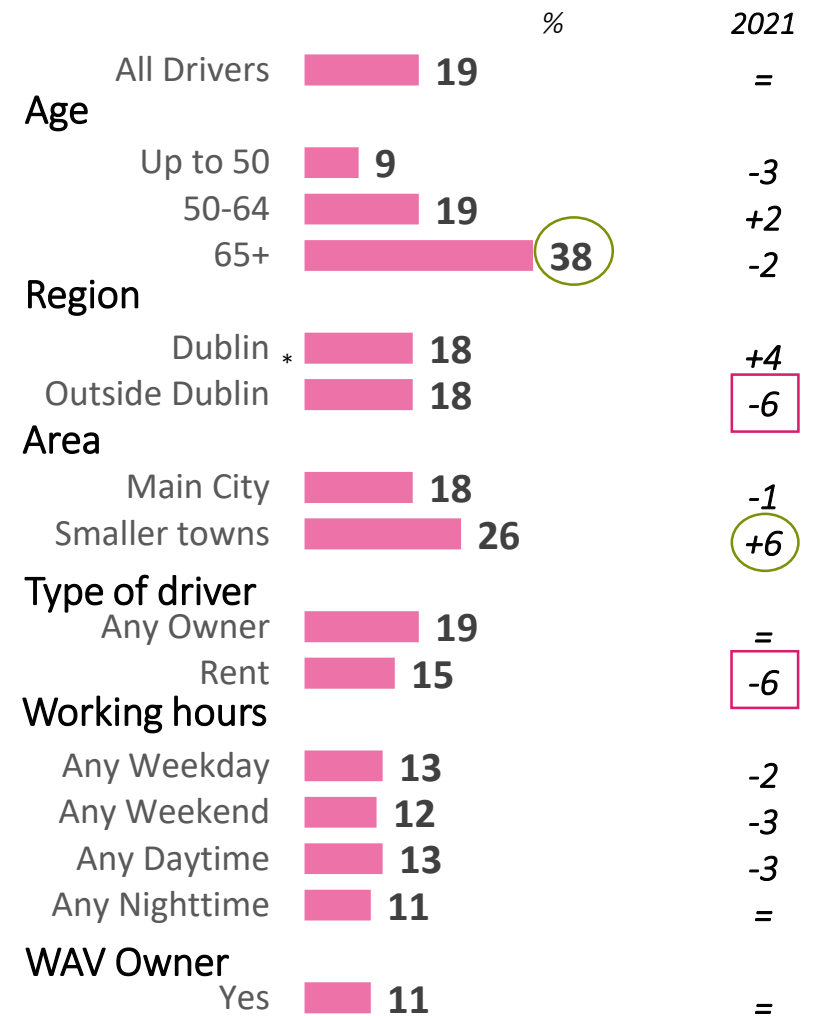
Similar proportion suggesting they plan on returning to work when hospitality is back, while a higher proportion indicating they will wait until they are vaccinated (+5% pts to 20%). Fewer are unsure of when they will return (22%), while 4% indicate they will not be going back.

Future plans for career

Base: 519 taxi drivers



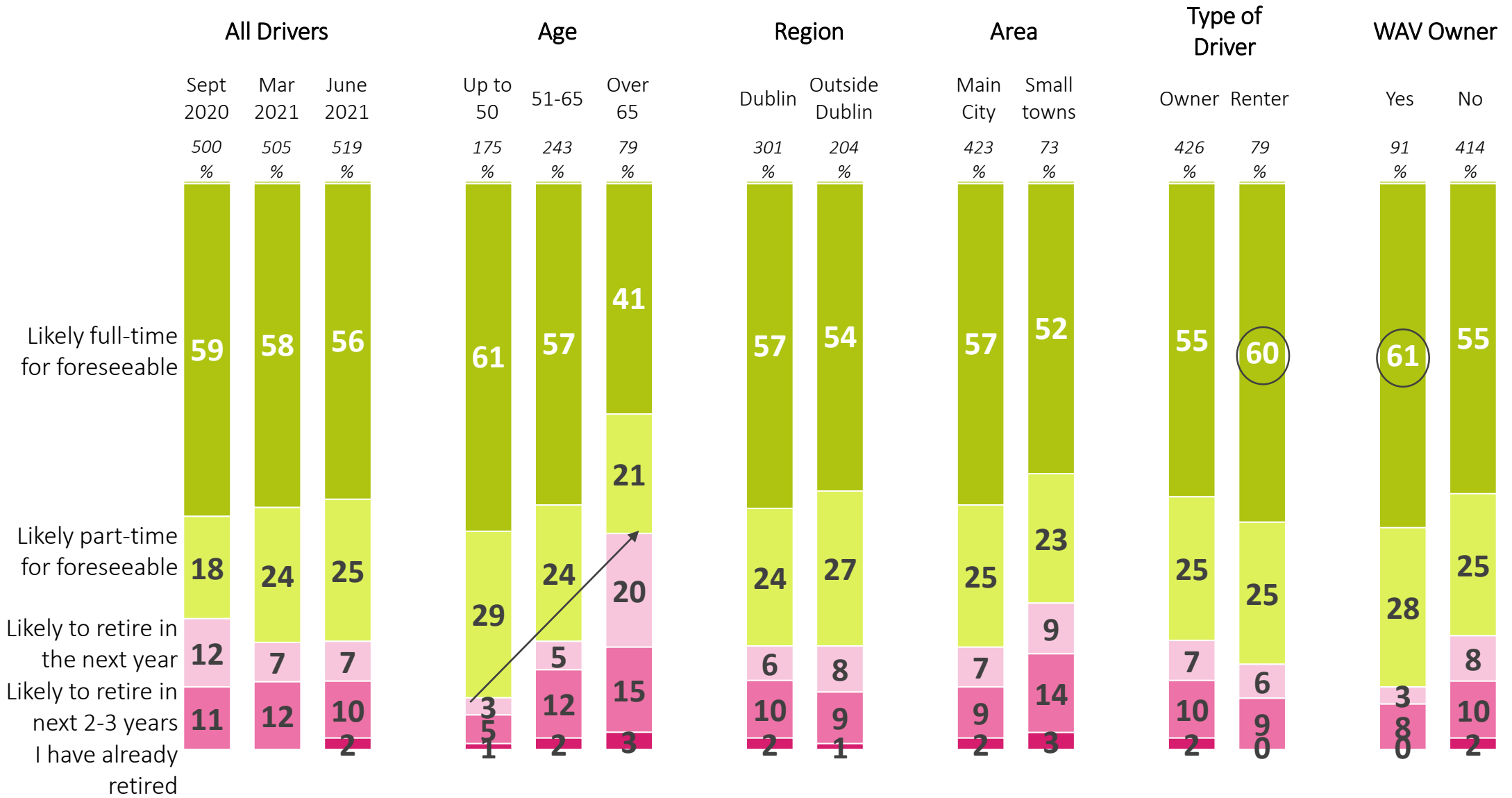
Any have retired/ likely to retire in next 3 years



A fifth (19%) remain likely to retire in the next 3 years or have done so already. Incidence rises with age and is higher among those in smaller towns and those not driving a WAT. Fewer outside Dublin indicate they are likely to retire (-6% pts vs March 2021), while a higher proportion in smaller towns (+6% pts) indicating they will retire within next 3 years. Renters less inclined to suggest they will retire also (-6% pts).

Future plans for career

Base: 519 taxi drivers

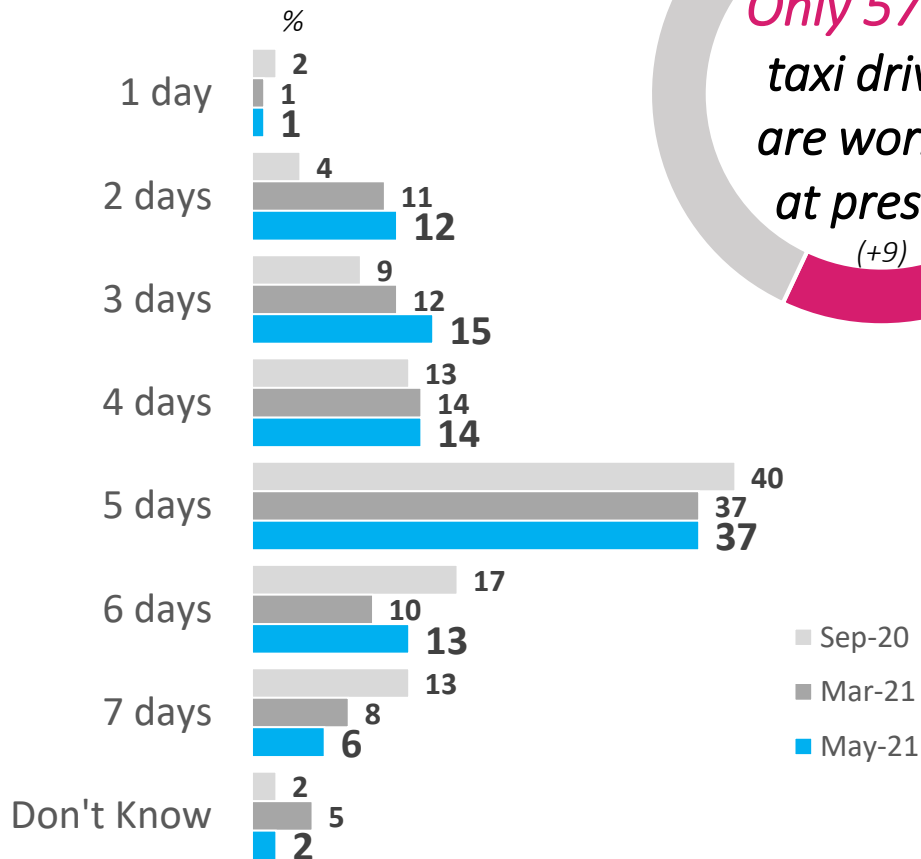


A quarter remain likely to work part-time for the foreseeable.

Current working hours

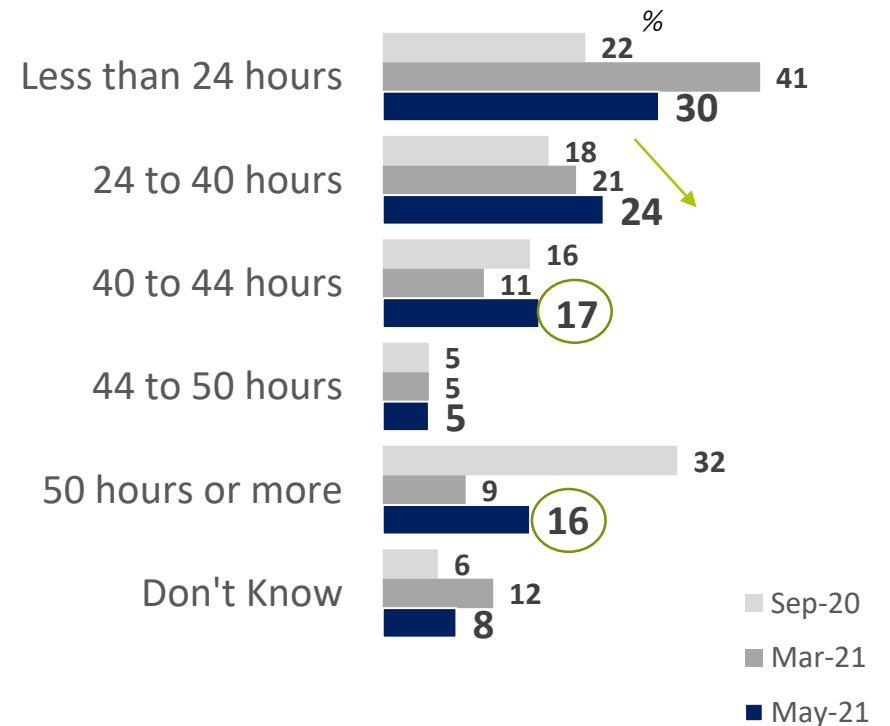
Base: 308 working taxi drivers

Number of days working



Average no. of days Jun '21	4.4 days
Average no. of days Mar '21	4.5 days
Average no. of days Sep '20	4.9 days

Number of hours working

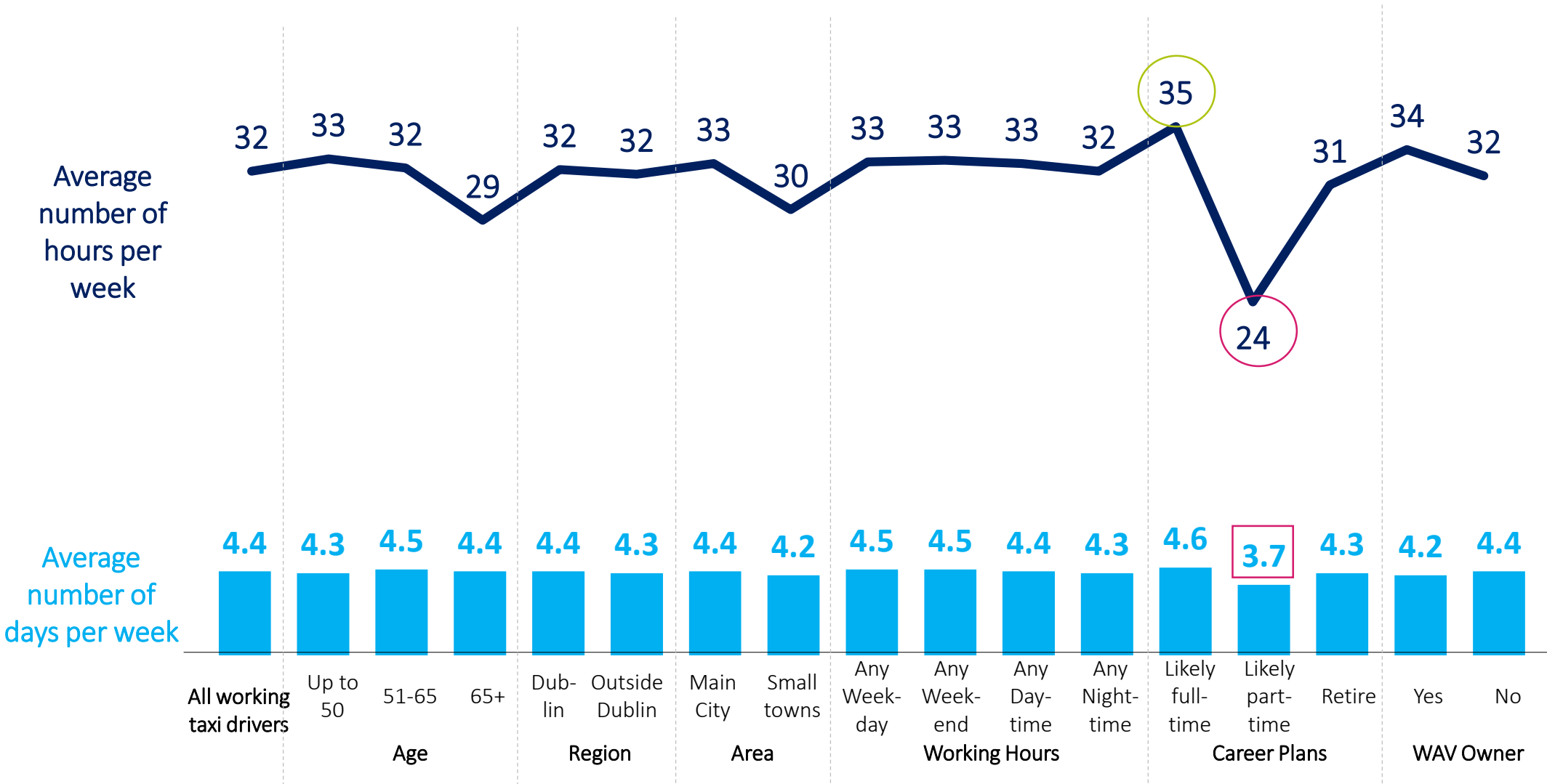


Average no. of hours Jun '21	32 hours
Average no. of hours Mar '21	28 hours
Average no. of hours Sep '20	38 hours

While there has been little change in the average number of days taxi drivers are working, drivers appear to be working for longer periods: 32 hours on average, up from 28 hours in March 2021.

Average working hours by driver profile

Base: 308 working taxi drivers



Little difference by driver profile when it comes to working hours, albeit with those likely to work part time for the foreseeable future working fewer days and hours on average than others.

