

Q20

Do you have any additional comments on on-demand transport in the ACT?

I rarely use taxis or rideshare as I generally take public transport (and never use hire cars), but I think the disability, particularly wheelchair access, for ride sharing is very poor and/or nonexistent. While I do not need a wheelchair accessible vehicle, I have friends who do and they need to use taxis entirely, and their service of wheelchair accessible taxis has reduced (wait Times over 30 minutes). While I am not sure of the solution to this issue, I do think it is very important to address if we want to ensure Canberra remains accessible for all.

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Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	15 to 24
Q3 What is your gender?	Male
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Other (please specify) All of the above reasons why I use Uber over taxis

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Satisfied
Wait times	OK
Price	Very unsatisfied
Safety	OK
Driver service	Unsatisfied
Disability access	OK
Overall	OK

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Phone (talking)

How do you normally hire a taxi?

Q10

Less

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	Satisfied
Wait times	Satisfied
Price	OK
Safety	Satisfied
Driver service	Satisfied
Disability access	Satisfied
Overall	Satisfied

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

0

Q13

How often has surge pricing applied in your use of hire cars?

0

Q14

Phone (talking)

How do you normally book a hire car?

Q15

Less

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Satisfied
Price	Very satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	Satisfied
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

30

Q18

How often has surge pricing applied in your use of rideshare?

10

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

80

Q20

Do you have any additional comments on on-demand transport in the ACT?

There are a number of times I have travelled to events via Uber that I would not have gone to if Uber was not offered in Canberra, primarily due to cost, tracking for safety reasons, and ease of booking/availability. I look forward to more partnerships between the ACT Government and Uber for easier and further discounted travel.

COMPLETE

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Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>35 to 44</p>
<p>Q3 What is your gender?</p>	<p>Male</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p>	
<p>Taxis</p>	<p>Seldom to none</p>
<p>Hire cars</p>	<p>Seldom to none</p>
<p>Rideshare (e.g. uberX)</p>	<p>Frequently</p>
<p>Q5 What is your preferred service?</p>	<p>Rideshare</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Less expensive</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	OK
Price	Very unsatisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

Respondent skipped this question

Q9

How do you normally hire a taxi?

Phone (smartphone app)

Q10

Since rideshare started in the ACT, has your use of taxis changed?

Less

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	Very satisfied

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

Respondent skipped this question

Q13

How often has surge pricing applied in your use of hire cars?

0

Q14

Phone (smartphone app)

How do you normally book a hire car?

Q15

Stayed the same

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Very satisfied

Q17

Respondent skipped this question

How often have you been offered a discount to the stated fare in your use of rideshare?

Q18

How often has surge pricing applied in your use of rideshare?

5

Q19

Respondent skipped this question

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

Q20

Respondent skipped this question

Do you have any additional comments on on-demand transport in the ACT?

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Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>35 to 44</p>
<p>Q3 What is your gender?</p>	<p>Male</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p>	
Taxis	Occasionally
Hire cars	Occasionally
Rideshare (e.g. uberX)	Frequently
<p>Q5 What is your preferred service?</p>	<p>Rideshare</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Less expensive</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	Unsatisfied
Price	Very unsatisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

How do you normally hire a taxi?

Rank or hail

Q10

Since rideshare started in the ACT, has your use of taxis changed?

Less,

Please explain any changes Use Uber instead

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	Satisfied
Wait times	Satisfied
Price	OK
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Satisfied

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

Respondent skipped this question

Q13

Respondent skipped this question

How often has surge pricing applied in your use of hire cars?

Q14

Internet

How do you normally book a hire car?

Q15

Stayed the same

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

0

Q18

How often has surge pricing applied in your use of rideshare?

20

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

75

Q20

Do you have any additional comments on on-demand transport in the ACT?

Taxis are v expensive compared to Melb/Syd due to government cab charges, so much being expensed.

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Page 2: Part A - General

Q1	No. Information provided by me is strictly confidential, and may only be used for the purpose of the evaluation and updating accessible public transport priorities.
May we publicly quote any written answers you have provided, in whole or in part, in this survey?	
Q2	45 to 54
What is your age?	
Q3	Female
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	Higher quality service
Why is this above your preferred service?	

