Q13	
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?	

Q16	
How satisfied are you with rideshare i	n the ACT?
Availability	Very satisfied
Wait times	Very satisfied
Price	Satisfied
Safety	ок
Driver service	Satisfied
Disability access	No comment
Overall	Satisfied
Q17 How often have you been offered a disrideshare?	scount to the stated fare in your use of
How often have you been offered a dis	scount to the stated fare in your use of
How often have you been offered a disrideshare?	scount to the stated fare in your use of
How often have you been offered a dis rideshare?	
How often have you been offered a disrideshare? 2 Q18 How often has surge pricing applied in rideshare?	
How often have you been offered a disrideshare? 2 Q18 How often has surge pricing applied in	
How often have you been offered a disrideshare? 2 Q18 How often has surge pricing applied in rideshare? 19 Q19	

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	15 to 24
What is your age?	
Q3	Male
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5	Taxi
What is your preferred service?	
Q6	Higher quality service
Why is this above your preferred service?	

Page 3: Part B - Taxis

Q7 Respondent skipped this question

How satisfied are you with taxi services in the ACT?

Taxi, hire car and rideshare customer survey – 2017

Respondent skipped this question	
Respondent skipped this question	

Respondent skipped this question	
	Respondent skipped this question Respondent skipped this

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?	quousion	
Q14	Respondent skipped this question	
How do you normally book a hire car?	question	
Q15	Respondent skipped this question	
Since rideshare started in the ACT, has your use of hire cars changed?	Value of the same	

Page 5: Part D - Rideshare

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

Taxi, hire car and rideshare customer survey – 2017

Q18	Respondent skipped this question
How often has surge pricing applied in your use of rideshare?	quounti
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 guestion
Do you have any additional comments on on-demand transport in the ACT?	A

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)

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2	25 to 34
What is your age?	
Q3	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	ок	
Price	ок	
Safety	Satisfied	
Driver service	ок	
Disability access	ок	
Overall	Satisfied	
Q8	Respondent skipped this	
How often have you been offered a discount to the maximum fare in your use of taxis?	question	
Q9	Phone (smartphone app)	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, has your use of taxis changed?		

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car ser	vices in the ACT?	
Availability	ок	
Wait times	ок	
Price	Satisfied	
Safety	Satisfied	
Driver service	Satisfied	
Disability access	ок	
Overall	Satisfied	

Q13		
How often has surge pricing applied in your use of hire cars?		
Q14 How do you normally book a hire car?	Phone (smartphone app)	
Q15	Less	
Since rideshare started in the ACT, has your use of hire cars changed?		

Q16	
How satisfied are you with rideshare in the ACT?	
Availability	Satisfied
Wait times	Satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	ок
Overall	Satisfied
Q17 How often have you been offered a discount to the strideshare?	tated fare in your use of
How often have you been offered a discount to the st rideshare? 54	tated fare in your use of
How often have you been offered a discount to the strideshare? 54 Q18	tated fare in your use of
How often have you been offered a discount to the st rideshare? 54	tated fare in your use of
How often have you been offered a discount to the strideshare? 54 Q18 How often has surge pricing applied in your use of rideshare?	tated fare in your use of
How often have you been offered a discount to the strideshare? 54 Q18 How often has surge pricing applied in your use of	tated fare in your use of
How often have you been offered a discount to the strideshare? 54 Q18 How often has surge pricing applied in your use of rideshare? 47	

Respondent skipped this question

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

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)

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2	25 to 34
What is your age?	
Q3	Female
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	More convenient
Why is this above your preferred 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	ок
Wait times	ок
Price	Unsatisfied
Safety	Unsatisfied
Driver service	Unsatisfied
Disability access	ок
Overall	Unsatisfied
Q8	
How often have you been offered a discount to the maximutaxis?	um fare in your use of
0	
Q9	Rank or hail
How do you normally hire a taxi?	
Q10	Less,
Since rideshare started in the ACT, has your use of taxis	Please explain any changes I have used taxis less as I find rideshare more convenient

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car ser	vices in the ACT?	
Availability	No comment	
Vait times	No comment	
Price	No comment	
Safety	No comment	
Driver service	No comment	
Disability access	No comment	
Overall	No comment	
Q12		
	count to the stated fare in your use of hire	
0		

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

O

Q14

How do you normally book a hire car?