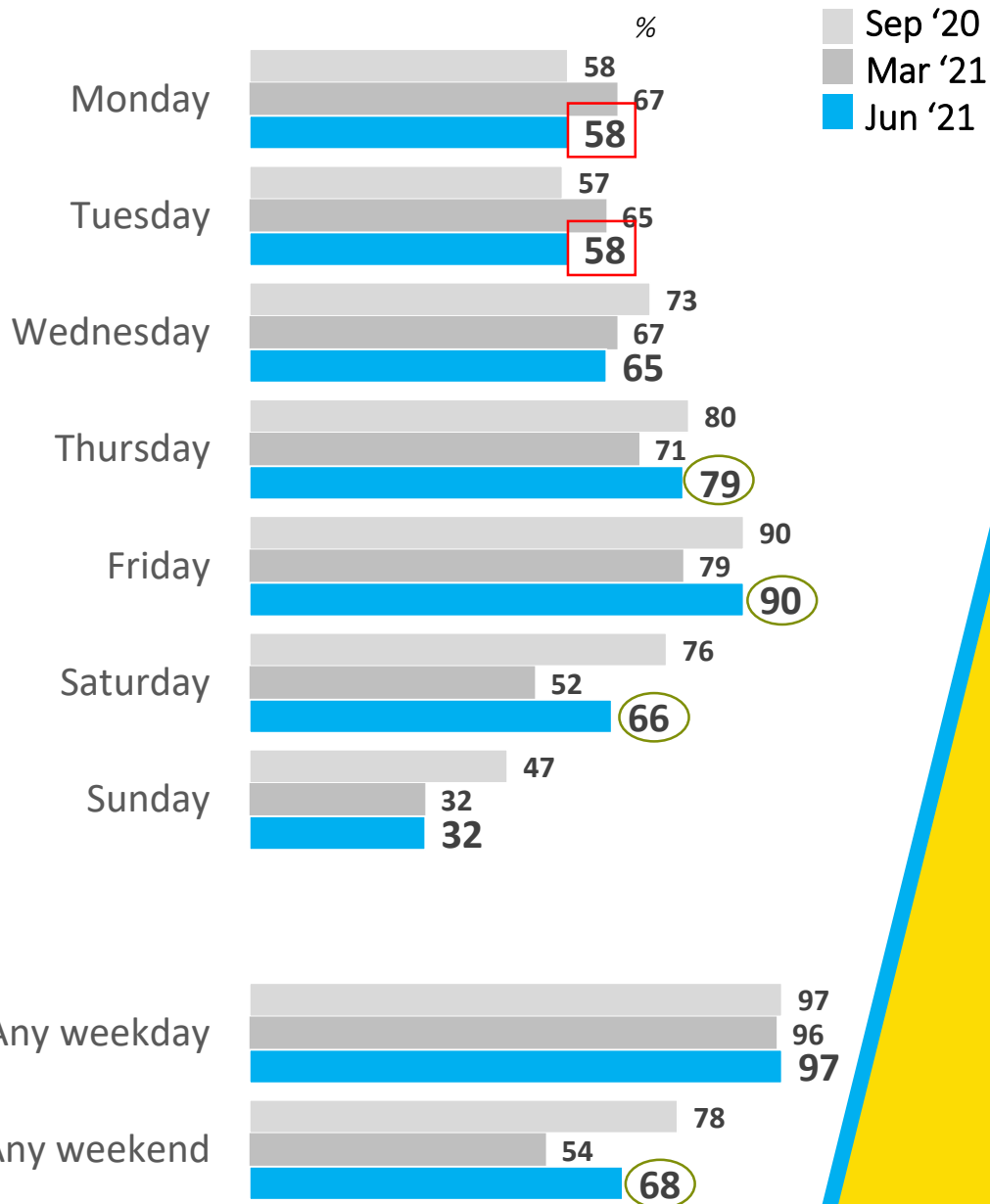
Base: 308 working taxi drivers

Base: 308 working taxi drivers

Little change in average working days in comparison with March 2021. Drivers in Dublin working a similar number of days on average to those outside Dublin. Largest proportion still working 5 days a week (37%).

Days typically worked

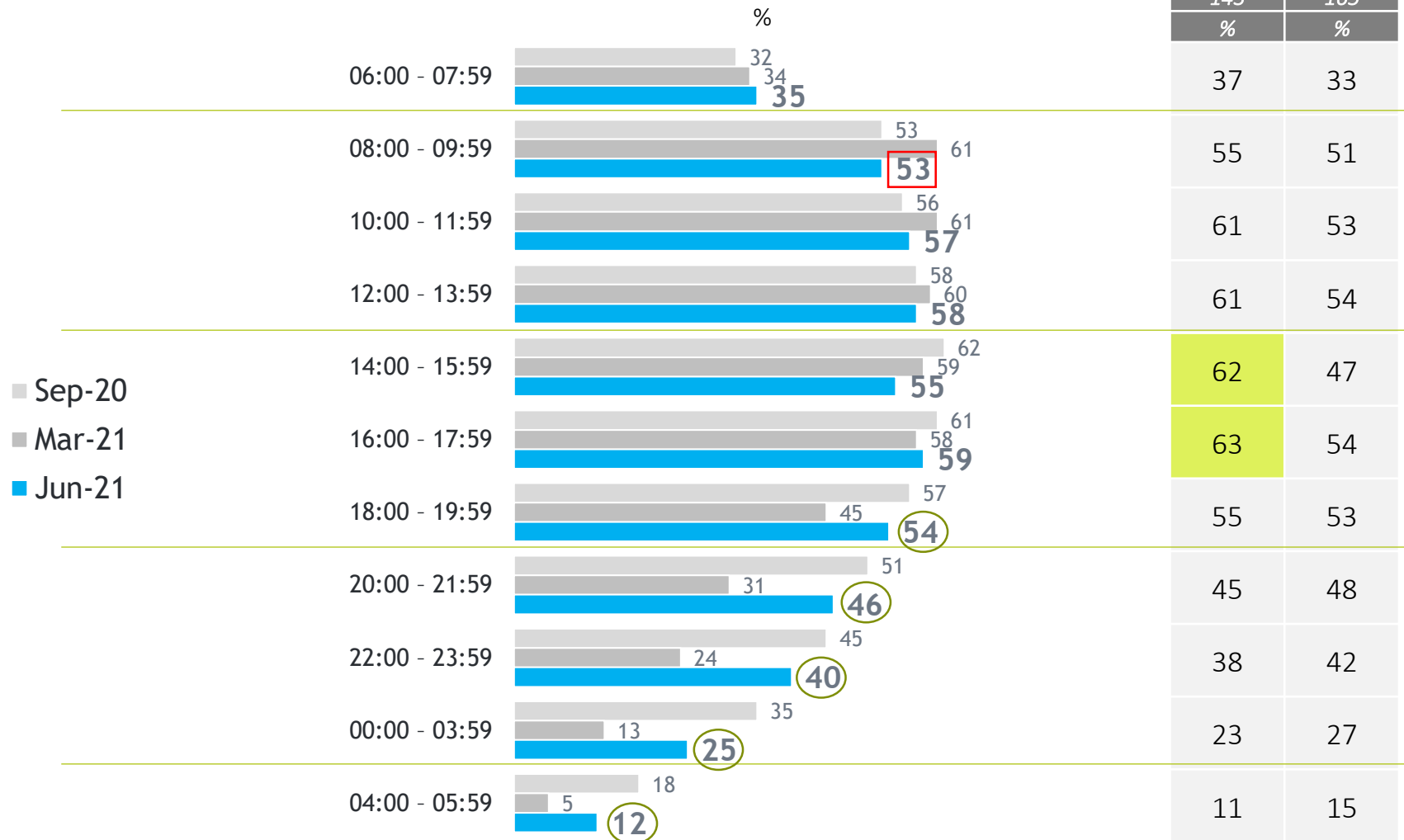
Base: 308 working taxi drivers



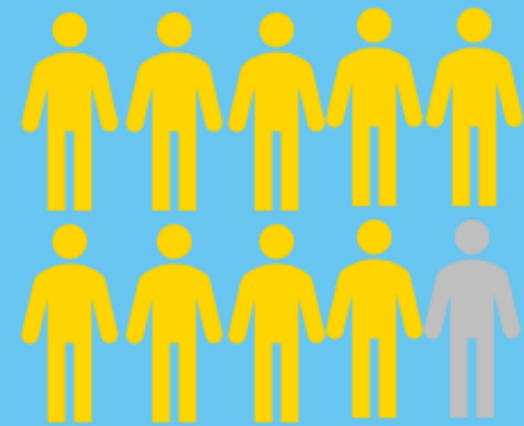
While fewer working Mondays or Tuesdays, a higher proportion are working Thursday, Friday and/or Saturday, resulting in an increase in the proportion working any weekend shifts: from 54% to 68% this wave. (To be expected with the re-opening of outdoor dining: pattern now more in line with September 2020.)

Time normally work

Base: 308 working taxi drivers



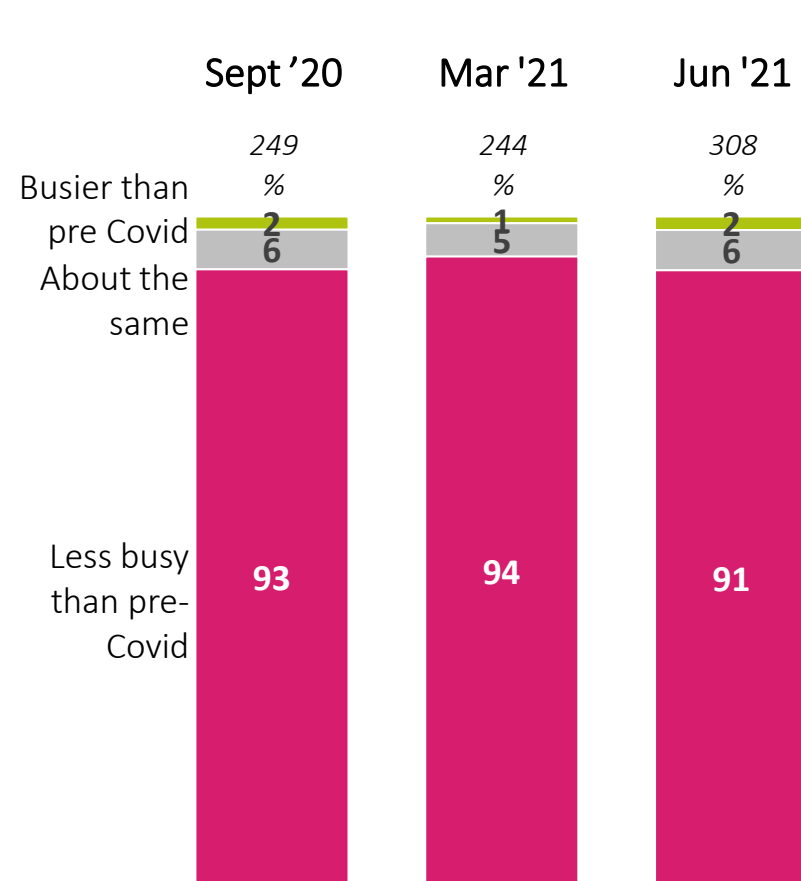
Fewer working between 8 and 10 in the morning, while a higher proportion working evening and night shifts in comparison with March 2021. Dublin taxi drivers are more inclined to be working afternoon shifts between 2pm and 6pm than those outside Dublin.



9 in 10 (91%) of
working taxi drivers are
less busy than they
were pre-Covid.
(-3% pt vs Mar 2021)

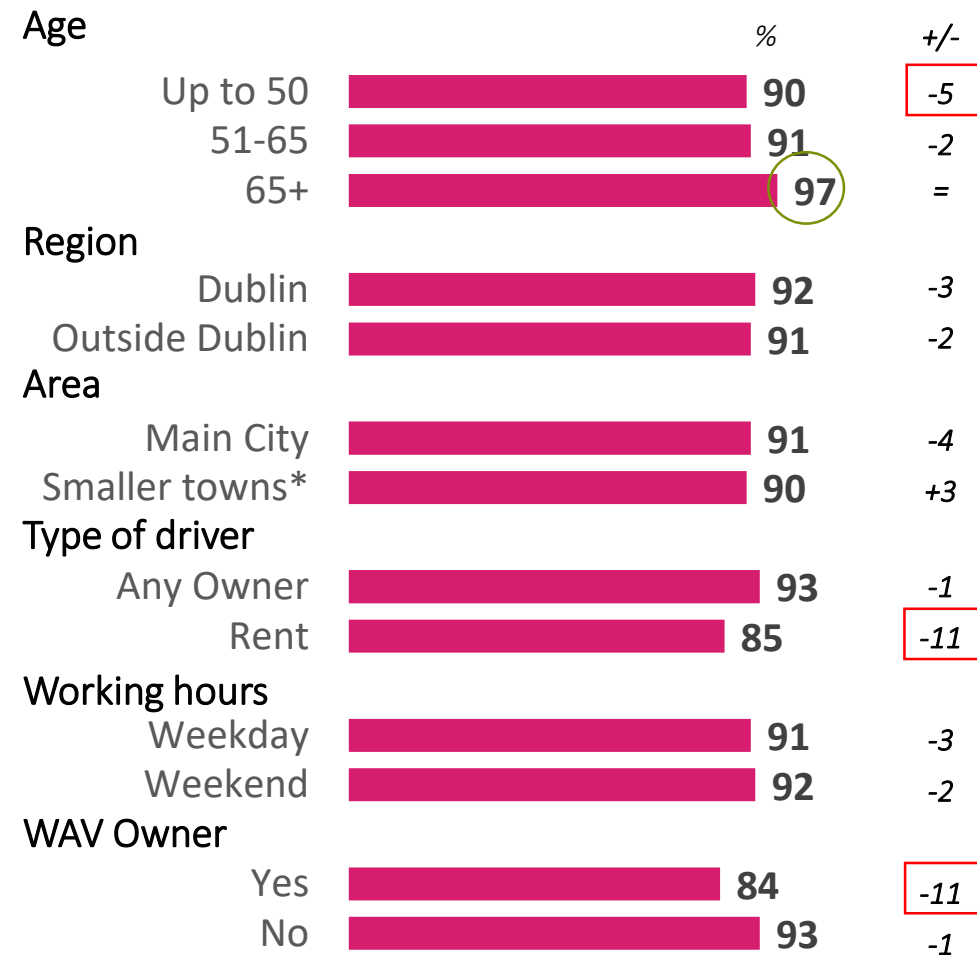
Demand for taxi services compared with pre Covid

Base: 308 working taxi drivers



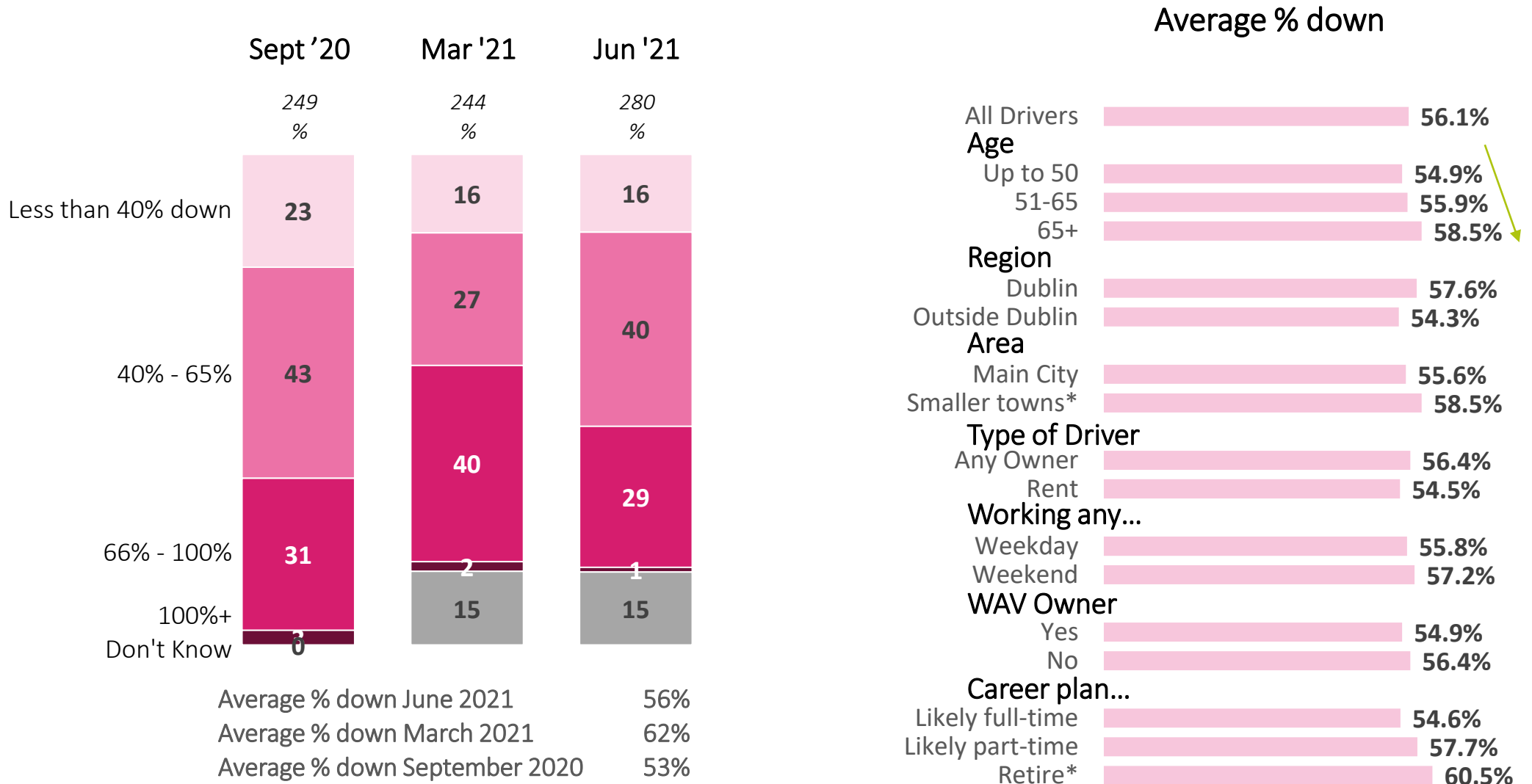
9 in 10 working drivers continue to suggest they are less busy than they were pre-Covid: higher among older drivers. Meanwhile younger drivers, those renting and those who own a WAT are less likely to suggest they are less busy now than they were in March 2021.

