#### 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.

Collector:

Web Link 1 (Web Link)

Started: Last Modified: Friday, July 07, 2017 7:40:00 PM Friday, July 07, 2017 7:46:31 PM

Time Spent:

00:06:31

IP Address:

2.2(a)(ii)

# Page 2: Part A - General

01

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

Q2

15 to 24

What is your age?

Q3

Male

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

ilucatione (c.g. ubci x)

Rideshare

Q5

What is your preferred service?

Q6

Other (please specify)

Why is this above your preferred service?

All of the above reasons why I use Uber over taxis

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi service	ces in the ACT?	
Availability	Satisfied	
Nait times	ок	
Price	Very unsatisfied	
Safety	ок	
Oriver service	Unsatisfied	
Disability access	ок	
Overall	ок	
Q8		
How often have you been offered a d taxis?	iscount to the maximum fare in your use of	
0		
Q9	Phone (talking)	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, h	as your use of taxis	

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car serv	ices in the ACT?	
vailability	Satisfied	
Vait times	Satisfied	
rice	ок	
afety	Satisfied	
Priver service	Satisfied	
isability access	Satisfied	
Overall	Satisfied	

Q13	
How often has surge pricing applied in your use of hire cars?	
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?	

Q16	
How satisfied are you with rideshare in	n the ACT?
Availability	Very satisfied
Wait times	Satisfied
Price	Very satisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	Satisfied
Overall	Very satisfied
rideshare?	
V. Martine and Control of the Contro	
30	
30 Q18	
30	your use of
Q18  How often has surge pricing applied in	your use of
Q18 How often has surge pricing applied in rideshare?	your use of
Q18  How often has surge pricing applied in rideshare?  10  Q19	your use of uld you have taken by taxi or hire car if rideshare services were not

## 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.

Collector:

Web Link 1 (Web Link)

Started: Last Modified: Friday, July 07, 2017 8:20:15 PM Friday, July 07, 2017 8:23:50 PM

Time Spent:

00:03:34

IP Address:

2.2(a)(ii)

Q1	Yes. I give consent for any of my answers to be published
May we publicly quote any written answers you have provided, in whole or in part, in this survey?	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	35 to 44
What is your age?	
Q3	Male
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Seldom to none
lire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	Less expensive
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	ок	
Price	Very unsatisfied	
Safety	Very satisfied	
Driver service	Very satisfied	
Disability access	No comment	
Overall	Unsatisfied	
Q8	Respondent skipped this	
How often have you been offered a discount to the maximum fare in your use of taxis?	question	
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	Very satisfied	
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? 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?

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?	question	
Q20	Respondent skipped this question	
	Activities.	

Collector:

Web Link 1 (Web Link)

Started: Last Modified: Friday, July 07, 2017 10:08:20 PM Friday, July 07, 2017 10:14:02 PM

Time Spent:

00:05:42

IP Address:

2.2(a)(ii)

Q1	Yes. I give consent for any of my answers to be published
May we publicly quote any written answers you have	in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal
provided, in whole or in part, in this survey?	means of my identification will not accompany any of my answers.
Q2	35 to 44
What is your age?	
Q3	Male
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Occasionally
Rideshare (e.g. uberX)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	Less expensive
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	Very unsatisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	Unsatisfied
Q8	
How often have you been offered a discount to the maximutaxis?	um fare in your use of
0	
Q9	Rank or hail
How do you normally hire a taxi?	
Q10	Less,
	Please explain any changes Use Uber instead

Page 4: Part C - Hire cars

How often have you been offered a discount to the stated fare in your use of hire cars?	Approximately and the second s	
Q12	Respondent skipped this question	
Overall	Satisfied	
Disability access	No comment	
Driver service	Very satisfied	
Safety	Very satisfied	
Price	ок	
Wait times	Satisfied	
Availability	Satisfied	
How satisfied are you with hire car services in the ACT?		
Q11		

Q13	Respondent skipped this question	
How often has surge pricing applied in your use of hire cars?	question	
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?		

Q16	
How satisfied are you with rideshare i	n 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
rideshare?	scount to the stated fare in your use of
Q18 How often has surge pricing applied in rideshare?	n your use of
Q18 How often has surge pricing applied in	n your use of
Q18 How often has surge pricing applied in rideshare?	n your use of
Q18 How often has surge pricing applied in rideshare? 20 Q19	n your use of ould you have taken by taxi or hire car if rideshare services were not

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.