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	Satisfied
Price	Unsatisfied
Safety	Satisfied
Driver service	Unsatisfied
Disability access	No comment
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Internet

How do you normally hire a taxi?

Q10

Less,

Since rideshare started in the ACT, has your use of taxis changed?

Please explain any changes Use less taxis as prefer Uber

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

0

Q13

How often has surge pricing applied in your use of hire cars?

0

Q14

How do you normally book a hire car?

Respondent skipped this question

Q15

Since rideshare started in the ACT, has your use of hire cars changed?

Respondent skipped this question

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Very satisfied
Safety	Satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

0

Q18

How often has surge pricing applied in your use of rideshare?

0

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

100

Q20

Do you have any additional comments on on-demand transport in the ACT?

I use Uber predominantly because taxi drivers in the ACT are very rude. They are also very reluctant to take on short trips. I've had to exit a cab because it refused my trip more than once.

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Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	15 to 24
Q3 What is your gender?	Male
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Better information on cost

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	OK
Price	OK
Safety	Very satisfied
Driver service	Satisfied
Disability access	No comment
Overall	OK

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Rank or hail

How do you normally hire a taxi?

Q10

Less

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

Respondent skipped this question

How often have you been offered a discount to the stated fare in your use of hire cars?

Q13

How often has surge pricing applied in your use of hire cars?

Respondent skipped this question

Q14

How do you normally book a hire car?

Respondent skipped this question

Q15

Since rideshare started in the ACT, has your use of hire cars changed?

Stayed the same,
Please explain any changes Never used

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Satisfied
Wait times	Satisfied
Price	OK
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	OK

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

0

Q18

How often has surge pricing applied in your use of rideshare?

50

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

80

Q20

Do you have any additional comments on on-demand transport in the ACT?

I think ride share services are becoming too expensive, particularly during 'surge' times. I started using Uber because it was an affordable alternative to taxis after a night out, but nowadays, taxis can sometimes even be cheaper.

COMPLETE

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Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	25 to 34
Q3 What is your gender?	Male
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Other (please specify) All of above

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Satisfied
Wait times	Unsatisfied
Price	Very unsatisfied
Safety	Unsatisfied
Driver service	Unsatisfied
Disability access	No comment
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

Respondent skipped this question

Q9

How do you normally hire a taxi?

Phone (talking)

Q10

Since rideshare started in the ACT, has your use of taxis changed?

Less,
Please explain any changes
More convenient to track when an Uber will arrive

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

Respondent skipped this question

Q13

Respondent skipped this question

How often has surge pricing applied in your use of hire cars?

Q14

Other

How do you normally book a hire car?

Q15

Stayed the same

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Very satisfied

Q17

Respondent skipped this question

How often have you been offered a discount to the stated fare in your use of rideshare?

Q18

How often has surge pricing applied in your use of rideshare?

25

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

100

Q20

Do you have any additional comments on on-demand transport in the ACT?

Has increased competition which should make taxis improve their service

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Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>15 to 24</p>
<p>Q3 What is your gender?</p>	<p>Female</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p> <p>Taxis</p> <p>Hire cars</p> <p>Rideshare (e.g. uberX)</p>	<p>Seldom to none</p> <p>Seldom to none</p> <p>Frequently</p> <p>Rideshare</p>
<p>Q5 What is your preferred service?</p>	<p>Less expensive</p>
<p>Q6 Why is this above your preferred service?</p>	<p></p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	Very unsatisfied
Price	Very unsatisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	Very unsatisfied
Overall	Very unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Rank or hail

How do you normally hire a taxi?

Q10

Since rideshare started in the ACT, has your use of taxis changed?

Less,

Please explain any changes
I do not use taxis at all now. They are too expensive and not accommodating. For example, I do not drive due to illness, but I had to take my rabbit to the vet. The uber driver picked me up with my shopping, swung by the vet and waited as I picked her up and dropped me home. A taxi wouldn't do that.

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

0

Q13

How often has surge pricing applied in your use of hire cars?

0

Q14

Other

How do you normally book a hire car?

Q15

Stayed the same,

Since rideshare started in the ACT, has your use of hire cars changed?

Please explain any changes I do not use hire cars

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Very satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	Satisfied
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

10

Q18

How often has surge pricing applied in your use of rideshare?