Any less busy



How much less are drivers working?

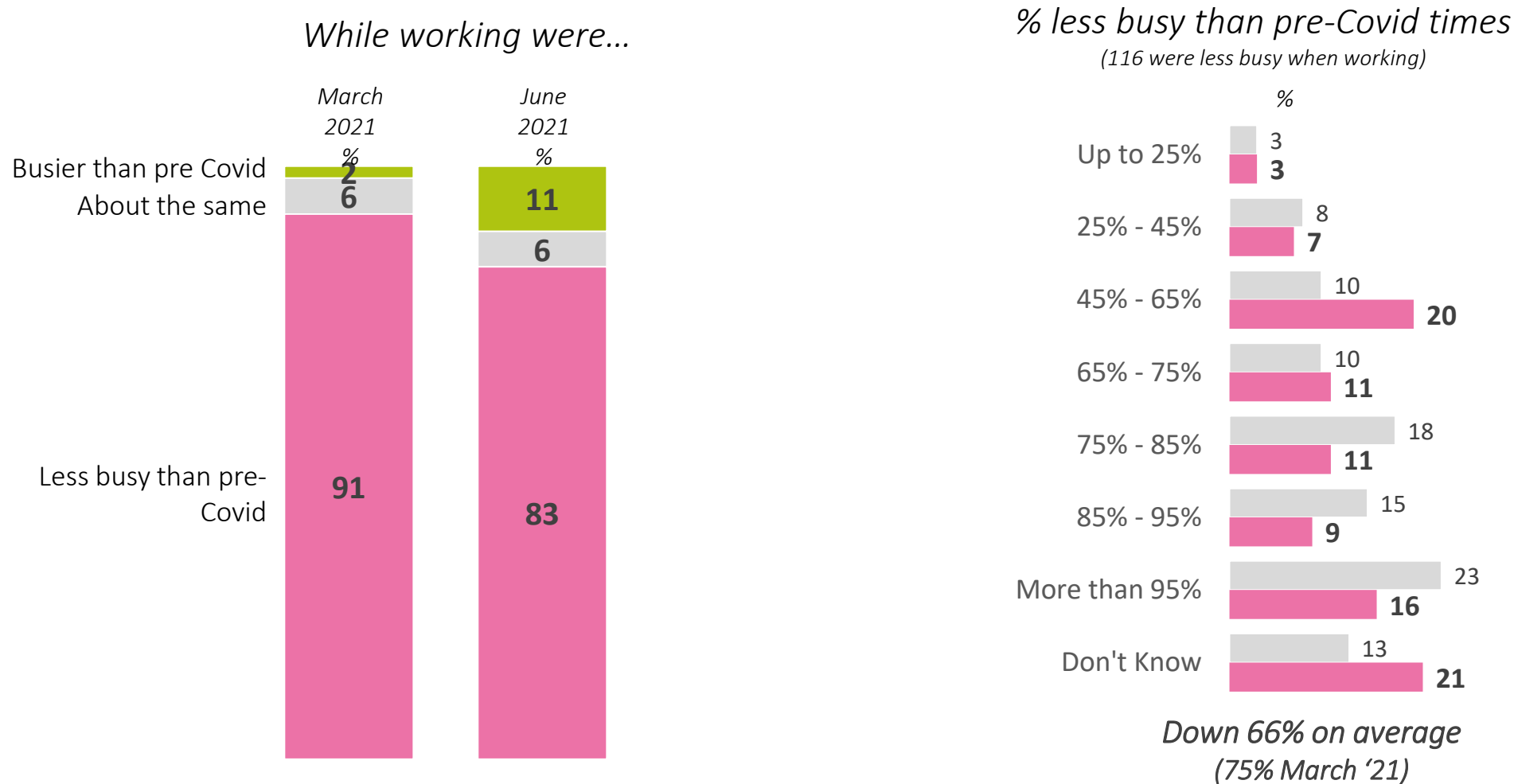
Base: 280 working taxi drivers less busy than pre-Covid



Similar pattern emerges to September 2020, which would make sense given interviews were carried out during a similar period of restrictions in June. On average, taxi drivers who feel they are working less now than they were pre-Covid indicate their business is 56% down and the percentage rises slightly with age.

Business compared with pre-Covid for those who were working but stopped

Base: 72 taxi drivers who were working but stopped



Among those who were working at some point but stopped, fewer indicate they were less busy this wave. Higher proportion of those who were less busy suggest they were working 45%-65% less than pre-Covid times, with fewer suggesting they were 65%+ down (similar pattern to those working at present who feel business is down.)

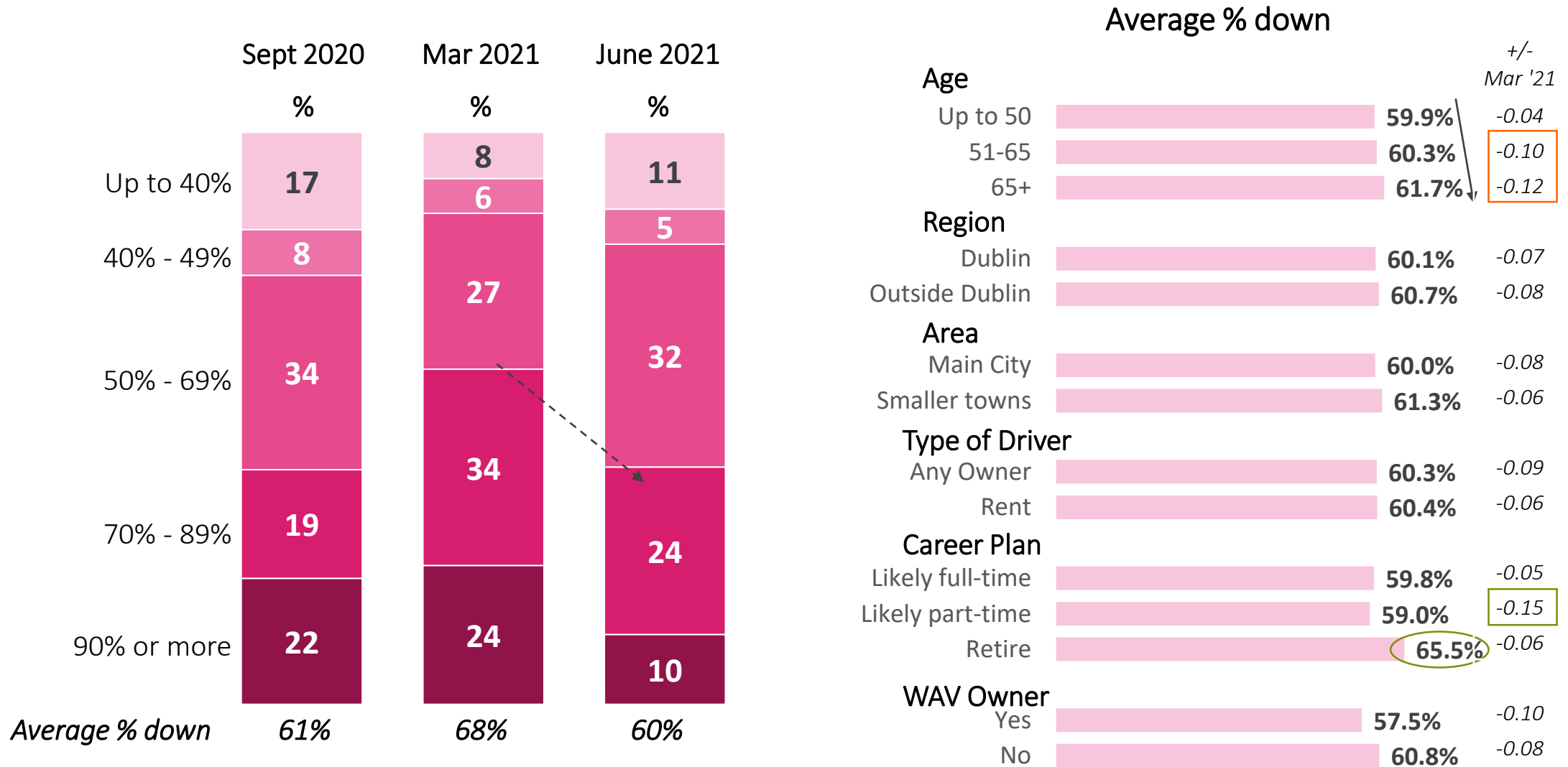


A very slight improvement noted,
as **9 in 10** (91%) taxi drivers
are **earning less** now than
they were pre-Covid. (-5% pt vs
March 2021)

Drivers also believe they are on
average 56% less busy than pre-Covid,
compared with 62% less busy in March
2021.

How much less are drivers earning?

Base: 478 taxi drivers earning less than they were pre-Covid



Sharp decline in the proportion of drivers who have reported their earnings are down more than 70% when compared with pre Covid income (34% compared with 58% in March 2021). Overall, the average percentage decline reported down from 68% to 60% this wave.

Government supports availed of

Base: 519 taxi drivers

Mar
2021

%

70

8

4

1

0

4

26

Pandemic Unemployment
benefit/Covid payment

%

69

Enterprise Support Grant/€1000
grant available for restarting
businesses

7

Covid-19 Part-Time Job Incentive
Scheme for the Self-Employed

1

Covid-19 Enhanced Illness
Benefit

1

Covid-19 Business Loan Scheme
or Credit Guarantee Scheme

0

Other

7

None of these

24

Age			Region		Type of Driver		Career plans			WAV Owner	
Up to 50	51-65	65+	Dublin	Outside Dublin	Any Owner	Rent	Likely full-time	Likely part-time	Retire	Yes	No
175	243	79	301	204	426	79	291	120	94	91	414
%	%	%	%	%	%	%	%	%	%	%	%
75	82	20	71	67	68	73	73	70	56	69	69
11	6	1	6	9	6	10	9	7	1	8	7
2	1	-	1	2	1	2	1	3	-	2	1
2	1	2	2	0	1	-	0	1	1	1	1
1	-	-	0	-	0	-	0	-	-	-	0
3	4	25	9	5	7	6	6	6	13	5	8
22	15	55	22	28	25	22	21	23	32	25	24

Younger drivers remain more likely to have claimed the PUP, with little change in the overall incidence of doing so in comparison with March 2021. Drivers aged 65+ are less inclined to have claimed any support (55% claimed none).



**Impact of Covid-19 on
expenses/work practices**

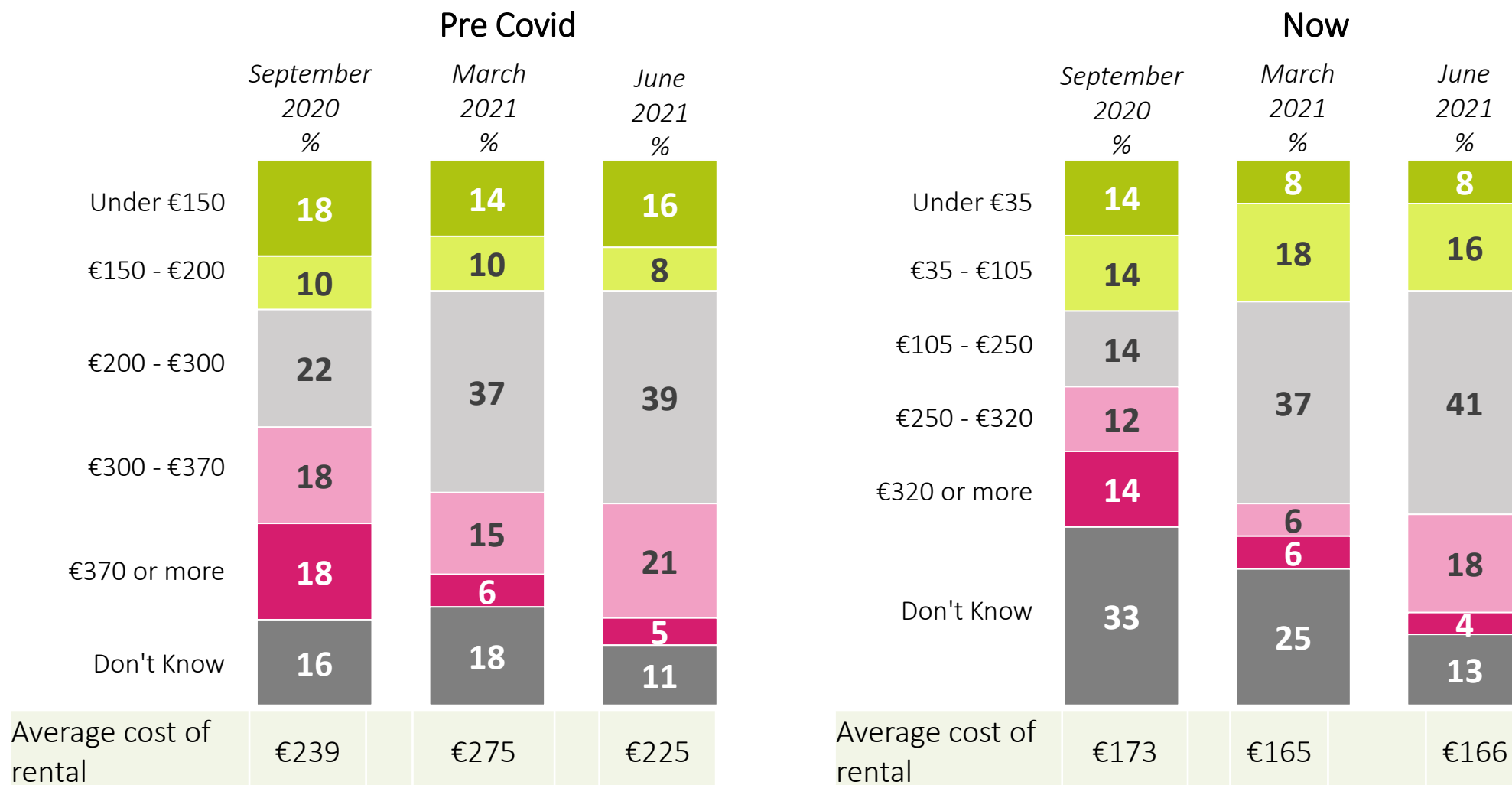


According to taxi
renters, the average
weekly cost of renting
has gone from €225 pre
Covid to €166 now.

