

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?

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

12

Q19

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

69

Q20

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

Thanks for being forward thinking and legalising services like Uber. As someone who tries to go without a car, they're a great complement to the local bus and bike infrastructure.

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Sunday, July 09, 2017 11:29:11 PM
 Last Modified: Sunday, July 09, 2017 11:32:35 PM
 Time Spent: 00:03:24
 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?	15 to 24
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)	Occasionally
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Less expensive

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Satisfied
Wait times	Satisfied
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

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

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	OK
Driver service	Satisfied
Disability access	No comment
Overall	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?

Uber is good as long as drivers are getting decent money & entitlements out of it

INCOMPLETE

Collector: Web Link 1 (Web Link)
 Started: Monday, July 10, 2017 12:30:14 AM
 Last Modified: Monday, July 10, 2017 12:31:59 AM
 Time Spent: 00:01:45
 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	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?	
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

Q7

How satisfied are you with taxi services in the ACT?

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

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

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: Monday, July 10, 2017 6:48:31 AM
Last Modified: Monday, July 10, 2017 6:51:09 AM
Time Spent: 00:02:37
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>Male</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	Satisfied
Wait times	Very satisfied
Price	OK
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	Satisfied

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

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

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	Satisfied
Driver service	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?

6

Q19

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

100

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: Monday, July 10, 2017 9:12:05 AM
Last Modified: Monday, July 10, 2017 9:30:44 AM
Time Spent: 00:18:39
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>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	Satisfied
Wait times	Satisfied
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?

0

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
Uber is safer, easier, and a lot cheaper

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?

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	OK
Safety	Very unsatisfied
Driver service	Satisfied
Disability access	No comment
Overall	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?

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?

Taxis are a rip off, plain and simple! Booking fee+ flag fall+ waiting charges at traffic lights + cost per minute and per kilometre?! In the U.K., a taxi going 5km costs £3. Same distance here last week cost me \$24. That's about 4x the price! If Canberra wants to be a vibrant city, it needs to be quick, easy, and cheap for people to get to things. I live in moncrieff, last Friday I spent \$36 getting to Braddon (Taxi estimate \$65), and the same coming home. That's over \$70 before I've looked at a menu or bought a drink! It's a 20 minute journey, 75 minutes+ by bus (which we don't even have on the estate yet), and you wonder why the city looks lifeless?!

INCOMPLETE

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Time Spent: 00:03:08
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>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.</p>
<p>Q2 What is your age?</p>	<p>45 to 54</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>Occasionally</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>More convenient</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

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

Q8

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

1

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	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?

1

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	OK
Wait times	OK
Price	OK
Safety	OK
Driver service	OK
Disability access	OK
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?

0

Q19

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

5

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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 Last Modified: Monday, July 10, 2017 12:10:23 PM
 Time Spent: 00:08:01
 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?	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 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	Frequently
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	Very unsatisfied
Wait times	Very unsatisfied
Price	Very unsatisfied
Safety	Unsatisfied
Driver service	Very unsatisfied
Disability access	Unsatisfied
Overall	Very 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?

Please explain any changes
Taxis are terrible. Unreliable, expensive, unsafe. There is no accountability for drivers

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	Unsatisfied
Overall	Unsatisfied

Q12

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

10

Q13

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

10

Q14

Internet

How do you normally book a hire car?

Q15

Less,

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

Please explain any changes
Only if it is cheaper to hire a car would I use it instead of rideshare

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
Disability access	Very satisfied
Overall	Very satisfied

Q17

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

40

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?

Crack down harder on the taxi industry to prevent the organised crime component and hold plate owners accountable

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 10, 2017 12:19:09 PM
Last Modified: Monday, July 10, 2017 12:25:20 PM
Time Spent: 00:06:10
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>35 to 44</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	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Seldom to none
<p>Q5 What is your preferred service?</p>	<p>Taxi</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Feel safer</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services 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

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

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

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

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?

0

Q20

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

I won't use ride sharing because I don't feel it's safe.

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Monday, July 10, 2017 2:40:50 PM
 Last Modified: Monday, July 10, 2017 2:45:55 PM
 Time Spent: 00:05:04
 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?	Female
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 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Less expensive

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	Unsatisfied
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?

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
I now use uber instead when planning a trip but will still hail a cab on the street or use a cab when uber has surge pricing

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?

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?

Respondent skipped this question

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?

100

Q20

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

Love convenience of rideshare, prepaying and not needing to give directions. Love that drivers do their best to make it a pleasant experience for a positive rating.