Q15

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.

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

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

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

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.
Respondent skipped this question
Respondent skipped this question
Respondent skipped this question
Taxi
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

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?		
vailability	Very satisfied	
Q12	Respondent skipped this question	
How often have you been offered a discount to the stated fare in your use of hire cars?		
Q13	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?	AT DESTROY	

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

Respondent skipped this question

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

Collector:

Web Link 1 (Web Link)

Started: Last Modified: Saturday, July 15, 2017 12:55:06 PM Saturday, July 15, 2017 1:02:25 PM

Time Spent:

00:07:19

IP Address:

2.2(a)(ii)

Page 2: Part A - General

Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.

Q2

Yes. I give consent for any of my answers to be published, in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.

Taxi

What is your age?

Q3 Male

What is your gender?

Q4

Q6

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

Taxis Frequently

Q5

What is your preferred service?

More convenient

Why is this above your preferred service?

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi service	es in the ACT?	
Availability	Satisfied	
Nait times	Satisfied	
Price	ок	
Safety	Satisfied	
Driver service	Satisfied	
Disability access	ок	
Overall	Satisfied	
Q8		
How often have you been offered a distaxis?	count to the maximum fare in your use of	
50		
Q9	Internet	
How do you normally hire a taxi?		
Q10	Stayed the same	
Since rideshare started in the ACT, ha changed?	s your use of taxis	

Page 4: Part C - Hire cars

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

Q13	
How often has surge pricing applied in your use of hire cars?	
Q14	Phone (talking)
How do you normally book a hire car?	
Q15	Stayed the same
Since rideshare started in the ACT, has your use of hire cars changed?	

Q16	
How satisfied are you with rideshare in the ACT?	
Availability	Satisfied
Wait times	Satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	Satisfied
Overall	Satisfied
How often have you been offered a discount to the s rideshare?	tated fare in your use of
Q17 How often have you been offered a discount to the s rideshare? 0	tated fare in your use of
How often have you been offered a discount to the strideshare? Q18 How often has surge pricing applied in your use of rideshare?	tated fare in your use of
How often have you been offered a discount to the strideshare? Q18 How often has surge pricing applied in your use of rideshare?	tated fare in your use of
How often have you been offered a discount to the strideshare? O Q18 How often has surge pricing applied in your use of	tated fare in your use of
How often have you been offered a discount to the strideshare? Q18 How often has surge pricing applied in your use of rideshare? Q19	tated fare in your use of

Respondent skipped this question

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

Collector: Web Link 1 (Web Link)

Started: Saturday, July 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)

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	55 to 64
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)	Seldom to none
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	Very satisfied
Wait times	ок
Price	Unsatisfied
Safety	Very satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	Satisfied
Q8	Respondent skipped this
How often have you been offered a discount to the	question
maximum fare in your use of taxis?	
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 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	ок	
Price	ок	
Safety	Very satisfied	
Driver service	No comment	
Disability access	No comment	
Overall	ок	
Q12	Respondent skipped this question	
How often have you been offered a discount to the stated fare in your use of hire cars?	7	

Taxi, hire car and rideshare customer survey – 2017

Q13	Respondent skipped this question	
How often has surge pricing applied in your use of hire cars?	4.000.00	
Q14	Internet	
How do you normally book a hire car?		
Q15	Stayed the same	
Since rideshare started in the ACT, has your use of hire cars changed?		

Q16 How satisfied are you with rideshare in the ACT?	
Availability	Satisfied
Wait times	Satisfied
Price	ок
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
How often has surge pricing applied in your use of rideshare?	question
Q19	
What share of your rideshare trips would you have taken be available?	y taxi or hire car if rideshare services were not
25	
Q20	
	sport in the ACT?