(averages €275 and €165 in
March 2021)

Weekly rental cost before and since Covid

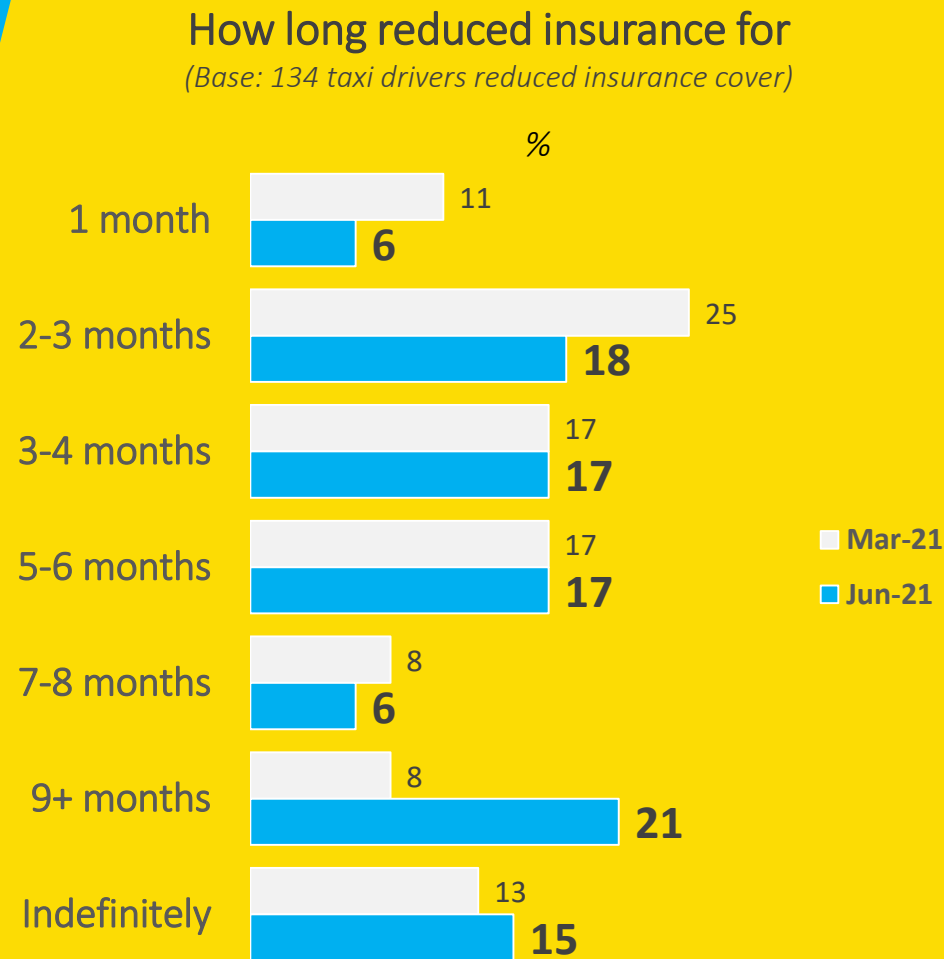
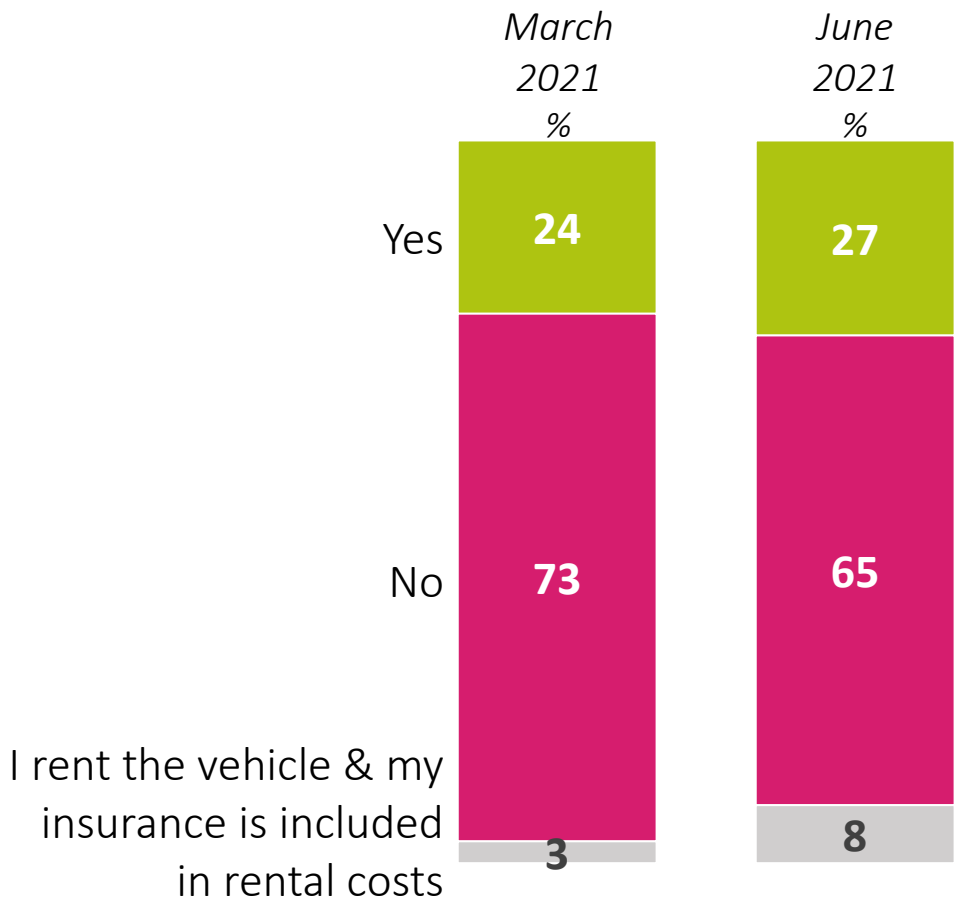
Base: 105 taxi renters



This wave notes a drop in pre Covid average weekly rental rates to be more in line with the September 2020 figure, while there has been no real change in the current average weekly rental figure in comparison with March 2021.

Incidence of reducing insurance cover since pandemic began

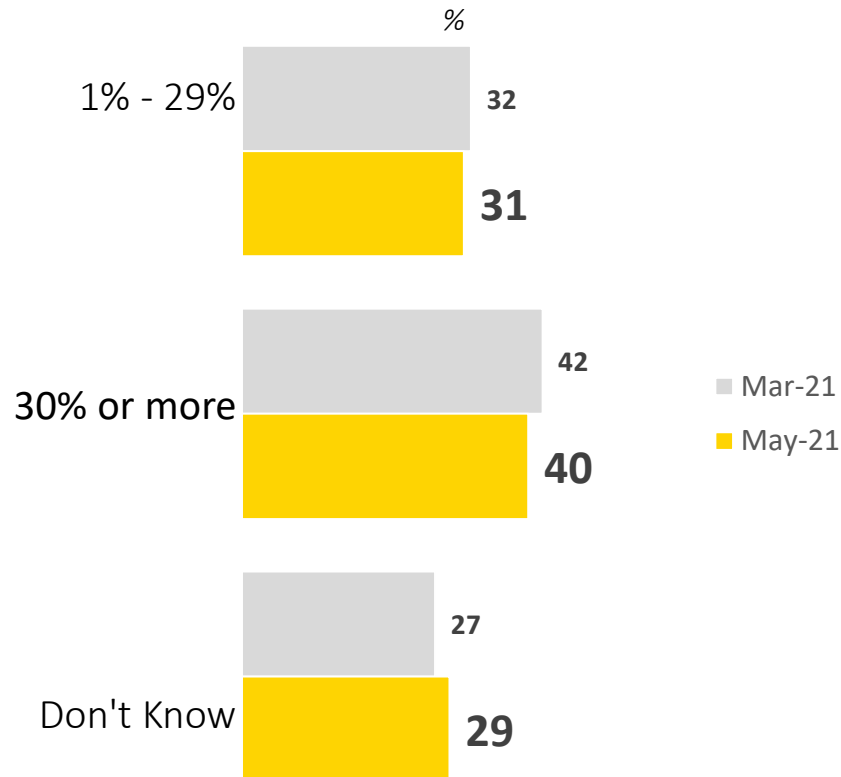
Base: 519 taxi drivers



Just over a quarter (27%) indicate they have reduced their insurance cover, with a higher proportion suggesting they have reduced it for 9 months or more (+13% pts vs March 2021).

Percentage discount received on annual insurance premium

Base: 134 taxi drivers reduced insurance cover



Average percentage discount given on annual insurance premium

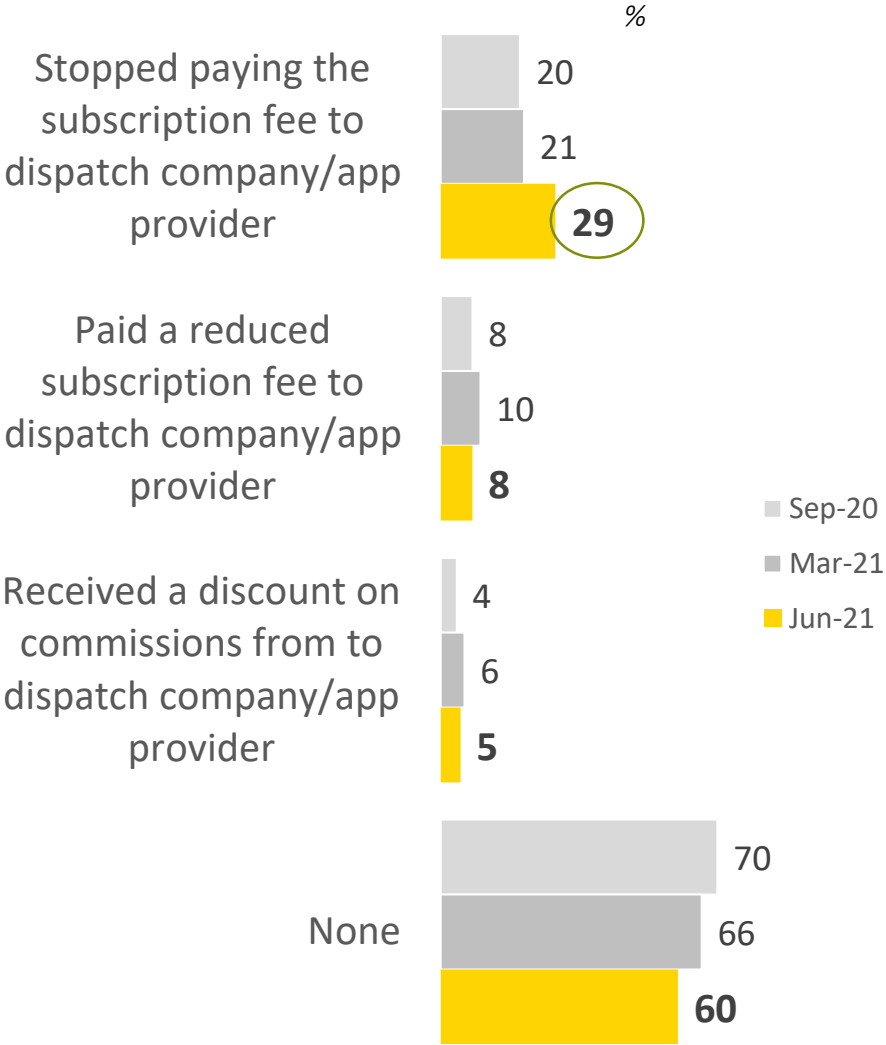
31.9%

34.1% March 2021

Similar proportion indicate they received a discount of 30% or more this wave (40%), as an average of 31.9% discount is reported overall.

Change in fees paid to dispatch company/ app provider

Base: 393 taxi drivers who use an app provider/dispatch company



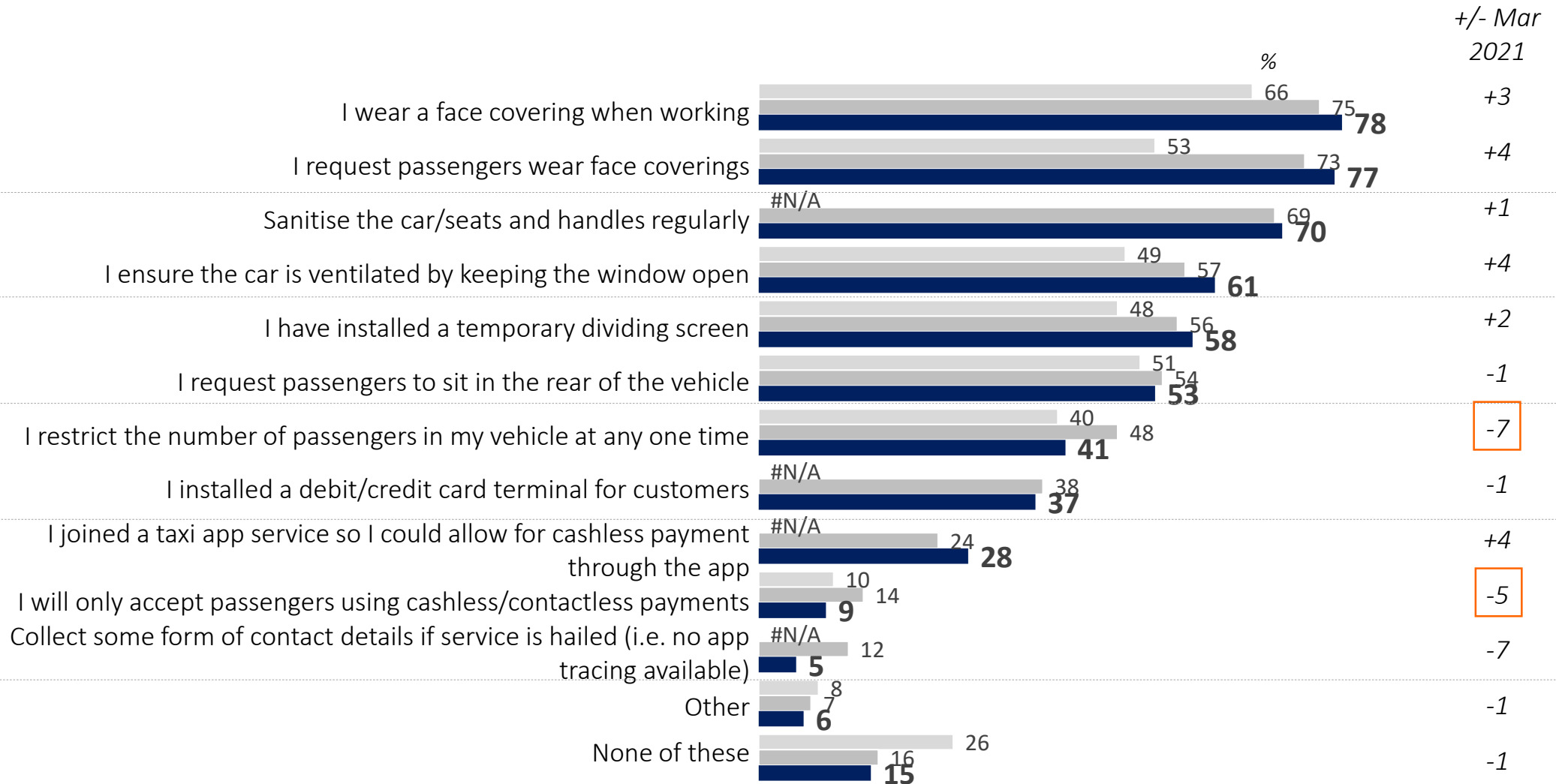
Average percentage discount given on annual subscription to dispatch/app provider
(Base: 33 taxi drivers*)

35.4%
(36.9% Mar 2020
31.7% Sept 2020)

Measures put in place to ensure safety

Base: 519 taxi drivers

Mar 2021
Jun 2021



Similar levels wearing a face covering when working or requesting that passengers do the same, while fewer suggest they are restricting the number of passengers in their vehicle (-7% pts) and/or only accepting passengers using cashless/contactless payments (-5% pts).