10

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

100

Q20

Do you have any additional comments on on-demand transport in the ACT?

I need on demand transport to function. I cannot drive and have mobility issues due to illness, and public transport does not cover complex needs like late night/early morning transport, transporting pets or dropping me to my door when I cannot walk properly. Taxis are far too expensive, restrictive and their apps are awful.

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Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	35 to 44
Q3 What is your gender?	Male
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Seldom to none
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Higher quality service

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	Unsatisfied
Price	Very unsatisfied
Safety	Unsatisfied
Driver service	Very unsatisfied
Disability access	No comment
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

Respondent skipped this question

Q9

How do you normally hire a taxi?

Rank or hail

Q10

Since rideshare started in the ACT, has your use of taxis changed?

Less,
Please explain any changes
Rideshare is easier, cheaper and better service

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

Respondent skipped this question

Q13

How often has surge pricing applied in your use of hire cars?

Respondent skipped this question

Q14

How do you normally book a hire car?

Phone (talking)

Q15

Since rideshare started in the ACT, has your use of hire cars changed?

Stayed the same,

Please explain any changes I don't use hire cars in ACT

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Very satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

0

Q18

How often has surge pricing applied in your use of rideshare?

5

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

50

Q20

Do you have any additional comments on on-demand transport in the ACT?

Digital disruption is inevitable and is driven by community demand for better services. I commend the ACT Government for their reform leadership which is providing significant benefits to the Canberra community and to visitors.

COMPLETE

Collector: Web Link 1 (Web Link)
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Page 2: Part A - General

Q1	No. Information provided by me is strictly confidential, and may only be used for the purpose of the evaluation and updating accessible public transport priorities.
May we publicly quote any written answers you have provided, in whole or in part, in this survey?	
Q2	25 to 34
What is your age?	
Q3	Female
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	Other (please specify) All of the above
Why is this above your preferred service?	

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	OK
Price	Unsatisfied
Safety	OK
Driver service	OK
Disability access	No comment
Overall	OK

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Phone (smartphone app)

How do you normally hire a taxi?

Q10

Less

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

0

Q13

How often has surge pricing applied in your use of hire cars?

0

Q14

Other

How do you normally book a hire car?

Q15

Stayed the same

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Satisfied
Price	Very satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

0

Q18

How often has surge pricing applied in your use of rideshare?

5

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

90

Q20

Respondent skipped this question

Do you have any additional comments on on-demand transport in the ACT?

COMPLETE

Collector: Web Link 1 (Web Link)
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Page 2: Part A - General

Q1	
May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2	25 to 34
What is your age?	
Q3	Female
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Frequently
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	Feel safer
Why is this above your preferred service?	

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	Unsatisfied
Price	Unsatisfied
Safety	Unsatisfied
Driver service	OK
Disability access	No comment
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

Respondent skipped this question

Q9

How do you normally hire a taxi?

Rank or hail

Q10

Since rideshare started in the ACT, has your use of taxis changed?

Less,
Please explain any changes
More certainty that the driver will show up, more convenient and cheaper than taxis.

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

Respondent skipped this question

Q13

How often has surge pricing applied in your use of hire cars?

Respondent skipped this question

Q14

How do you normally book a hire car?

Respondent skipped this question

Q15

Since rideshare started in the ACT, has your use of hire cars changed?

Stayed the same

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

2

Q18

How often has surge pricing applied in your use of rideshare?

2

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

10

Q20

Do you have any additional comments on on-demand transport in the ACT?

Rideshare availability has made me feel safer as a single woman. UberX holds drivers accountable with an immediate rating and feedback/complaint channel. Refunds are issued for drivers who are reported as driving incorrect routes. The pre-accepted payment system is also very convenient.

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, July 09, 2017 11:33:26 AM
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Time Spent: 00:02:28
IP Address: 2.2(a)(ii)

Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>15 to 24</p>
<p>Q3 What is your gender?</p>	<p>Male</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p>	
<p>Taxis</p>	<p>Seldom to none</p>
<p>Hire cars</p>	<p>Seldom to none</p>
<p>Rideshare (e.g. uberX)</p>	<p>Occasionally</p>
<p>Q5 What is your preferred service?</p>	<p>Rideshare</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Other (please specify) All of the above</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Very unsatisfied
Wait times	Unsatisfied
Price	Unsatisfied
Safety	OK
Driver service	Very unsatisfied
Disability access	No comment
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Phone (talking)

How do you normally hire a taxi?