Collector:

Web Link 1 (Web Link)

Started: Last Modified: Friday, July 07, 2017 10:48:25 PM Friday, July 07, 2017 10:57:13 PM

Time Spent: IP Address: 00:08:48 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?

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.

45 to 54

Female

Rideshare

What is your age?

What is your gender?

Q4

Q5

Q2

03

How often do you use on-demand transport in the ACT?

Taxis Occasionally
Hire cars Seldom to none

Rideshare (e.g. uberX) Frequently

What is your preferred service?

O6 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 maximutaxis?	um fare in your use of
0	
Q9	Internet
How do you normally hire a taxi?	
010	Less,
Q10	

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car se	rvices 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		
	scount to the stated fare in your use of hire	
0		

Q13		
How often has surge pricing applied in your use of hire cars?		
0		
Q14	Respondent skipped this question	
How do you normally book a hire car?	and the same of th	
Q15	Respondent skipped this question	
Since rideshare started in the ACT, has your use of hire cars changed?	question	

Q16	
How satisfied are you with rideshare i	n 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 disrideshare?	scount to the stated fare in your use of
How often have you been offered a disrideshare?	scount to the stated fare in your use of
How often have you been offered a disrideshare?	scount to the stated fare in your use of
How often have you been offered a disrideshare?	scount to the stated fare in your use of
How often have you been offered a dis rideshare?	
How often have you been offered a disrideshare?  O  Q18  How often has surge pricing applied in	
How often have you been offered a disrideshare?  O  Q18  How often has surge pricing applied in rideshare?	
How often have you been offered a disrideshare?  O  Q18  How often has surge pricing applied in rideshare?  O  Q19	

## 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.

Collector: Web Link 1 (Web Link)

Started: Saturday, July 08, 2017 12:20:52 AM Last Modified: Saturday, July 08, 2017 12:24:45 AM

Time Spent: 00:03:53

IP Address: 2.2(a)(ii)

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	15 to 24
What is your age?	
Q3	Male
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	Better information on cost
Why is this above your preferred service?	

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi service	ces in the ACT?	
Availability	ок	
Vait times	ок	
Price	ок	
Safety	Very satisfied	
Driver service	Satisfied	
Disability access	No comment	
Overall	ок	
Q8		
How often have you been offered a d taxis?	iscount to the maximum fare in your use of	
0		
Q9	Rank or hail	
How do you normally hire a taxi?		
Q10	Less	

Page 4: Part C - Hire cars

Overall	No comment	
Driver service Disability access	No comment  No comment	
Safety	No comment	
Price	No comment	
Wait times	No comment	
Availability	No comment	
Q11  How satisfied are you with hire car services in the ACT?		

# Taxi, hire car and rideshare customer survey – 2017

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	Stayed the same,	
Since rideshare started in the ACT, has your use of hire cars changed?	Please explain any changes Never used	

Q16	
How satisfied are you with rideshare i	n the ACT?
Availability	Satisfied
Wait times	Satisfied
Price	ок
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	ок
now often have you been offered a dis	
How often have you been offered a disrideshare?  0  O18	
rideshare?	
rideshare?  0  Q18  How often has surge pricing applied in	
rideshare?  0  Q18  How often has surge pricing applied in rideshare?	
rideshare?  0  Q18  How often has surge pricing applied in rideshare?  50  Q19	

## 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.

Collector: Web Link 1 (Web Link)

Started: Saturday, July 08, 2017 7:12:17 AM Last Modified: Saturday, July 08, 2017 7:17:50 AM

Time Spent: 00:05:33 IP Address: 2.2(a)(ii)

Q1	Yes. I give consent for any of my answers to be published,
May we publicly quote any written answers you have provided, in whole or in part, in this survey?	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	Male
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
axis	Occasionally
lire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5	Rideshare
What is your preferred service?	
Q6	Other (please specify) All of 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	Satisfied
Wait times	Unsatisfied
Price	Very unsatisfied
Safety	Unsatisfied
Driver service	Unsatisfied
Disability access	No comment
Overall	Unsatisfied
Q8	Respondent skipped this
How often have you been offered a discount to the maximum fare in your use of taxis?	question
Q9	Phone (talking)
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 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	Respondent skipped this	
How often have you been offered a discount to the stated fare in your use of hire cars?	question	

Q13	Respondent skipped this question
How often has surge pricing applied in your use of hire cars?	quounum
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?	