Measures put in place to ensure safety by driver profile

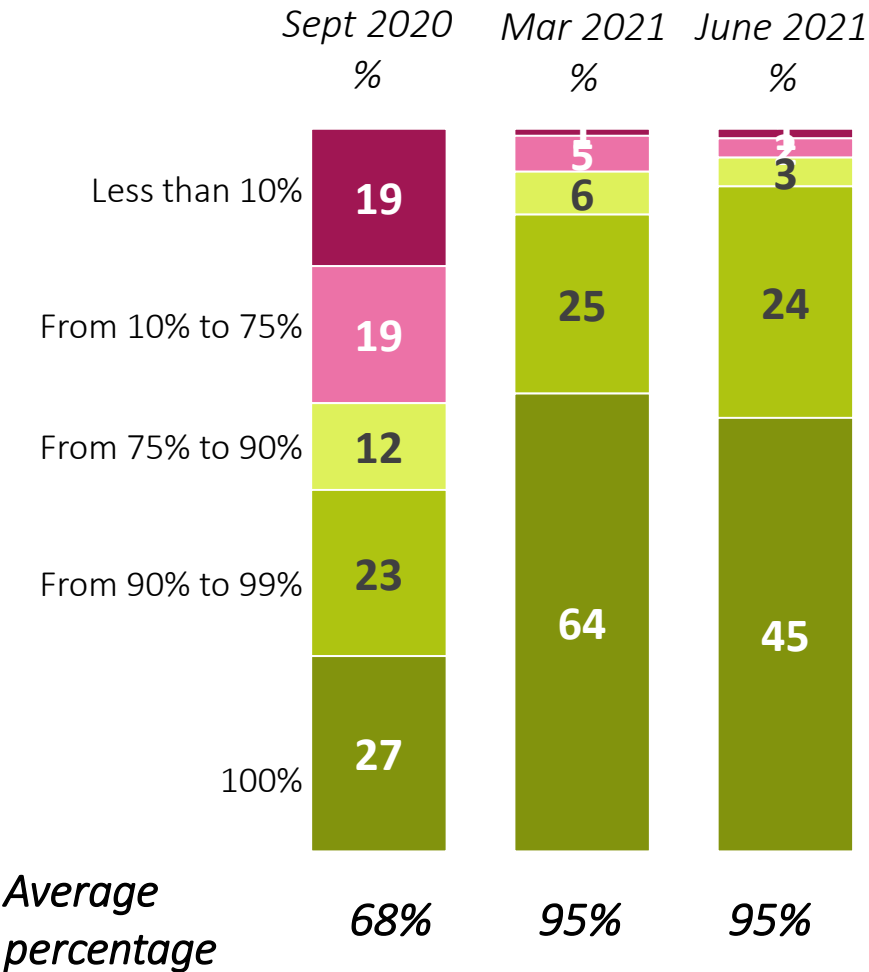
Base: 519 taxi drivers

	All Drivers	Age			Region		Area		WAT		Use....			Working at present	
		Up to 50	51-65	65+	Dublin	Outside Dublin	Main City	Small towns	Yes	No	App	Dispatch	Neither	Yes	No
<i>Base:</i>	519	193	244	75	269	250	430	75	89	430	332	118	126	308	211
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I wear a face covering when working	78	86	74	80	74	85	78	81	91	76	84	79	68	97	54
I request passengers wear face coverings	77	82	73	78	71	85	76	81	91	74	82	76	65	96	51
Sanitise the car/seats and handles regularly	70	76	68	62	67	74	69	73	83	67	75	69	57	90	43
I ensure the car is ventilated by keeping the window open	61	66	59	58	62	61	60	63	68	60	64	59	55	77	41
I have installed a temporary dividing screen	58	63	55	58	61	53	59	51	69	56	63	55	46	72	39
I request passengers to sit in the rear of the vehicle	53	53	54	48	54	51	53	54	57	52	57	59	41	71	29
I restrict the number of passengers in my vehicle at any one time	41	43	43	35	45	35	43	34	49	40	44	39	36	54	24
I installed a debit/credit card terminal for customers	37	41	36	30	41	31	38	30	40	36	42	35	26	47	23
I joined a taxi app service so I could allow for cashless payment through the app	28	34	26	21	30	24	29	23	38	26	37	20	13	33	21
I will only accept passengers using cashless/contactless payments	9	11	9	2	9	9	9	8	11	9	10	8	4	11	6
Collect some form of contact details if service is hailed (ie no app tracing available)	5	7	4	7	4	7	5	6	9	5	5	7	5	7	4
Other	6	3	8	7	6	7	5	9	2	7	5	3	9	2	12
None of these	15	10	17	13	19	8	16	7	8	16	10	17	22	0	34

Younger drivers, those working at present, those who use an app and those who drive a WAT are the more likely to have implemented a wider range of these measures. Those outside Dublin more inclined to suggest they are sanitizing cars regularly, while those in Dublin are more likely to have installed a screen, to be restricting passengers, to have installed a card terminal and/or to have joined an app service.

Percentage of customers wearing masks now

Base: 519 taxi drivers



On average, taxi drivers continue to suggest that 95% of customers are wearing masks in their taxi now. (Similar to March 2021 findings.)

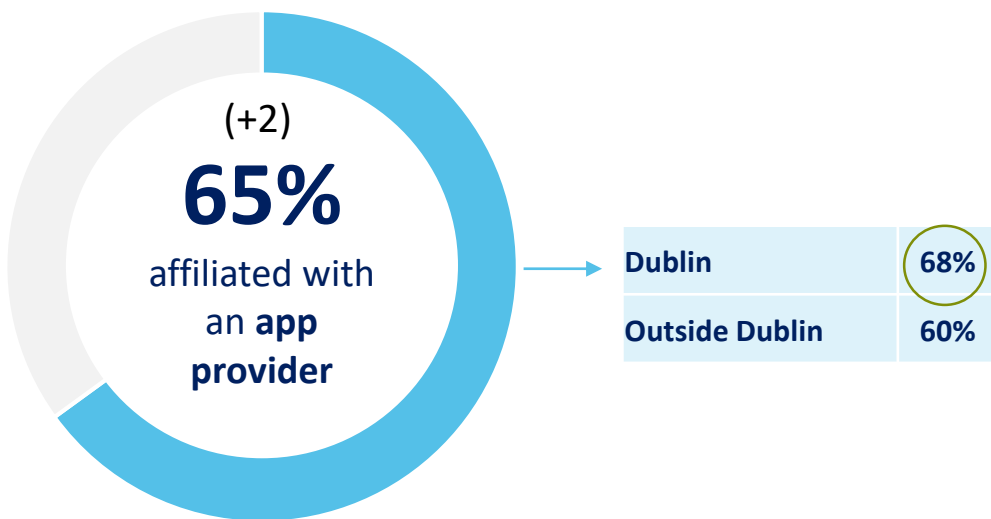
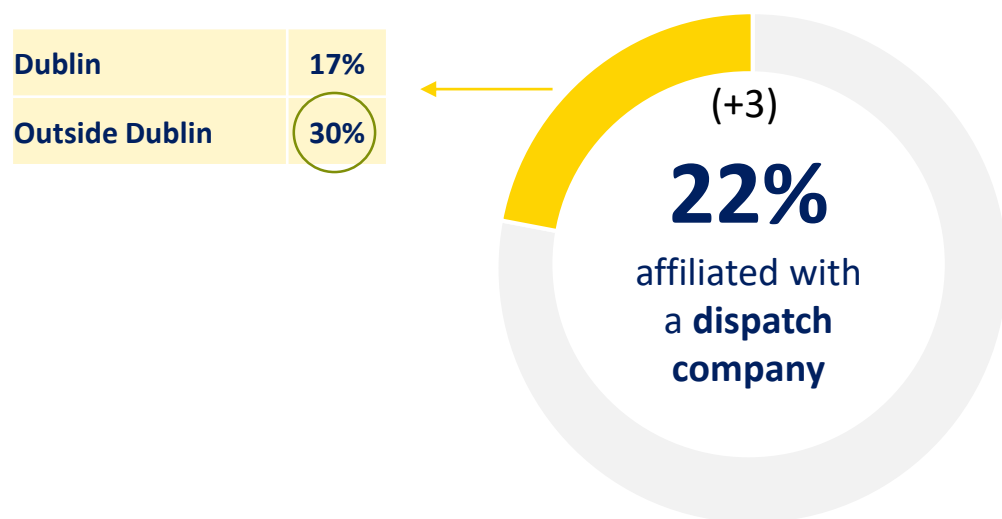
This is an encouraging improvement given the 'compulsory face covering' regulation introduced in December



**Cashless
payments**

Affiliation and Cashless Payments

Base: All taxi drivers: 519



(March 2021 results)

May/June 2021





Use of apps/dispatch

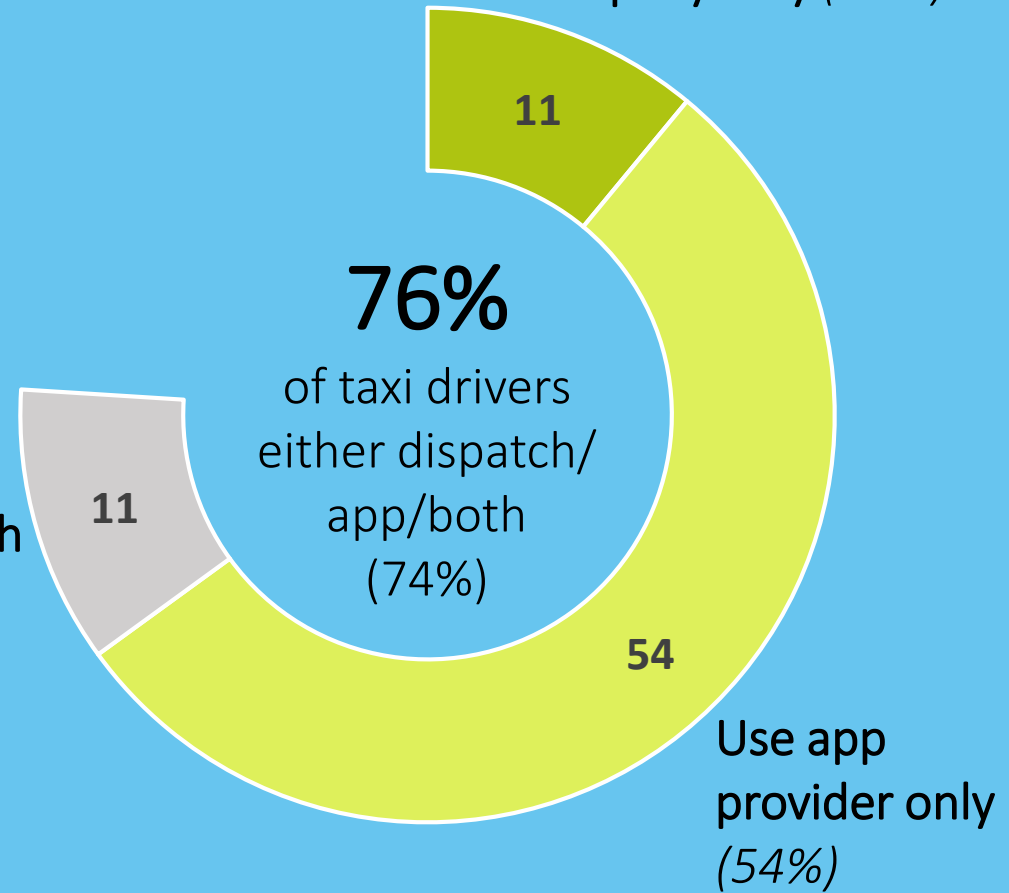
Use dispatch
company only (10%)

Use both
(9%)

76%
of taxi drivers
either dispatch/
app/both
(74%)

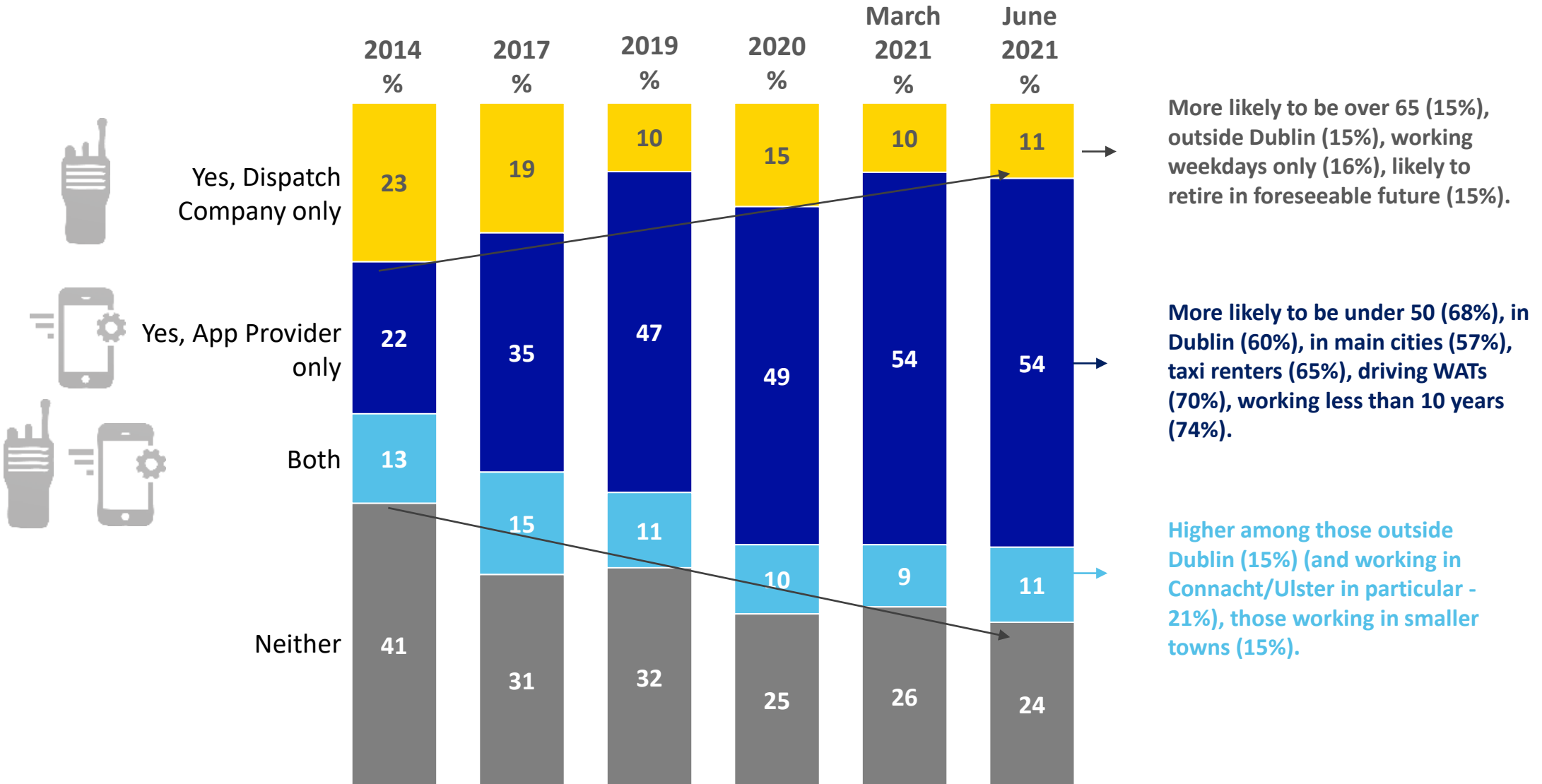
Use app
provider only
(54%)

(% March 2021)



Taxi Driver Affiliates

Base: All taxi drivers: 505



Relatively similar figures to those seen in March 2021, although upward trend of app usage continues: from 63% to 65% this wave. As we have seen previously, older drivers more likely to be using dispatch, while younger drivers more focused on apps.

App/Dispatch Crossover

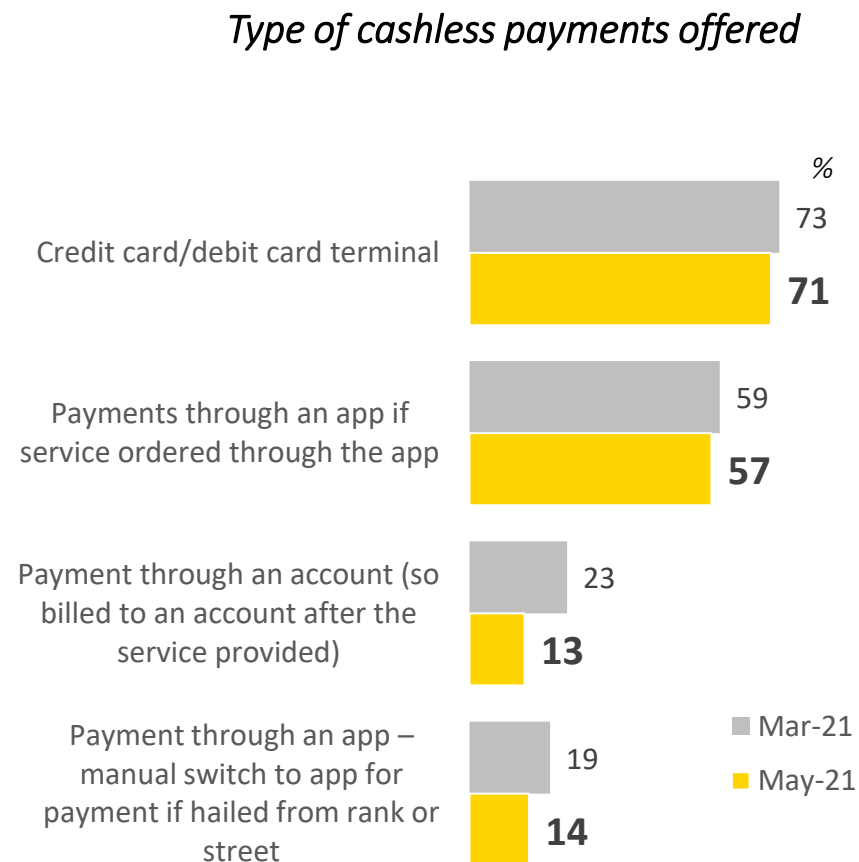
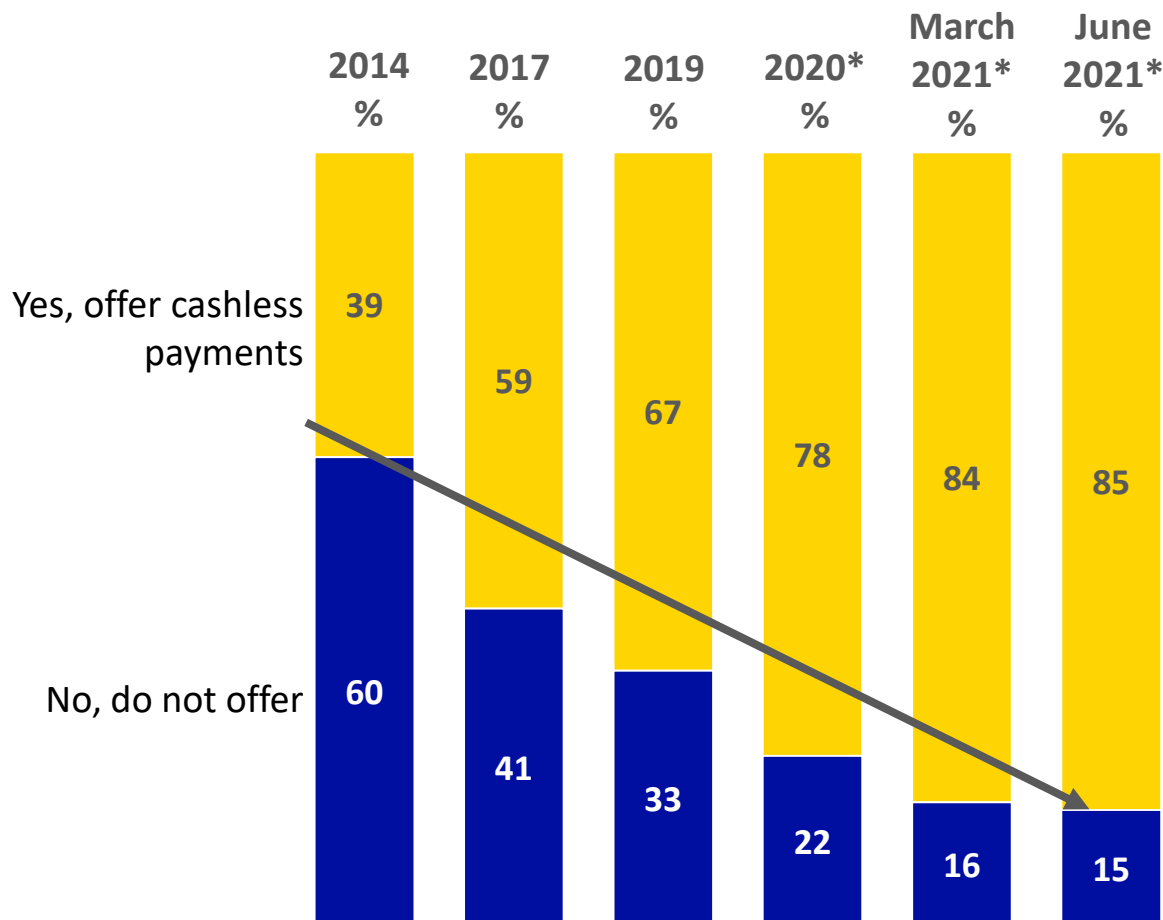
Base: All taxi drivers: 519