Q10

Less

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

Respondent skipped this question

How satisfied are you with hire car services in the ACT?

Q12

Respondent skipped this question

How often have you been offered a discount to the stated fare in your use of hire cars?

Q13

Respondent skipped this question

How often has surge pricing applied in your use of hire cars?

Q14

Respondent skipped this question

How do you normally book a hire car?

Q15

Respondent skipped this question

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16 How satisfied are you with rideshare in the ACT?	Respondent skipped this question
Q17 How often have you been offered a discount to the stated fare in your use of rideshare?	Respondent skipped this question
Q18 How often has surge pricing applied in your use of rideshare?	Respondent skipped this question
Q19 What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?	Respondent skipped this question
Q20 Do you have any additional comments on on-demand transport in the ACT?	Respondent skipped this question

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, July 09, 2017 1:38:36 PM
Last Modified: Sunday, July 09, 2017 1:42:07 PM
Time Spent: 00:03:30
IP Address: 2.2(a)(ii)

Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>15 to 24</p>
<p>Q3 What is your gender?</p>	<p>Male</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p>	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Feel safer

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	Unsatisfied
Price	Very unsatisfied
Safety	Unsatisfied
Driver service	Very unsatisfied
Disability access	Unsatisfied
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Phone (smartphone app)

How do you normally hire a taxi?

Q10

Less

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	OK
Wait times	OK
Price	OK
Safety	OK
Driver service	OK
Disability access	OK
Overall	OK

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

0

Q13

How often has surge pricing applied in your use of hire cars?

0

Q14

Phone (smartphone app)

How do you normally book a hire car?

Q15

More

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Very satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	Satisfied
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

25

Q18

How often has surge pricing applied in your use of rideshare?

0

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

50

Q20

Respondent skipped this question

Do you have any additional comments on on-demand transport in the ACT?

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, July 09, 2017 2:19:27 PM
Last Modified: Sunday, July 09, 2017 2:21:49 PM
Time Spent: 00:02:21
IP Address: 2.2(a)(ii)

Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>15 to 24</p>
<p>Q3 What is your gender?</p>	<p>Male</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p>	
<p>Taxis</p>	<p>Seldom to none</p>
<p>Hire cars</p>	<p>Seldom to none</p>
<p>Rideshare (e.g. uberX)</p>	<p>Frequently</p>
<p>Q5 What is your preferred service?</p>	<p>Rideshare</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Less expensive</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	OK
Price	Very unsatisfied
Safety	Very satisfied
Driver service	Very unsatisfied
Disability access	OK
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Phone (talking)

How do you normally hire a taxi?

Q10

Less

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

0

Q13

How often has surge pricing applied in your use of hire cars?

0

Q14

Other

How do you normally book a hire car?

Q15

Stayed the same

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

0

Q18

How often has surge pricing applied in your use of rideshare?

19

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

7

Q20

Respondent skipped this question

Do you have any additional comments on on-demand transport in the ACT?

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Sunday, July 09, 2017 6:53:32 PM
 Last Modified: Sunday, July 09, 2017 6:58:10 PM
 Time Spent: 00:04:38
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1	No. Information provided by me is strictly confidential, and may only be used for the purpose of the evaluation and updating accessible public transport priorities.
May we publicly quote any written answers you have provided, in whole or in part, in this survey?	
Q2	35 to 44
What is your age?	
Q3	Female
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5	Rideshare
What is your preferred service?	
Q6	Other (please specify) Safety including paying without carrying cash
Why is this above your preferred service?	

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	OK
Price	Unsatisfied
Safety	OK
Driver service	OK
Disability access	Unsatisfied
Overall	OK

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Phone (talking)

How do you normally hire a taxi?

Q10

Less

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

Respondent skipped this question

How often have you been offered a discount to the stated fare in your use of hire cars?

Q13

Respondent skipped this question

How often has surge pricing applied in your use of hire cars?