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
How often have you been offered a discount to the stated fare in your use of rideshare?	question
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 available?	taxi or hire car if rideshare services were not
100	
Q20	
Do you have any additional comments on on-demand transp	port in the ACT?

Collector: Web Link 1 (Web Link)

Started: Saturday, July 08, 2017 8:40:39 AM Last Modified: Saturday, July 08, 2017 8:48:16 AM

Time Spent: 00:07:37
IP Address: 2.2(a)(ii)

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	15 to 24
What is your age?	
Q3	Female
What is your gender?	
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	Rideshare
What is your preferred service?	
Q6	Less expensive
Why is this above your preferred service?	

Page 3: Part B - Taxis

Harman Ala Gardana and Alaka kanda and a sanda a la aka a como	
How satisfied are you with taxi services in the ACT?	
Availability	ок
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.	um fare in your use of
	um fare in your use of
How often have you been offered a discount to the maximutaxis?	um fare in your use of Rank or hail
How often have you been offered a discount to the maximutaxis?	
How often have you been offered a discount to the maximutaxis?  0  Q9	

# Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car ser	vices 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 Other Q14 How do you normally book a hire car? Stayed the same, Q15 Please explain any changes I do not use hire cars Since rideshare started in the ACT, has your use of hire cars changed?

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 rideshare?	stated fare in your use of	
Tr.		
Q18		

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.

Collector:

Web Link 1 (Web Link) Started: Saturday, July 08, 2017 9:25:54 AM

Last Modified: Saturday, July 08, 2017 9:33:20 AM

Time Spent: 00:07:25 IP Address: 2.2(a)(ii)

# Page 2: Part A - General

Yes. I give consent for any of my answers to be published, 01 in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal May we publicly quote any written answers you have means of my identification will not accompany any of my provided, in whole or in part, in this survey? 35 to 44 Q2 What is your age?

Male Q3

What is your gender?

04

How often do you use on-demand transport in the ACT?

Seldom to none Taxis Hire cars Seldom to none

Rideshare (e.g. uberX) Frequently Rideshare

Q5

Higher quality service Q6

Why is this above your preferred service?

What is 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	Very unsatisfied
Safety	Unsatisfied
Driver service	Very unsatisfied
Disability access	No comment
Overall	Unsatisfied
Q8	Respondent skipped this
How often have you been offered a discount to the	question
maximum fare in your use of taxis?	
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?	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	Respondent skipped this	
How often have you been offered a discount to the stated fare in your use of hire cars?	question	

Q13	Respondent skipped this question
How often has surge pricing applied in your use of hire cars?	A Washington
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?	Please explain any changes I don't use hire cars in ACT

Q16	
How satisfied are you with rideshare i	n 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
	scount to the stated fare in your use of
rideshare?	
rideshare?	
rideshare?	n your use of
rideshare? 0 Q18 How often has surge pricing applied in	n your use of
rideshare?  0  Q18  How often has surge pricing applied in rideshare?	n your use of
rideshare?  0  Q18  How often has surge pricing applied in rideshare?  5  Q19	n your use of uld you have taken by taxi or hire car if rideshare services were not

## 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.

Collector: Web Link 1 (Web Link)

Started: Saturday, July 08, 2017 7:46:26 PM Last Modified: Saturday, July 08, 2017 7:49:37 PM

Time Spent: 00:03:11 IP Address: 2.2(a)(ii)

Q1	No. Information provided by me is strictly confidential,
May we publicly quote any written answers you have provided, in whole or in part, in this survey?	and may only be used for the purpose of the evaluation and updating accessible public transport priorities.
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	ок	
Vait times	ок	
Price	Unsatisfied	
Safety	ок	
Oriver service	ок	
Disability access	No comment	
Overall	ок	
Q8		
How often have you been offered a discretaxis?	ount to the maximum fare in your use of	
0		
Q9	Phone (smartphone app)	
How do you normally hire a taxi?		
Q10	Less	
	your use of taxis	

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car se	rvices 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 discars?	scount to the stated fare in your use of hire	
0		

Q13	
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?	