	Any use of...	
	App	Dispatch
<i>Base:</i>	332	118
	%	%
Yes, Dispatch company only	-	51
Yes, App provider only	83	-
Both	17	49

The vast majority of app users (83%) are using the app only, while almost half of those using a dispatch service (49%) are also using the app. (Very similar to March 2021 findings.)

Incidence of cashless payments

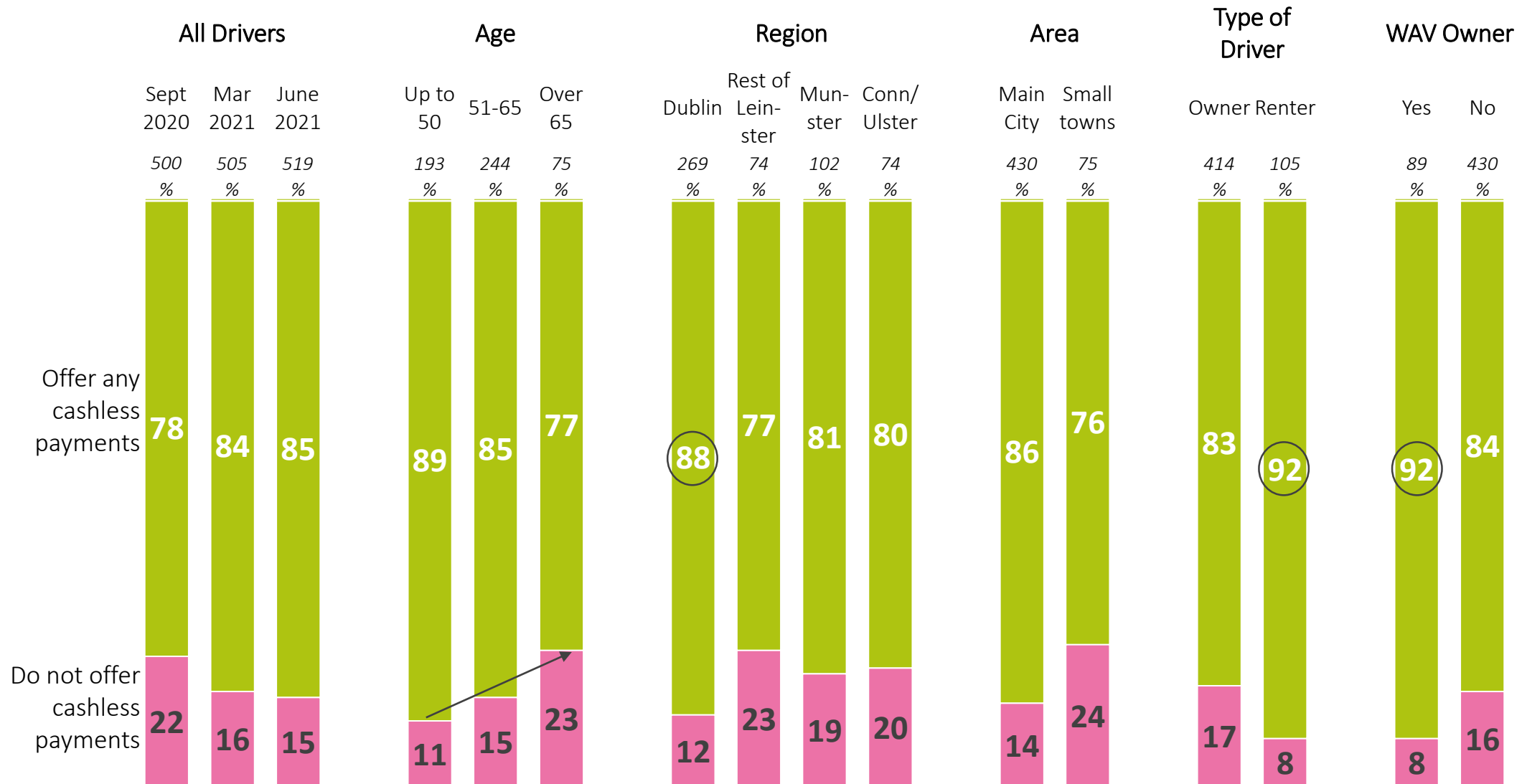
Base: 519 taxi drivers



No real change in comparison with March 2021: 85% offering any cashless payments, with the majority of those using a card terminal and/or payments through an app if service was ordered through an app. Although there is no change in the proportion offering cashless payments of any type, we do see fewer offering payment through an account (-10% pts) in comparison with March 2021. This means that the average number of methods on offer has dropped from 2.1 to 1.8 methods per taxi driver offering cashless payments.

Cashless payments

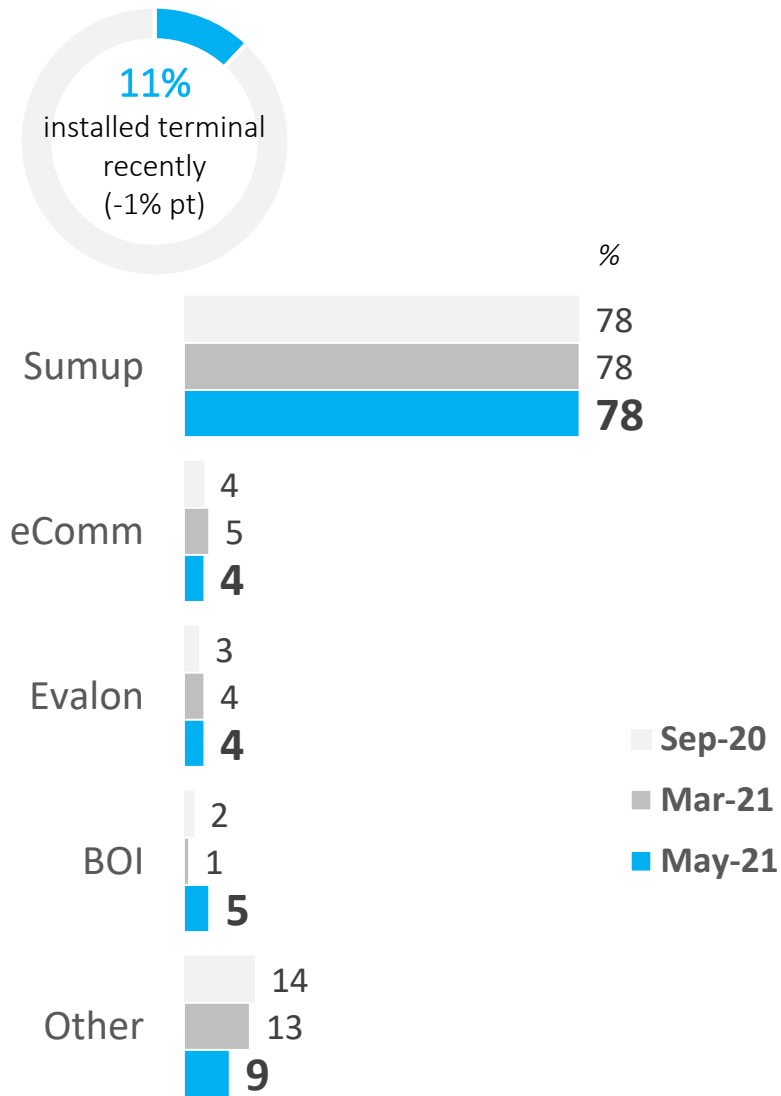
Base: 519 taxi drivers



As seen previously, incidence of offering any cashless payments declines with age. Those working in Dublin, those renting their taxi and those driving a WAT are more inclined to offer cashless payments than others.

Type of terminal used

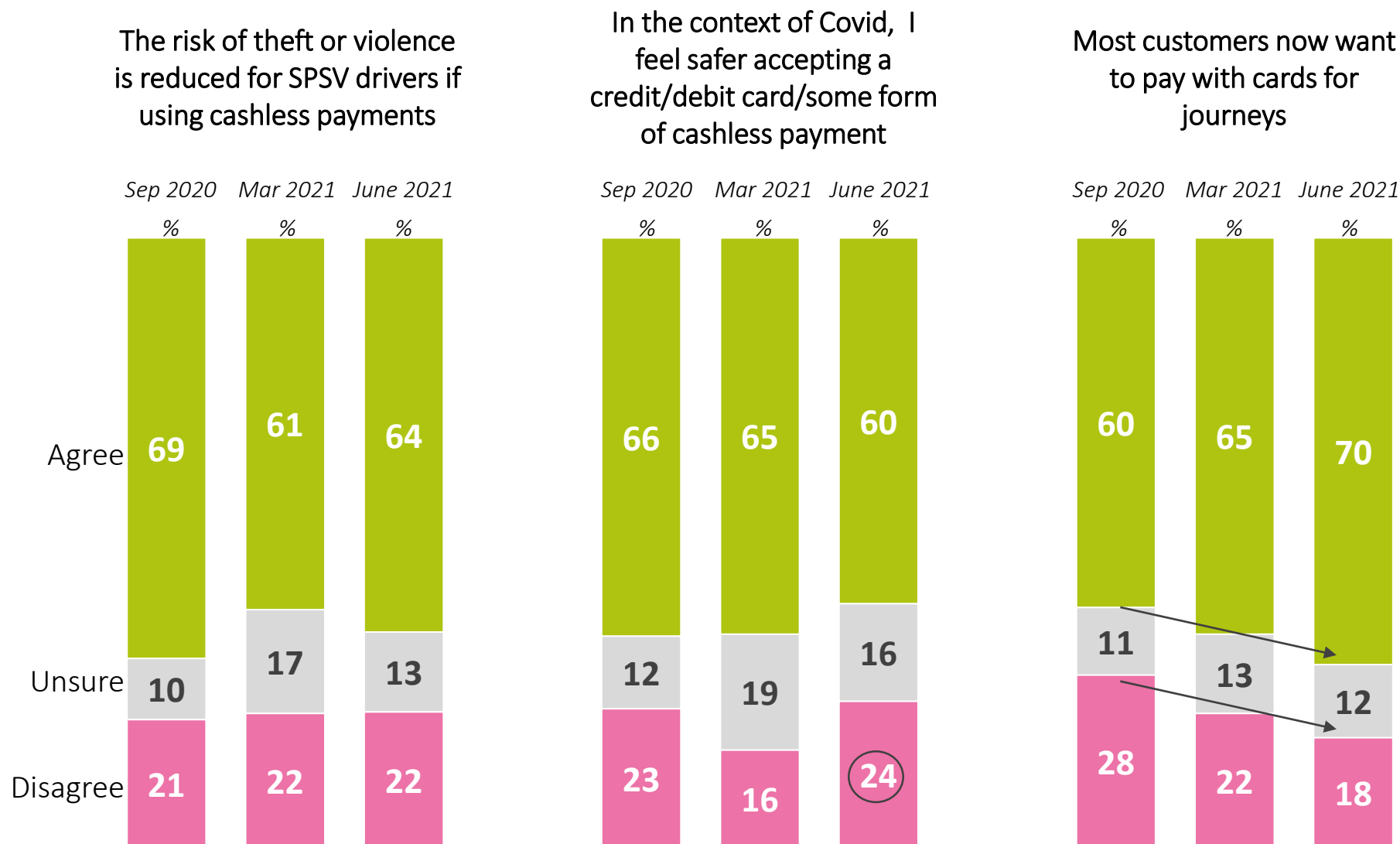
Base: 359 taxi drivers use a credit/debit card terminal



1 in 9 of those who use a card terminal installed it recently, while more than three quarters continue to use Sumup as their terminal provider.

Attitudes towards cashless payments

Base: 519 taxi drivers



Consistent increase in the proportion who agree that most customers want to pay with cards for journeys now: from 60% in September 2020 to 70% this wave. Meanwhile, fewer would agree that they feel safer accepting card in the context of Covid now than did in March 2021 (-5% pts).

Attitudes towards cashless payments

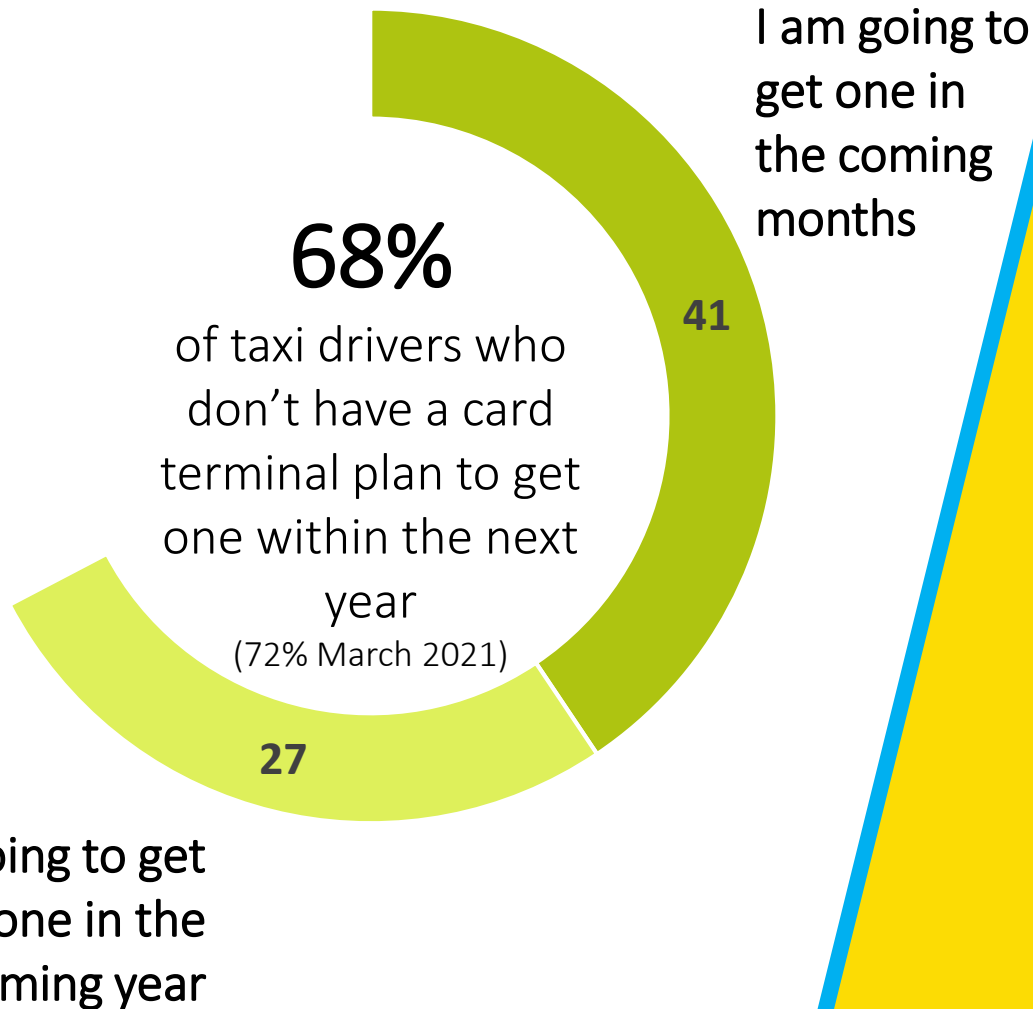
Base: 519 taxi drivers

	All Drivers	Age			Region		Area		Type of Driver		WAV Owner	
		Up to 50	51-65	65+	Dublin	Outside Dublin	Main City	Smaller towns	Any Owner	Rent	Yes	No
Base:	519	193	244	75	269	250	430	75	414	105	89	430
	%	%	%	%	%	%	%	%	%	%	%	%
Most customers now want to pay with cards for journeys	70	71	73	66	73	66	74	53	68	83	76	69
The risk of theft or violence is reduced for SPSV drivers if using cashless payments	64	68	61	66	63	65	66	54	62	75	63	64
In the context of Covid, I feel safer accepting a credit/debit card/some form of cashless payment	60	59	63	56	58	64	62	53	59	69	64	60

Almost three quarters of those in Dublin agree that most customers want to pay by card now in comparison with two thirds of those outside Dublin.

