

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	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?

2

Q18

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

19

Q19

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

99

Q20

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

It has provided clear choice and great services

INCOMPLETE

Collector: Web Link 1 (Web Link)
 Started: Thursday, July 13, 2017 3:17:39 PM
 Last Modified: Thursday, July 13, 2017 3:18:11 PM
 Time Spent: 00:00:32
 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?	15 to 24
Q3 What is your gender?	Male
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5 What is your preferred service?	Taxi
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?	Respondent skipped this question
--	----------------------------------

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: Thursday, July 13, 2017 3:31:21 PM
 Last Modified: Thursday, July 13, 2017 3:35:14 PM
 Time Spent: 00:03:53
 IP Address: 2.2(a)(ii)

Page 2: Part A - General

Q1	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.
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	Occasionally
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	OK
Price	OK
Safety	Satisfied
Driver service	OK
Disability access	OK
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 (smartphone app)

Q10

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

Less

Page 4: Part C - Hire cars

Q11

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

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

Q12

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

50

Q13

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

30

Q14

Phone (smartphone app)

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	Satisfied
Disability access	OK
Overall	Satisfied

Q17

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

54

Q18

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

47

Q19

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

50

Q20

Respondent skipped this question

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

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, July 14, 2017 9:18:41 AM
Last Modified: Friday, July 14, 2017 9:35:11 AM
Time Spent: 00:16:30
IP Address: 2.2(a)(ii)

Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>25 to 34</p>
<p>Q3 What is your gender?</p>	<p>Female</p>
<p>Q4 How often do you use on-demand transport in the ACT?</p>	
<p>Taxis</p>	<p>Occasionally</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>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	Unsatisfied
Safety	Unsatisfied
Driver service	Unsatisfied
Disability access	OK
Overall	Unsatisfied

Q8

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

0

Q9

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
I have used taxis less as I find rideshare more convenient, cheaper and a higher quality service

Page 4: Part C - Hire cars

Q11

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

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

Q12

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

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 don't hire cars as I can't drive due to my medical condition.

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

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

Q17

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

0

Q18

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

0

Q19

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

100

Q20

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

If Uber drivers are not available I do take a taxi. I have a medical condition that means I cannot drive at the moment. I live in Tuggeranong and work in Holt and get lifts from my partner and colleagues when I can. My work place has been very accommodating with my situation, but getting around Canberra can be very restricting and expensive. If I get a bus to work it costs \$10 per day and takes me an hour and a half each way. Taxis cost in excess of \$80 for me to get to work each way. Ubers cost approximately \$50. At the moment I generally use a mixture of transport means to get the quickest at the least expensive. My medical condition does not make me eligible for any allowances or assistance. Uber has added another option for me in my situation. It is flexible, easy to use and relatively inexpensive.

INCOMPLETE

Collector: Web Link 1 (Web Link)
 Started: Friday, July 14, 2017 2:44:39 PM
 Last Modified: Friday, July 14, 2017 2:52:36 PM
 Time Spent: 00:07:56
 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?	Respondent skipped this question
Q3 What is your gender?	Respondent skipped this question
Q4 How often do you use on-demand transport in the ACT?	Respondent skipped this question
Q5 What is your preferred service?	Taxi
Q6 Why is this above your preferred service?	Respondent skipped this question

Page 3: Part B - Taxis

Q7 How satisfied are you with taxi services in the ACT?	Respondent skipped this question
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?

Availability

Very satisfied

Q12

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

Respondent skipped this question

Q13

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

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

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: Saturday, July 15, 2017 12:55:06 PM
Last Modified: Saturday, July 15, 2017 1:02:25 PM
Time Spent: 00:07:19
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>55 to 64</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>Frequently</p>
<p>Q5 What is your preferred service?</p>	<p>Taxi</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	Satisfied
Wait times	Satisfied
Price	OK
Safety	Satisfied
Driver service	Satisfied
Disability access	OK
Overall	Satisfied

Q8

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

50

Q9

Internet

How do you normally hire a taxi?

Q10

Stayed the same

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

Page 4: Part C - Hire cars

Q11

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

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

Q12

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

0

Q13

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

0

Q14

Phone (talking)

How do you normally book a hire car?

Q15

Stayed the same

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

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Satisfied
Wait times	Satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	Satisfied
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?