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	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	Respondent skipped this guestion
What is your age?	Merziniii
Q3	Respondent skipped this question
What is your gender?	question
Q4	Respondent skipped this question
How often do you use on-demand transport in the ACT?	
Q5	Respondent skipped this
What is your preferred service?	question
Q6	Respondent skipped this question
Why is this above your preferred service?	dacarian

Page 3: Part B - Taxis

Q7	Respondent skipped this question	
How satisfied are you with taxi services in the ACT?	Security	
Q8	Respondent skipped this question	
How often have you been offered a discount to the maximum fare in your use of taxis?	question	
Q9	Respondent skipped this	
How do you normally hire a taxi?	question	

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

Respondent skipped this question

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	
How often have you been offered a discount to the stated fare in your use of hire cars?	question	
Q13	Respondent skipped this question	
How often has surge pricing applied in your use of hire cars?	question	
Q14	Respondent skipped this question	
How do you normally book a hire car?	question	
Q15	Respondent skipped this question	
Since rideshare started in the ACT, has your use of hire cars changed?	Constant of the Constant of th	

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

Respondent skipped this question

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

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)

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	55 to 64
What is your age?	
Q3	Male
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	Respondent skipped this
Why is this above your preferred service?	question

Page 3: Part B - Taxis

How satisfied are you with taxi services in the ACT?	
Availability	ок
Wait times	ок
Price	Unsatisfied
Safety	Unsatisfied
Driver service	Very unsatisfied
Disability access	No comment
Overall	Unsatisfied
Q8	
Q8 How often have you been offered a discount to the maxim taxis?	num fare in your use of
How often have you been offered a discount to the maxim	num fare in your use of
How often have you been offered a discount to the maxim taxis?	num fare in your use of Phone (talking)
How often have you been offered a discount to the maxim taxis?	
How often have you been offered a discount to the maxim taxis? 0 Q9	

Page 4: Part C - Hire cars

Q11	Respondent skipped this question	
How satisfied are you with hire car services in the ACT?		
Q12	Respondent skipped this	
	question	
How often have you been offered a discount to the stated		
fare in your use of hire cars?		
Q13	Respondent skipped this	
	question	
How often has surge pricing applied in your use of hire cars?		
Q14	Respondent skipped this	
Dani da vari mania (ligita al la ligita al la ligita de la	question	
How do you normally book a hire car?		

Respondent skipped this question

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

Page 5: Part D - Rideshare

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)

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)

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?	Female
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 Why is this above your preferred service?	Other (please specify) Taxis are regulated - drivers have to be licenced and display their card with photo, they work for a company schave 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 t	he 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 taxis?	to the maximum fare in your use of	
0		
Q9	Phone (talking)	
How do you normally hire a taxi?		
Q10	Stayed the same	
Since rideshare started in the ACT, has you	ruse of taxis	

Page 4: Part C - Hire cars

How satisfied are you with hire car services in th	ne ACT?	
Availability	No comment	
Vait times	No comment	
Price	No comment	
Safety	No comment	
Oriver service	No comment	
Disability access	No comment	
Overall	No comment	

Q13		
How often has surge pricing applied in your use of hire cars?		
Q14	Respondent skipped this	
How do you normally book a hire car?	question	
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	No comment	
Wait times	No comment	
Price	No comment	
Safety	Very unsatisfied	
Driver service	No comment	
Disability access	No comment	
Overall	No comment	
Q17	Respondent skipped this question	
How often have you been offered a discount to the stated fare in your use of rideshare?	question	
Q18	Respondent skipped this question	
How often has surge pricing applied in your use of rideshare?	question	
Q19	Respondent skipped this question	
What share of your rideshare trips would you have taken by taxi or hire car if rideshare services were not available?	Harrison Maria	

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.