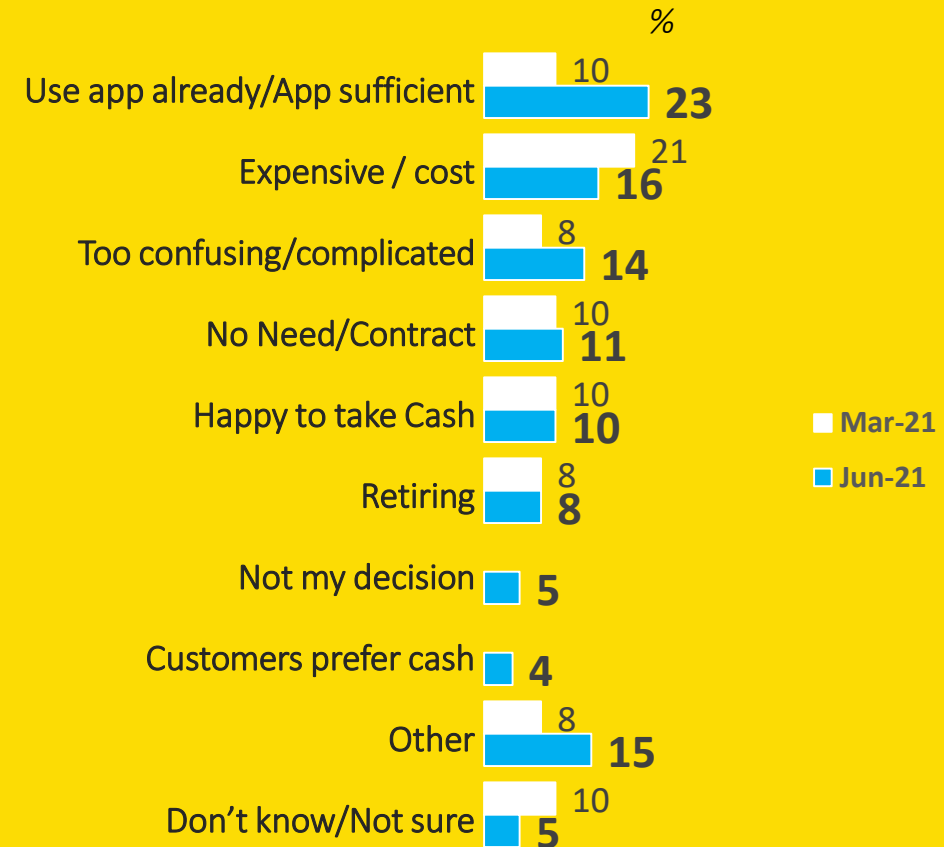
Plan to get card terminal if don't have one

Base: 151 taxi drivers don't have a card terminal



Reasons don't want one

(Base: 54 taxi drivers don't plan to get one)



103 of the 151 drivers who don't have a card terminal suggest they plan to get one within the next year. Among those who don't want one, the most common reasons given for not getting one is that the app is sufficient or the cost is too expensive.



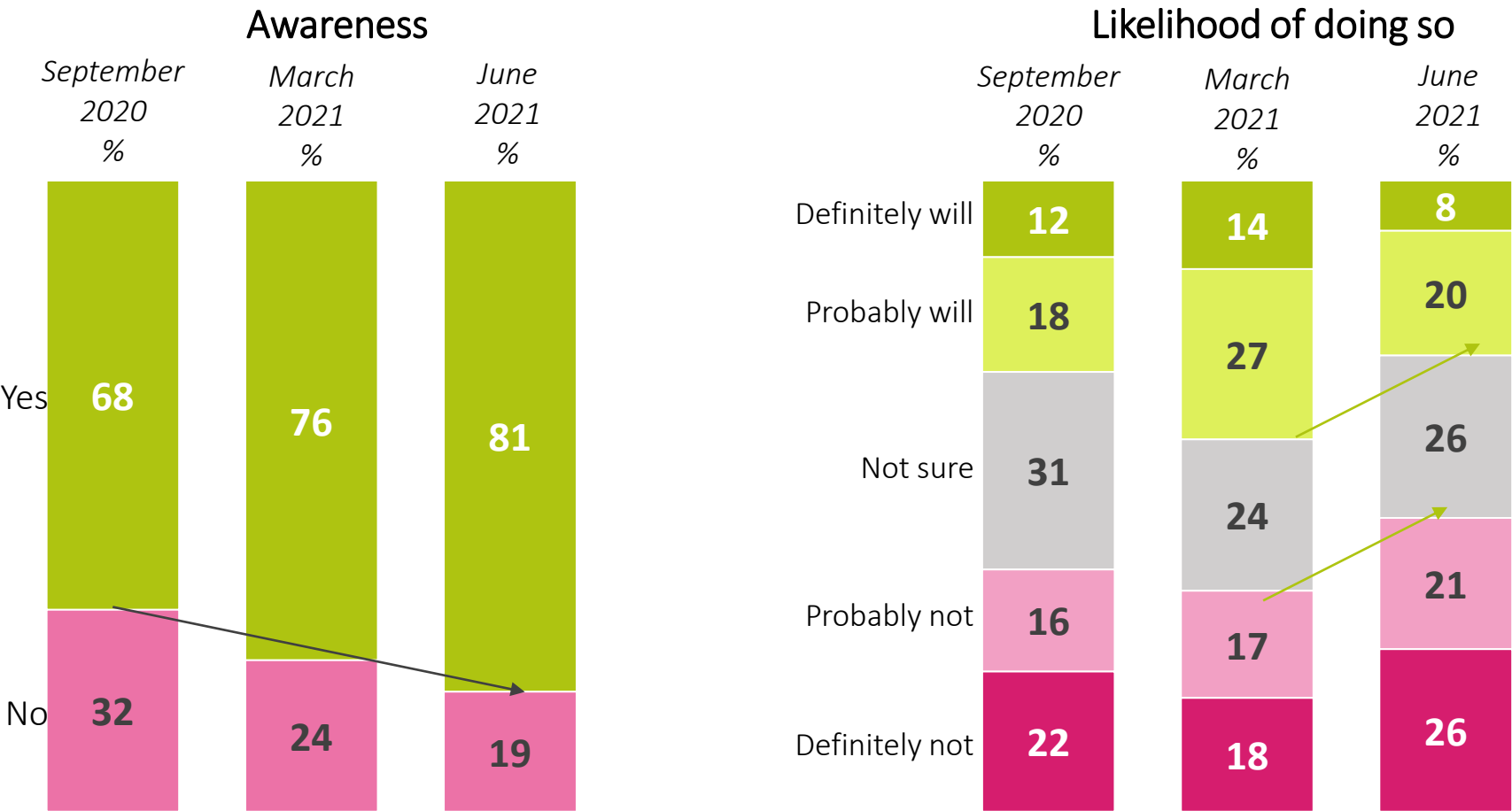
Licence Laws



A further increase in awareness of the possibility to rent out a taxi once you retire among licence holders (+5% pts to 81%), although there has been a decline in the likelihood to do so (-13% pts to 27% definitely/probably will: back to September 2020 levels.)

Awareness & likelihood of renting vehicle to someone else following retirement

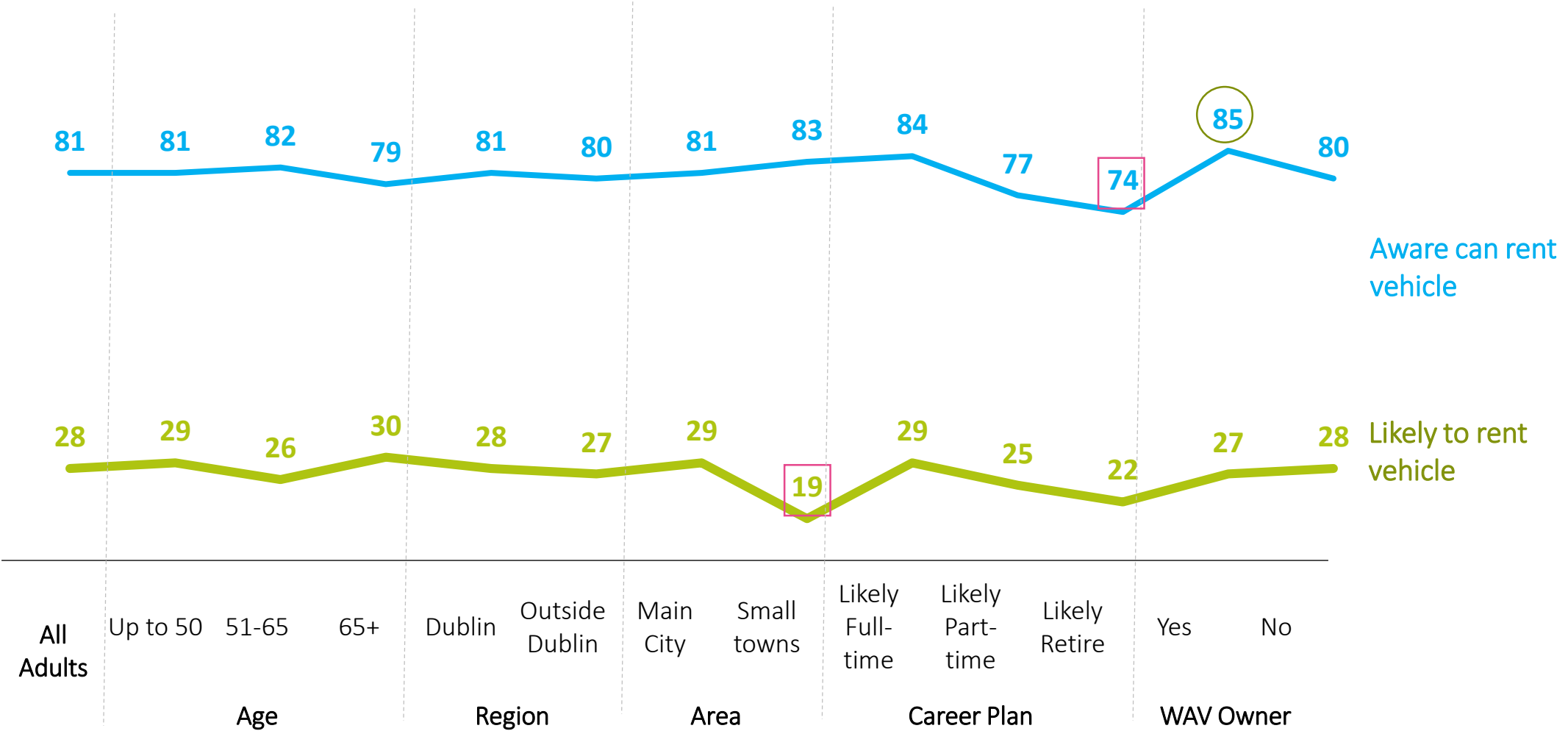
Base: 414 licence holders



Further increase in level of awareness of the potential to rent your vehicle once retired, although there has also been an increase in the proportion who suggest they probably/definitely will not do that.

Awareness by likelihood of renting licenced vehicle

Base: 414 taxi drivers who own a taxi licence



Interestingly, those likely to retire are the least inclined to be aware of this option, while those driving a WAT are the most likely to know. Those working in small towns are less inclined to suggest they would rent their vehicle in comparison with others.