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
Q17  How often have you been offered a discrideshare?	Very satisfied  ount to the stated fare in your use of
Q17 How often have you been offered a disc	
Q17 How often have you been offered a disc	
How often have you been offered a disc rideshare?	
Q17  How often have you been offered a discrideshare?	ount to the stated fare in your use of
Q17  How often have you been offered a discrideshare?  0  Q18  How often has surge pricing applied in the state of the sta	ount to the stated fare in your use of
Q17  How often have you been offered a discrideshare?  0  Q18  How often has surge pricing applied in rideshare?	ount to the stated fare in your use of
Q17  How often have you been offered a discrideshare?  0  Q18  How often has surge pricing applied in grideshare?  5  Q19	ount to the stated fare in your use of

Respondent skipped this question

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

Collector: Web Link 1 (Web Link)

Started: Saturday, July 08, 2017 9:04:01 PM Last Modified: Saturday, July 08, 2017 9:13:58 PM

Time Spent: 00:09:57
IP Address: 2.2(a)(ii)

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	ок
Disability access	No comment
Overall	Unsatisfied
Q8	Respondent skipped this
How often have you been offered a discount to the	question
maximum fare in your use of taxis?	
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?	Please explain any changes More certainty that the driver will show up, more convenient and cheaper than taxis.

Page 4: Part C - Hire cars

Driver service Disability access	No comment	
Safety	No comment	
Wait times Price	No comment	
How satisfied are you with hire car services in the AC  Availability	No comment	
How satisfied are you with hire car services in the AC		

# Taxi, hire car and rideshare customer survey – 2017

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

Q16	
How satisfied are you with rideshare i	n the ACT?
Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	Very satisfied
rideshare?	scount to the stated fare in your use of
Q18	
4.0	Lateral Control of the Control of th
How often has surge pricing applied in rideshare?	n your use of
How often has surge pricing applied in	n your use of
How often has surge pricing applied in rideshare?	n your use of
How often has surge pricing applied in rideshare? 2 Q19	ould you have taken by taxi or hire car if rideshare services were not

#### 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 preaccepted payment system is also very convenient.

#### INCOMPLETE

Collector: Web Link 1 (Web Link)

Started: Sunday, July 09, 2017 11:33:26 AM Last Modified: Sunday, July 09, 2017 11:35:55 AM

Time Spent: 00:02:28
IP Address: 2.2(a)(ii)

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	15 to 24
What is your age?	
Q3	Male
What is your gender?	
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)	Occasionally
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	Very unsatisfied	
Nait times	Unsatisfied	
Price	Unsatisfied	
Safety	ок	
Driver service	Very unsatisfied	
Disability access	No comment	
Overall	Unsatisfied	
Q8		
How often have you been offered a disco taxis?	ount to the maximum fare in your use of	
0		
Q9	Phone (talking)	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, has	your use of taxis	

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	
0 6 6	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?		

Q16	Respondent skipped this	
	question	
How satisfied are you with rideshare in the ACT?		
Q17	Respondent skipped this	
	question	
How often have you been offered a discount to the stated fare in your use of rideshare?		
Q18	Respondent skipped this question	
How often has surge pricing applied in your use of rideshare?	question	
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?	4.634.345.0	

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

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

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.

What is your age?

Q3 Male

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 Feel safer

Why is this above your preferred service?

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi service	es in the ACT?	
Availability	Unsatisfied	
Nait times	Unsatisfied	
Price	Very unsatisfied	
Safety	Unsatisfied	
Driver service	Very unsatisfied	
Disability access	Unsatisfied	
Overall	Unsatisfied	
Q8		
How often have you been offered a ditaxis?	scount to the maximum fare in your use of	
0		
Q9	Phone (smartphone app)	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, h	as your use of taxis	

Page 4: Part C - Hire cars

How often have you been offered a disco cars?	unt to the stated fare in your use of hire	
Q12		
Overall	ок	
Disability access	ок	
Oriver service	ок	
Safety	ок	
Price	ок	
Vait times	ок	
Availability	ок	
How satisfied are you with hire car service	es in the ACT?	
Q11		

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?		