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)

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	35 to 44
What is your age?	
Q3	Male
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Occasionally
Q5	Rideshare
What is your preferred service?	
Q6	Other (please specify) Driver and route tracking
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	ок	
Safety	Very satisfied	
Driver service	Very satisfied	
Disability access	No comment	
Overall	Satisfied	
Q8		
How often have you been offered a disco taxis?	ount to the maximum fare in your use of	
0		
Q 9	Rank or hail	
How do you normally hire a taxi?		
Q10	Stayed the same	
Since rideshare started in the ACT, has y changed?	your use of taxis	

Page 4: Part C - Hire cars

Q12	Respondent skipped this question	
Overall	No comment	
Disability access	No comment	
Oriver service	No comment	
Safety	No comment	
Price	No comment	
Vait times	No comment	
Availability	No comment	
How satisfied are you with hire car services in the ACT?		
Q11		

Taxi, hire car and rideshare customer survey – 2017

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

Q16	
How satisfied are you with rideshare i	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
rideshare? 10	scount to the stated fare in your use of
Q18	
How often has surge pricing applied in	n your use of
rideshare?	
rideshare? 20	
20 Q19	ould you have taken by taxi or hire car if rideshare services were not

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

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.

Collector:

Web Link 1 (Web Link)

Started: Last Modified: Wednesday, July 19, 2017 8:34:22 PM Wednesday, July 19, 2017 8:39:15 PM

Time Spent:

00:04:53

IP Address:

2.2(a)(ii)

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my answers.
Q2	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)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	Less expensive
Why is this above your preferred service?	

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi service	ces in the ACT?	
Availability	Satisfied	
Vait times	Satisfied	
Price	Very unsatisfied	
Safety	ок	
Driver service	Unsatisfied	
Disability access	Satisfied	
Overall	Unsatisfied	
Q8		
taxis?	iscount to the maximum fare in your use of	
Q9	Internet	
How do you normally hire a taxi?		
	Less	
Q10		

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car serv	ices in the ACT?	
Availability	Satisfied	
Vait times	Satisfied	
Price	ок	
Safety	Satisfied	
Oriver service	No comment	
Disability access	No comment	
	Satisfied	

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?	

Q16	
How satisfied are you with rideshare in	n the ACT?
Availability	Satisfied
Wait times	ок
Price	ок
Safety	Satisfied
Driver service	Satisfied
Disability access	Unsatisfied
Overall	Satisfied
rideshare?	
0	
	n your use of
Q18 How often has surge pricing applied in	n your use of
Q18 How often has surge pricing applied in rideshare?	n your use of
Q18 How often has surge pricing applied in rideshare? Q19	n your use of uld you have taken by taxi or hire car if rideshare services were not

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

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: Last Modified: Saturday, July 22, 2017 1:26:28 PM Saturday, July 22, 2017 1:30:03 PM

Time Spent:

00:03:34

IP Address:

2.2(a)(ii)

Q1 May we publicly quote any written answers you have provided, in whole or in part, in this survey?	Yes. I give consent for any of my answers to be published in whole or in part, when communicating the outcomes of this survey. I understand that my name or other formal means of my identification will not accompany any of my
A service of the service plane	answers.
Q2	35 to 44
What is your age?	
Q3	Female
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
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

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

Page 4: Part C - Hire cars

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

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

Q16	
How satisfied are you with rideshare in th	ne ACT?
Availability	Satisfied
Wait times	Satisfied
Price	Satisfied
Safety	ок
Driver service	Satisfied
Disability access	No comment
Overall	Satisfied
Q17 How often have you been offered a discourideshare?	unt to the stated fare in your use of
How often have you been offered a discourideshare?	unt to the stated fare in your use of
How often have you been offered a discourideshare? 1 Q18 How often has surge pricing applied in you	
How often have you been offered a discourideshare? 1 Q18 How often has surge pricing applied in yourideshare?	
How often have you been offered a discourideshare? 1 Q18 How often has surge pricing applied in your rideshare? 0	
How often have you been offered a discourideshare? 1 Q18 How often has surge pricing applied in yourideshare?	
How often have you been offered a discourideshare? 1 Q18 How often has surge pricing applied in yourideshare? 0 Q19	
How often have you been offered a discourideshare? 1 Q18 How often has surge pricing applied in your ideshare? 0 Q19 What share of your rideshare trips would	our use of
How often have you been offered a discourideshare? 1 Q18 How often has surge pricing applied in your rideshare? 0 Q19 What share of your rideshare trips would available?	our use of

INCOMPLETE

Collector:

Web Link 1 (Web Link) Monday, July 24, 2017 5:14:22 PM

Started: Last Modified:

Monday, July 24, 2017 5:16:19 PM

Time Spent: IP Address:

00:01:56

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

Q2

What is your age?