50

Q20

Respondent skipped this question

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

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Saturday, July 15, 2017 5:44:22 PM
 Last Modified: Saturday, July 15, 2017 5:48:23 PM
 Time Spent: 00:04:00
 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?	55 to 64
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?	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	Very satisfied
Wait times	OK
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 Tried Uber a few times

Page 4: Part C - Hire cars

Q11

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

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

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

Q17

Respondent skipped this question

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

Q18

Respondent skipped this question

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

Q19

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

25

Q20

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

Will go electric and autonomous by 2021, making things cheaper and more accessible

INCOMPLETE

Collector: Web Link 1 (Web Link)
 Started: Tuesday, July 18, 2017 3:25:20 PM
 Last Modified: Tuesday, July 18, 2017 3:29:17 PM
 Time Spent: 00:03:57
 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?	Respondent skipped this question
Q3 What is your gender?	Respondent skipped this question
Q4 How often do you use on-demand transport in the ACT?	Respondent skipped this question
Q5 What is your preferred service?	Respondent skipped this question
Q6 Why is this above your preferred service?	Respondent skipped this question

Page 3: Part B - Taxis

Q7 How satisfied are you with taxi services in the ACT?	Respondent skipped this question
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

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 19, 2017 8:57:12 AM
Last Modified: Wednesday, July 19, 2017 9:06:09 AM
Time Spent: 00:08:56
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>55 to 64</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
<p>Q5 What is your preferred service?</p>	<p>Rideshare</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Respondent skipped this question</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	OK
Wait times	OK
Price	Unsatisfied
Safety	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?

Please explain any changes
I take fewer rides but more overall rides because Uber is cheaper and more convenient

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?

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

Q17

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

0

Q18

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

10

Q19

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

20

Q20

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

The ACT should also investigate bus services on the Uber/Lyft model (this is happening in some cities in the United States)

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Wednesday, July 19, 2017 11:53:22 AM
 Last Modified: Wednesday, July 19, 2017 12:00:48 PM
 Time Spent: 00:07:25
 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	45 to 54
What is your age?	
Q3	Female
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Seldom to none
Q5	Taxi
What is your preferred service?	
Q6	Other (please specify)
Why is this above your preferred service?	Taxis are regulated - drivers have to be licenced and display their card with photo, they work for a company so have to meet company standards. Uber drivers don't have that regulation - I'm surprised a Labor government would want that kind of unregulated, free market, seems more like what the Liberals would want.

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Satisfied
Wait times	Satisfied
Price	Satisfied
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?

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

How do you normally book a hire car?

Respondent skipped this question

Q15

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

Stayed the same

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

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

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?

In theory cheap on-demand transport is a great idea, but I'd rather catch the bus than risk my safety getting into a car driven by an unregulated driver.

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 19, 2017 7:20:43 PM
Last Modified: Wednesday, July 19, 2017 7:35:08 PM
Time Spent: 00:14:24
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> <p>Taxis</p> <p>Hire cars</p> <p>Rideshare (e.g. uberX)</p>	<p>Occasionally</p> <p>Seldom to none</p> <p>Occasionally</p> <p>Rideshare</p>
<p>Q5 What is your preferred service?</p>	<p>Rideshare</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Other (please specify) Driver and route tracking</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Satisfied
Wait times	Satisfied
Price	OK
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?

0

Q9

How do you normally hire a taxi?

Rank or hail

Q10

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

Stayed the same

Page 4: Part C - Hire cars

Q11

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

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

Q12

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

Respondent skipped this question

Q13

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

Respondent skipped this question

Q14

How do you normally book a hire car?

Respondent skipped this question

Q15

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

Stayed the same

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	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?

10

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?

15

Q20

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

The availability of Uber primarily increased the number of trips I take within Canberra at expense of public transport (which is frankly horrible). Taxi use (usually for work) stayed roughly the same but switched away from buses to Uber for personal trips.

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 19, 2017 8:34:22 PM
Last Modified: Wednesday, July 19, 2017 8:39:15 PM
Time Spent: 00:04:53
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	OK
Driver service	Unsatisfied
Disability access	Satisfied
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?

Internet

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	Satisfied
Price	OK
Safety	Satisfied
Driver service	No comment
Disability access	No comment
Overall	Satisfied

Q12

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

1

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

99

Q20

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

On demand transport is very expensive in Canberra compared to other capital cities. This is particularly painful given the state of public transport in Canberra. We need more competition in the ride sharing space so consumers can get a fair deal.

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, July 22, 2017 1:26:28 PM
Last Modified: Saturday, July 22, 2017 1:30:03 PM
Time Spent: 00:03:34
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?	Female
Q4 How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Rideshare (e.g. uberX)	Occasionally
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	OK
Wait times	OK
Price	OK
Safety	Satisfied
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

How do you normally hire a taxi?

Internet

Q10

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

Less,

Please explain any changes easier to book and know which car is the one I booked. Advance notice of approximate cost.