Q16	
How satisfied are you with rideshare i	n 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 disrideshare?	scount to the stated fare in your use of
How often have you been offered a disrideshare?	scount to the stated fare in your use of
How often have you been offered a dis	scount to the stated fare in your use of
How often have you been offered a disrideshare?	scount to the stated fare in your use of
How often have you been offered a dis rideshare? 25	
How often have you been offered a disrideshare? 25 Q18 How often has surge pricing applied in	
How often have you been offered a disrideshare? 25 Q18 How often has surge pricing applied in rideshare?	
How often have you been offered a disrideshare? 25 Q18 How often has surge pricing applied in rideshare? 0 Q19	

Respondent skipped this question

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

Collector:

Web Link 1 (Web Link)

Started:

Sunday, July 09, 2017 2:19:27 PM Sunday, July 09, 2017 2:21:49 PM

Last Modified: **Time Spent:** 

00:02:21

IP Address:

2.2(a)(ii)

## Page 2: Part A - General

4.		
May	we	dud

icly 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

Q2

01

15 to 24

What is your age?

Q3

Male

What is your gender?

04

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

Rideshare

What is your preferred service?

Q6

Q5

Less expensive

Why is this above your preferred service?

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi services in	the ACT?	
Availability	ок	
Wait times	ок	
Price	Very unsatisfied	
Safety	Very satisfied	
Driver service	Very unsatisfied	
Disability access	ок	
Overall	Unsatisfied	
Q8		
How often have you been offered a discoutaxis?	nt to the maximum fare in your use of	
0		
Q9	Phone (talking)	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, has yo	ur use of taxis	

Page 4: Part C - Hire cars

Wait times  Price  No comment  Safety  No comment  Driver service  No comment  No comment  No comment  No comment  No comment  No comment	Q11		
Wait times  Price  No comment  Safety  No comment  Driver service  No comment  No comment  No comment  No comment  No comment  No comment	How satisfied are you with hire car se	vices in the ACT?	
Price No comment Safety No comment Driver service No comment Disability access No comment	Availability	No comment	
Safety No comment  Driver service No comment  Disability access No comment	Wait times	No comment	
Driver service No comment Disability access No comment	Price	No comment	
Disability access No comment	Safety	No comment	
	Driver service	No comment	
	Disability access	No comment	
Overall No comment	Overall	No comment	
		accust to the stated fare in your use of hire	
Q12  How often have you been offered a discount to the stated fare in your use of hire	cars?	scount to the stated fare in your use of fife	
How often have you been offered a discount to the stated fare in your use of hire	0		

Q13	
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?	

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 strideshare?	
Q17 How often have you been offered a discount to the st	
Q17  How often have you been offered a discount to the st	
Q17  How often have you been offered a discount to the strideshare?	
Q17  How often have you been offered a discount to the strideshare?	
Q17  How often have you been offered a discount to the strideshare?  0  Q18  How often has surge pricing applied in your use of	
Q17  How often have you been offered a discount to the strideshare?  0  Q18  How often has surge pricing applied in your use of rideshare?	
Q17  How often have you been offered a discount to the strideshare?  0  Q18  How often has surge pricing applied in your use of rideshare?  19  Q19	

Respondent skipped this question

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

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)

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	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.
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?	Salety metuding paying without carrying cash

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi services in t	he ACT?	
Availability	ок	
Wait times	ок	
Price	Unsatisfied	
Safety	ок	
Driver service	ок	
Disability access	Unsatisfied	
Overall	ок	
Q8		
How often have you been offered a discount taxis?	to the maximum fare in your use of	
0		
Q9	Phone (talking)	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, has you changed?	ruse of taxis	

Page 4: Part C - Hire cars

How often have you been offered a discount to the stated	question	
Q12	Respondent skipped this	
Overall	No comment	
Disability access	No comment	
Driver service	No comment	
Safety	No comment	
Price	No comment	
Wait times	No comment	
Availability	No comment	
How satisfied are you with hire car services in the ACT?		
Q11		

Q13

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

Q14

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?

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
How often have you been offered a discount to the stated fare in your use of rideshare?	question
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 available?	taxi or hire car if rideshare services were not
51	
Q20	Respondent skipped this question
Do you have any additional comments on on-demand	question

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)

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	15 to 24
What is your age?	
Q3	Female
What is your gender?	
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)	Occasionally
Q5	Rideshare
What is your preferred service?	
Q6	Less expensive
Why is this above your preferred service?	