Q3

Male

25 to 34

What is your gender?

Q4

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

Taxis

Seldom to none

Hire cars

Seldom to none

Rideshare (e.g. uberX)

Frequently

Rideshare

What is your preferred service?

Q6

Q5

Less expensive

Why is this above your preferred service?

Page 3: Part B - Taxis

Q7	
How satisfied are you with taxi services in the ACT?	
Availability	Satisfied
Wait times	Very satisfied
Price	Very unsatisfied
Safety	ок
Driver service	ок
Disability access	No comment
Overall	Unsatisfied
Q8	Respondent skipped this
How often have you been offered a discount to the maximum fare in your use of taxis?	question
Q9	Phone (talking)
How do you normally hire a taxi?	
Q10	Less,
Since rideshare started in the ACT, has your use of taxis changed?	Please explain any changes 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

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

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)

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

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi services in the	e ACT?	
Availability	Satisfied	
Vait times	Satisfied	
Price	Unsatisfied	
Safety	Satisfied	
Oriver service	Satisfied	
Disability access	No comment	
Overall	Satisfied	
Q8		
How often have you been offered a discount taxis?	to the maximum fare in your use of	
O		
Q9	Phone (talking)	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, has your	use of taxis	

Page 4: Part C - Hire cars

How satisfied are you with hire car services in		
	the ACT?	
availability	No comment	
Vait times	No comment	
Price	No comment	
safety	No comment	
Priver service	No comment	
disability access	No comment	
Overall	No comment	

Q13 How often has surge pricing applied in your use of hire cars? 1 Q14 Respondent skipped this question How do you normally book a hire car? Q15 Stayed the same Since rideshare started in the ACT, has your use of hire cars changed?

Q16	
How satisfied are you with rideshare in the ACT	7
Availability	Very satisfied
Wait times	Very satisfied
Price	Very satisfied
Safety	Satisfied
Driver service	Very satisfied
Disability access	No comment
Overall	
Q17 How often have you been offered a discount to rideshare?	Very satisfied the stated fare in your use of
Q17 How often have you been offered a discount to	
Q17 How often have you been offered a discount to	
Q17 How often have you been offered a discount to rideshare?	
Q17 How often have you been offered a discount to rideshare?	the stated fare in your use of
Q17 How often have you been offered a discount to rideshare? 0 Q18 How often has surge pricing applied in your use	the stated fare in your use of
Q17 How often have you been offered a discount to rideshare? 0 Q18 How often has surge pricing applied in your use rideshare?	the stated fare in your use of
Q17 How often have you been offered a discount to rideshare? Q18 How often has surge pricing applied in your use rideshare? Q19	the stated fare in your use of

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!!

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)

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	45 to 54
What is your age?	
Q3	Male
What is your gender?	
Q4	
How often do you use on-demand transport in the ACT?	
Taxis	Occasionally
Hire cars	Seldom to none
Rideshare (e.g. uberX)	Frequently
Q5	Rideshare
What is your preferred service?	
Q6	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	Unsatisfied	
Wait times	Satisfied	
Price	Unsatisfied	
Safety	Unsatisfied	
Driver service	ок	
Disability access	No comment	
Overall	ок	
Q8		
How often have you been offered a discount to the maxim taxis?	um fare in your use of	
0		
Q9	Phone (talking)	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, has your use of taxis changed?		

Page 4: Part C - Hire cars

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

Q13	
How often has surge pricing applied in your use of hire cars?	
0	Other
Q14	one:
How do you normally book a hire car?	
Q15	Stayed the same
Since rideshare started in the ACT, has your use of hire cars changed?	