Page 4: Part C - Hire cars

Q11

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

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

Q12

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

Respondent skipped this question

Q13

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

Respondent skipped this question

Q14

How do you normally book a hire car?

Respondent skipped this question

Q15

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

Stayed the same

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

Availability	Satisfied
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?

1

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?

99

Q20

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

Respondent skipped this question

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 24, 2017 5:14:22 PM
Last Modified: Monday, July 24, 2017 5:16:19 PM
Time Spent: 00:01:56
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	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	Satisfied
Wait times	Very satisfied
Price	Very unsatisfied
Safety	OK
Driver service	OK
Disability access	No comment
Overall	Unsatisfied

Q8

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

Respondent skipped this question

Q9

How do you normally hire a taxi?

Phone (talking)

Q10

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

Less,
Please explain any changes
Taxis haven't reduced in cost, so I've largely stopped using them.

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: Wednesday, July 26, 2017 11:33:11 AM
Last Modified: Wednesday, July 26, 2017 11:42:07 AM
Time Spent: 00:08:55
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>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>Frequently</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	Unsatisfied
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?

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?

1

Q14

How do you normally book a hire car?

Respondent skipped this question

Q15

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

Stayed the same

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

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

Q17

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

0

Q18

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

0

Q19

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

100

Q20

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

Until last Saturday, I have been very happy with Uber. I had to shout at my driver twice during my short trip home. Once for driving on the wrong side of the road... once for not even slowing down at a Stop sign on Canberra Ave. He was new to Canberra and had only been in Australia for a short time. Absolutely terrified!!

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, July 29, 2017 12:00:32 PM
Last Modified: Saturday, July 29, 2017 12:03:43 PM
Time Spent: 00:03:10
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>45 to 54</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?	More convenient

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Unsatisfied
Wait times	Satisfied
Price	Unsatisfied
Safety	Unsatisfied
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?

Page 4: Part C - Hire cars

Q11

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

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

Q12

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

0

Q13

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

0

Q14

Other

How do you normally book a hire car?

Q15

Stayed the same

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

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

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

Q17

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

10

Q18

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

10

Q19

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

61

Q20

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

Rude sharing costs are increasing since it was introduced

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, July 29, 2017 4:53:43 PM
Last Modified: Saturday, July 29, 2017 5:05:23 PM
Time Spent: 00:11:40
IP Address: 2.2(a)(ii)

Page 2: Part A - General

<p>Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?</p>	<p>Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.</p>
<p>Q2 What is your age?</p>	<p>15 to 24</p>
<p>Q3 What is your gender?</p>	<p>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>Seldom to none</p>
<p>Q5 What is your preferred service?</p>	<p>Taxi</p>
<p>Q6 Why is this above your preferred service?</p>	<p>Other (please specify) Environmentally friendly cars.</p>

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	Very unsatisfied
Driver service	Unsatisfied
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?

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	Very unsatisfied
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?

Stayed the same

Page 5: Part D - Rideshare

Q16

How satisfied are you with rideshare in the ACT?

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

100

Q20

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

Yes:

- 1) Uber is an awful company that is seeking to create a monopoly, and has a well established practice of rent-seeking.
- 2) Uber drivers have worse employment conditions than taxi drivers, and are employed as contractors, meaning that Uber can prevent them from unionising, and that Uber doesn't have to look out for their WH&S, their superannuation, sick leave, etc. It's exploitative of workers.
- 3) It's excellent that taxis in the ACT are hybrid vehicles, and it's very disappointing that the same requirement doesn't extend to Uber cars.
- 4) No ride share car (taxi, uber, or hire car) should be entitled to use bus lanes. Yes, ride share cars are better than privately owned cars, but the incentive to use a ride share car to access bus lanes comes at the cost of the incentive to take public transport.
- 5) Given my concerns about Uber, I was very concerned to see re Government endorsing them as a company, and advertising on their behalf (in the night rider+Uber promotion).

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 02, 2017 10:22:39 AM
Last Modified: Wednesday, August 02, 2017 10:26:02 AM
Time Spent: 00:03:22
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>45 to 54</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)	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>Know how to use this service</p>

Page 3: Part B - Taxis

Q7

How satisfied are you with taxi services in the ACT?

Availability	Satisfied
Wait times	Satisfied
Price	OK
Safety	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?

0

Q9

How do you normally hire a taxi?

Internet

Q10

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

Stayed the same

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?

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: Friday, August 04, 2017 12:52:48 AM
Last Modified: Friday, August 04, 2017 1:00:57 AM
Time Spent: 00:08:08
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>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	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	Unsatisfied
Price	Unsatisfied
Safety	Very satisfied
Driver service	Very 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?

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