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi services in the AC	т?	
Availability	ок	
Wait times	ок	
Price	Very unsatisfied	
Safety	ок	
Driver service	ок	
Disability access	No comment	
Overall	ок	
Q8		
How often have you been offered a discount to th taxis?	e maximum fare in your use of	
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 changed?	of taxis	

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car ser	vices 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		
And the state of t		
How often have you been offered a discars?	count to the stated fare in your use of hire	
cars:		

# Q13 How often has surge pricing applied in your use of hire cars? 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?

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 disrideshare?	count to the stated fare in your use of
How often have you been offered a disrideshare?	count to the stated fare in your use of
How often have you been offered a dis rideshare?	count to the stated fare in your use of
How often have you been offered a disrideshare?	count to the stated fare in your use of
How often have you been offered a dis rideshare?	
How often have you been offered a disrideshare?  O  Q18  How often has surge pricing applied in	
How often have you been offered a disrideshare?  O  Q18  How often has surge pricing applied in rideshare?	
How often have you been offered a disrideshare?  O  Q18  How often has surge pricing applied in rideshare?  33  Q19	

Respondent skipped this question

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

Collector:

Web Link 1 (Web Link)

Started: Last Modified: Sunday, July 09, 2017 8:42:03 PM Sunday, July 09, 2017 8:49:24 PM

Time Spent:

00:07:20

IP Address:

2.2(a)(ii)

## Page 2: Part A - General

Yes. I give consent for any of my answers to be published, 01 in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal May we publicly quote any written answers you have means of my identification will not accompany any of my provided, in whole or in part, in this survey? 25 to 34 Q2 What is your age? Male

Q3

What is your gender?

04

How often do you use on-demand transport in the ACT?

Taxis Occasionally Hire cars Seldom to none

Rideshare (e.g. uberX) Frequently

Rideshare Q5

What is your preferred service?

Higher quality service Q6

Why is this above your preferred service?

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi service	s in the ACT?	
vailability	Unsatisfied	
Vait times	ок	
rice	Unsatisfied	
afety	Satisfied	
Oriver service	ок	
Disability access	No comment	
Overall	Unsatisfied	
Q8		
How often have you been offered a disc taxis?	count to the maximum fare in your use of	
0		
Q9	Rank or hail	
How do you normally hire a taxi?		
010	Less	
Q10		

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car se	rvices 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		
de cars?	scount to the stated fare in your use of hire	
0		

# Taxi, hire car and rideshare customer survey – 2017

Q13	Respondent skipped this question	
How often has surge pricing applied in your use of hire cars?	3000000	
Q14	Respondent skipped this question	
How do you normally book a hire car?	(A436-X25)	
Q15	Respondent skipped this question	
Since rideshare started in the ACT, has your use of hire cars changed?	a reserve	

Q16	
How satisfied are you with rideshare i	n the ACT?
Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	Very satisfied
rideshare?	scount to the stated fare in your use of
0	
0 Q18	a vour use of
0	n your use of
Q18  How often has surge pricing applied in	n your use of
Q18  How often has surge pricing applied in rideshare?	n your use of
Q18  How often has surge pricing applied in rideshare?  10  Q19	n your use of uld you have taken by taxi or hire car if rideshare services were not

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

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)

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	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5	Rideshare
What is your preferred service?	
Q6	Less expensive
Why is this above your preferred service?	

Page 3: Part B - Taxis

How satisfied are you with taxi services in the ACT?	
Availability	ок
Wait times	ок
Price	Unsatisfied
Safety	ок
Driver service	ок
Disability access	No comment
Overall	ок
Q8	
Q8  How often have you been offered a discount to the maxi taxis?	mum fare in your use of
How often have you been offered a discount to the maxi taxis?	mum fare in your use of
How often have you been offered a discount to the maxi taxis?	mum fare in your use of Internet
How often have you been offered a discount to the maxi taxis?	
How often have you been offered a discount to the maxi taxis? 0 Q9	

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	
D 6 1 2 2 P P P	question	
How often has surge pricing applied in your use of hire cars?		
Q14	Respondent skipped this	
How do you normally book a hire car?	question	