Q16	
How satisfied are you with rideshare	n the ACT?
Availability	Very satisfied
Vait times	Satisfied
Price	Satisfied
Safety	Satisfied
Driver service	Satisfied
Disability access	No comment
Overall	Very satisfied
Q17 How often have you been offered a dirideshare?	scount to the stated fare in your use of
How often have you been offered a di	scount to the stated fare in your use of
How often have you been offered a di rideshare? 10	scount to the stated fare in your use of
How often have you been offered a di rideshare? 10 Q18	
How often have you been offered a di rideshare? 10	
How often have you been offered a di rideshare? 10 Q18 How often has surge pricing applied i	
How often have you been offered a di rideshare? 10 Q18 How often has surge pricing applied i rideshare?	
How often have you been offered a di rideshare? 10 Q18 How often has surge pricing applied i rideshare? 10	

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

Rude sharing costs are increasing since it was introduced

Collector:

Web Link 1 (Web Link)

Started:

Saturday, July 29, 2017 4:53:43 PM Saturday, July 29, 2017 5:05:23 PM

Last Modified: Time Spent: IP Address:

00:11:40 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

Q2

What is your age?

Q3

Male

15 to 24

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)

Seldom to none

Q5

Taxi

What is your preferred service?

Q6

Other (please specify) Environmentally friendly cars.

Why is this above your preferred service?

Page 3: Part B - Taxis

Q7		
How satisfied are you with taxi services in the ACT?		
Availability	No comment	
Vait times	No comment	
Price	No comment	
Safety	Very unsatisfied	
Oriver service	Unsatisfied	
Disability access	No comment	
Overall	No comment	
Q8		
How often have you been offered a discount to the mattaxis?	rimum fare in your use of	
0		
Q9	Phone (talking)	
How do you normally hire a taxi?		
Q10	Less	

Page 4: Part C - Hire cars

Q11		
How satisfied are you with hire car se	vices 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		
QIZ		
How often have you been offered a discars?	count to the stated fare in your use of hire	
0		

How often has surge pricing applied in your use of hire cars? Q14 How do you normally book a hire car? Q15 Stayed the same Since rideshare started in the ACT, has your use of hire cars changed?

Q16	
How satisfied are you with rideshare in the ACT	?
Availability	Very unsatisfied
Wait times	No comment
Price	Very unsatisfied
Safety	Unsatisfied
Driver service	ок
Disability access	Very unsatisfied
Overall	Very unsatisfied
Q17 How often have you been offered a discount to rideshare?	the stated fare in your use of
How often have you been offered a discount to rideshare?	the stated fare in your use of
How often have you been offered a discount to rideshare? 0 Q18	
How often have you been offered a discount to rideshare?	
How often have you been offered a discount to rideshare? O Q18 How often has surge pricing applied in your use	
How often have you been offered a discount to rideshare? O Q18 How often has surge pricing applied in your use rideshare?	
How often have you been offered a discount to rideshare? Q18 How often has surge pricing applied in your use rideshare? Q19	

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).

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)

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	45 to 54
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)	Seldom to none
Q5	Taxi
What is your preferred service?	
Q6	Know how to use this 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	Satisfied	
Wait times	Satisfied	
Price	ок	
Safety	Satisfied	
Driver service	Very satisfied	
Disability access	No comment	
Overall	Satisfied	
Q8		
How often have you been offered a discount to taxis?	the maximum fare in your use of	
0		
Q9	Internet	
How do you normally hire a taxi?		
Q10	Stayed the same	
Since rideshare started in the ACT, has your us	se of taxis	

Page 4: Part C - Hire cars

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

Taxi, hire car and rideshare customer survey – 2017

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

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

Collector:

Web Link 1 (Web Link)

Started: Last Modified: Friday, August 04, 2017 12:52:48 AM Friday, August 04, 2017 1:00:57 AM

Time Spent: IP Address:

00:08:08 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

Q2

What is your age?

Q3

What is your gender?

Female

35 to 44

04

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

Taxis

Hire cars

Rideshare (e.g. uberX)

Seldom to none

Seldom to none

Occasionally Rideshare

What is your preferred service?

Q6

Q5

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	Unsatisfied	
Price	Unsatisfied	
Safety	Very satisfied	
Driver service	Very satisfied	
Disability access	No comment	
Overall	ок	
Q8	Respondent skipped this	
How often have you been offered a discount to the maximum fare in your use of taxis?	question	
Q9	Rank or hail	
How do you normally hire a taxi?		
Q10	Less	
Since rideshare started in the ACT, has your use of taxis changed?		

Page 4: Part C - Hire cars

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