Reasons unlikely to rent licenced vehicle

Base: 303 taxi drivers who own a taxi licence and are unlikely to rent vehicle

+/- Mar

2021

+6

+3

-1

-6

+4

=

-5

+1

-1

-1

-2

-3

-4

n/a

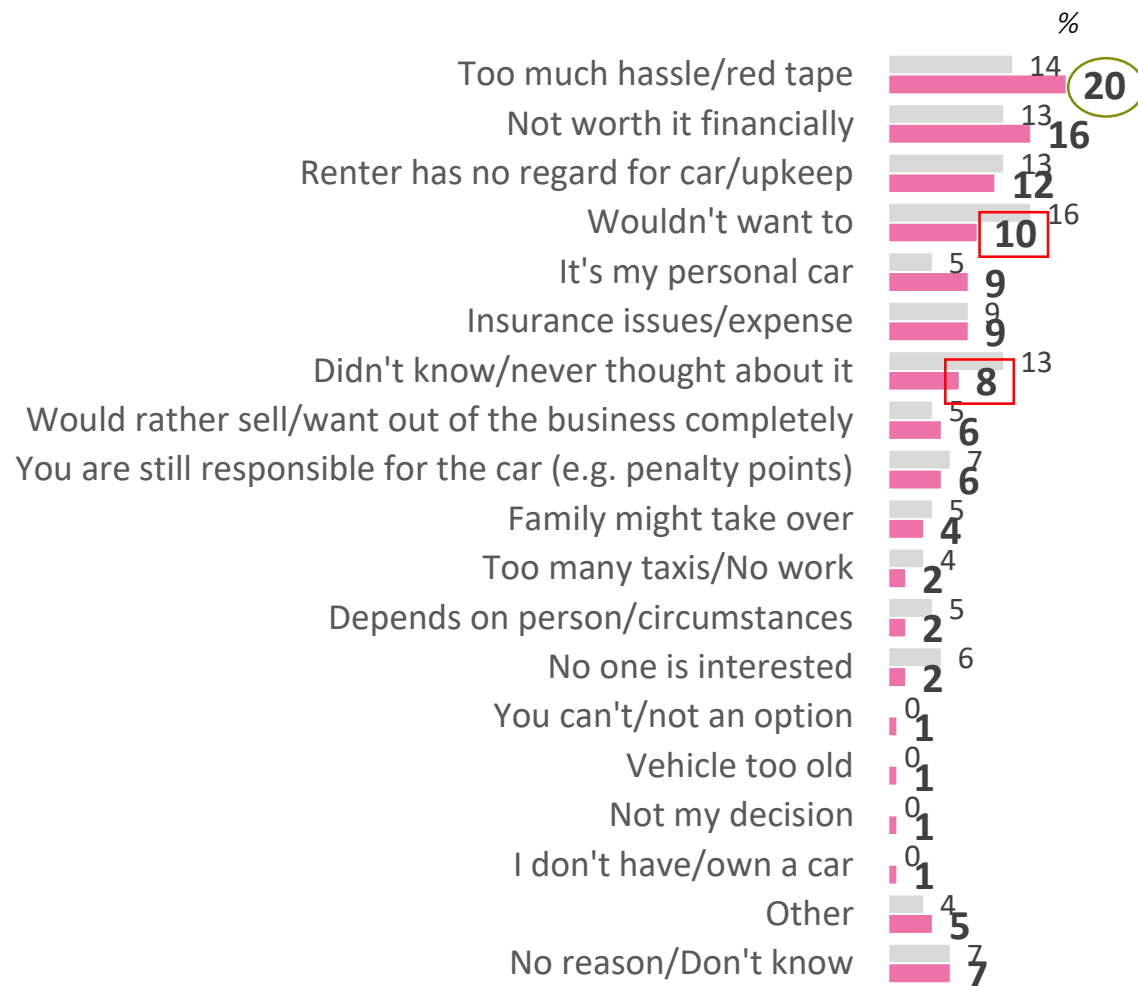
n/a

n/a

n/a

+1

=



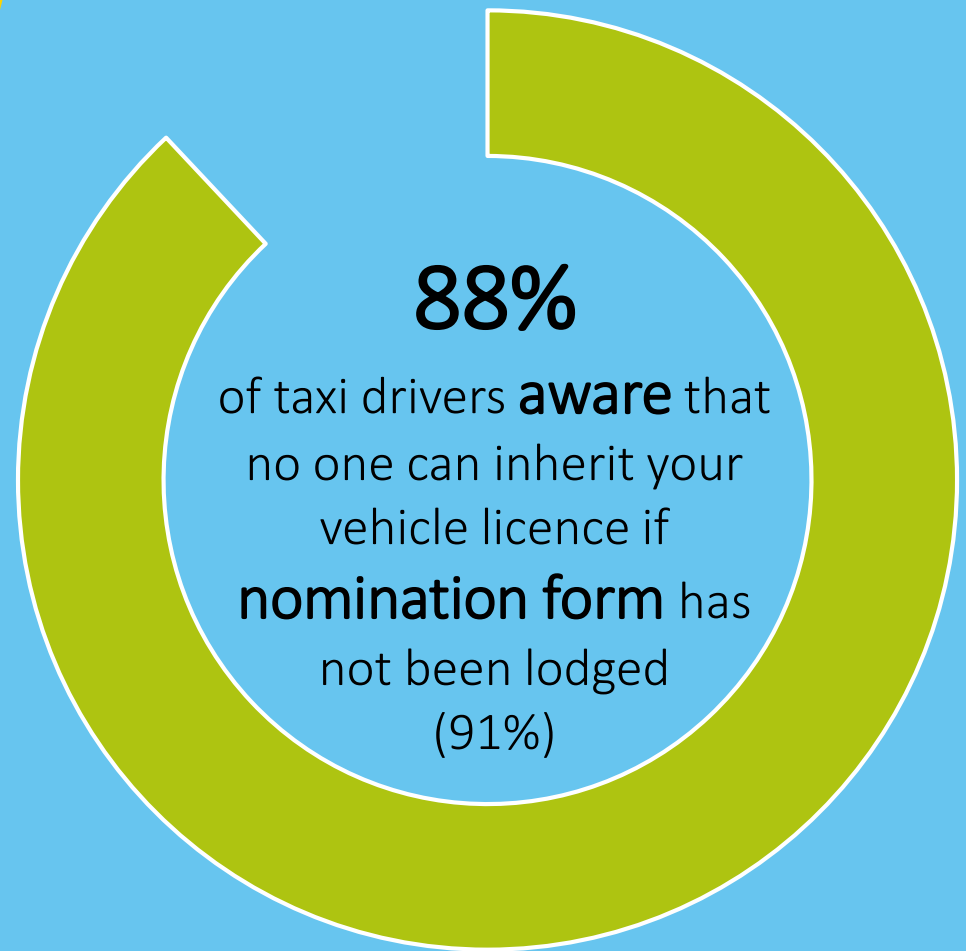
Age			Region	
Up to 50	51-65	65+	Dublin	Outside
93	156	50	153	150
%	%	%	%	%
17	20	27	20	20
22	11	19	15	17
14	11	14	11	14
10	12	5	11	8
5	11	11	9	10
3	7	23	5	14
9	9	8	7	10
6	7	2	7	5
4	6	6	6	5
5	4	7	6	2
1	2	2	1	3
2	2	-	1	4
1	2	3	1	3
-	2	2	2	-
-	1	2	1	1
1	0	3	1	2
3	1	1	1	1
6	5	3	6	4
9	7	4	9	4

A fifth of those unlikely to rent out their taxi when they retire now suggest it is because of the hassle/red tape: rising to over a quarter of those over the age of 65. Fewer wouldn't want to this wave, while a decline noted in the proportion who have never thought about it also. Younger drivers more inclined to suggest it's not worth it financially (22%).

All others less than 1%

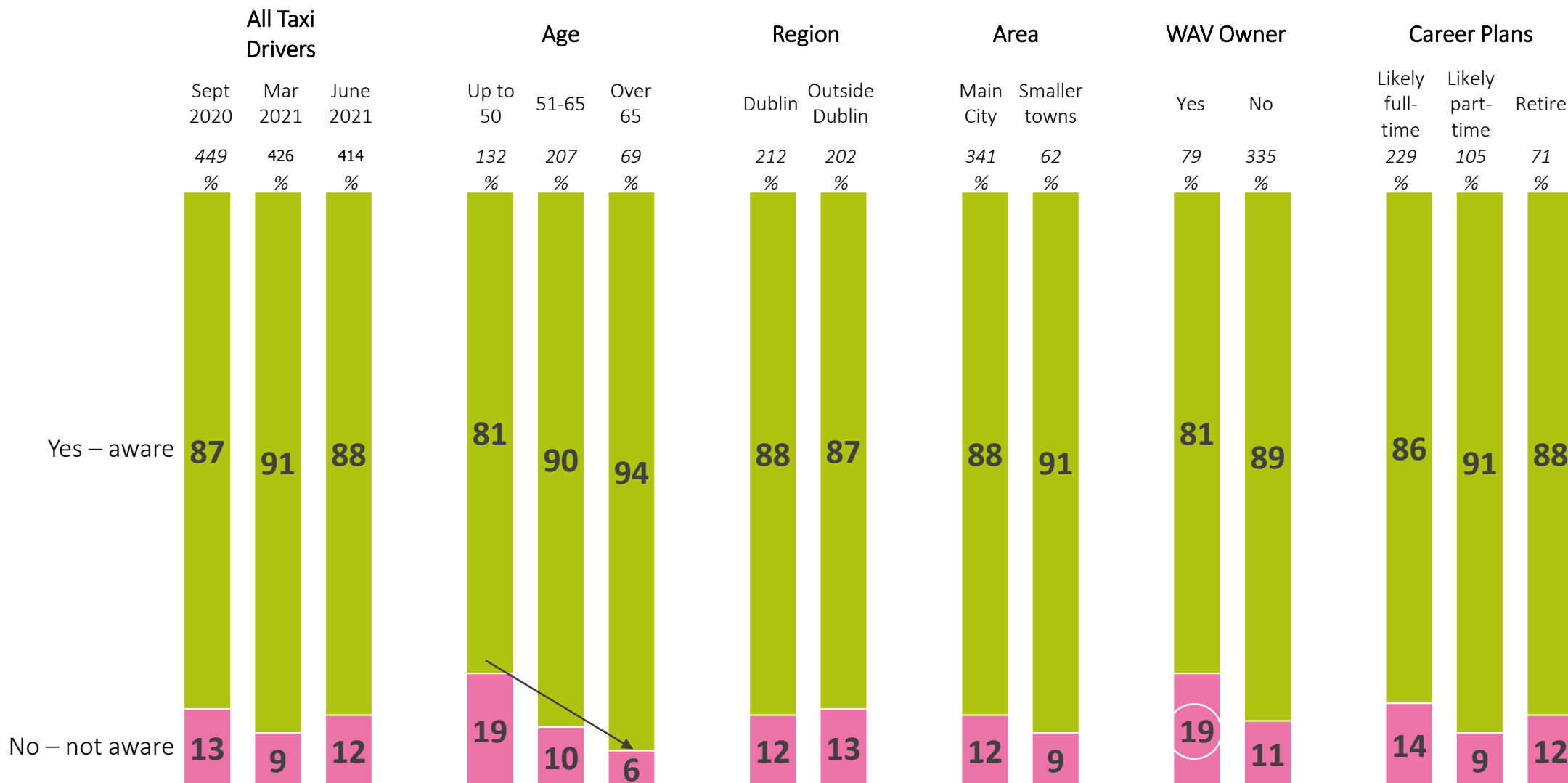
May/June 2021

*Caution: small base



Awareness of need for Nomination Form

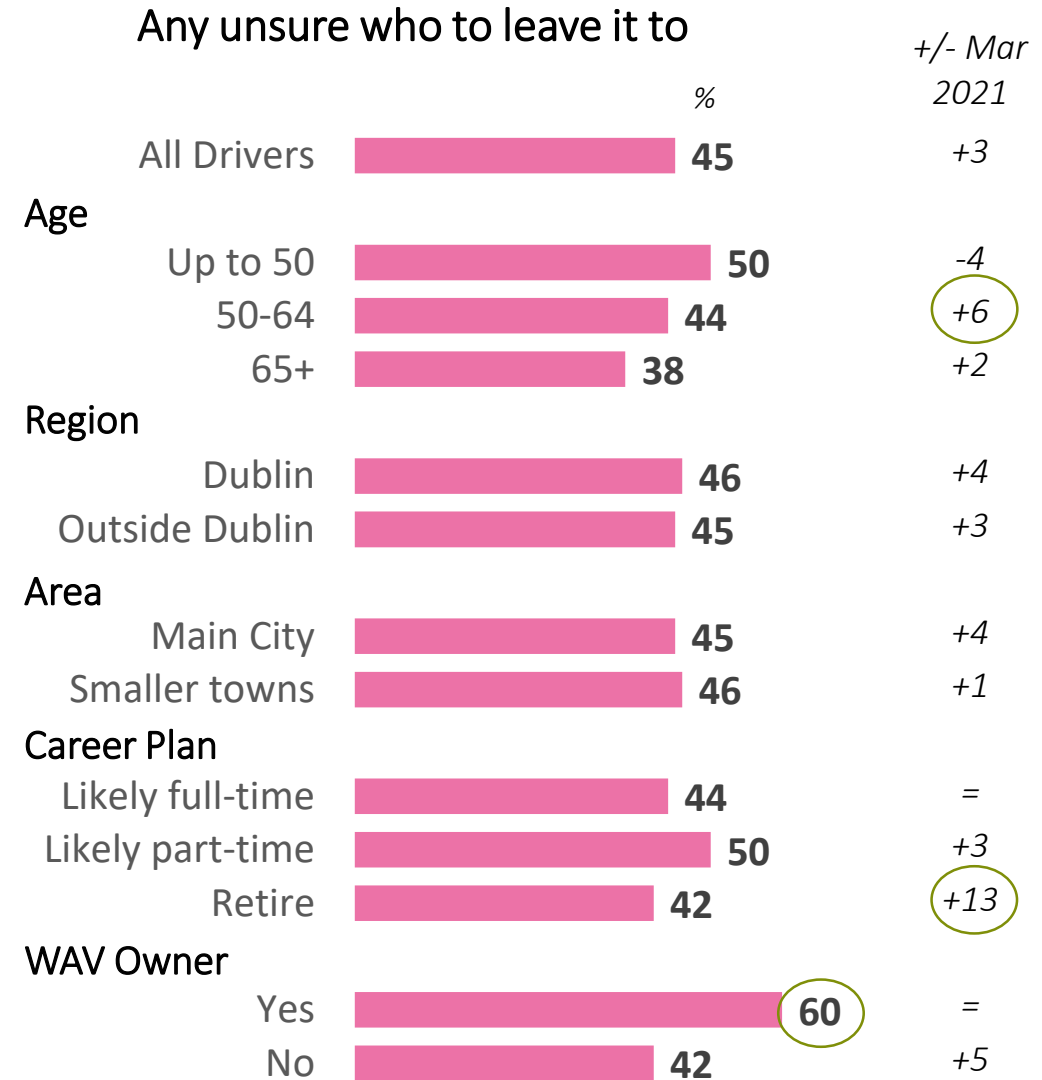
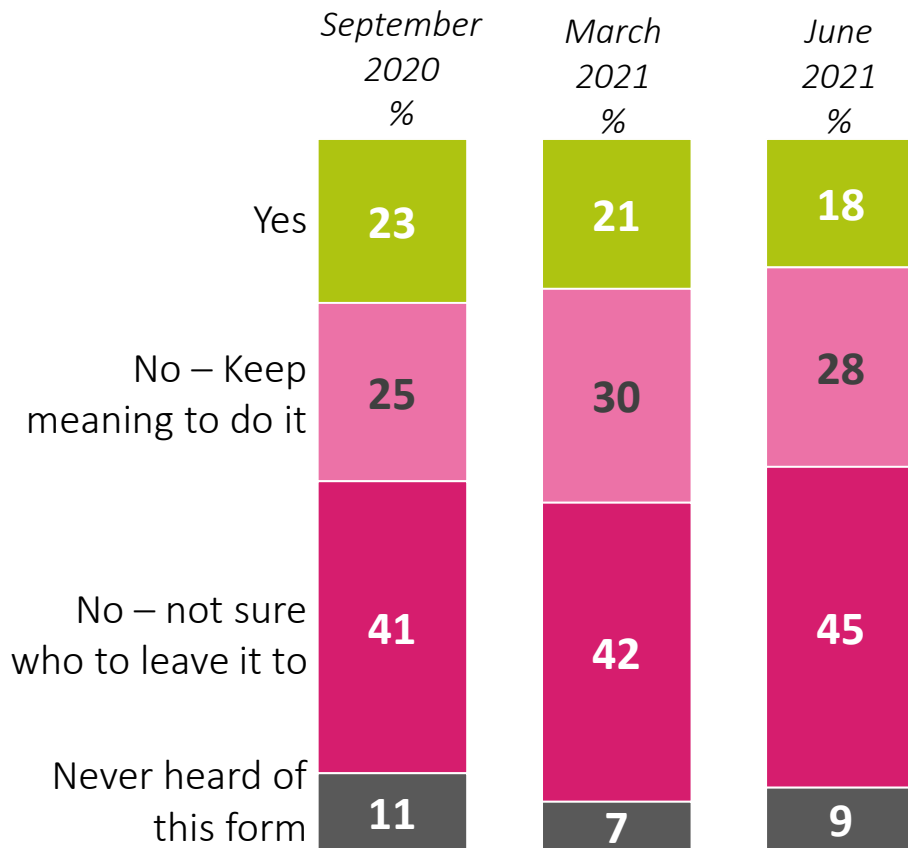
Base: 426 taxi drivers who own a licence



No real change in awareness in comparison with the previous wave, but we do see the same age correlation emerge, where awareness increases with age. Those driving a WAT are less inclined to be aware of the need for a nomination form, although this more likely related to the younger age profile of WAT drivers.

Incidence of having completed nomination form

Base: 414 taxi drivers who own a licence



1 in 5 (18%) have completed the form, while more than 2 in 5 (45%) remain unsure as to who to leave the taxi to. Incidence higher younger, declining with age, with little difference by region or area.

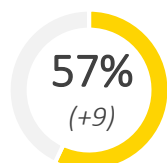


Key findings

Key Findings

IMPACT OF Covid-19

- The **reopening of outdoor dining in June** results in **similar patterns** emerging to that of **September 2020**.

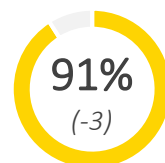


Almost 3 in 5 are **working at present**. Higher younger, outside Dublin, those who rent taxi.

- Has been a **steady decline in the proportion not working since January 2021**: from 64% not working in Jan to 38% in June.

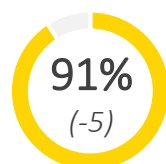


1 in 4 (24%) taxi drivers **likely** to remain working **part-time for the foreseeable** (+1)



...remain **less busy than** they were **pre-Covid**, though the **gap has narrowed...**

- On average, drivers **56% less busy than** they were **pre-Covid** (vs. 62% reported in March 2021).

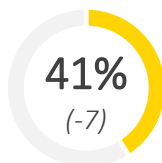


Fewer report they are **earning less** now than pre-Covid: -5% pts vs. March 2021. And average **reported losses are lower also**: 60% down vs. 68% in March.

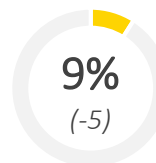
Covid MEASURES IMPLEMENTED

- Steady increase** in proportion of drivers **wearing masks now** (from 66% Sep 2020 to 78% this wave): **Higher outside Dublin** (85%) than in Dublin (74%).
- Fewer...

Restricting passenger numbers



Only accepting cashless

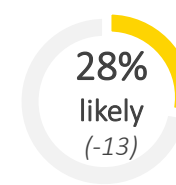
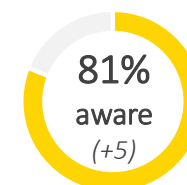


More than 4 in 5 (85%) taxi drivers **offer some form of cashless payment** (+1% pt)

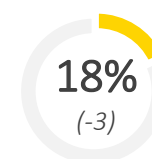
- 68%** of those **without a card terminal plan on getting one** in the **next year**. (-4)

LICENCING LAWS

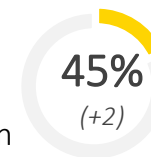
When it comes to the option of **renting out taxi when retired...**



- Most common reason for being unlikely is that it would **be too much hassle/red tape** (+6 to 20%).



Have completed and **lodged their nomination form...**



While more than 2 in 5 are **unsure who to nominate**.

Explanatory Note

In some instances throughout this report, the figures in any one chart may not add to 100%. While in some cases this may be down to the fact that the respondent was given multiple answer options and allowed to select more than one.

In others, where the figures are one or two percentage points off 100%, the reason is likely to be a rounding error. This is a standard occurrence in market research statistics and does not negate the accuracy of our findings.