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 10, 2017 3:49:19 PM
Last Modified: Monday, July 10, 2017 3:49:56 PM
Time Spent: 00:00:36
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>	
Taxis	Occasionally
Hire cars	Seldom to none
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>Higher quality service</p>

Page 3: Part B - Taxis

<p>Q7 How satisfied are you with taxi services in the ACT?</p>	<p>Respondent skipped this question</p>
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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?	Respondent skipped this question
Q10 Since rideshare started in the ACT, has your use of taxis changed?	Respondent skipped this question

Page 4: Part C - Hire cars

Q11 How satisfied are you with hire car services in the ACT?	Respondent skipped this question
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?	Respondent skipped this question

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)
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 Last Modified: Monday, July 10, 2017 7:29:21 PM
 Time Spent: 00:02:50
 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	Seldom to none
Hire cars	Frequently
Rideshare (e.g. uberX)	Frequently
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	More convenient

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi 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

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?

Other (please specify) |

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	Satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	Very satisfied
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?

Q13

Respondent skipped this question

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?

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	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?

20

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?

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 10, 2017 10:33:19 PM
Last Modified: Monday, July 10, 2017 10:43:18 PM
Time Spent: 00:09:58
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	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	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	OK
Wait times	OK
Price	Unsatisfied
Safety	Very 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?

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	OK
Wait times	OK
Price	OK
Safety	OK
Driver service	OK
Disability access	No comment
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

Internet

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

Q17

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

5

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?

100

Q20

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

The percentage of recently smoked in and smoke filled taxis has increased significantly since rideshare services have become available. This not only makes the trip unpleasant but agravates my asthma.

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Tuesday, July 11, 2017 7:14:21 AM
 Last Modified: Tuesday, July 11, 2017 7:17:34 AM
 Time Spent: 00:03:13
 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	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?	
Taxis	Seldom to none
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5	Rideshare
What is your preferred service?	
Q6	More convenient
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	Very satisfied
Price	OK
Safety	OK
Driver service	Very satisfied
Disability access	No comment
Overall	Satisfied

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

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	Very 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?

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

Respondent skipped this question

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

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 11, 2017 8:49:20 AM
Last Modified: Tuesday, July 11, 2017 8:49:53 AM
Time Spent: 00:00:32
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>	
<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>More convenient</p>

Page 3: Part B - Taxis

<p>Q7 How satisfied are you with taxi services in the ACT?</p>	<p>Respondent skipped this question</p>
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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?	Respondent skipped this question
Q10 Since rideshare started in the ACT, has your use of taxis changed?	Respondent skipped this question

Page 4: Part C - Hire cars

Q11 How satisfied are you with hire car services in the ACT?	Respondent skipped this question
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?	Respondent skipped this question

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: Tuesday, July 11, 2017 8:55:11 AM
 Last Modified: Tuesday, July 11, 2017 9:00:23 AM
 Time Spent: 00:05:11
 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?	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 What is your age?	45 to 54
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) Better service and no credit card surcharge

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	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

Phone (SMS)

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
Now use a mix of Taxi and Rideshare

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 Nil

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

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

99

Q20

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

Frustrated by lack of early morning cars (with no pre-booking facility).

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 11, 2017 10:02:48 AM
Last Modified: Tuesday, July 11, 2017 10:08:26 AM
Time Spent: 00:05:37
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>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	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5 What is your preferred service?	Rideshare
Q6 Why is this above your preferred service?	Less expensive

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

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

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
My first choice is now normally 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?

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,
Please explain any changes I don't use hire cars.

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Satisfied
Price	OK
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?

Respondent skipped this question

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?

100

Q20

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

Surge pricing is unpredictable and annoying. Once I notice it is in force, I would choose a taxi over Uber. The likes of Uber should be made to look after there drivers better and pay taxes.

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Tuesday, July 11, 2017 9:30:44 PM
 Last Modified: Tuesday, July 11, 2017 9:36:32 PM
 Time Spent: 00:05:47
 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?	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?	Other (please specify) All of the above

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	Unsatisfied
Price	OK
Safety	Very 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?

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?

Please explain any changes
I didn't use. I don't use them. It's the same!

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	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?

50

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?

Taxis need to learn about driver competence and hygiene, vehicle maintenance, that traffic laws apply to them, and that charging you for no reason other than the fact you got in their car is not ok.

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Wednesday, July 12, 2017 3:15:33 PM
 Last Modified: Wednesday, July 12, 2017 3:18:52 PM
 Time Spent: 00:03:18
 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?	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 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	Seldom to none
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Seldom to none
Q5 What is your preferred service?	Hire car
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	OK
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

Phone (talking)

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

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	OK
Wait times	OK
Price	OK
Safety	Unsatisfied
Driver service	Unsatisfied
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?

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

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: Wednesday, July 12, 2017 11:07:34 PM
Last Modified: Wednesday, July 12, 2017 11:10:48 PM
Time Spent: 00:03:13
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>35 to 44</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	Occasionally
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>More convenient</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	Unsatisfied
Price	OK
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 (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
Rideshare is easier and more convenient

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?

2