Q14

Other

How do you normally book a hire car?

Q15

Stayed the same

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Satisfied

Q17

Respondent skipped this question

How often have you been offered a discount to the stated fare in your use of rideshare?

Q18

How often has surge pricing applied in your use of rideshare?

50

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

51

Q20

Respondent skipped this question

Do you have any additional comments on on-demand transport in the ACT?

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, July 09, 2017 8:00:58 PM
Last Modified: Sunday, July 09, 2017 8:03:38 PM
Time Spent: 00:02:40
IP Address: 2.2(a)(ii)

Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>15 to 24</p>
<p>Q3 What is your gender?</p>	<p>Female</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p>	
Taxis	Seldom to none
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
<p>Q5 What is your preferred service?</p>	<p>Rideshare</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Less expensive</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	OK
Price	Very unsatisfied
Safety	OK
Driver service	OK
Disability access	No comment
Overall	OK

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Rank or hail

How do you normally hire a taxi?

Q10

Stayed the same

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

0

Q13

How often has surge pricing applied in your use of hire cars?

0

Q14

Phone (talking)

How do you normally book a hire car?

Q15

Stayed the same

Since rideshare started in the ACT, has your use of hire cars changed?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Very satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

0

Q18

How often has surge pricing applied in your use of rideshare?

33

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

0

Q20

Respondent skipped this question

Do you have any additional comments on on-demand transport in the ACT?

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Sunday, July 09, 2017 8:42:03 PM
 Last Modified: Sunday, July 09, 2017 8:49:24 PM
 Time Spent: 00:07:20
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2 What is your age?	25 to 34
Q3 What is your gender?	Male
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Higher quality service

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	OK
Price	Unsatisfied
Safety	Satisfied
Driver service	OK
Disability access	No comment
Overall	Unsatisfied

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Rank or hail

How do you normally hire a taxi?

Q10

Less

Since rideshare started in the ACT, has your use of taxis changed?

Page 4: Part C - Hire cars

Q11

How satisfied are you with hire car services in the ACT?

Availability	No comment
Wait times	No comment
Price	No comment
Safety	No comment
Driver service	No comment
Disability access	No comment
Overall	No comment

Q12

How often have you been offered a discount to the stated fare in your use of hire cars?

0

Q13

How often has surge pricing applied in your use of hire cars?

Respondent skipped this question

Q14

How do you normally book a hire car?

Respondent skipped this question

Q15

Since rideshare started in the ACT, has your use of hire cars changed?

Respondent skipped this question

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	Very satisfied

Q17

How often have you been offered a discount to the stated fare in your use of rideshare?

0

Q18

How often has surge pricing applied in your use of rideshare?

10

Q19

What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?

25

Q20

Do you have any additional comments on on-demand transport in the ACT?

Taxis are so expensive in the ACT and the price gouging seems to come from all the money spent by Government workers

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, July 09, 2017 10:01:37 PM
Last Modified: Sunday, July 09, 2017 10:06:03 PM
Time Spent: 00:04:25
IP Address: 2.2(a)(ii)

Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>25 to 34</p>
<p>Q3 What is your gender?</p>	<p>Female</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p> <p>Taxis</p> <p>Hire cars</p> <p>Rideshare (e.g. uberX)</p>	<p>Occasionally</p> <p>Seldom to none</p> <p>Occasionally</p> <p>Rideshare</p>
<p>Q5 What is your preferred service?</p>	<p>Less expensive</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Less expensive</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	OK
Price	Unsatisfied
Safety	OK
Driver service	OK
Disability access	No comment
Overall	OK

Q8

How often have you been offered a discount to the maximum fare in your use of taxis?

0

Q9

Internet

How do you normally hire a taxi?

Q10

Less,

Since rideshare started in the ACT, has your use of taxis changed?

Please explain any changes
I no longer use taxis for personal use, only when work requires them.

Page 4: Part C - Hire cars

Q11

Respondent skipped this question

How satisfied are you with hire car services in the ACT?

Q12

Respondent skipped this question

How often have you been offered a discount to the stated fare in your use of hire cars?

Q13

Respondent skipped this question

How often has surge pricing applied in your use of hire cars?

Q14

Respondent skipped this question

How do you normally book a hire car?